RESPONSE PLANS
COORDINATE ACCURATE EMERGENCY RESPONSE EFFORTS

CONVENIENT CALL-BACK ASSIGNMENTS

The Response Plans module allows your dispatchers to define the agencies and units that will respond to a law, fire, or EMS call at a specified alarm level. The module helps dispatchers ensure that first responders are available during critical moments by listing call-back assignments and instructions that are based on agency, station, division, shift, and officer. Dispatchers can also create a call-back plan to include personnel with specific skills or display the information required to request mutual aid from other agencies that share your system.

EFFICIENT RESOURCE MANAGEMENT

The module enables your dispatchers to design precise response plans that include recommendations, instructions, and guidelines for any call type or location within a jurisdiction. Dispatchers can also view a comprehensive list of all resources, such as equipment or vehicles, that are available within an agency or a neighboring agency's jurisdiction. Using Response Plans, dispatchers can include additional information such as map references, water sources, and tiered recommendations for units, personnel, and equipment in prepared plans.
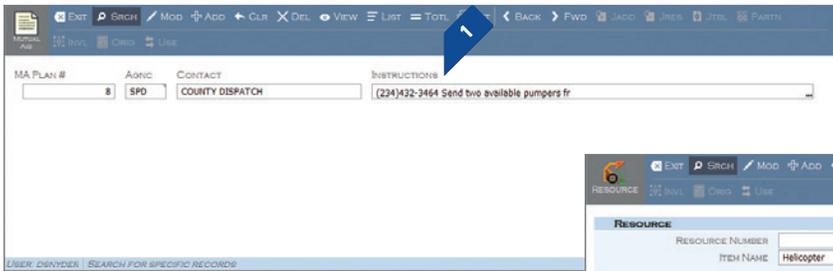
PREMISES INTEGRATION

Used in conjunction with Spillman Flex's Premises Inspections module, the response plans created through the module can include information specific to a call location including structure type, a list of all hazardous materials located on a premises, nearby populations, and additional instructions. This feature provides your dispatchers with the information needed to make immediate decisions while responding to emergency situations.
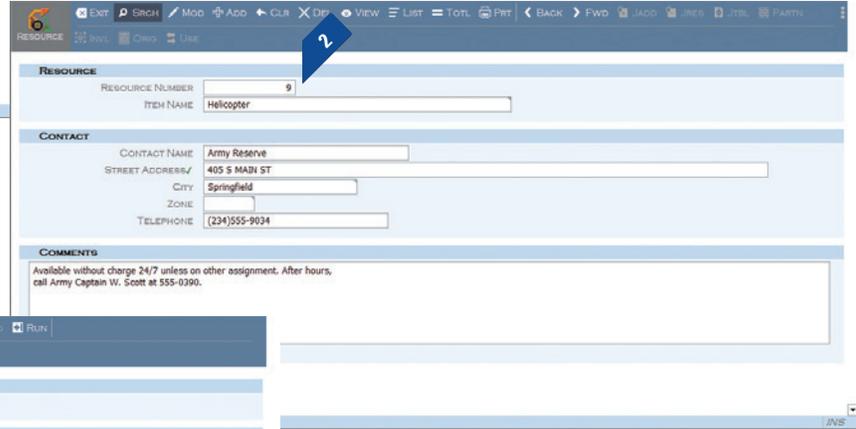
UNIT RECOMMENDATIONS

The Response Plans module allows your dispatchers to recommend specific units when a response plan is activated and create detailed plans that will define the order in which the software recommends units. Once one or more units have been dispatched, dispatchers can display, track, and update assignments for each specific unit as the incident progresses. In addition, the module can recommend a unit to perform multiple functions on a single call by verifying whether a selected unit can perform the additional functions required for the call. This process helps to increase your agency's efficiency because redundant units are not recommended.
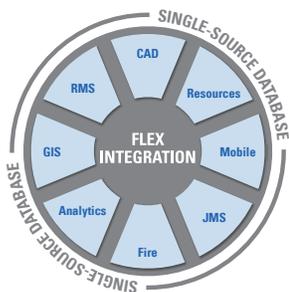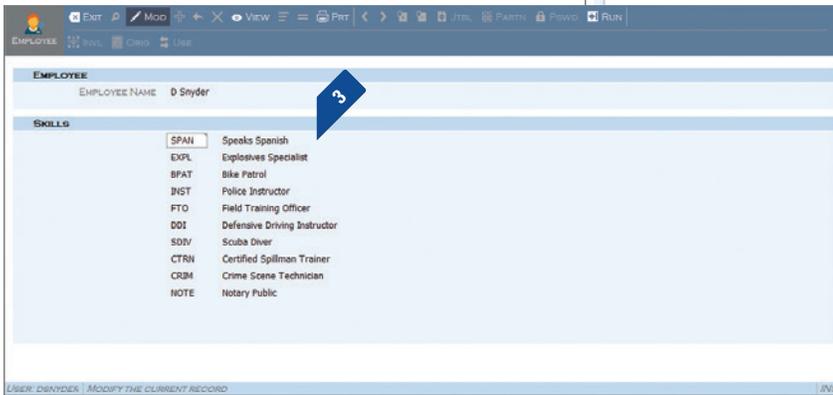
FLEX

1. **Access special instructions** to follow when dispatching units and personnel from other agencies.

2. **Compile a comprehensive list of agency resources** that you can easily reference from any workstation.

3. **Search for agency personnel with specific skills or certifications** to address unique needs.

TOTAL SOFTWARE INTEGRATION

Spillman Flex's Integrated Hub™ is an open, centralized database where all agency information is entered, stored, and extracted in real time, providing total software integration. This allows users to enter data once and have it automatically shared among related modules. Agencies using this module can optimize their system and enhance productivity through total integration with other Flex modules.

MOTOROLA SOLUTIONS