



Inter-CAD Electronic Messaging System

Introduction

Inter-CAD Electronic Messaging System (ICEMS) is a peer-to-peer electronic communications system between Emergency Service (ESOs), and Public Safety Organisations (PSOs), allowing the passing of incident requests and messages between different computer aided dispatch systems.

The introduction of ICEMS into NSW Ambulance was a recommendation of from the *Inshore Water Rescue: a review of procedures and technologies* in November 2012. This review followed the 2010 inquiry into the F3 Freeway incident and the 2009 coronial inquest into the death of David Iredale.

ICEMS enhances collaboration and teamwork between agencies by sharing accurate and relevant information, vehicle status information and contributing to officer safety and welfare. Electronic transfer of incident requests and information decreases the time taken for the information to be available to dispatchers and responding personnel.

Key activities

Traditionally, communications between agencies would be via telephone, and during peak periods, delays would be experienced. Should a message need to be relayed to multiple agencies, calls to each agency would be made. ICEMS allows



messages to be relayed to multiple agencies simultaneously, resulting in improved operator efficiency and therefore allowing the focus of dispatchers to remain on resource activation, crew welfare and safety.

ICEMS is a world first vendor independent standard, which also includes utilities as part of the network. Using an interface, agencies operating on a Computer Aided Dispatch (CAD) system have the ability to develop individual systems, providing the ability to send and receive, as well as interpret information via the interface.

Key achievements

Since implementation, approximately 11,000 incidents are sent and received by NSW Ambulance via ICEMS per month. Coupled with the messaging capacity, this is anticipated to realise a saving in excess of 200,000 telephone calls per year.

