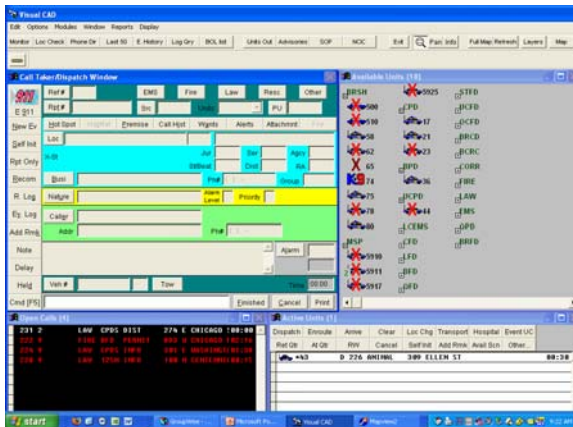
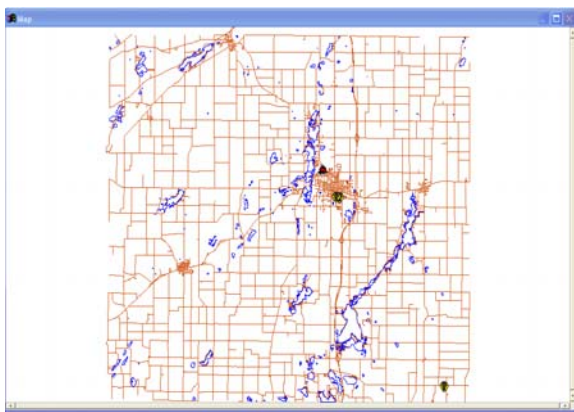


BRANCH COUNTY 911 / CENTRAL DISPATCH VIRTUAL TOUR

In 1998 the Branch County 911 Communications Board made a decision to move Branch County 911 / Central Dispatch from the Michigan State Police Post. This decision was made to allow for more room and future expansion. The building was renovated and became a functional dispatch center in May of 2000.



The Branch County 911 Communications Board decided in July of 2001 to utilize a Computer Aided Dispatch (CAD) system to log Police, Fire and Medical service. Open Software Solutions, Inc. was the software vendor selected to assist Branch County 911 / Central Dispatch with bringing this project to reality. CAD is utilized to log all incoming requests for service including all times for the various agencies.



The system also includes mapping that is updated continually, providing service agencies with accurate and timely directions to requests for service.

Branch County 911 / Central Dispatch utilizes a computer based radio console system that allows the user quick and easy access communications with Police, Fire and Medical agencies. The computer screen is a touch screen which allows the user to touch the computer screen to select frequencies and talk to agencies serviced.



To the left is a typical view of a dispatch council. The monitor to the left is utilized to receive 911 Enhanced telephone calls. This allows the user to view information on the caller such as, Name, Address and Telephone Number. This information can be automatically populated in the CAD system (The two monitors in the center) and will populate the CAD map with the location of the call. The monitor to the right is the touch screen radio council.

The picture to the right illustrates a Branch County 911 / Central Dispatch employee entering information from a caller into the CAD system. Branch County 911 / Central Dispatch employees utilize headsets so the employees are able to easily type information into the various computer systems.

