

MODULE BRIEF

# EVENT MANAGEMENT

A STANDARD MODULE OF CLEVERCAD



## Standard Modules

Service Management

**Event Management**

Incident Management

## Enhanced Modules

Disruption Management

Vehicle and Operator Assignment Modification

CleverCAD Mobile

**The Event Management module** is designed to enhance the efficiency of your dispatchers. This module enables dispatchers to prioritize service-limiting events. It seamlessly integrates with other modules, ultimately contributing to an optimized dispatcher workflow, ensuring timely responses and effective event management.

### Triggered Notifications

Triggered notifications and audible alarms draw attention to important events, reducing response times and minimizing the chance of missing critical information. Administrators can configure notifications in various ways, including displaying the event, having it pop up in the Events grid, providing reminders of stale events, or playing an audible message.

### Improved Efficiency

With immediate notification of critical on-the-street events, dispatchers can streamline the process of handling events, focusing first on essential tasks to take prompt action. The quick information also allows dispatchers to take on more vehicles to their workload than without a CAD/AVL system.

### Enhanced Organization

Know that the most critical events are taken care of the moment they arise. The ability to organize, prioritize, sort, and filter events based on established rules ensures efficient event management and optimizes dispatcher workflows.

### Comprehensive Tracking

The Events grid and Event History window provide a consolidated view of the event activity, facilitating accurate record-keeping and historical analysis. This information is then fed to CleverReports, enhancing historical dispatcher reporting.

### Emergency Alarm

The emergency alarm is a critical component of Event Management aimed at enhancing transit safety. When the onboard emergency alarm switch is pressed, it notifies the dispatcher with the highest priority, provides frequent vehicle tracking updates, opens a private tracking window, generates an audible alarm, and changes the vehicle icon color to a configurable color with an attached emergency status symbol.