10-21 Police Phone for your agency

Increase community transparency and trust

Fostering open dialogue between law enforcement and the community is crucial. It often requires more than a single in-person interaction.

An officer may need to follow up on a police report or reach out regarding an ongoing investigation. However, many agencies don't equip personnel with the necessary tools to connect with the community. This leaves you no choice but to share your personal number and compromise your privacy. If you try to hide your number and make a blocked call, the likelihood of the call being answered is significantly reduced. In fact, a study by the Pew Research Center reports only 19% of Americans answer cellphone calls from unknown numbers.

10-21 is radio code for "make a phone call," and that's what the 10-21 Police Phone app is designed to do. The difference with 10-21 is that calls get answered while protecting your privacy by providing an identifiable, virtual phone number to use from your own device – keeping police work and personal life separate.

Boosting officer efficiency and fostering community connections has never been easier.

"Civilians have expectations about how accessible police are going to be to them. We're talking about your mom and dad wanting to get a callback on the results or information about a traffic crash report. We want to be able to meet the expectations of those folks and be very accessible."

- Master Sergeant Greg Primm, Missouri State Highway Patrol

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Law Enforcement's favorite mobile app

Now available with agency controls.

As public demand for quick and easy access to law enforcement increases, it's critical for agencies to provide prompt responses and records of these interactions in the event of a dispute. Your personnel are likely among the 300,000+ individual responders who have downloaded the 10-21 Police Phone mobile app and may be personally paying for additional upgraded features. However, you have no insight into these interactions.

By purchasing 10-21 Police Phone for your agency, you'll gain access to administrative controls and tools via 10-21 CallManager. With CallManager, your 10-21 administrator has clear insight into your agency's call history, call recordings and community callback requests. They'll be able to quickly assess if callbacks are answered promptly and by whom, and, if your agency chooses to record calls, you can access and share from here, increasing transparency and solidify trust with your community.

Feature highlights

Purchase 10-21 Police Phone for your agency so all users can make secure calls from local numbers and get access to upgraded features.

Call recording

Seamlessly record calls to capture every conversation and ensure the accuracy and fairness of community interactions.

Follow-up text

Call wasn't answered? The app automatically sends an SMS from "law enforcement" providing an easy way to request a callback.

Callback requests

When an individual calls you back, you'll receive a callback notification to respond at your convenience.

Officer connect

Allow direct inbound calls from the public through your 10-21 app.

Dispatch connect

Route calls to your agency's non-emergency number in case immediate assistance is required.

Identity & caller ID

Make calls as "law enforcement" and receive citizen caller ID on callback requests, if available.

Records retention

View a complete call history with contact information from the date of purchase to maintain important records.

Cloud contacts

Keep community contacts separate from your phone and add field notes for better context.

In-vehicle integration

Enables safe, hands-free calling directly from your infotainment display to improve focus and efficiency on patrol.

10-21 callmanager

- Play and download call recordings for an unbiased account of interactions.
- View unanswered community callback requests to see who is waiting for a response.
- View, sort and search all outbound calls to your community.
- Customize your agency details for consistency.
- Easily add and remove users' licenses and organize teams
- Take advantage of single sign on for Motorola Solutions CommandCentral users.

For more information, contact your local Motorola Solutions sales representative or visit: **www.motorolasolutions.com/10-21**

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