

**For Immediate Release**

## **An Imminent Solution to Achieving Consistency in Real-time Deployment Operations**

**SAN DIEGO, CA Mar 19, 2008** — The County of Los Angeles Fire Department recently announced the procurement of Deccan International's LiveMUM (move-up module), to meet their on-going emergency needs and service coverage challenges. "We needed a more efficient way to handle major emergencies and to provide adequate coverage during increased incident rates," stated Kerry Crabtree, Supervising Fire Dispatcher at LA County Fire. "With over 166 fire stations, approx. 4000 sq. miles of service area and call volumes averaging 275,000 annually, we needed a process that provides an operational consistency standard for move-up and service coverage operations".

Because of diverse needs and call demands, LA County has continued to use station/unit charts to identify the coverage requirements, requiring the on duty dispatch supervisors responsible to apply operating rules and business practices, deciding the best deployment in real time under critical time frames. This practice was inherently inflexible and susceptible to errors due to the static charts, and dependency on supervisor expertise. With the new software, LA County anticipates achieving consistency of operating practices across the complete chain of command, from dispatch supervisors all the way to the operations bureau.

Built to incorporate all business rules and operation practices defined by the agency, Deccan's LiveMUM can seamlessly integrate into the department's real-time move-up operations. The software connected to the department's CAD system, Northrup Grumman's COBOL CAD in this case, listens to unit status changes live from the CAD to determine and recommend optimal move-ups to balance coverage needs. Users can see a visual and dynamic display of coverage area, unit status changes, as well as before-after maps to anticipate and evaluate dispatch needs. Easy-to-interpret color-coded maps, pop-up window prompts to signal move-up actions, and before-after evaluation maps make this software a dispatcher-friendly tool for real-time operations.

"This software will change for the better, the way we think," confirmed Kerry Crabtree, indicating that our Executive Staff and Operations Bureaus need to see the benefits in the new approach to approve of it. Kerry anticipates some reluctance from various field personnel, attuned to operating in a certain set ways. "In some cases battalion chiefs don't like moving units from specific stations, or in other cases they prefer getting units from other battalions for the move-ups. Whatever the case, there is not a consistent approach to these move-up decisions. LiveMUM is intended to standardize these operating inconsistencies and provide a reliable and proven standard, enhancing the efficiency of our operations and improving response performance," summarized Kerry. With a go-live date in less than two months, Kerry indicated that there is a lot of excitement to see LiveMUM make a difference in their standard operations. "We have not come across any other software that can achieve what LiveMUM has proved to accomplish,"



confirmed Kerry. He also indicated they have worked with the internal logic within the CAD system, and found it cannot handle move ups as consistently the same way as LiveMUM.

LA County has already decided to procure LiveMUM's extension – LiveMUM WallMap. "It's a great accomplishment for Deccan to be the sole source provider of the move-up solution to LA County, one of the nation's largest and most diverse counties. We will continue to provide quality solutions and hope our software will change and improve their operations," stated Latha Nagaraj, president of Deccan International, after LA County confirmed the purchase of LiveMUM WallMap. "Once LiveMUM is configured and implemented, we are working to install LiveMUM WallMap, a floor-wide wall display essentially built to give senior officers and decision makers a quick snapshot of their service area performance. We plan to have it installed and available in key decision making offices or locations, such as the Fire Chief, Bureau Chief, the Command and Control Division Chief's office, our Expanded Dispatch Operations and Strategic Planning Rooms, so everyone has a real-time and consistent overview of our coverage area", declared Kerry confident that LiveMUM will introduce a new standard in their move-up operations.

More than 40 agencies across the United States and Canada have implemented Deccan's Live Move-up Module. For your free demonstration of LiveMUM, visit [www.deccanintl.com](http://www.deccanintl.com). Deccan International also offers free webinar tutorials of all of its products – every Tuesday at 11:30 a.m. PST.

#### **About Deccan International**

Deccan International, founded in 1995, is a leading, San Diego-based developer of public safety software. The Company's product portfolio encompasses two main categories: for Strategic Planning, CAD Analyst and ADAM; and for real-time operations, LiveMUM, BARB, and DiVa. The company's client base ranges from major metropolitan Fire and EMS departments to small, community-based agencies throughout the United States and Canada.

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