SOEN 490: Competing Systems

Emergency Team Dispatcher

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Current system:

Currently the Red Cross' system for managing event coverage is not on any digital medium. It is done fully on paper. Maps are provided by the event host and the dispatchers are placed in a silent room monitoring radios and having to manually keep track of their teams on said map.

As such there is no already established system that competes with what we're doing. In fact, our software aims to take the process they're already using and create a digital replica of it for all intents and purposes. The goal of this is to greatly improve the efficiency with which the volunteers can work.

Other systems that could be considered:

The closest system to what we aim to build would be the one employed by emergency dispatchers for the police, ambulance and fire department. That being said, this software is still not directly applicable to the uses of the Red Cross. The information that the two types of dispatchers are required to record is completely different. Furthermore the Red Cross requires that the program be able to generate statistical reports on such things as response time, time on scene, type of incident, etc. These are very specific and would more than likely not be present in a more commercial software.

Finally, there's the price. Any expenditure must be carefully considered by the upper echelons of the Red Cross and this process is time consuming and difficult. In our case, our software will be donated to them and as such they will incur no economic stress by going with our project.