

FAST TOUCH

Emergency
& Law
Enforcement
Mobile
Data
Terminal
Solution

Public safety is one of the priority concerns in any country. All emergency & law enforcement organisations set up control command communication centre to respond to public calls for assistance in various forms and sizes. Many centres deploy state of the art communication systems, prioritizing and distribution of incoming calls, operator positions with touch screens, computer aided telephony, mapping of caller location, for ensuring the fastest response time to public emergency calls. Once the emergency call is authenticated, jobs are dispatched to field units – police cars for attendance of emergency situation. Emergency organisations deploy various computerised dispatch system together with a range of technologies such as GPS, vehicle tracking systems to assist the assignment of the field units to the emergency incidences. All of these are aimed at improving public safety.



Traditionally, radio communication systems such as UHF voice only system have been used as the communication between the control center to the field units. The population increase means wider public safety coverage: more officers, field units, more radio activities and congestion on the limited radio bandwidth. We start to see deployment of digital radio system for improving radio bandwidth utilization and the deployment opens up the era of data communication between emergency field units and control centre.

The digital radio data communication between field units and the control command communication centre will help emergency organisation to improve the public call responding time hence and improve the efficiency of the centre operations. Although attentions have been devoted to improve the facilities within the control command communication centre, the remaining challenge is apply the digital radio communication to meet the objectives.



Melix's FAST TOUCH for Law Enforcement provides the answer for this last challenge. It is a mobile data terminal solution for law enforcement and emergency organisation – addressing the handling of dispatched job to field units with the great ease of use and taking in account of the limited space of a police or emergency vehicle.



FAST TOUCH

Automatic job display & handling

Call centre operator no longer needs to verbally communicate with field officers relaying details of the dispatched job, or repeat of address spelling, or provide guidance to field officers to get to the incidence location. Operators will not need spending much time tracking the dispatch job by constantly obtaining verbal status updates from the field officers and then updating the



job. By a simple touch on a touch sensitive screen, the field officer, can update the job status directly or view new job after being alerted. To know how to get to the incidence scene is now easy by pressing a map screen button on the incidence detail form which will show the street map and routing information – subject to the GPS integration within the

vehicle. Statuses such as en-route, arriving at scene, completion, requesting additional help, etc.. are configurable status buttons which a single touch by the field officer will update task at the back end system automatically. Preformatted field incidence reports can be entered by simple touch screen touches.

Field operations are now automatic

There are tasks traditionally performed by field officers requiring assistance of call centre operator such as verbally requesting check of vehicle license, firearms permit, details of a person of interest. This normally put a considerable stress on the command control centre resources and delays in handling field situations. The FAST TOUCH solution provides the direct search facility from the vehicle Mobile Data Terminal. Query for information of interest is simply initiated by pressing the touch screen and selective information, including images, will be returned immediately from the back end computer systems.

Field officers can perform typical operations without any assistance from the command centre operator(s):

- Vehicle of Interest check
- Person of Interest check
- Location of Interest check



Emergency broadcast message

For fast alert of all or group of mobile field units, emergency or alert broadcast message – sent by control centre will be displayed on a scrolling window.

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Vehicle Siren, Emergency light control

The FAST TOUCH provides facility for touch control of vehicle siren and emergency lights in situation of high speed and emergency travel– subject to compatible siren & light control unit installed in car.

The screenshot displays the MELIX Fast Touch MDT interface. At the top, it shows the date '12 Feb 04', the application name 'MELIX Fast Touch MDT', and the time '5:01:30 PM'. The interface is divided into several sections:

- CAD Tasks:** A list of tasks with the following entries:
 - 12/02/2004 4:58 PM - 101 - school vandalised - student hu
 - 12/02/2004 4:54 PM - 101 - ABCD Bank East Perth Branch
 - 12/02/2004 4:52 PM - 101 - House Breakins
- Incident Details:** A form with the following information:
 - Date: 12/02/2004 Time: 4:58 PM
 - Status: Dispatched
 - Incident No: 1
 - Code: 101
 - Description: school vandalised - student hurt
 - Location: entrance east side
 - Address: 135 Vincent St
 - Suburb: North Perth
- Messages:** A section for displaying messages.

On the left side of the interface, there is a vertical menu with icons and labels: 'Task List', 'Vehicle Of Interest', 'Person Of Interest', 'Maps', and 'Phone & Vehicle Control'. At the bottom left, a green button labeled 'Ready' is visible.

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Voice communication control

Subject to the interface with the voice radio communication equipment, the FASTTOUCH provides the voice communication control pad for initiating the voice call from the vehicle. Features such as common abbreviated numbers or frequently used numbers can be deployed to make voice communication control easier.

Security Access

The FAST TOUCH is a secured software application which provides a single log on at the vehicle and authenticated and further log on to back end systems via the central FAST TOUCH server. The log on process will require officer identification and password, at the minimum. In some application, a security token will be required for log on operation. The screen can be blacked out by a single key press or automatically after a time period. Personal PIN or password will be required to restore the screen display.

FAST TOUCH Management facility can be used to further 'black list' a MDT in case of loss or stolen .



FAST TOUCH

Communication & Audit

FASTTOUCH has a client and server software architecture with IP addressing. It can operate in conjunction with private or public mobile digital radio systems such as GPRS or 3G. The server will integrate with the emergency organisation's internal systems and keep an audit log of all transactions to and from field clients. The FAST TOUCH client operates on a touch sensitive and ruggedized portable computer such as Panasonic TOUGHBOOK™.



User friendliness

The FAST TOUCH application is developed from our experience of building a highly user friendly, touch sensitive operations at a law enforcement command control communication centre. It is designed specifically for field mobile operation with particular 'on the move' mode of operation and the limited space inside the emergency vehicle and no keyboard operation. It is Fast and Efficient.

Further information

For further information – on the FAST TOUCH emergency and law enforcement mobile data solution, please contact

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