

LiveCad Information Document

LiveCad is a web-based portal that takes information about current incidents and truck statuses from different, non-related 911 cad systems and combines the information so it can be viewed in one place. The "views" are customized for each fire department so they show only the information they are interested in seeing. LiveCad was designed for fire departments and 911 centers with the primary goal of reducing response times, but it is also accessible to the public.

How does it work?: Almost all 911 cad system store information about incidents and truck statuses in a database of some kind. NIPST provides a Windows Service that will query (read-only) the cad database on a timed interval, and when new information is available, it will send the data to our "LiveCad server", which is a webserver on the Azure platform. The data is processed on the server, then it automatically updates the appropriate views (webpages) in real-time.

Because data from different 911 cad agencies is going to one central server, LiveCad is able to display data from different cad systems on the same screen. This is especially helpful for fire departments that provide mutual aid to other departments from a different cad agency. Normally, there will be a delay in getting the mutual aid department notified because a phone call from one dispatch center has to be made to the mutual aid dispatch center, then the mutual aid department has to be dispatched. With LiveCad, the mutual aid department can tell that their assistance is needed as soon as the originating dispatch dispatches the call, which dramatically cuts down on response time.

For departments that have staff on station, LiveCad can be displayed on a TV screen and provide early notification when runs come in. Many times, the call information is entered in the database 10-30 seconds before the dispatcher is able to voice dispatch the call, so the firefighters can get that much of a head start on the call (again, reducing response times)

For volunteer departments, LiveCad can be accessed (on a phone) and display the address/incident information, which reduces radio traffic of responders asking for a "repeat on the address", etc. A link on LiveCad can open a page display Google Maps of the location of the incident, which helps with routing as well, which in turn reduces radio traffic.

For all departments, regardless of size, LiveCad provides "situational awareness" for an incident or a particular area/region. Incident Commanders are able to tell how many and what type of trucks are responding, and what their statuses are (Enroute, On Scene, etc.) Cad supervisors and other "emergency planning" officials can monitor a particular agency or region, which is especially helpful during storm/high volume call times.

A "typical" department setup with Incidents from 2 different agencies (MECC & LICK)

Plain Township Fire Dept		NIPST LiveCad		DONATE!		Mar	2019 09:21	
Truck	Status	Units	Address	City	Nature	Zone	Time	
M121	ER MCE	M151	390 S YEARLING RD	WHITEHALL	SAFE STATION	151 A MECCEMS1	09:19	MECC
M122	IN QUARTERS							
M123	OFF DUTY	M133	5435 MORSE RD	GAHANNA	TRAUMATIC INJURIES	133 F MECCEMS1	09:15	MECC
E121	IN QUARTERS							
E122	OFF DUTY	CPU591	310 JERICHO RD #232	PICKERINGTON	STANDARD VISIT-CP	591 510 MECCEMSPATCH	09:12	MECC
R121	IN QUARTERS							
L121	IN QUARTERS	E403	MINK ST SW / CABLE RD SW	PATASKALA	TRAFFIC ACCIDENT	405 D XFD45OP1	09:01	LICK
B121	IN QUARTERS							
* Medics *		M502	3261 CLOVER VALLEY RD NW	JERSEY TWP	UNCONSCIOUS PERSON	502 P XFD45EMS	09:01	LICK
M133	ON SCENE							
M134	IN QUARTERS	M121	7775 SMITHS MILL RD	NEW ALBANY	UNCONSCIOUS PERSON	121 H MECCEMS1	08:51	MECC
M131	OFF DUTY							
M141	IN QUARTERS	M404	172 LAWRENCE LN	REYNOLDSBURG	SICK PERSON	161 F MECCEMS1	08:45	MECC
M501	IN SERVICE							
M502	ER SAH	M401	199 CADILLAC AVE SW	HARRISON TWP	TRAUMATIC INJURIES	401 M4 XFD45EMS	08:06	LICK
M405	IN QUARTERS							
* Engines *								
E133	IN QUARTERS							
E141	IN QUARTERS							
R501	IN QUARTERS							
E405	IN QUARTERS							
* Others *								
L131	IN QUARTERS							
R134	IN QUARTERS							
B131	IN QUARTERS							
B141	IN QUARTERS							

Screenshot showing an OIL WELL FIRE being dispatched (with multiple trucks)

Violet Township Fire Dept Station 592		NIPST LiveCad		DONATE!		Mar	2019 09:43	
Truck	Status	Units	Address	City	Nature	Zone	Time	
M591	DISPATCHED	E611	6389 BLACKLICK-EASTERN RD NW	VIOLET TWP	FIRE OIL WELL	592 310 MECCIC1	09:42	MECC
M594	OFF DUTY							
E591	DISPATCHED	M591	6389 BLACKLICK-EASTERN RD NW	VIOLET TWP	FIRE OIL WELL	592 310 MECCIC1	09:42	MECC
GF591								
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M592	DISPATCHED							
E592	OFF DUTY	R592	6389 BLACKLICK-EASTERN RD NW	VIOLET TWP	FIRE OIL WELL	592 310 MECCIC1	09:42	MECC
R592	DISPATCHED							
B591	DISPATCHED	M593	6389 BLACKLICK-EASTERN RD NW	VIOLET TWP	FIRE OIL WELL	592 310 MECCIC1	09:42	MECC
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M593	DISPATCHED	M561	2900 COLUMBUS-LANCASTER RD NW	GREENFIELD TWP	FALL INJURY	GTF560	09:27	FAIR
M161	IN QUARTERS	M141	172 SERRAN DR	GAHANNA	SICK PERSON	131 M MECCEMS1	09:27	MECC
E161	IN QUARTERS	L131	172 SERRAN DR	GAHANNA	SICK PERSON	131 M MECCEMS1	09:27	MECC
M162	IN QUARTERS	EMS151	390 S YEARLING RD	WHITEHALL	SAFE STATION	151 A MECCEMS1	09:19	MECC
E162	IN QUARTERS	M133	5435 MORSE RD	GAHANNA	TRAUMATIC INJURIES	133 F MECCEMS1	09:15	MECC
M610	AVAIL							
E610	AVAIL	CPU591	310 JERICHO RD #232	PICKERINGTON	STANDARD VISIT-CP	591 510 MECCEMSPATCH	09:12	MECC
M611	AIQ							
E611	AVAIL	M621	8070 LANCASTER-NEWARK RD NE	WALNUT TWP	FALL INJURY	THF620	09:07	FAIR
		M121	7775 SMITHS MILL RD	NEW ALBANY	UNCONSCIOUS PERSON	121 H MECCEMS1	08:51	MECC

Frequently Asked Questions:

Q. How much does it cost for a 911 agency to join LiveCad?

A. There is no cost to the agency, provided that (read-only) access to the cad database is not a hindrance. For agencies that host their own database in-house, this is usually not an issue. However, for agencies who have their database hosted off-site by the cad vendor, the cad vendor may choose to charge additional fees to the 911 agency for "LiveCad access capabilities". But no fees are charged to the 911 agency from NIPST for LiveCad access.

Q. If it's free for a 911 agency to join LiveCad, how does NIPST generate revenue to cover server/maintenance/labor costs?

A. Previous versions of LiveCad were entirely supported by user donations. However, that model has proved to be unsustainable. The new version of LiveCad is a subscription-based model with each user paying a small annual fee to help cover server and maintenance costs.

Q. Why is LiveCad accessible to the public and not restricted to just first responders?

A. It's important to understand that LiveCad was originally created with the intention of being beneficial to fire departments/first responders with the goal of reducing response times, and that remains the main objective. However, all of the information displayed in LiveCad can be considered "public record", and as such, making LiveCad publicly accessible simplifies the logistical nightmare of trying to figure out who might be an "authorized user / first responder", etc. With the implementation of the subscription-based model, having public access will also allow those users to contribute financially to the LiveCad project and keep it sustainable.

Q. Does LiveCad display law enforcement information/calls?

A. No. The only case where a law enforcement call MIGHT be displayed is when a Fire or EMS unit is dispatched on it. Otherwise, No, LiveCad does not and will not display law enforcement runs on the publicly facing portal.

Q. The 911 agency for our area dispatches Fire/EMS calls, as well as Law Enforcement. Can we still have LiveCad?

A. Yes... when we set up the "LiveCad Service", we would make sure that Law Enforcement runs get filtered out before sending the incident/truck status data to the LiveCad Server.

Q. Some of our natures can be considered "sensitive" ("Sexual Assault", "Suicide", etc) Can those runs be hidden or have the natures changed to a more general nature (eg. EMS Run, etc)

A. Yes, both options exist... we can work with your cad system to either change the Nature description for certain runs, or hide certain runs based on their nature.

Q. Is there an option for a "private" LiveCad (which could include Law Enforcement runs) with access limited to "authorized users"?

A. We are currently working on an option for a "private" version of LiveCad, where the 911 center would control who has access to view LiveCad, and it would not be accessible to the public. Therefore Law Enforcement runs could be displayed if desired. There would be a cost for this, however those details have not been finalized.

Q. My cad vendor wants a bunch of money for a "mobile client" license (a program that runs on a truck computer that interfaces with cad...) Is LiveCad a viable substitute for a "mobile client"?

A. Yes, and No... Yes, because LiveCad can be used in any modern browser and provide most of the information needed for a first responder to get to scene. However, LiveCad is read-only. Therefore you can not use LiveCad to change the status of your truck (e.g. marking "On Scene" by pushing a button instead of marking on the radio...) You also cannot view "sensitive" information about the call, including comments and other vital information. So for some departments, LiveCad may be a viable "mobile client" alternative, and for others, it will lack some desired features that a mobile client can provide.

Q. Where can I find more "technical information" regarding LiveCad?

A. You can download our technical document at <https://www.livecad.us/LiveCadTechnicalDocument.pdf>