Data Sheet

Guardian CAD

Empower your control room staff

MOTOROLA SOLUTIONS

In the control room, your most important asset is your team of highly-skilled dispatchers and call handlers.

You need to ensure that they can do their jobs without distraction, to best serve your community.

And yet, all too often, they're forced to use outdated, unwieldy user interfaces when mobilising resources and juggling multiple high-stakes calls for help. The strain generated by handling these counterintuitive systems, compounded by an already-stressful working environment, can intensify burnout and staff turnover. And the impact of unsuitable technology isn't limited to your operators: without flexible software, system administrators may also find it difficult to navigate an ever-changing landscape of regulatory and operational guidance. Fundamentally, if operators can't efficiently allocate resources, and your control room can't adapt to changing legal frameworks, fire response times also suffer.

Guardian Computer-Aided Dispatch (CAD) is purpose-built to make mobilising as frictionless as possible for your control room staff. By combining flexible settings fully manageable by your admin team, an intuitive design which reduces operators' cognitive load, and integrations to other key third-party systems, you can simultaneously improve the working environment for your call handlers and stay compliant with standards and best practices - all while minimising response times.

A system that evolves with your FRS

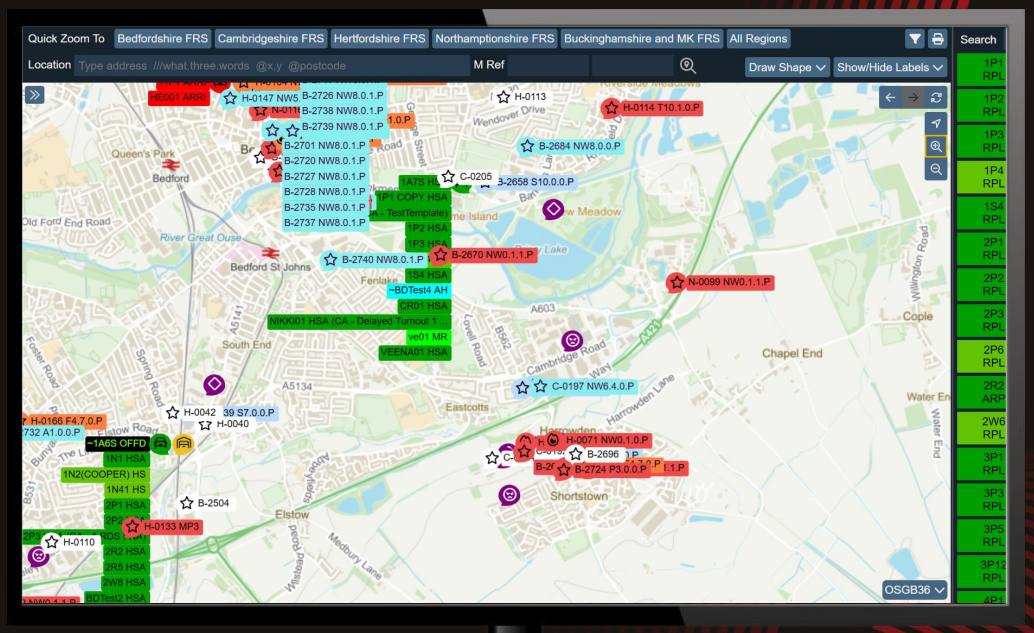
Regulatory guidance and internal best practices change over time: Guardian CAD has the flexibility to grow with them. System administrators are given the autonomy to configure almost every element of the platform themselves - so you can make changes as and when you need them, without having to raise a ticket or allocate extra budget.

Human-centered design, computer-assisted experience

Guardian CAD combines a simplified user interface with powerful automation to alleviate the cognitive demands on your operators and reduce training costs. Identify important information and act on it quickly, eliminating unnecessary keystrokes; our sophisticated recommendation tool will suggest the quickest and most appropriate resources to mobilise to reduce decision fatigue.

Better integrations for more effective mobilisations

Draw on information from third-party systems to make more contextualised decisions, and reduce data errors caused by avoidable double-entry. Guardian CAD has connections to major fire systems and modules - so you can get the right resources to the right places as efficiently as possible.



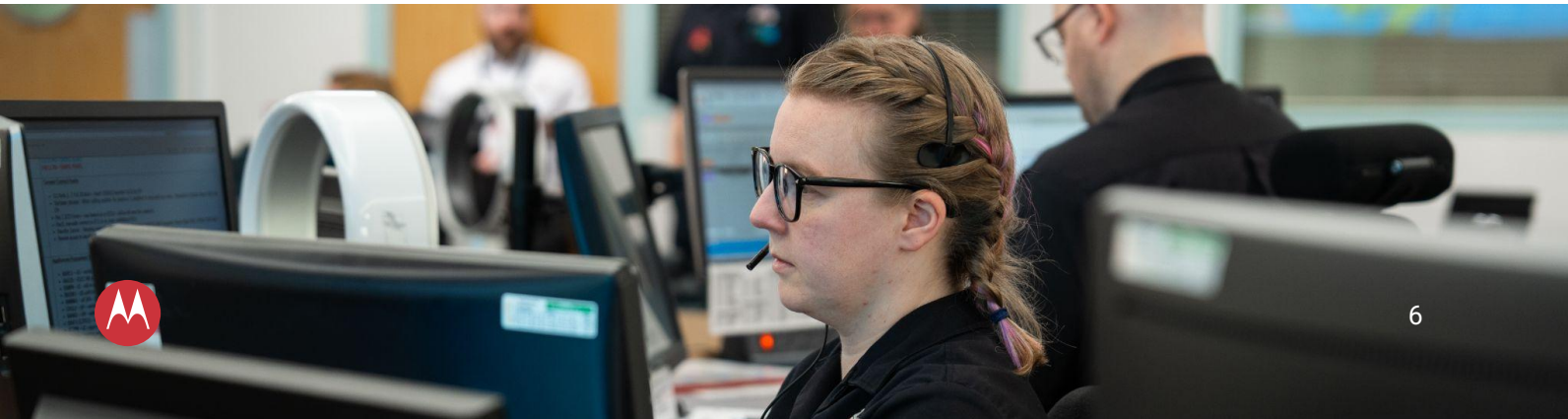
INCIDENT MANAGEMENT	
Incident creation	Guardian CAD will automatically create a new incident when a user accepts a call from Guardian ICCS or another external call management solution. Users can also create a new incident manually. Configure planned incidents for known events in the future, which can be scheduled and repeated.
Incident types	Select an incident type to determine the urgency of the response. Search for an incident type using free text, and apply multiple types to one incident.
Incident location	Search for an incident location, including (but not limited to) address, road, general area, alias, and postcode. These locations are presented on a mini map during the search process. Add an access point, rendezvous point, and caller location. Guardian CAD will automatically link certain locations, such as a hospital or factory with multiple access points.
Additional information	Enter free text which will be shown and recorded against the incident. If multiple users enter free text for one incident, choose which version to submit or concatenate both versions together.
Call challenge	Flag malicious calls, to highlight additional calls coming in from the same number. Send an SMS message to the caller's phone.
Action plans	Guardian CAD action plans contain a list of action points to be added to an incident. These give details of actions that the user should be taking as part of managing the incident, such as asking and answering questions of the caller, contacting other agencies, or reviewing standard operating procedures. Action points can be prompts, considerations, or tasks.

INCIDENT MANAGEMENT (CONT.)	
Incident log	Shows a permission-controlled record of changes to incident details, along with other information. Flag manual entries for acknowledgment by a supervisor.
Audit log	Shows a record of changes to the incident details, along with when they were made, and by whom. None of this information is editable.
Print incident	Print an incident's details, including all incident log records visible to the user. Presentation settings such as orientation, font size and margin, can be configured prior to printing.
Incident timeline	View an incident in an easy-to-read, vertical timeline with time-stamped callouts showing when certain events happened in relation to other events.
Incident tags	Add tags to an incident, to show specific information. Guardian CAD can then automatically send a message to a configured device when an incident tag is added to an incident. These tags can also be used in reporting, to show the number of e.g. casualties in a predefined time period.
Batch groups	Assign a single resource to multiple incidents, which can then be viewed and managed as a group. They can be added to a log, closed, and moved to a queue simultaneously.
Messaging	
Outgoing messages	Guardian CAD action plans contain a list of action points to be added to an incident. These give details of actions that the user should be taking as part of managing the incident, such as asking and answering questions of the caller, contacting other agencies, or reviewing standard operating procedures. Action points can be prompts, considerations, or tasks.
Incoming messages and keywords	Receive incoming messages in Guardian CAD from mobile data solutions, such as Guardian Mobile, or via voice. Configure keywords which will automatically generate an alert when received by Guardian CAD.
Messaging groups	Send messages to multiple resources, personnel, stations or groups simultaneously.
Messaging keywords	Configure certain keywords which, if received in a message via voice or Guardian Mobile, will generate an alert. Operators can then quickly take the linked action by processing the alert.
Messaging templates	Set templates to populate a manually-initiated message with predefined text.
Mapping	
Main map	A fully-integrated GIS system with support for multiple layers, including static (imported from files with data in a fixed location) and dynamic (composed of information in Guardian CAD). Map layers include incidents, resources, stations, and system polygons. When any point on the map is clicked, Guardian CAD will return a list of addresses near the selected point. Filter the map by resource type and status type, among other options. Pan around, zoom in and out, zoom to incidents/resources/pods, track resources, select which layers to view, and export addresses within a user-defined shape.
Mini map	Shows the location of incident-related information, such as primary and additional incident locations, recommended and assigned resources, and risks nearby. It also enables the user to perform map-based actions (e.g. moving the primary incident location).

INCIDENT MANAGEMENT (CONT.)	
Mapping (cont.)	
Exclusion zones	Users can draw an exclusion zone around the primary location of the incident. Resources can be notified by Guardian Mobile, or another mobile data system, when they enter or leave an exclusion zone. Supervisors can export addresses within an exclusion zone, after providing a reason and recipient.
Vicinity information	Users are notified of any risks or other vicinity information within a configurable distance of the incident.

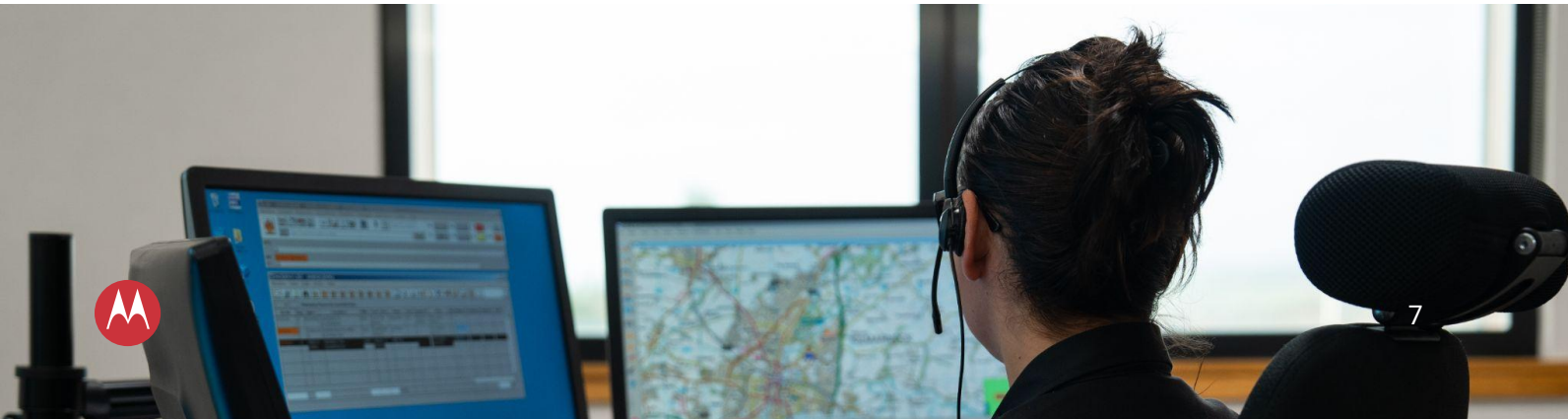
RESPONSE MANAGEMENT	
Recommended resourcing	Guardian CAD will propose the quickest and most appropriate resources to attend an incident, based on road network travel time, attributes (equipment, qualifications, pods etc.) and other information - or view alternative resources which meet these recommendations.
Third-party resources	Assign third-party resources to an incident, and call these resources from Guardian CAD.
Resource stack	View a list of the nearest resources to the incident, ordered by travel time. Information about resources includes call sign, current status, resource type, station, and current location.
Indicators	View icons for more information about a resource, including turnout delays and availability.
Manual resource assignment	Manually assign resources to an incident by dragging and dropping them to the incidents tab and assignments tab, or via the command line.
Resource redirection	Guardian CAD can be configured with redirection rules, to propose redirections between differing priorities. These are displayed clearly to the operator, and confirmation dialogues can be configured to capture decisions.
Modified attendance	Set temporary response rules to modify the default responses for an incident for a set date range or time rule.
Incident notifications	Guardian CAD can notify a person or resource via their configured mobile data devices when predefined actions are applied to an incident, such as: ● The incident location is changed ● An incident type is added, changed or removed ● A resource is assigned to the incident
Pre-alerts	Guardian CAD can message resources or stations to alert them of an incident, without the resource being assigned to the incident. The pre-alert window will be automatically populated with either the configured pre-alert PDA, or if known, the full PDA of the incident. Guardian CAD can be configured to trigger a pre-alert for every emergency incident, with configurable cool down timers and radius.
Support resources	Resources can be flagged as available for support. If the PDA requires a support resource, then resources available for support which match that resource type are considered for proposal.

RESOURCE MANAGEMENT	
Resource details	View and edit resource details, including call signs, resource type, station, and crew type.
Turn out delay	Add a default turn out delay time to specific resources.
Travel time tolerance	Add a travel time tolerance to a specific resource, to acknowledge that specific resources may travel faster or slower than others.
Last known details	View the last known details of a resource, including last status, destination, last station, predicted ETA, and current location.
Add equipment to a resource	Assign equipment to a resource, to indicate that the resource is carrying - or normally carries - that equipment. Equipment can be marked as unavailable during certain times.
Conditional availability	Put a resource into a state of Conditional Availability. This puts 'conditions' on the availability of the resource, such as making it only available to be recommended for incidents of certain priorities.
Alternate crewing	Crews can be shared between multiple resources at a station. When the crew is out on one of the alternately crewed resources which is not at the station, any other associated resources cannot be recommended or assigned to incidents
Combined crewing	Crews can be shared between multiple resources at a station, where two resources attend the incident together with the shared crew. This may be because one of the resources, usually a special, needs more crew to operate it than it can physically carry, so the remaining crew attend in another resource, usually a support pump.
Reliefs	Specify a date and time for when a particular incident will need relief. They can also specify which resources should attend the incident as a relief crew.
Cover monitoring	Guardian CAD can compare the actual availability of resources in a given area against the required availability for that area, to determine deficiencies. Configure different time-based rules for the same area. The system will send an alert when an area does not have the minimum cover level, and display this on the main map layer (if toggled on).
Pods and prime movers	Configure "pods," static containers of equipment, and "prime movers," a resource with the capability of loading and transporting the pod. Pods can be added to a pre-determined attendance - Guardian CAD automatically adds the pickup, load and unload time for pods into the total travel time, to ensure accurate ETAs.



ALERTS MANAGEMENT	
Alert configuration	Add alerts which will notify control room users of events on the system that they should be aware of and may need to act on. Fields include callsigns, priorities, alert messages, and more.
Acknowledge	Acknowledge an alert in order to silence it until they are able to process it.
Defer	Users can temporarily remove an alert from their screen for a set period of time, or until a set time of day.
Suspend/dismiss	Users can indefinitely or permanently remove an alert from their screen. By filtering for suspended alerts, users can easily unsuspend or dismiss them as needed.
Custom alerts	In addition to system-generated alerts, users may also create and schedule custom alerts as reminders or notifications for themselves or other users.
Broadcast messages	Broadcasts are ad-hoc or scheduled free text messages which can be sent to all users, or specific groups. They appear over the top of any open windows on the main monitor but do not block the usage of the application.

GENERAL CONFIGURATION	
Command line	Our intuitive Command Line enables users to quickly input available commands in order to run key system functions - including, but not limited to, dispatching a resource to an incident, sending a resource a message, showing last worked incidents, etc. These actions have configurable aliases, so the command words can be swapped for your agency's terms.
Alerts and broadcasts	
Alert settings	Configure alerts, including status type, alert type, flash frequencies, foreground and background colours, escalation sound files, and Guardian Mobile message type.
System broadcast types	Configure system-wide broadcast types, including priority, colour, preset text, broadcast sound and icon.
Incident	
Call source	Configure call sources (e.g. 999, coastguard, domestic violence shelter, etc.).
Close reasons	Configure incident close reasons, including whether they are abort/close/repeat/merge/auto-close reasons.
Cover monitoring	Configure cover rules, including a set time, polygon area and coverage level.
Incident types	Configure incident types, including code, priority, and keywords.
Final class	Configure final incident classes, including descriptions and Guardian Mobile codes.



GENERAL CONFIGURATION (CONT.)	
Incident (cont.)	
Location types	Configure location types (e.g. rendezvous points, access points), including min. and max. radius.
Log types	Configure incident log types, including the colour of the log entry.
Priority	Configure incident priorities, including ranking, description and required arrival time.
Mapping	
Layers	Configure map layers and add customer layers, including exclusion zones, station areas, standby points, and more. Configurable layer settings include layer names, minimum and maximum resolution, and default visibility. Configurable layer styles include icons, layers and shapes, offsets and rotation, font sizes and colours (fore/back, fill, outline).
Polygon	Configure map polygons, including category and any additional comments.
Resource management	
Conditional availability	Configure conditional availability, including turn out delay and active crew type.
Pod types	Configure pod types (e.g. hazmat).
Qualifications and substitutions	Configure qualifications for control room staff and frontline officers, including whether they are specialities or roles (e.g. family liaison officer).
Ranks and substitutions	Configure ranks for control room staff and frontline officers (e.g. area manager, crew manager).
Resource types and substitutions	Configure resource types, including height, width, weight, max speed, and category.
Shift types	Configure shift types, including whether they auto-start and auto-end.
Response management	
Action plans	Configure action plans, which are comprised of multiple individual points.
Action points	Configure action points, including type (prompt, consideration or task), action (acknowledge, command, display, response), document URL, and command type.
Linked locations and PDA pairings	Link multiple, associated locations together, such as access points for dual carriageways.
Notification	Configure notifications, including polygons, resources to notify, personnel to notify, and when to notify these resources/personnel (e.g. incident change, stop message, incoming message).
Pre Determined Attendance (PDA)	Guardian CAD enables you to configure the required attendance based on attributes (resource types, equipment, qualifications, etc.) to ensure the solution can automatically calculate the quickest and most appropriate proposals for each incident.

GENERAL CONFIGURATION (CONT.)	
Response management (cont.)	
Proformas	Configure proformas with custom sections and questions (e.g. radio buttons, drop downs, free text, date and time). Sections and questions can appear dynamically based on previous answers. Guardian CAD can also be configured to automatically add a proforma to an incident or to require proforma completion before incident closure.
Responses	Configure responses, including incident types, gazetteer entries, polygons, phone numbers, PDAs, action plans, associated proformas and review dates.
Risk types	Configure risk types associated with an incident (e.g. whether they are sent to Guardian Mobile).
Security	
Groups and group memberships	Configure groups of users on the system, with incident security level access.
Permissions mapping	Configure which groups can perform certain actions on the system (e.g. read-only access, full access, no access).
Users	Link users to Windows accounts, for secure single-sign on via Windows authentication.
Statuses	
Status	Configure statuses for resources, including main colours, short codes and talk groups.
Status transition	Configure status transitions, including whether it requires a reason.
System hierarchy	
Levels	Define how many levels a hierarchy will have, and what each level will be called.
Areas	Define the specific areas that fall under each level.
Talk groups	
Types	Map talk groups to resources and incidents. These groups will be used in Guardian ICCS to manage communications with the resources.

Learn more at motorolasolutions.com/guardian

MOTOROLA SOLUTIONS

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