SOEN 490: Project Proposal

Emergency Team Dispatcher

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Client:

The "Service de Premiers Secours" (SPS) of the Canadian Red-Cross, Quebec division, Montreal section.

Context:

The SPS is a service that offers first aid coverage on the site of cultural, musical or athletic events in and around the city of Montreal. Some examples of this would be the “Festival du Jazz”, the “Tour de L’ile” and many more.

What is required of these volunteers, specifically, is to patrol the grounds of the event and provide a good level of medical coverage. In the event of a medical emergency or other incident that requires their attention, one or more teams are deployed to the scene of the incident. One volunteer is identified as the dispatcher for each event. His or her job is to monitor the event as a whole and dispatch various teams to the locations that require attention. At the moment this is done using a printed map and radio communication.

Brief description:

The software to be developed is a desktop application that will be used to assist the dispatcher in his task of managing and dispatching the rescue teams.

Here are a few of the requirements presented by the client:

- The software will help the dispatcher to visually move the teams around on an image of the area covered using drag and drop capabilities.
- The software will allow them to document all activities, tasks or emergency situations (and ensuing interventions) that the dispatcher handles.
- The software will have to backup and save all data produced by the dispatcher for archiving purposes.
- Ideally the software would be able to pull the location of the team leaders of each team from their radio’s onboard GPS. This would, theoretically, allow for real-time monitoring of each team’s position on the map.

Objectives:

- Decrease the dispatchers’ workload and cognitive load, rendering him more efficient.
- Allow the dispatcher to handle a greater flow of information.
- Decrease response time in the case of an emergency.
- Increase the dispatchers’ adaptability with the ability to scroll around the map on the fly in order to pinpoint the exact position of an incident.
- Automatically generate data and information on the information inputted (e.g. average response time, number of interventions, average duration of interventions…).
- Ensure that no data and documentation is lost.