**ATHENA® Computer-Aided Dispatch**

The most critical task that public safety agencies face is resource deployment. ICS has developed easy-to-use, comprehensive tools that automatically deploy the exact compliment of resources to within 50 feet of the reporting party. The Athena CAD takes dispatching to the next level.

**How can complex response plans be automatically deployed?**

ICS has been in the software development business since 1974, longer than any of our competitors. We have developed proprietary algorithms that enable agencies to pre-define complex scenarios well in advance of their actual need. When the need arises, these pre-plans are employed without any user intervention. Any dispatcher (new or seasoned) can accommodate a mass-casualty shooting, involving multiple aid, that turns into a multi-alarm fire, just as easy as a vacation house watch.

**Situational Awareness**

Our heroes need information delivered in a timely and concise fashion. This critical situational information (incidents, resources, water sources, schools, hazards, alerts concerning residents/neighbors, prior incidents at a location and within a reasonable radius, building floor plans, pre-plans, camera locations with ability to connect, electrical and gas shut-off locations, chemicals/materials being stored) is immediately relayed to our responders. The majority of this critical information is available even if the responder loses connectivity.

**Electronic Alerting**

Upon key incident events, individuals are automatically notified via cell phone, pager and/or messaging.

**Comprehensive Running Orders**

Resource requirements can be customized to a specific type of business, geographic location, time of day, weather condition, equipment type, personnel skills, incident type and drive time for the current location.

**Fire Station Alerting**

Without any dispatcher intervention, the responding fire stations are notified verbally and visually. Call summary information is spoken over the station’s PA system and simultaneously displayed on overhead monitors (throughout the station). To assist in departure, garage doors are opened and kitchen appliances are automatically turned off.

**Incident Location Helper**

Any address, mile marker, landmark, business name, residence name, intersection and/or contact phone number can be entered into one field (no pre-processing is necessary). The ICS locator engine will instantly display the closest match upon each key stroke. As more information is entered the list of valid matches is automatically narrowed. This approach insures resources are deployed to an accurate location.

**Offloading Resources and Responsibility to Incident Managers in the Field**

ICS provides a very comprehensive, FEMA compliant, Incident Management System (IMS). This system tightly integrates with the Computer-Aided Dispatch (CAD) to allow resources to be allocated to a special incident. Users can transfer any resource(s) to the incident manager. All personnel in the communications center can see the exact location and assignment of all IMS resources, for backup purposes. The incident manager can then reassign these resources to various tasks (in compliance to the incident manager’s pre-plan). Since the IMS software was designed for ease-of-use, our agencies maintain competence in incident management functions by utilizing this product on a daily basis. In fact, it is used on every priority-one call for service. Whether the call is a minor structure fire or a countywide biohazard, the IMS software can be easily employed.
ICS has been providing fully integrated and technologically advanced software solutions for more than three decades (since 1974).

Our mission statements are quite simple - ones that we have not only met, but exceeded.

- A total commitment to the Public Safety marketplace.
- Provide products and services that endear our clients to a life-long relationship.
- Select a few discriminating clients that truly value our support and integration philosophy.
- Deploy these innovative solutions on the latest industry-standard platforms

**Ease-of-Use** – Although this is the last benefit mentioned, it is the most important. The challenge that ICS tackles when developing comprehensive, robust public safety solutions, it to make it so intuitive that minimal training is required. In times of need, these heroes do not need to be burdened with trying to figure out how to access critical information. ICS places ease-of-operation as a top priority. ICS wraps all of these complex capabilities with simple, intuitive forms.

“ICS has been our public safety technology partner since 1995. ICS is a vital team member in providing a comprehensive public safety technology solution.”

**Todd Renshaw**
Director of Public Safety
City of Frisco, Texas

“The ICS system fit well with our needs due to the department providing E911 services to the entire county. The department provides dispatch services for law enforcement, fire and EMS within Walker County. ICS functionality and outstanding customer service have made this a very beneficial partnership for us.”

**Les Metzler**
Communications Director
Walker County, Texas

State and local agencies have a tough job. They receive fewer resources, provide more services, adjust to changing mandates, and face increased scrutiny from lawmakers and citizens - all at the same time.

ICS understands the business of public safety, and we offer the Athena suite of integrated solutions to help you meet this challenge. We help you streamline and optimize business processes, from serving and protecting citizens to sophisticated crime solving, while helping you negotiate a complex maze of reporting and regulatory requirements.

Additional modules available in the comprehensive Athena public safety suite:
CAD (Resource Utilization Manager), Mobile Data Client, Law/Fire/EMS Records, RFID Property Room, Jail Management, EOC/Incident Management and many more.