



WESTNET

IT TAKES A TEAM™

DISPATCH AND NOTIFICATION SOLUTIONS





**What is your emergency? What is your location? Tell me exactly what happened...
Help is on the way. The response begins.**

If there is one essential component in the life of an emergency response, it is when a call is received in the dispatch center. Call takers and dispatchers are the unseen heroes who operate behind the scenes in the daily struggle to save lives and property throughout our communities. Answering an urgent call, they initiate a series of events that strives to accomplish a safe and successful outcome for everyone. The critical incident information collected by call takers and transmitted by dispatchers allows fire and EMS crews to begin taking actions required for immediate rescue and response. The calming influence on the other end of a desperate phone call is the voice of the literal first responder, who is part of a team that works tirelessly to save lives.

IT TAKES A TEAM

As we all know, Dispatch is where it really all begins. The dispatchers in the dispatch center transmit call details to the teams located in the fire and EMS stations. Field personnel rely on dispatchers to provide vital details of the emergency situation. Essentially, incident size up begins as soon as crews get the information from dispatch and acknowledge the call. As firefighters and medics are enroute, the dispatcher manages the call for the entire response until units are available and the call is cleared.

Westnet, Inc. has created a total, turnkey emergency response solution. Our Dispatch Notification Software and Fire Station Alerting Systems provide a comprehensive platform that streamlines the dispatch process and immediately transmits mission critical information in the fastest means possible.

T - E - A - M

TURNKEY - EMERGENCY - ACTIVATION - MODULES





WHY WESTNET

No other company provides a more comprehensive approach to your 9-1-1 alerting needs. Westnet, Inc. is the pioneer in creating focus driven products engineered specifically for use in dispatch centers and fire stations. Our all-inclusive systems utilize the latest technology and best practices to deliver dependable equipment designed to help personnel meet operational and response time goals. Westnet is a complete solutions provider celebrating our 40 year anniversary this year. Our award winning First-In Fire Station Alerting Systems have been alerting firefighters and paramedics for nearly 25 years. We are a best in class group of specialists dedicated to providing our first responders with the finest systems available today.

ADVANTAGES OF FIRST-IN TECHNOLOGY

Reduces Call Handling & Dispatch Processing Time	Automatic Failover
Reduces Call Taker & Dispatcher Stress	Automated Voice Dispatch
Assists with High Call Volumes	Fire Station Pre-Announcements
Advanced Situational Awareness	NFPA 1221 Compliant
Critical Dispatch Infrastructure	Built for Future Expansion and Consolidation

Our systems are designed to be installed in stand-alone dispatch centers, combined police and fire call centers and consolidated public safety answering points.

TURNKEY DISPATCH OVERVIEW

First-In Alerting Platform

LEGEND

Core System Software Components

Optional Software Components

Primary Dispatch Center

CAD Provider

Dispatch Console



First-In Alerting Application



Redundancy

Replication

WAN

Secondary Dispatch Center

CAD Provider

Dispatch Console

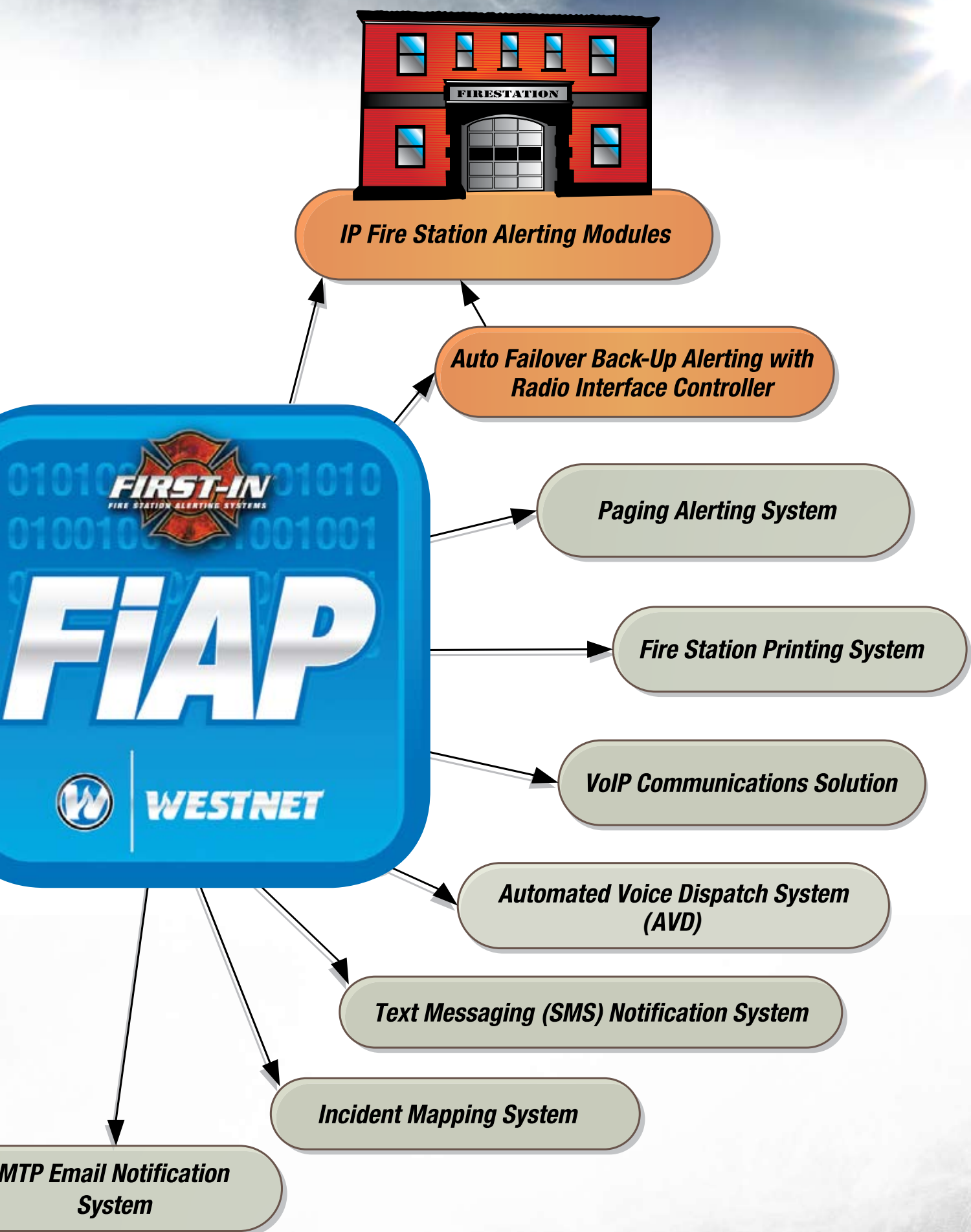


First-In Alerting Application



Synchronization

Redundant First-In Alerting and Notification System Platform



ALERTING PLATFORM-FIAP

The First-In Alerting Platform (FiAP) is the communications gateway for delivering new technology that makes a marked difference in saving lives and property. Call processing and response times are reduced with the automation delivered by the FiAP. Located in the Dispatch Center, the FiAP communicates directly with CAD, providing the dispatcher with a variety of redundant automatic and manual alerting options. Once a fire dispatcher commits a call into the CAD, the FiAP performs several immediate and simultaneous functions.

FUNCTIONS PROVIDED BY THE FIAP

IP Alerting of All Stations in Under One Second

Automated Voice Dispatching

Call Event History and Logging

Displays the Status of the Alert

Displays Interface Connectivity Status of Multiple Integrated Systems

Performs Special Dispatch Functions & Non-CAD Alerts

Sends Emergency and Non-Emergency Alerts by Units, Stations, or Groups

Automatic Failover to Wireless Backup Alerting (RIC)

Acts as a Backup to CAD if CAD is Down

NFPA 1221 Health Monitoring

Displays Network Status of All Stations

Fast, Manual Alerting of One, Several or All Stations

Ability to Remotely Place Station(s) In and Out of Monitor Mode

Updates Redundant Servers at Backup Dispatch Center

DISPATCHES ALL FIRE STATIONS IN LESS THAN A SECOND

FIAP ADMINISTRATION

Authorized department personnel can configure, manage and update the system on a browser from a web management portal. Monitoring, logging and reporting of the FiAP's activity is available for maintenance personnel both locally and from a remote location. In compliance with NFPA 1221, the dispatcher and crews in the fire station are notified if the connection between Dispatch and the station is lost. The IT technical staff is also notified by the FiAP of station network outages.

FIRST-IN VoIP COMMUNICATIONS SOLUTION

As an alternate to traditional audio systems used to send audio to a fire station or group of stations (e.g. two-way radio and analog telephone circuits), the First-In VoIP Solution provides an integrated communications path into new sites that also utilize VoIP technology. The VoIP Solution can be configured for one-way call or two-way call processing and is used to eliminate monthly reoccurring costs associated with analog leased lines. The fire station's First-In Master Control Unit can accept both a traditional phone line and VoIP connection at the same time and provides priority control over each connection.

ALERTING PLATFORM SERVICES

The First-In Alerting Platform, (FiAP), provides users with a variety of alerting notification methods both within and outside of the fire station. Alerts and notifications are sent to first responder's pagers, cell phones and email accounts. The First-In Alerting Platform allows Dispatch to designate which personnel receive the alerts.

TEXT/SMS MESSAGE SYSTEM

The FiAP sends a text message to the first responder's mobile phone or tablet using our Text/SMS Message System. This time-saving tool automatically activates specific groups of users by call type.



E-MAIL NOTIFICATION SYSTEM

Similar to the Text/SMS Message System, the FiAP automatically emails the first responder's Smartphone or tablet. This email contains the call information, such as the units assigned to the call, incident type, address and any additional call information.

PAGING NOTIFICATION SYSTEM

The FiAP also supports analog and digital, simulcast wide-area paging of first responders. The use of pagers is helpful for career, volunteer and combination departments that need to alert personnel in the field. The Pager Notification System can also add another redundant communications pathway to the fire station from Dispatch.



FIRE STATION PRINTING

The FiAP sends dispatch information to station printers giving crews a printout of the incident information. The First-In Alerting Platform uses both high-speed laser and thermal printers.

INCIDENT MAPPING SYSTEM

Real time incident mapping is displayed on strategically placed monitors throughout the station and is available in large format for the apparatus bay. Unlike the outdated, legacy system of district maps found on many apparatus bay walls, the Interactive First-In Mapping System lets the first responder zoom in to the incident location.



AUTOMATED VOICE DISPATCH-AVD

Westnet's First-In Automated Voice Dispatching System, (AVD), is an optional, completely automated text-to-speech system that becomes the dispatch voice for the call. This time-saving technology provides dispatchers with a fast and consistent method of transmitting the call over the primary dispatch channel to crews both in and out of quarters.

When a 9-1-1 call appears in the dispatcher's CAD queue, CAD makes recommendations on which responders to send to the scene. The dispatcher can approve the recommendations or make changes and then commits the call to CAD. Once that occurs, the CAD transmits that message to the FiAP, which alerts the selected stations and units out of quarters. The AVD system automatically announcing the call over the air frees up the dispatcher to take the next call.

AVD announces the entire dispatch including units assigned to the call, incident type, address, cross streets, name of the business, tactical channel and more. This advanced technology means that dispatchers can process multiple station calls more quickly.

Hearing the same voice with the same audio delivery provides consistency in tone and annunciation of streets, locations and units. This eliminates confusion and the need to "repeat your last."



ADVANTAGES OF AUTOMATED VOICE DISPATCHING

Simultaneous Dispatch of Multiple Stations

Automatically Alerts All Stations in Under 1 Second

Automatic Announcement of Move-Ups

Reduces Dispatcher Stress Levels

Aids with Staffing Shortages

Shortens Call Processing Times

Transmits Dispatch Details Over All Radios

Assists with High Call Volumes

Intuitive End-User Voice Editing Tool

Available in Male or Female Voices

The total automation of the dispatch allows the dispatcher to concentrate on incoming emergency calls and supervision of existing incidents.

AUTOMATED VOICE DISPATCH-AVD

FIRST-IN AVD MANAGER™

The First-In AVD System comes with a powerful administrative management tool called the AVD Manager, which provides control over how the AVD message is heard over the radio. Dispatch communications personnel can customize the speech, cadence, pitch and accent of words to better reflect the regional and local pronunciation of unique names in the database. This voice management software also allows users to edit the message order, how many times it is repeated and adjust word timing.



MULTIPLE CAD INTERFACE OPTIONS

Westnet, Inc. has interfaced with every major CAD vendor currently providing Computer Aided Dispatch products to the public safety community; ranging from Tier 1 to a number of non-commercial, in-house developed CAD systems. Westnet has teamed with the following CAD providers and continues to create new interfaces to activate the First-In Fire Station Alerting System.

INTERFACES WITH CAD PROVIDERS

TriTech Software Systems

New World Systems

Motorola Solutions

HTE

FDM Software

Hitech Systems

Cross Current Corporation

Sungard - HTE

Sungard - OSSI

PSSI

Intergraph

Spillman Technologies

Infor (formerly En Route)

VisionAIR

Zoll

Keystone Public Safety

Tiburon (now TriTech)

Northrup Grumman

Red Alert

Versaterm

AUTOMATIC BACKUP ALERTING-RIC



RADIO INTERFACE CONTROLLER

It's inevitable that a network connection to a station will be lost, even if for just a few seconds. Losing that connection in the midst of alert can result in lengthy delays, or worse, a missed alert. The First-In Radio Interface Controller (RIC) uses the dispatch center's radio system to provide wireless alerting of the fire stations by units, stations or groups.

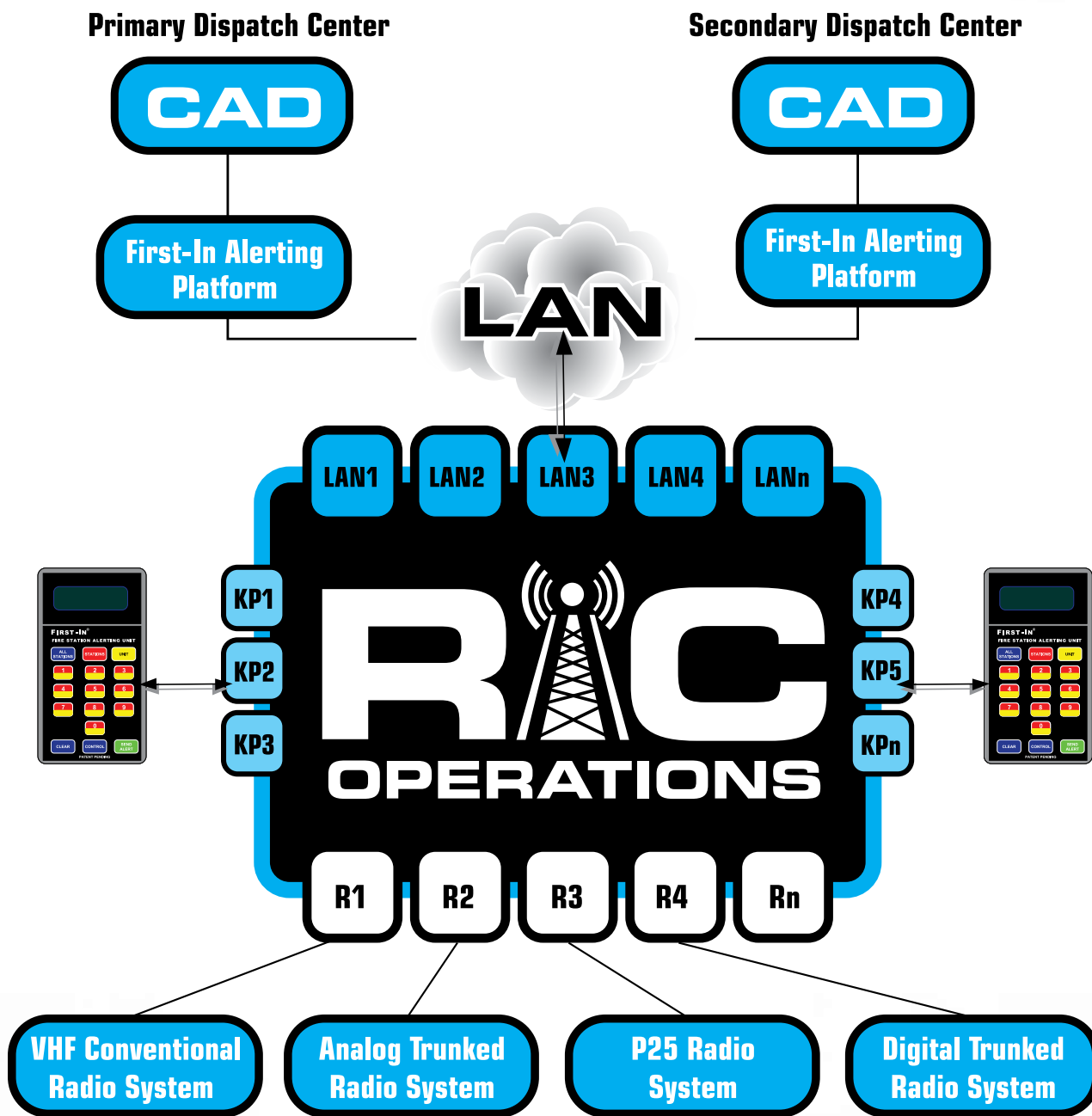
If within one second, the FiAP does not receive immediate confirmation that the IP alert was successful, it immediately activates the RIC so that there is no delay in alerting the station. The FiAP can also be programmed to automatically activate a remote station where there is no established network connection.

In the event the dispatch network is down, the dispatcher uses the RIC's keypad to manually alert the station(s). In the manual backup mode, the RIC still provides station and company-specific alerting.

One RIC can support multiple radio systems and dispatch centers. The RIC System operates on both analog and digital P25 radio systems.

The RIC is an advanced activation system that shaves valuable seconds, sometimes minutes, off the backup alerting process.

RIC OPERATIONS



FIRE STATION ALERTING MODULES

A few examples of our alerting modules that can be installed throughout a fire station to transform it into a fully equipped rapid response facility are listed below. Alert modules in the fire station are activated by Westnet's Alerting Platform and Automated Voice Dispatch Systems. The First-In Fire Station Alerting System has an extensive listing of in-station equipment to choose from. For more information on our Fire Station Alerting Modules, please see the First-In Fire Station Alerting catalog or visit us at www.FirstInAlerting.com.

The First-In Fire Station Alerting System is a commercial, off the shelf station alerting system that is an affordable, scalable, flexible system designed to be used in any size department. Specifically engineered to reduce response times and lower first responder stress levels, First-In provides all of the information necessary for fire and medical crews to respond quickly. First-In is a zoned system using ramped, cardiac-kind tones and visual display devices located throughout the fire station.



The First-In Master Control Unit, (MCU), is the heart of the First-In Fire Station Alerting System and receives all alerts sent from Dispatch. First-In uses pre-announcements to initially alert personnel. This pre-alert allows crews to start responding immediately, reducing turnout time. The MCU sends the pre-announcement throughout the station speakers, notifying personnel of the assigned company, the nature of the call and the tiered response level. All fire stations throughout the department can be alerted in less than a second using an IP connection.

The MCU can be activated in multiple ways including IP network, data radio, high-speed dtmf, two-tone and more. All methods of alerting can be used as a primary means of activation or a backup method, providing many layers of redundancy. Every manner of alerting the MCU is automatic and operates simultaneously without the need for human intervention.

"The First-In Pre-Announcement plays a vital role in the dispatch process. It is especially helpful during times of high call volume because dispatchers can feel confident that the units have been alerted by this feature."

FIRE STATION ALERTING MODULES



FIRST-IN TURNOUT TIMERS™

- Counts up the time elapsed since the station received the alert
- Available in various sizes – helpful in apparatus bays
- Assists meeting NFPA 1710 response time recommendations



FIRST-IN DORM REMOTES®

- Reduces chronic sleep deprivation
- Reduces stress when receiving nighttime calls
- Ramped, cardiac-kind tones and voice
- Ramped, Knight Vision red lighting for reduced optic shock of white lights
- Programmable from front panel at each bed or bunkroom



FIRST-IN SATELLITE CONTROLLERS®

- Provides alerting audio and visual notification of the call
- Colored lights immediately tell responders which units are being dispatched
- An integrated, ambient noise sensing speaker for self-adjusting, clear audio
- Built-in Knight Vision red lighting for night illumination in dark corridors



FIRST-IN VIDEO DISPLAY MODULES™

- Provides an immediate visual dispatch of the call on smart televisions or monitors
- Displays the responding units, type of call, address or location of the incident & other relevant information
- Located in egress areas, apparatus bays and dayrooms

OUR COMMITMENT TO YOUR EXCELLENCE

SUPPORT:

First responders don't have the option of providing service during the normal business hours of 8:00 to 5:00, so as your communications team member, neither do we. Millions of citizens rely on Westnet's Dispatch and Notification Solutions to bring them the help they desperately need. Our 24/7/365 Westnet Dispatch Center and Westnet Systems Group (WSG) are ready to provide you with excellent customer service and support when it matters most. WSG team members can directly access the Dispatch and Notification Systems and a station's First-In Alerting System via a remote access connection from the WSG Monitoring Center.

SERVICE:

Westnet brings our expertise to you, literally. Unlike other companies, we offer on-site installation, maintenance and support for your Westnet systems using our internal staff. Westnet offers ongoing maintenance plans that are tailored to fit your department's needs with packages ranging from remote technical support to full on-site maintenance. We also offer training of your technical staff for those agencies with technical resources. This customer service provides a collaborative effort between Westnet and dispatch or fire department personnel in order to quickly resolve any issues.

WARRANTY OPTIONS:

Westnet proudly supports all of our products with a one-year parts and labor warranty. On-site warranties, extended multi-year warranties and maintenance plans are also available.

GETTING STARTED

PURCHASING PROGRAM:

Westnet understands that specifying and procuring a new dispatch and fire station alerting system can be a major undertaking. We happily participate in many RFI and RFP invitations and provide cost-free estimates and drawing packages. Our engineers and project managers understand the commitment involved in acquiring a turnkey 9-1-1 communications system. In turn, we provide consulting and demonstration services so that the right decision is made the first time. Our products can be purchased directly, by credit card or through the General Services Administration.

For more information, please call 1-800-807-1700 or visit us at FirstInAlerting.com



Contract Holder

Westnet proudly serves our military and their public safety needs worldwide.

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WESTNET®

Serving as a public safety emergency dispatcher has been deemed one of the top 10 most stressful jobs in the United States. With limited resources, staffing shortages, long hours and increased call volumes, many dispatchers are being asked to do more with less. Today, dispatching takes multi-tasking to a whole new level.

Our commitment to your team starts in Dispatch. First-In is built by people who understand and respect the key role dispatchers play in the outcome of a call. Our First-In Dispatch Notification and Fire Station Alerting Systems deliver an integrated solution that will improve performance, save time and resources and deliver a faster emergency response by your entire team.

The investment made in new a new dispatch and alerting system is a major decision for all entities involved including city and county governments, dispatch centers and fire departments alike. It is mission critical equipment that helps you provide the life-saving services to the communities you serve.

You need the experience and expertise you can depend on in the future. The innovative and field proven First-In Dispatch and Alerting Systems will provide your department with a comprehensive message delivery system that will enhance your organization's performance. Westnet, Inc. is the only company that will provide your team with the critical infrastructure to meet the growing challenges of today's dispatcher.

9-1-1 What is your emergency?



COURAGE

TRADITION

DETERMINATION

TEAMWORK



LOYALTY

HONOR

DEDICATION

SERVICE



PROUDLY MADE IN THE USA

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FirstinAlerting.com

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