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STATE'S POLICE, AMBULANCE AND EMERGENCY SERVICES OFFICERS TO GET SHARED JOB DISPATCH SOLUTION

A \$36m State-of-the-Art Computer Aided Dispatch solution has been given the green light to be installed and accessed by all of the State's emergency services organisations including the MFS, CFS and SES as well as members of SAPOL and the SA ambulance service.

The integrated solution will offer significant advantages including:

- Increased reliability, resilience and support to emergency crews on the ground
- An improvement in public and officer safety through greater ability to capture and share information
- Versatile call taking and dispatch processes.
- Increased Agency Command and Coordination and more efficiency through information sharing
- Substantial capacity for growth and ability to take advantage of emerging mobile computing technologies.

A contract has recently been signed with one of the world's leading software providers, Integraph, to install the innovative software, which is set to significantly enhance communication between agencies.

“This is an exciting step forward for our State's emergency response teams. This new software will enable greater access to critical information, providing tremendous benefits to the men and women on the frontline.

For example, red flags could tip off ambulance officers when they're en route to medical emergencies, advising them of potential hazards or risks,” Minister Wright said.

Also, when emergency 000 calls are received, officers in any of the State's three communications centres will be able to more accurately pinpoint the location of the incident. Statewide spatial and mapping information will be available to help them in their response and be shared seamlessly across all emergency services organizations.

Integraph systems are renowned across the globe and have proven to be a success in servicing the needs of single and multi agency environments. They are the leading provider of spatial information management systems to major government, military, and industrial organisations in more than 60 countries.

Integraph's CAD product has been evaluated as the best functional fit to the core operational requirements of each agency. The proposed solution is the lowest risk to successfully implement and maintain and the best value for money.

The five agencies have enthusiastically supported the new CAD, and it is hoped, after a thorough implementation and testing process, the solution will be up and running by mid to late 2010,” Minister Wright said.