



MOBILE DISPATCH WITH APPLE CARPLAY

DRIVING MOBILE TRANSFORMATION FOR FRONTLINE RESPONDERS

Remove the limitations of your technology and converge workflows on the front lines so responders can work more efficiently and be their best.

Motorola Solutions Mobile Dispatch, a purpose-built mobility solution with proven results for public safety, delivers highly integrated workflows, digital tools and critical real-time intelligence for ongoing operational agility for your field-based workforce. With Mobile Dispatch, first responders utilise a purpose-built mobile application that integrates with your existing Computer-Aided Dispatch (CAD) – and other back-end systems of record to respond quickly, always stay informed, complete tasks faster and keep the community safer.



MOBILE DISPATCH

INTEGRATES WITH YOUR EXISTING CAD AND APPLE CARPLAY

Enable infield incident management across mobile devices and in vehicles via Apple CarPlay. Provide frontline supervisors and first responders with the means to effectively and efficiently manage infield incident response, via a mobile device, including resource management through Automatic Resource Location (ARL) to provide real-time locations of resources in the field.

RESPOND QUICKLY TO ESCALATING INCIDENTS

View incident details for effective and rapid voiceless response. Launch navigation to incident location by tap, voice command and through CarPlay.

MONITOR ACTIVITY FROM ANYWHERE

Use infield command and control capabilities from your mobile devices and CarPlay.

IMPROVE SITUATIONAL AWARENESS

Report location to Dispatch Centre and other infield first responders (Telemetry). Access incident details at your fingertips.

KEY FEATURES: DISPATCH	
Book On	Enable first responders to establish themselves as part of a resource for an upcoming shift.
Incident Management	View, respond to, manage and create incidents (calls for service) as dispatched by an agency's CAD.
Task Management	View, respond to, manage and create local patrol tasks as designated by a supervisor, command or relevant intelligence unit.
User Status Management	Update the status of a first responder while they are attached to a resource.
Resource Review	View the status and location of other resources.
Battery Conservation	Save battery with purposeful location data updates.
Notifications	Receive push notifications for critical updates to incidents.
Third Party Map Layers	Display key operational agency-specific map layers to provide situational awareness.
Siri Shortcuts	Remain focused and hands-free using voice commands and readback when responding to incident resource status change.
Multimedia	View the associated media within an incident or capture and add to an incident.



INCIDENT MANAGEMENT FOR APPLE CARPLAY®

SAFELY ACCESS CRITICAL INFORMATION – ON THE GO

Incident Management for Apple CarPlay provides first responders intuitive, in-dash access to critical information from their agency's existing Computer-Aided Dispatch (CAD) – no Mobile Data Terminal (MDT) required. It is fully compatible with voice control features, enabling first responders to stay focused on the road and obtain vital details and updates of an incident before arriving on scene.

INCIDENT MANAGEMENT

Incident Mapping	View incidents for a patrol area on a map.
Incident Summary	View a summary list of incidents in a patrol area.
Incident Details Display	View the details of incidents in a patrol area.
Incident Self-assessment	Enable first responders to assign their resource to an incident.
Navigation	Launch turn-by-turn navigation to an incident.
Real-time Incident Update Alerts	Notify first responders when they are assigned to an incident or there is a change to an incident to which they are responding.
Incident Status Change	Enable first responders to update their resource status in relation to an incident, including closing/finalising an incident.
Contacting Informant	Enable first responders to contact an incident informant by initiating a voice call or SMS message.

RESOURCE MANAGEMENT

Unit Mapping	View book-on duty resources for a patrol area on a map.
Unit Summary List	View summary details of book-on resources in a patrol area.
Unit Details Display	View details of book-on resources in patrol areas, including details of events which they are responding.
Unit Status Change	Enable first responders to change their resource statuses.
Unit-to-Unit Calling and Messaging	Enable first responders to contact other resources by initiating a voice call or SMS messages.

VOICE COMMANDS

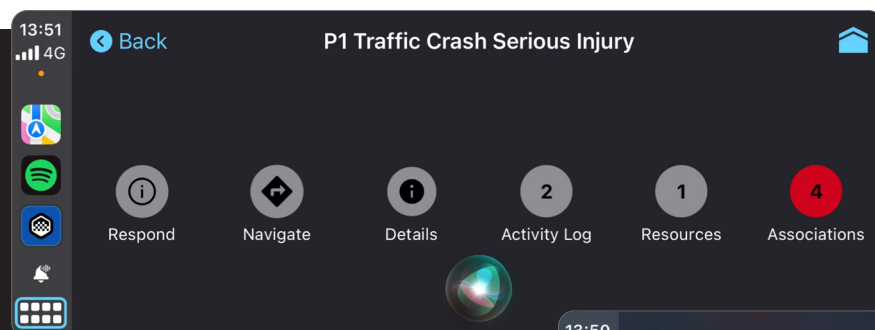
Incident and status change

Update incident details

Launch turn-by-turn navigation

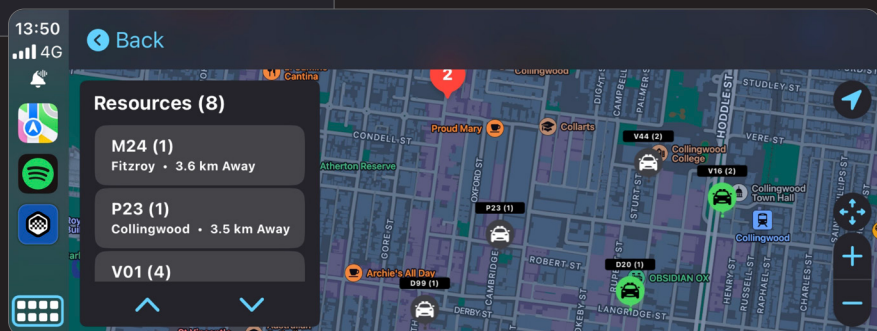
Incident details announcement

Incident update announcement



Voice Commands

Resource Management



ADDITIONAL CAPABILITIES

GLOBAL IN-APP CAPABILITIES

Multi Language Support	Configurable to support multiple languages across entire solution
Recently Used	Provides a set of recently used options to the first responder when the same information or action is required to be repeated. Examples include: locations, emails, addresses, incidents, officers
User Settings	Personalize your experience: - Alpha and Numeric Keyboard - Visualiser - Siri Shortcuts - Queued Search - Preferred Navigation App - Limited Connectivity Mode - Support Resources - Terms and Conditions View Options - What's New View Options

ADDITIONAL CAPABILITIES AND FUNCTIONALITY

Mobile Deployment	Support for handheld and tablet devices across Apple iOS and Android
PSCore Implementation model	Support for Cloud (Microsoft Azure) or on-premise deployment
Support OEM in-vehicle media units	Natively integrate with Apple CarPlay (requires iPhone) and leverage vehicle steering and audio (microphone and speaker) controls.
Authentication and Security	First responders are authenticated at login using the customers secure Authentication Services, based on OAuth, and must use device passcodes or FaceID to access the application after log in.
End to End Encryption	All data transferred and stored is encrypted using SSL TLS 1.2 with Certificate Pinning.
User Preferences	Persists user actions across sessions or devices using the iOS, Android Applications. Saves the first responder time by not having to input the same information multiple times.
Reference Data	Define a set of manifest (reference) data to be downloaded and used within the application in forms, choice lists or drop-down menus. Examples of manifest data include: operation names, offence codes, vehicle body types, resource equipment, eye colour
Monitoring	Mobile Dispatch includes monitoring and recording of all transactions originating from the application for your future reference and to help Motorola Solutions drive application improvements, limited to the previous 60 days.
Transactional Audit	Every request that is sent from the application to the integration services (eg. login, book-on, person search, event submission) generates a system event to be forwarded to the customer's audit system. The user data captured with every transactional audit is: - User identifier - Local date & time - Unique transaction identifier - Geo-coded location (including coordinates) - Online / Offline status - Input screen - User request or task performed (entered information and App action)
Reporting	Internally to the system, Mobile Dispatch captures metrics such as the following: - Unique users - App crashes - API latency - End-to-end latency - Devices and OS versions - Session length



SYSTEM REQUIREMENTS

To maintain data integrity and security, the Mobile Dispatch Application is designed for installation on iOS and Android devices via enterprise Mobile Device Management (MDM) tools. It is recommended that the application connects to cloud hosted or on-premise services via VPN over WiFi or a commercial cellular network.

For more information, please visit: www.motorolasolutions.com



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