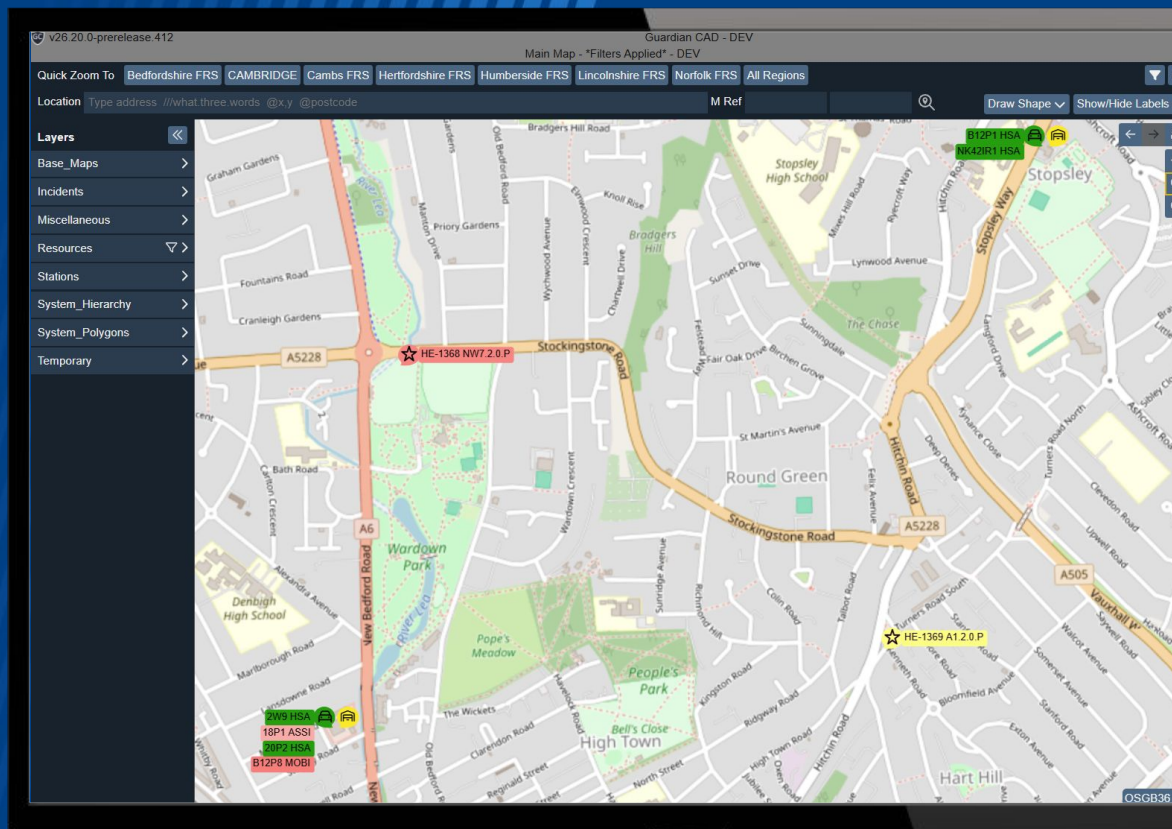


Guardian CAD

Empower control rooms
and inform officers



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.

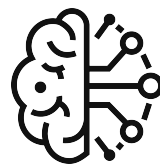
And yet, all too often, their shift is filled with manually copying information between systems and updating incidents, in addition to dispatching resources and juggling multiple high-stakes calls for help. The cognitive load generated by these unnecessary tasks, compounded by an already-stressful working environment, can lead to burnout and staff turnover. And these problems aren't confined to the control room; when dispatchers can't efficiently allocate resources and communicate with the front line, police response times also suffer.

Guardian Computer-Aided Dispatch (CAD) is designed to make dispatching as easy and frictionless as possible - both for those working in the control room, and those on the front line - by combining recommended resourcing with powerful integrations to our Pronto mobile application platform and third-party systems. So now, dispatchers face fewer demands on their attention, while officers still get the information they need in the field.



Proactively keep the front line updated

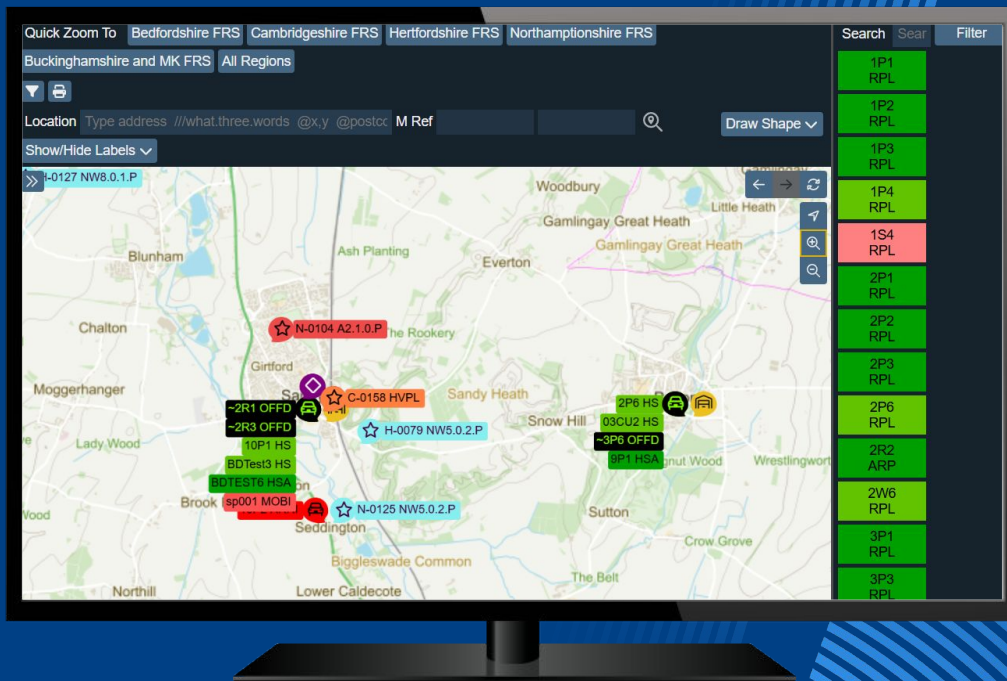
Reduce the need for dispatchers to convey continuous operational updates, without compromising your officers' situational awareness in the field. With silent dispatch, Guardian CAD can send push notifications about an incident directly to Pronto - no manual intervention required.



Human-centered design, computer-assisted experience

Minimise the cognitive demands on your dispatchers. Our powerful recommended resourcing tool will suggest which officers to send to an incident, based on predetermined parameters, to reduce decision fatigue. Hotkeys, shortcuts and a versatile command line also cut out unnecessary keystrokes.





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	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.
Incident log	Shows a permission-controlled record of changes to incident details, along with other information. Call takers can flag manual entries for acknowledgment by a dispatcher.



INCIDENT MANAGEMENT (CONT.)

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	<p>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.</p> <p>These tags can also be used in reporting, to show the number of e.g. casualties in a predefined time period.</p>

Mapping

Main map	<p>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.</p> <p>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.</p> <p>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.</p>
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).
Exclusion zones	Users can draw an exclusion zone around the primary location of the incident. 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.

RESOURCE MANAGEMENT

Resource details	View and edit resource details, including call signs, resource type and associated officer.
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.

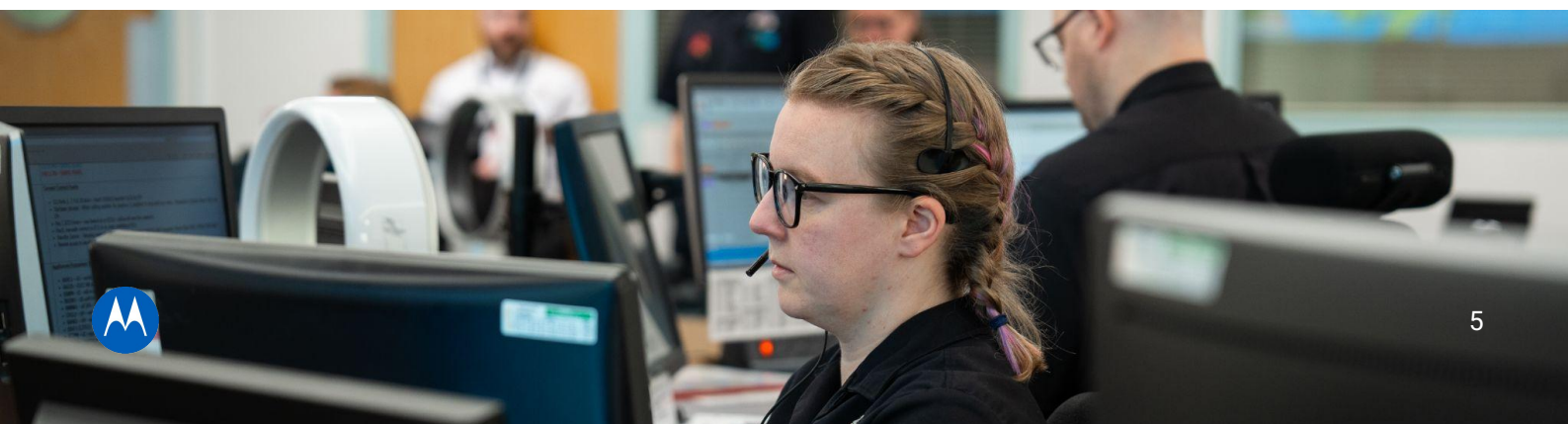


RESPONSE MANAGEMENT

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, etc.) and other information - or view alternative resources which meet these recommendations.
Third-party resources	Assign third-party resources to an incident, and call the control room for these resources from Guardian CAD via Guardian ICCS.
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, such as a stale AVL indicator.
Manual resource assignment	Manually assign resources to an incident by dragging and dropping them, or via the command line.
Resource redirection	Guardian CAD can be configured to recommend redirection to another incident, depending on configured rules. Redirection proposals 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 during a set date range or using a time rule. Guardian CAD will show a indication to the dispatcher explaining why the recommendation is different to usual.
Incident notifications	Keep senior officers informed of incident details without being deployed to the incident.

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 un-suspend 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.



ADMIN 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 Pronto message type.

System broadcast types Configure system-wide broadcast types, including priority, colour, preset text, broadcast sound and icon. Broadcasts convey important information to logged on users, requiring an acknowledgement from each user.

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.

Incident types Configure incident types, including code, priority, and keywords.

Location types Configure incident location types.

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, 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.

Qualifications and substitutions Configure qualifications for frontline officers, including whether they are specialities or roles (e.g. family liaison officer).



ADMIN CONFIGURATION (CONT.)

Resource management (cont.)

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 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.
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 sent in the incident assignment message to mobile data devices.

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.



ADMIN CONFIGURATION (CONT.)

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 Define a list of talk groups and their type (incident, resting, hailing, manual). Optionally associate with a polygon to control which incidents and resources will be linked depending on their area.

Transform your emergency response with **Guardian**

Our Guardian public safety solution is designed to simplify every step of your force's emergency response workflows through a centralised, cloud-hosted platform spanning an ICCS, CAD and Pronto mobility application.

Whether you're deploying for the first time or upgrading to a newer version, we collaborate closely with you to tailor processes and plans to your force's needs - so while your call handlers, dispatchers and front line officers get the essential tools they need to keep their community safe, we'll also support your IT staff as they maintain your mission-critical systems.

Learn more at motorolasolutions.com/guardian



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