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## WELCOME

### Executive Corner



ROB PATTEN

Welcome to Intergraph Canada's first Public Safety Newsletter! Given the growing number and importance of our public safety customers across Canada, our hope is that it will keep you updated not only on our exciting new solutions that we are introducing but also highlight some of the successes that you are achieving with Intergraph technology.

It was delightful to see so many Canadians at our International User Conference in Las Vegas in June 2008. Out of 2,800 attendees from 62 countries, over 100 were Canadian delegates and their guests from our Security Government and Infrastructure customer base with the majority of those from the public safety community. I am sure those of you who benefited from attending will be encouraging even more of your colleagues to attend our International User Conference in Washington, D.C. in 2009.

We are excited at the new customers that have recently joined the Intergraph family! I would like to welcome Halton Regional Police and the PRIDE consortium that consists of Brantford Police Service, Guelph Police Service, Stratford Police Service and Waterloo Regional Police. As our solutions in the Public Safety market continues to grow and expand so does our customer base. I would also like to welcome the Department of National Defence with systems at both the Bases at CFB Val Cartier and CFB St. Jean and also Edmonton Transit who are implementing a CAD based transit security solution that will integrate alarms and CCTV using the Intergraph Security Framework.

I am pleased to announce that Mark Patrick has been recently promoted to the position of Canadian Business Development Manager, Public Safety. Intergraph has created this position in recognition of our outstanding growth in this market. Mark's computer technology experience, his years of experience with the Ontario Public Safety customers and his 15 years of service as a police officer will provide more focus and support to our Canadian clients and their public safety and security requirements.

I trust that this newsletter will be a communication vehicle that is well used and well received. We are always interested in your feedback! We encourage you to speak with your account manager if there are things we can do to make our products even more useful in your business area. There are many events & conferences planned in Canada this coming year where I hope we may meet. I also welcome your call, at any time, to discuss your needs or issues. I can be reached at our Ottawa offices at 613-728-2828.

**Rob Patten**  
Vice-President, SG&I Canada

## Message From Mark

Despite it being the middle of summer, it remains a busy time at Intergraph. Our 2008 conference in Las Vegas was a huge success, but no sooner is it over than the planning starts for next year. Intergraph 2009 will take place June 15-18 at the Gaylord National Hotel and Convention Centre in Washington DC. We hope that this early announcement will allow enough time for even more of you to plan to attend.

We continue to be busy rolling out new products, product versions, and services, such as the latest release of I/Incident Analyst, in response to your requests for multi-unit playback and analysis of I/Tracker data, highlighted in this newsletter. We're also deep into the upcoming release of our Business

Intelligence suite, which some of you will have seen at the conference. In addition, we're working hard on new releases of I/CAD, with many exciting enhancements and a focus on enhanced mapping and ever-improving quality. We hope that for those of you who were not able to join us in Las Vegas that the contents of the newsletter will whet your appetite for some of the things to come.



**Mark Patrick**  
Business Development  
Intergraph Canada Security, Government & Infrastructure

## Welcome New Canadian Public Safety Customers!

We are pleased to mention some of the most recent additions to the Intergraph Canada family:

### Halton Regional Police Service

Halton Regional Police Service selected Intergraph to implement a new I/CAD system, including I/Mobile and I/Incident Analyst, in June 2007. Meeting a challenging implementation schedule, the project team cut over into live operation in November 2007. HRPS, in partnership with its community, contributes to safety and well-being in Halton. Headquartered in Oakville Ontario, HRPS serves a population of approximately 450,000 residents.

### PRIDE Police Consortium

The PRIDE Police Consortium of south-western Ontario, a multi-agency customer comprising Waterloo Regional Police, City of Guelph Police, City of Stratford Police and City of Brantford Police, purchased Intergraph's I/CAD and I/Mobile solution in March 2008. The PRIDE Consortium serves a population of over 750,000 residents, and employs over 1100 sworn officers collectively.

## NEWS AND EVENTS

### Intergraph in the Media

The consolidation of all 9-1-1 and non-emergency communications into a single command-and-control center has yielded impressive results for public safety and emergency response in Washington, D.C. Read more about this installation at [http://www.intergraph.com/assets/pdf/presscoverage\\_pubsafety.pdf](http://www.intergraph.com/assets/pdf/presscoverage_pubsafety.pdf).

NASA chooses Intergraph technology to provide agency-wide fire and security services, emergency management, export control, protective services information assurance/technology security and protective services training at 14 locations throughout the United States. To learn more, visit [http://www.intergraph.com/assets/pressreleases/2008/06\\_05\\_2008F.aspx](http://www.intergraph.com/assets/pressreleases/2008/06_05_2008F.aspx)

Emergency services organizations now can rapidly analyze and convert vast amounts of law enforcement records and data into actionable information with Intergraph's new Business Intelligence for Public Safety solution suite, produced in partnership with Business Objects. As the world's leading provider of business performance optimization solutions, the companies combined the application specific data from Intergraph's emergency incident response, planning and reporting solutions with Business Objects' proven Business Intelligence platform, BusinessObjects™ XI. To learn more about this new partnership, visit [http://www.intergraph.com/assets/pressreleases/2008/06\\_04\\_2008B.aspx](http://www.intergraph.com/assets/pressreleases/2008/06_04_2008B.aspx)

## Intergraph Canada 2008: Winnipeg, Edmonton, and Mississauga!

Registration is now open for our cross-country series of user conferences! Attending just one of these days packed with relevant industry information keeps you in touch with Intergraph innovations and the latest industry trends. Beginning with the Winnipeg conference on September 17th, 2008, Intergraph moves cross-country to Mississauga for October 1st, and back to Edmonton in the west for October 15th.

Focused on topics and products of interest to Security, Government, and Infrastructure industries, these conferences expand your knowledge with:

- Engaging presentations, updating you on Intergraph Canada's solutions and services
- Opportunities to share ideas with a community of peers and industry leaders from across Canada
- Sessions tailored to your industry that translate technology into real-world ideas



- An exciting line-up of exhibits showcasing solutions from Intergraph and leading partners (*Ontario conference only*)

Registration is complimentary to invited guests and current Intergraph partners and clients! In addition to valuable speakers and informative sessions, you also have the opportunity to access a variety of networking breaks, complimentary lunch, and a social wine and cheese to help you connect with industry peers and companies.

To register or for more information regarding any of the Intergraph Canada 2008 conferences, visit [www.intergraph.ca/iuc/](http://www.intergraph.ca/iuc/), or contact [marketing@intergraph.ca](mailto:marketing@intergraph.ca).

## Upcoming Events



### **CACP (Canadian Chiefs of Police) Conference**

August 24-27, 2008  
Montreal, QC

### **Intergraph Canada 2008: SGI Central**

September 17, 2008  
Winnipeg, MB

### **CAFC (Canadian Association of Fire Chiefs) Conference**

September 21-24, 2008  
Whitehorse, YK

### **Intergraph Canada 2008: SGI East**

October 1, 2008  
Mississauga, ON

### **Intergraph Canada 2008: SGI West**

October 15, 2008  
Edmonton, AB

### **APCO Canada**

November 16-19, 2008  
Ottawa, ON

# AROUND THE INDUSTRY

## Look Who Went Live in Canada

### CUTOVERS

Customer	Quarter	Systems
Halton Regional Police, Ontario	Q4 2007	CAD/Mobile

### UPGRADES

Customer	Quarter	CAD Version
Hamilton Police Service	Q4 2007	8.0.2
Lethbridge PSCC Center / Police Service	Q2 2008	8.1.1
Edmonton ERD	Q4 2008	8.1.1
OPTIC	Q3 2008	8.1.1

## Hamilton Police and Fire Enjoy Continued Partnership with Intergraph

An Intergraph customer for more than 15 years, Hamilton Police and Fire deployed the latest version of Intergraph’s emergency incident response, planning and reporting solutions to serve and protect the 528,000 individuals who reside in this community located on the western end of Lake Ontario.

“Hamilton Police Service has used Intergraph CAD for over 15 years and it was the agency’s first and only CAD system,” said Mark Allan, communications system administrator, Hamilton Police Service. “It was ahead of its time when we first partnered with Intergraph and we feel they are still a leader in the industry. Now being used for both emergency dispatch of police and fire, it has proven it’s worth time and time again.”

“Intergraph’s emergency incident response, planning and reporting solutions provide public safety agencies with vital capabilities to advance the life-saving mission of call takers, dispatchers and first responders,” said Reid French, executive vice president and chief operating officer,



Intergraph. “We are honored to partner with this Canadian public safety agency in support of their efforts to protect the safety and lives of those who visit, live and work in their communities.”

## Resident Engineer Program Enhances Support Services

The Intergraph Resident Engineer Program provides customers in North America with an on-site engineer to support the ongoing operation of their I/CAD and I/LEADS systems. Nine customer sites currently participate and report excellent results.

In the Resident Engineer Program, an Intergraph employee, known as a Resident System Administrator (RSA), resides at the customer site and

serves as liaison between the customer and Intergraph. Customers may contract for an RSA on either a full-time or part-time basis to assist system administrators, IT staff, and users with operational and strategic functions.

The Resident Engineer program addresses a variety of customer challenges. For example, often staff members do not fully understand

how the application software works, or they have a difficult time solving problems. Other times, internal staff cannot resolve gaps caused by staffing issues such as turnover and vacation time. These problems can increase the cost of support and introduce the unacceptable risk of reductions in public safety services.

The Resident Engineer Program solves these challenges by complementing Intergraph's current suite of Help Desk and implementation services. The RSA relieves the burden associated with delivering and supporting specialized technology while maintaining excellent service and remaining within budget.

"Contracting with Intergraph for a Resident Engineer has been invaluable to successfully implementing and supporting the CAD system, various CAD interfaces, and record management systems here at the County," says Kelly Odestick, Assistant CIO of the Westchester County Department of Information Technology. "The Resident Engineer provides stability assurance and gives us a leg up on creative ways to use our systems and

the data we capture."

Ashish Kakkad, Senior IT Engineer at the San Diego County Sheriff's Department in California, points out the short- and long-term benefits of having an RSA onboard.

"The Resident Engineer Program has helped us in several areas. In the short term, the quick turnaround time on support and maintenance adds value to the organization on a daily basis. In the long term, the knowledge that our RSA brings us contributes to informed and educated strategic decisions."

RSAs are available to help your organization with a wide range of technical support functions, such as planning and configuration, system setup, daily operations and maintenance, system security, training support, upgrade assistance, and liaison activities with Intergraph personnel. For more information, or to join the Intergraph Resident Engineer Program, contact [sales@intergraph.ca](mailto:sales@intergraph.ca).

## Lethbridge Police See Success Through New Public Safety Communications Centre

The Lethbridge Regional Police Service (LPS) provides police services to Lethbridge and Coaldale, two culturally diverse communities with over 85,000 residents. Comprised of 141 sworn members, 43 non-sworn members and a volunteer base of over 50 people, members of the LRPS take action on more than 42,000 files annually. As Intergraph's first Public Safety clients to go live with I/CAD 8.1.1 and one of Intergraph Canada's longest-running public safety clients, the LPS and associated Public Safety Call Centre are a technology model for other agencies in Canada to gain insight from.

15 years ago, the Lethbridge Police were working with an old IBM system as well as manual methods of dispatching. The police were looking for a more current and expandable computer-aided dispatch system along with RMS that could handle an expanding call volume. They implemented a robust Intergraph CAD system, which today includes licenses of I/Mobile, I/Netviewer, and I/CAD.

In 2005, the city's emergency services dispatch management consolidated dispatch efforts between police, fire, and EMS into a central location (the Public Safety Communications Centre - PSCC). The new management team returned to Intergraph. The PSCC wanted to use EPD's ProQA software extension (an Intergraph partnering vendor) to help dispatch call takers structure their questioning. Intergraph's I/CAD 8.1.1 supported this software, accepting and tracking questions and answers input by dispatch and associating them with the event record. In addition, the police service wanted to capture an improved audit trail of questions being asked,

which the new I/CAD version allowed them to do. An upgrade decision was finalized once the PSCC observed I/CAD 8.1.1's improved mapping system, I/Netviewer's new feature to monitor their dispatch systems live, and the ability to have more users accessing the system at the same time.

Today, the LPS dispatch from Lethbridge's PSCC continues to benefit the officers and the dispatchers. I/Netviewer allows several people to access and/or monitor the live system concurrently, essential for a high-volume dispatch centre. I/Mobile allows the LPS officers to receive the information on a computer in their vehicle giving them the most up to date information, as well as allowing them to update the dispatch centre with news

*(continued on page 6)*



*(courtesy of the Lethbridge Police Service)*

from 'on-site'. This ensures that the LPS are able to make the best, most accurate and effective decisions possible as a situation changes. Finally, the PSCC I/CAD implementation allows dispatchers to work with one of the most "up to date and accurate mapping systems available today" (Rebecca Wade, Operations Manager, PSCC). This ensures that vehicle location reports, incident locations, and incident information are as complete as possible, letting the officers focus on responding to the situation. In the words of Rebecca Wade, Operations Manager for the Public Safety Communications Centre: "Intergraph [produces] excellent products that

meet our day to day needs. When we do not have the resources available to fix a problem, or do an upgrade or installation, Intergraph is there to help us -they are available to us anytime we need them. They are always willing to set up personal demonstrations on the most up-to-date technology – even though we are a smaller centre, they treat us like a valued big-city customer."

For more information on this installation, or to learn more about how your agency could apply similar technology, contact [sales@intergraph.ca](mailto:sales@intergraph.ca).

## Public Safety Training – I/CAD System Administration Boot Camp Offers Intensive Training

Intergraph's Global Training Services offers a popular I/CAD System Administration "Boot Camp" class, designed to give I/CAD system administrators tools to leverage their Intergraph systems. The topics addressed in this two-week course include I/CAD configuration, I/NetViewer and interface administration, system troubleshooting, and advanced customization.

In a recent I/CAD System Administration Boot Camp in Huntsville, senior technical instructor, Pete Gurney, led 13 class participants through the hands-on learning experience. By the end of the course, everyone had gained greater insight into the finer points of I/CAD administration.

Attendees were impressed with the breadth and depth of the discussions. "I'd call it intense," said Rigo Martinez of Kern County Fire Department in California. "We covered a lot of information – from the ground level up to areas that most people don't get involved with, like the GUI interface, customizing screens, and the bare bones of how CAD works."

Brian Tschudy of the Mesa Police Department in Arizona has used I/CAD

for about a year. For him, the boot camp answered many questions and raised others. "Now that I know the application is so functional, I have a lot more questions about things I'd like to learn about it. That makes me want to come for more training."

As always, Pete was eager to share information. "There have been many questions asked, since the product is so customizable. We're trying to give the customers skills to make the product their own, which gives them a more flexible system that fits their individual needs. I'm sure if we had a snapshot of the main screen for each and every one of their I/CAD systems, they would all be different."

For more information on the international locations available for boot camp training, contact the global training team at [sgitraining@intergraph.com](mailto:sgitraining@intergraph.com). To learn more about local hands-on training available in Canadian locations, contact [sales@intergraph.ca](mailto:sales@intergraph.ca) or visit <http://www.intergraph.com/global/ca/sgi/training.aspx>.

## Edmonton Transit Implements Complete Dispatch, Mobile, and Security Solution

The Edmonton Transit System (ETS), owned and operated by the City of Edmonton, began when the Edmonton Radial Railway traveled its first streetcar route along 21 kilometers of track in the fall of 1908. Today, Edmonton Transit's fleet encompasses over 847 diesel and trolley buses, and 29 community buses. The system covers more than 150 routes, including a Light Rail Transit (LRT) system with 37 vehicles and 11 stations. ETS also offers transportation to persons with disabilities, called the Disabled Adult Transit Service (DATS).

As the city continues to expand, ETS realized the time was right for a new

computer-aided dispatching and security solution to achieve a more formal organization of their inspectors and supervisors, as well as improve and enhance the automation of their dispatch and resource management.

Ron Gabruck, Director of Safety and Security for Edmonton Transit, mentions "The CAD solution will form the foundational aspect that will assist ETS in leveraging technology to ensure their fleet and security



concerns are handled in an efficient and effective manner. This will pave the way for potential future additions such as Mobile Data Terminals in buses, the use of AVL data to assist with public notifications of bus schedules and other performance aspects.”

With limited budgets and the challenge of integrating existing systems with a new interface, ETS management wasn't sure what would be possible. Fortunately, new federal funding had just become available to support urban transit systems across Canada in improving anti-terrorist methods and security systems. Intergraph's Terry Grant, Dennis Schuller and the IPS team recognized the opportunity and worked hard with ETS to write a thorough grant proposal for a multi-phased, multi-million dollar



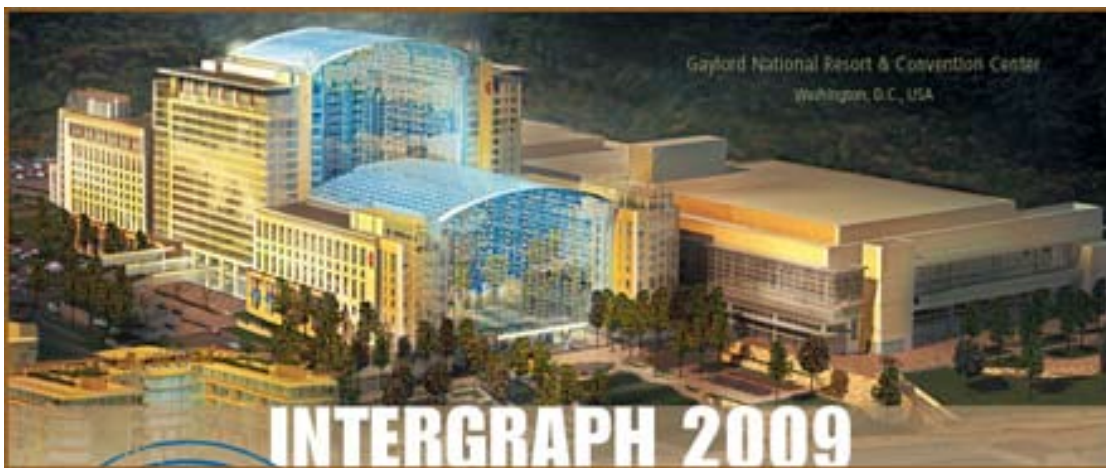
solution. The majority of the proposal was approved, with three phases (dispatch, mobile, and security) to be deployed before the end of March 2009.

The dispatch phase, also named the Command and Control Operating Picture, included implementation of Intergraph's I/CAD 8.1.2, I/Dispatcher, I/NetViewer, and other extensions; integrated with an Oracle backend and

a variety of existing third-party applications from Microsoft and Microstation. As ETS entered the second phase of development this summer, mobile data terminals combined with Intergraph's I/Mobile, I/Tracker, I/Consequence, and other solutions to provide critical links into real-time events as the transit system operates. Phase Three will integrate the CCTV system, existing OmniCast software, and alarms into a single access console with the assistance of Intergraph's I/Security and I/Alarms solutions.

ETS is looking forward to experiencing the benefits from their new system, including the ability to alert the right resources to perform incident response, having better public security, and improved response times. Over 50 people will regularly access and work with the system, with countless others impacted with the mobile implementation.

To learn more about the Intergraph solutions implemented at ETS, visit [www.intergraph.ca/publicsafety](http://www.intergraph.ca/publicsafety) . If you have specific questions about how a similar solution may be applicable to your organization, contact [sales@intergraph.ca](mailto:sales@intergraph.ca) .



Join Intergraph and your industry peers from around the world at the Gaylord National Resort & Convention Centre from June 15-18, 2009!

For more information, visit [www.intergraph2009.com](http://www.intergraph2009.com) or contact your Intergraph account executive.

Early bird registration is opening soon! Watch the website for details.

# INSIDE INTERGRAPH

## A Face With a Name



ED CAMILLERI

Many of you will need no introduction to Ed Camilleri, or EdC as he is known. As the longest serving member of our Public Safety Implementation Team, there are not many customers with whom he hasn't worked, and there are not many questions relating to I/CAD that he cannot answer. As he approaches 25 years of service with Intergraph, Ed's talents remain much in demand. So much so that a recent vacation to Europe (including a stop in Africa) caused a degree of concern among the customer base: what would happen if some misfortune were to befall EdC? We are pleased to advise that the vacation was a success and, despite some close calls in Africa, EdC is now safely back at work.

## Product Release Information Available Online

Release Notes for current product versions and Planned Features documents for upcoming product releases are now available online at our global customer support Web site. Log in to <http://support.intergraph.com> and select the desired product.

To see an overview of the features included in recent releases, click on the links below to download the product release updates:

[I/CAD 8.1.2](#)

[I/Map Editor](#)

[I/LEADS 8.1](#)

For detailed information on which Intergraph products, operating systems and database engines, recent product releases, and other products our solutions are certified against, visit our global customer support Web site at [http://support.intergraph.com/documents/certification\\_matrix.pdf](http://support.intergraph.com/documents/certification_matrix.pdf).

Version	Release Date	Certified Environments	Issues Resolved	Release Notes
08.01.02	January 2008	⊕	⊕	⊕
08.01.01	September 2007	⊕	⊕	⊕
08.01.00	April 2007	⊕	⊕	⊕
08.00.03	July 2007	⊕	⊕	⊕
08.00.02	December 2006	⊕	⊕	⊕
08.00.01	August 2006	⊕	⊕	⊕
08.00.00	April 2006	⊕	⊕	⊕
07.09.06	June 2006	⊕	⊕	⊕

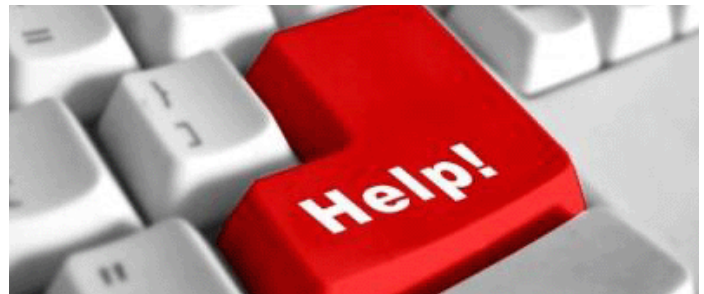
## Planning a Hardware Upgrade?



If you are planning an upgrade to your database servers, application servers, com servers, or client machines, please check the global product certification matrix for compatibility: [http://support.intergraph.com/documents/certification\\_matrix.pdf](http://support.intergraph.com/documents/certification_matrix.pdf)

Most hardware manufacturers pre-load the operating system and components, some of which may not be compatible with your Intergraph applications. If the hardware does not come pre-loaded, you must ensure that your IT department knows the correct versions of operating systems, database applications, and third-party applications that are certified with your Intergraph applications before loading them. This also includes patches and hot fixes to the operating system and database software.

If you are unsure about compatibility, and cannot locate the specifications you need in the certification matrix, please contact Canadian support via <http://www.intergraph.ca/global/ca/support>, the Intergraph Public Safety Help Desk at (877) 822-8921 or at <http://support.intergraph.com>.



# I/Incident Analyst – Working with and Analyzing AVL/Tracker Information

I/Incident Analyst provides an intuitive, user-friendly environment for analyzing incident activity. All incidents have a positional characteristic, and I/Incident Analyst can use this information to spot trends in frequency, based on geography. The resultant analysis allows decision makers to target areas to effectively deploy resources. I/Incident Analyst can display data as both simple and complex maps.

In addition to the current functionality offered, the upcoming 6.1.1 release uses the valuable information contained within the historical AVL/tracker sources. The new AVL commands can be used to provide post-event analysis with spatial context. With these new tools, you can easily deconstruct events using a set of sophisticated query and playback commands. This type of intelligence information can be used to improve future response or defend the actions of an agency in terms of their response. These new features aid users in analyzing their AVL/Tracker data sources, including the following components:

## I/Tracker Files to Database Utility

The I/Tracker Files to Database utility allows users to bulk load I/Tracker (\*.trk) files into an Access, SQL, or Oracle database. This is accomplished by selecting one or many of the I/Tracker files to load, and then selecting a destination database. The utility then bulk loads the information so that it can easily be queried in I/Incident Analyst.

Bulk loading can also be performed automatically using a command-line interface that allows scheduled loading. With this approach, the utility can be set up to run every night to ensure new AVL information is available to users at the beginning of their work day.

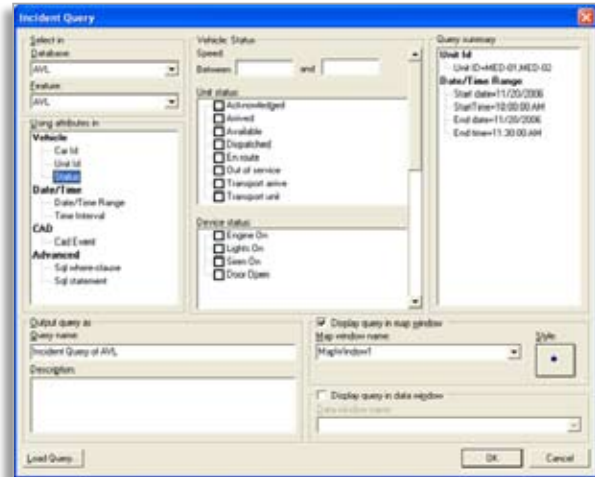
## Configuration Files for AVL Connectivity

These new configuration files will allow users, through a simple interface, to ask questions of their AVL data and, in turn, easily produce maps. Specifically, the Incident Query command is a powerful mechanism for mining data from a database. This command lets users create complex queries without having to use SQL statements, and users can construct a new query or copy criteria from an existing query. The resulting query can be output to a map window and/or a data window.

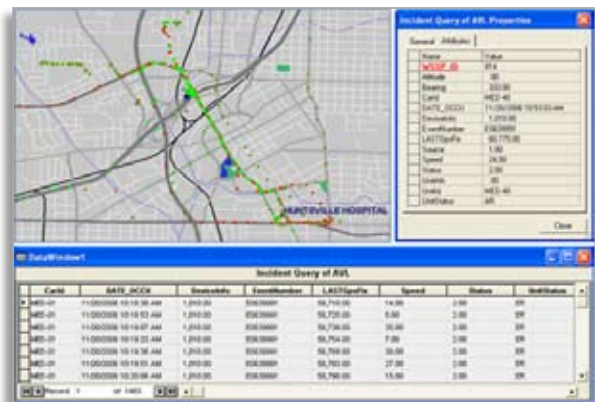
## AVL Playback Command

The new Tracker Playback command will be able to display and/or play back the historical AVL locations of one or more units within a single agency, or multiple units from multiple agencies simultaneously. The command also includes options to display in a map window or data window, so users can easily see the status of each unit as the playback unfolds.

For more information on how you can put the power of I/Incident Analyst to work for you, contact your Intergraph account manager or e-mail [sales@intergraph.ca](mailto:sales@intergraph.ca).



This simple interface is used to query AVL files and produce maps.



The Incident Query can be output to a map window and/or a data window.



The multiple units multiple agencies playback.

## CONNECT WITH INTERGRAPH!

### Stay in Touch with Intergraph!

- **Receive this newsletter from a friend? Not on Intergraph's distribution list?** E-mail [marketing@intergraph.ca](mailto:marketing@intergraph.ca) to request a subscription to this newsletter.
- **Not receiving Intergraph e-mail? Add us to your Safe Senders list.** E-mail from addresses or domain names on your Safe Senders list will never be treated as junk e-mail.

Follow these directions:

1. On the Tools menu, click Options.
2. On the Preferences tab, under E-mail, click Junk E-mail.
3. Click the Safe Senders or Safe Recipients tab.
4. Click Add.
5. In the Enter an E-mail Address or Internet Domain Name to be Added to the List box, enter "[@en25.com](mailto:en25.com)" and then click OK.

### What's the Big Idea?

**Do you have a story you would like to share with other users?  
Do you have BIG ideas on how to better use our products?**

E-mail [marketing@intergraph.ca](mailto:marketing@intergraph.ca) with your story idea today!



### Link to It!

Not sure where to go to find Change Requests, Service Requests, product enhancement lists, and other useful information? Use the handy links below to find information fast!

- <http://www.intergraph.ca> – Intergraph Canada: for product brochures and general product / solution information
- <http://www.intergraph.com/global/ca/support/> – Canadian-specific support phone numbers; also includes access to global support (support notices and product release information including release notes, patch lists, and other helpful downloads)
- <http://support.intergraph.com/KnowledgeBase> – Knowledge Base: to search for answers to frequently asked questions, "how to" advice, and general product knowledge
- <http://www.intergraph.com/global/ca/sgi/training.aspx> – See what course offerings are available for Public Safety applications
- <http://www.intergraph.ca/iuc> – Your information source for the fall user conference series happening across Canada



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