



CAD MANAGEMENT DASHBOARD

REVIEW AND EVALUATE CAD PERFORMANCE WITH A CUSTOMIZABLE DASHBOARD

VIEWABLE CALL FREQUENCY

The Spillman Flex CAD Management Dashboard gives agencies an at-a-glance view of the nature and frequency of calls. Agencies can also use the dashboard to see how many calls occurred per day or per hour and compare call frequency and response time by week, month, quarter, or year.

RESPONSE TIME TRACKING

Using the dashboard, dispatch management can see how response times compare to department standards or to national standards set by the Association of Public-Safety Communications Officials (APCO) and the National Emergency Number Association (NENA). The dashboard enables managers to see which dispatchers meet response time standards, allowing agencies to adjust staffing or schedule additional training to increase employee effectiveness.

The CAD Management Dashboard allows communications managers to review performance, target resources, and improve response times. Personnel can view the number of calls their center receives, track response times, and display specific call natures and date ranges.

CUSTOMIZABLE AGENCY INFORMATION

Agencies can customize the CAD Management Dashboard module to meet dispatch center needs. The dashboard gives management complete control in determining what call natures are displayed and what date ranges are shown. Agencies can also customize the appearance of the CAD Management Dashboard by adding agency name and badge image.

CALL MAPPING

The CAD Management Dashboard enables agencies to view calls on Google Maps™, allowing management to quickly determine which jurisdictional areas are generating the most calls for service and emergency response.



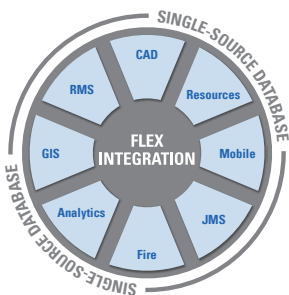
1. Dispatch managers can **compare the number of calls received** during customizable time periods on a bar graph and view the number and type of calls received per day or per hour on a line graph.
2. The CAD Management Dashboard module is **completely customizable**, allowing agencies to select which date ranges and call nature types are shown.

Custom Date Ranges

Date ID	Category	Type	Days	Period 1 Start	Period 1 End	Period 2 Start	Period 2 End	Created
1	30 Days	30	30					22-Aug-2011
2	60 Days	60	60					03-Sep-2011
3	Christmas	03	03	01-Dec-2010	31-Dec-2010	01-Dec-2011	31-Dec-2011	03-Sep-2011

Nature Code Groups

Nature Group	Natures Used	Creation Date
Crises	25	08-Sep-2011
EMS	54	08-Sep-2011
Fire	4	08-Sep-2011
Police	17	08-Sep-2011



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.

