



# USE CASE: COMMANDCENTRAL CITIZEN INPUT

LIVE VIDEO OF 9-1-1 CALLER AND PREMISES



## EVENT

A woman, suffering from hallucinations, accidentally discharges her firearm while believing someone is in her house. Frantic and anticipating her children home from school any minute, she calls 9-1-1. Upon hearing the caller's story, the call taker recognizes the caller's confusion and fear. The caller tells the call taker that she has locked herself in her bedroom with the weapon because she says she doesn't feel safe, causing the call taker to wonder whether or not she has emptied the ammunition from the weapon. In order to see for himself, the call taker asks to send the caller a live streaming video link via SMS/text.



## RESULT

Using CommandCentral Citizen Input, the call taker sends the link, and he and the caller are connected via a live video stream. Once the caller accepts the link, she is able to speak with the call taker and show him what she is doing. Though she can't see the call taker, she is calmer knowing he can see her – almost as if he is there with her. He tells her that he will stay on the phone and connected to video until first responders arrive. During that time, the call taker is able to watch the caller place the weapon into the drawer and, once the deputy arrives, the call taker talks the caller into coming out of the bedroom, without the weapon, and walk to the front door and outside to meet the deputy. The call taker watches, via the live video stream, and at the same time, confirms to first responders arriving on scene that the caller is no longer armed, helping ensure everyone's safety.

The footage was automatically stored in CommandCentral Evidence for evidentiary purposes with chain of custody protections.

## THREE IMPORTANT TAKEAWAYS

1. The call taker gains a true perspective of what is happening at the scene and what he is sending first responders into. The call taker also has a sense of closure that is not always possible with voice calls.
2. This visual content serves as evidence and can corroborate varying eyewitness accounts.
3. A personal bond is created that wasn't there with audio only. Being able to provide the link makes the agency seem more proactive in wanting to build a stronger bond between the agency and the public.

CommandCentral Citizen Input is a cloud-based service that offers PSAPs the ability to accept visual content, using a permission-based procedure.

Citizen Input integrates into the VESTA® 9-1-1 and CallWorks CallStation call handling software and is part of the CommandCentral software suite that integrates all elements of the public safety workflow.

Learn more about [CommandCentral Citizen Input](#)



Motorola Solutions, Inc. 500 West Monroe Street, Chicago, IL 60661 U.S.A. [motorolasolutions.com](https://www.motorolasolutions.com)

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