



Computer Aided Dispatch System

for Law Enforcement, Fire and EMS Agencies



CAD/2000

Featuring high reliability and flexibility, CAD/2000™ supports dispatching and incident control for law enforcement, fire protection and emergency medical services in single and multi-jurisdiction environments. Reliable collection of accurate information is critical to the efficient operation of a modern Communications Center. This system is the proven, effective response to these public safety challenges, providing quick and easy access to critical information. CAD/2000 is designed with the busy dispatcher in mind, making this challenging job easier, less stressful and more accurate.

Product Highlights

- Fast, accurate incident processing and control
 - Provides detailed location information
 - Automates unit recommendation operations
 - Extensive geographic processing and map displays
 - User-configurable display formats and sort sequences
 - Builds a permanent record of incident and unit data
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Command and Control

Automatically verifies locations against an on-line geographic file; dynamic map displays continuously show the location of units and incidents. Incidents are automatically routed to the proper dispatch position for resource recommendation and the status of equipment and personnel assigned is constantly monitored.

Command Line and Function Key Processing

Designed to allow the user to operate the system using a command line, mouse and/or function keys. The flexible command line supports a variety of capabilities routinely encountered during high-activity dispatching including multiple commands lines, word wrap and access to a complete command history.

Location Validation

Incorporating an on-line geographic file, CAD/2000 automatically verifies that the location entered is accurate and within the jurisdiction of the responding agency. Based upon the verified address, CAD/2000 automatically displays strategic supporting information including nearest cross-streets, associated place names, potential duplicate calls, prior incidents at that location and premise or hazard information.

Mapping

Working in conjunction with CAD/2000, a dynamic mapping system displays geographic and status information to call takers and dispatchers. The map can also be used as a location input medium for the call-taking process automatically generating incident location information, as well as providing map-based functions during the dispatch process.

Dynamic Unit Recommendation

Unit recommendation is based on incident type and priority, incident location, quantity and type of units required, current unit status, fire alarm levels and existing unit assignments. Dispatchers can easily accept or modify the system-generated unit recommendation.

Unit and Incident Status Monitor

Dynamically displays up-to-the-second unit and incident status information, such as location, type of incident, assigned units, current unit status and time in status. Users can dynamically adjust the presentation layout, status codes and colors, unit and incident groupings as well as the sequence of the displayed information.

CAD/2000

Emergency Medical Dispatch

Tiburon's Strategic Incident Protocol (SIP) module utilizes user-written questions to aide call takers in determining proper responses to specific incidents. Upon completion of the SIP processing, CAD/2000 stores the script dialog in the call history.

User Interface

Based upon an expansive workflow model, the graphical user interface adheres to Microsoft Windows® standards making the system intuitive and compatible with Microsoft Windows compliant applications. The user interface combines intuitive behaviors with unparalleled flexibility.

On-line Information

CAD/2000 continually captures data regarding incidents, units, locations and current status and builds a permanent record of all incident and unit activity. This information can be accessed quickly on-line or through ad hoc reporting utilities.

Training Operation

Using separate files, the CAD/2000 training mode operates in parallel to normal system operation without impacting production data files or communication center operations.

Management Reporting

Using a relational database and commercial report generation software, a combination of the CAD Activity Reporting System (CARS) and standard web-browser technologies provides for generation of a variety of predefined and ad hoc reports based on CAD/2000 incident and unit information.

Independent Status Backup

CAD/2000 maintains all current incident and unit status information at each dispatch workstation. In the event of a critical failure of the CAD server or network, current status and location information for all active units and working incidents remains available to the dispatcher.

System Architecture

To take full advantage of emerging technologies, CAD/2000 operates on a Unix-based server and a relational database supporting Microsoft Windows® clients. Extremely reliable and scalable Unix servers combined with Tiburon's CAD/2000 software provide a proven solution to support critical public safety dispatch operations.

System Architecture:

- RDBMS (Oracle or SQL Server)
- Standard SQL tools
- ODBC compliant utilities
- Graphical user interface (Microsoft Windows®)
- Data accuracy & integrity
- Normalized processing
- Drill-down queries
- Soundex processing
- Context sensitive help
- On-line field edits
- Multi-tiered security profiles

Integrated Interfaces:

- E-911
- TDD/TTY support
- Paging, faxing & station alerting
- National/state/local databases
- Radio and push-to-talk
- Mobile data computer support
- Automatic time synchronization
- ProQA EMD support
- Automatic vehicle location
- Incident transfer to Records Management System



Tiburon®

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Records Management System

for Law Enforcement Agencies



RMS

Supporting law enforcement organizations from small agencies to large multi-jurisdiction environments, Tiburon's Records Management System (RMS) provides a department-wide solution for information capture, control, dissemination and retrieval. With over 20 independent, yet highly integrated functional modules, Tiburon's RMS records all key operational information and includes tools for analysis and management functions.

Product Highlights

- Creates comprehensive incident and person records
 - Integrated Master Name and Master Location Indexes
 - Flags alerts on persons and locations of interest
 - Reduces data entry and minimizes errors
 - Manages property and evidence tracking
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Master Name Index

Working in conjunction with the online name verification facility to automatically link subjects, consolidate information and create aliases, the Master Name Index (MNI) stores extensive subject information, including addresses, phones numbers, hazards, warrants and special registrants.

Location System

Keeps a comprehensive history of activities at locations of interest, including location summaries, common place names, alarm permits, crime watch reports and hazards.

Incident Tracking

Collects, stores and processes comprehensive information related to offenses and incidents.

Property and Evidence Management

Retains information on property of interest, evidence and pawned property. Supports inquiries by tag number, serial number, owner-applied number, case number and description. An interface to a bar code subsystem enhances the entry tracking and management of the property room.

Special Flags

Flags, checked and displayed during inquiries, are used to highlight selected persons and locations of interest. An audit trail records users accessing flagged records.

General Inquiries

Provides a set of standard inquiries and reports, including names with Soundex processing, diminutive variations of first name, last name only, dates, date ranges, number series, partial keys, phrases and key words.

Warrant Tracking

Tracks warrant activity and produces status and aging reports of summaries of active warrants, cleared warrants, transportation scheduling and officer activity.

Criminal Records

Supports local-, county- and state-level criminal identification and record-keeping functions, including the transmission of rap sheet information and a dissemination log. This module meets the Federal Interstate Identification Index standards.

Juvenile Records

Records juvenile information regarding family, home life and peers. For minors' confidentiality, the Juvenile Records module is completely isolated, with restricted access, from all other modules.

Traffic Management

Provides a comparative analysis of accident and citation activity, generates a variety of user-defined reports and retains multiple years of statistical summary information. The Traffic Management module supports input from automated citation processing devices.

Investigative Case Management

Tracks cases, automatically schedules investigative follow-up and records officer activity. Changes to persons, property, vehicles, etc. pertaining to a case automatically notify the investigating officer via email.

UCR/IBR Statistics

Supports the online entry and printing of Part I and Part II reports. It can also be used to classify and count offenses not included in state-level UCR/IBR reporting. An option is available that automatically updates state and NCIC warrant, property and vehicle records without re-keying data.

RMS

Crime Analysis

Analyzes crime patterns by activity and time period. Identifies geographic crime areas, generates reports and establishes modus operandi profiles of incidents, persons and vehicles.

Gang Tracking

Stores gang details, known members and associates, events, associated locations and multi-level associations between subjects.

Personnel and Training

Updates and retrieves comprehensive personnel and training information including employee data, state training certifications, training requirements and maintains an online duty roster.

Officer Activity

Tracks officer activity, including counts of citations, felony and misdemeanor arrests, field contacts, and incident and accident reports for each officer.

False Alarm System

Provides false alarm tracking and billing facilities, and produces reports on the status of alarm devices, false alarms and any action taken.

Licenses and Permits

Records licenses and permits issued or tracked by the agency (e.g., concealed weapon permit, public vehicle driver's license, etc.) and automatically flags bookings and citations of persons holding special licenses or permits.

Inventory System

Tracks materials from purchase order through receipt, issuing and re-ordering.

Special Intelligence

Monitors persons and/or addresses of special interest to the agency, while maintaining confidentiality of sensitive information.

Other Modules

- Bicycle Registration
- Neighborhood Watch
- Vehicle Fleet Maintenance

Automated Reporting System (ARS)

The Automated Reporting System supports the collection of report data, including narrative on laptop or desktop PC workstations, and utilizes a series of GUI forms plus narrative processing to prepare a report or supplement. ARS provides the same "look and feel" as RMS by using the same data elements, code tables and data edits.

Ad Hoc Reporting

In addition to the many standard reports provided with RMS, ad hoc report generation is accomplished through third party, ODBC-compliant report writing software packages (e.g. Crystal Reports). A variety of custom reports can be created by querying data element combinations and can be displayed in tabular or chart format.

WebQuery

WebQuery provides browser-based access to every query and report available in RMS through the use of a PC web browser, allowing users access to the application without installing the complete GUI workstation software. WebQuery returns summary data in response to each inquiry. HTML links are provided allowing the user to drill-down for detailed information.

System Architecture

To take full advantage of emerging technologies and provide options to a varied client base, Tiburon's RMS operates under two different system architectures. RMS/Ti operates as a distributed client server configuration on Intel-based processors under Microsoft Windows®. RMS/2000 operates on a Unix-based server supporting Microsoft Windows clients. Both RMS products provide the same robust functionality to the end-user.

System Architecture:

- RDBMS (Oracle or SQL Server)
- Standard Query Language (SQL) tools
- ODBC compliant utilities
- Graphical user interface (Microsoft Windows®)
- Data accuracy & integrity
- Normalized processing
- Drill-down queries
- Soundex processing
- Context sensitive help
- Online field edits
- Multi-tiered security profiles

Integrated Interfaces:

- Computer Aided Dispatch System
- Pin-based thematic crime analysis mapping
- Automatic UCR/IBR reporting
- National/state/local databases
- Mugshot systems
- Document imaging systems
- Fingerprint systems
- Mobile data computer support
- Bar code systems
- Automated citation devices



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Corrections Management System



CMS

An effective automation system is essential to the day-to-day operation of a modern corrections facility. Tiburon's Corrections Management System (CMS) automates the collection, control and generation of all important operational and management information; provides correctional administrators the power to track the status of all inmates; manages housing and population information; and generates an audit trail for legal protection. Tiburon's CMS is flexible enough to support small jails as well as large, multi-campus correctional institutions.

Product Highlights

- Accurately controls, schedules and tracks inmate movement
- Displays inmate photos for positive identification
- Integrated Master Name Index; including visitors
- Objective inmate classification
- Enhances staff security

Event Processing

Controls, schedules and tracks all critical activities in the corrections facility. A dynamic event reminder, or "Nag List," tracks pending and past due events.

Facility Management

A central point for collection and control of all facility-related data, Facility Management maintains a detailed record of every housing location in one or multiple corrections facilities, and tracks inmate populations by facility, floor and cell.

Intake Processing

Tracks various types of inmate information, as well as schedules key booking related events.

Release Processing

Maintains a composite sentence record for each booking and continually recalculates the most feasible release date. The data used to maintain the composite sentence record is also used to generate an inmate release list.

Special Alert Flags

Posts a variety of user-defined inmate condition and hazards flags for any inmate including, medical and mental conditions, separation orders, suicidal tendencies and dietary restrictions.

Medical Processing

Records medical and mental conditions of an inmate at intake and tracks the inmate's health related information throughout incarceration.

Classification

Based on a points-based objective model or a decision tree model to collect and evaluate inmate data, the Classification module processes, records and tracks a variety of information on any inmate in custody.

Court Tracking

Tracks scheduled court events and their dispositions.

Visitor Control

Controls and tracks visitors received by every inmate, indicating the identity of the visitor and the actual number of visits and the date and time of their entry and exit. The Visitor Control module automatically conducts warrant checks for all people making visits at the institution.

CMS

Inmate Billing

Tracks the daily charges incurred for inmates who are boarded for other jurisdictions as well as local inmates boarded at other agencies.

Inmate Property

Maintains an inventory of the personal property confiscated from inmates during the booking process or received from outside the facility during the term of incarceration.

Inmate Money Accounting

Maintains a record of all transactions, a balance by day or shift, and an audit trail of all debits and credits to applicable inmate trust funds.

Incident/Disciplinary System

Records and routes incident reports, and provides a tool for tracking the process and results of disciplinary actions.

Commissary Processing

Manages all inventory received, as well as inventory issued to inmates and departments.

Inmate Programs

Automates scheduling of rehabilitation and self-help programs within the institution. Key information is captured to evaluate the programs' effectiveness.

Ad Hoc Reporting

In addition to the many standard reports provided with CMS, ad hoc report generation is accomplished through third party ODBC-compliant report writing software packages (i.e. Crystal Reports). A variety of custom reports can be created from querying data element combinations and displayed in tabular or chart format.

WebQuery

WebQuery provides browser-based access to every query and report available in CMS through the use of a PC web browser, allowing users access to the application without installing the complete GUI workstation software. Query and browse capabilities through the WebQuery desktop access documents for retrieving information and reporting. WebQuery returns summary data in response to each inquiry. HTML links are provided that connect the data by searching for visual information from menus and lists, allowing the user to drill-down for more detailed information.

System Architecture

To take full advantage of emerging technologies and to provide options to a varied client base, Tiburon's CMS operates under two different system architectures. CMS/Ti operates as a distributed client server configuration on Intel-based processors under Microsoft Windows®. CMS/2000 operates on a Unix-based server supporting MS Windows clients. Both CMS products provide the same robust functionality to the end user.

System Architecture:

- RDBMS (Oracle or SQL Server)
- Standard SQL tools
- ODBC compliant utilities
- Graphical user interface (Microsoft Windows®)
- Data accuracy & integrity
- Normalized processing
- Drill-down queries
- Soundex processing
- Context sensitive help
- On-line field edits
- Multi-tiered security profiles

Integrated Interfaces:

- Records Management System
- National/state/local databases
- Mugshot systems
- Document imaging systems
- Fingerprint systems
- Wristband bar code systems
- Facial recognition systems



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Field Automation System

for Mobile Dispatch and Automated Reporting



Tiburon's Field Automation System (FAS) integrates a flexible Mobile Dispatch System (MDS) and an Automated Reporting System (ARS) into a simple, easy-to-use package that operates on both mobile computers and desktop workstations to meet the demands of law enforcement operations. MDS utilizes private and public radio frequency communications to receive dispatch information, send status changes, and run remote inquiries. ARS supports the collection of incident data from automated dictation systems, transcription units, and field officers and detectives on laptop or desktop workstations. With ARS, the report writing effort is simplified, the quality of reporting is enhanced and reports are available quickly on a department-wide basis.

Product Highlights

- Integrates digital dispatch, field reporting and report control
 - Flexible inquiry forms
 - Centralizes access to reports and supplements
 - Increases accuracy of reports
 - Automates workflow and approval process
-

Mobile Dispatch System (MDS)

The MDS application is a series of forms used for communication and viewing of dispatches, status changes, messages, forms, and images sent or received from message switch, Computer Aided Dispatch and Records Management Systems. The MDS uses function keys and status windows to interact with external systems. The status window notifies the user of inbound messages, displays the function key buttons, and shows current date and time, unit ID and unit status. MDS provides the following functions:

- Digital dispatching
- Emergency notification
- Unit and incident status inquiries
- Local message storage
- Lists of all received messages for a shift
- Remote workstation display facility
- Message viewing facility
- File transport facility
- Up to 48 configurable function keys
- Up to 9 windows of easily viewable information
- Icons for quick access to system functions
- Sound files (*.wav) can be linked to dispatch, status change, error and new messages

Automated Reporting System (ARS)

The Automated Reporting System utilizes a series of graphical forms plus narrative processing to prepare a report, supplement or citation. ARS provides the same "look and feel" as Tiburon's Records Management System (RMS) product by using the same data elements, code tables and data edits. Data collection is simplified by providing pick-list code tables for most data fields, minimizing errors and maximizing data accuracy. Data entry forms are logical and simple to use. Names and addresses can be verified against the RMS database from the field. Officers can prepare a report directly on a mobile computer or a network attached workstation or, mobile users can transfer an incomplete report to the station for completion. ARS provides the following functions:

- Remote name and address verification
- Graphic forms with narrative fields
- Secured access to reports
- Narrative and supplement report storage
- Fast narrative text searches

Report Control: The transferred report is maintained on the ARS server where personnel with proper security can view, review or print the report. The ARS server facilitates the management of the reports and associated supplements from inception to transfer, report review, final approval, routing, and updates the Records Management System following final report approval. The system tracks and logs every action associated with the report while security features control access to confidential reports and person information. Report status is recorded throughout the process and printing of a report is logged to a journal file. The following status conditions are tracked and stored on-line permanently:

- Supplement number issued
- Report in progress
- Report uploaded to server
- Owner approved
- Supervisor approved or disapproved
- Report frozen or disapproved by records
- Report routed (email notification of completed reports)
- Report printed (by whom, for whom, and for what reason)

System Architecture:

- RDBMS (Oracle or SQL Server)
- Standard SQL tools
- ODBC compliant utilities
- Graphical user interface (Microsoft Windows®)
- Data accuracy & integrity
- Context sensitive help
- On-line field edits
- Multi-tiered security profiles

Integrated Interfaces:

- Computer Aided Dispatch System
- Records Management System
- National/state/local databases
- Mugshot systems
- Automated citation devices



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