



RESPONDER

MAXIMIZE YOUR TIME IN THE FIELD





COMMANDCENTRAL RESPONDER

THE RIGHT INFORMATION AT THE RIGHT TIME ON THE RIGHT DEVICE

Knowledge is power. Keeping officers informed with key information throughout an incident can be a challenge.

Streamlining evidence gathering and reporting is no longer just nice-to-have — it's critical to meet the needs of your community with your existing resources. Helping your personnel resolve incidents quickly, efficiently, and safely has never been more important for your agency. CommandCentral Responder is the intuitive, flexible field response tool needed to meet this moment.

CommandCentral Responder helps your officers respond more effectively, minimize documentation effort, and get back on the street faster. Built on the Motorola Solutions Unified Data Platform, CommandCentral seamlessly and securely connects your computer-aided dispatch, reporting, and digital evidence management system to the responder in the field, minimizing rework and connecting new information to the right systems automatically.

Advance your front line with a purpose-built digital solution for first responders that makes their lives easier and your agency more efficient.



EXPERIENCE THE COMPLETE 360° INCIDENT

CommandCentral Responder is part of an integrated public safety software suite designed to **connect all data**, **heighten collaboration** and deliver the most **complete view** of an incident, from call to case closure.



FRONTLINE RESPONDER



CommandCentral Responder is a secure, fully integrated field response application, providing critical information and evidence-gathering tools to officers on the scene.

THE INFORMATION YOU NEED, WHEREVER YOU NEED IT

Responding to an incident is a high-stress activity. The situation can change rapidly, with little or no warning. Keeping officers in the vehicle updated with the latest details as an incident evolves is just the beginning. Providing access to that information on an iOS or Android mobile device is key to remaining engaged throughout the incident.

Having the right information at the right time is a great start. The next step is capturing and sharing that data to streamline reporting and minimize rework. A recent survey indicates that field personnel spend as much as 30% of their time in the office completing routine paperwork¹. Simplifying the reporting and evidence gathering process via that same device allows personnel to stay in the field longer while delivering a more complete case.

CommandCentral Responder offers the agile field-focused capabilities your personnel need. Seamlessly integrated with CommandCentral CAD, Records, and Evidence, Responder provides secure mobile access to critical CAD data, supports person and vehicle searches from the application and enables field entry of incident report information. Your personnel can resolve more incidents, spend less time on routine documentation, and strengthen relationships with the community. Because no one goes into law enforcement for the paperwork.

RESPOND MORE EFFECTIVELY

Deliver critical information and communications when you need it most for consistently informed and rapid response.

Review active and pending incidents, and see unit status at a glance. View incidents and unit locations on a map for easy reference. Receive live updates as the incident evolves.

REPORT WITHOUT PAPERWORK

Reporting designed for mobile use combines automation, image capture, virtual assistance and more for simple and seamless updates to your records system.

Automatically create CommandCentral Records incidents and populate them with CAD data. Capture and add images, audio, and video to the incident record while still in the field. Run Person and Vehicle searches and query state and national databases directly from the app.

RETURN TO PATROL FASTER

Add velocity with purpose-built digital tools that assist responders throughout an incident lifecycle, ensuring the most safe, accurate, and efficient resolution.

Receive premise and hazard alerts to inform the safest and smartest response. Edit incident information in the field, with pertinent CAD data pre-populated for minimal retying. Dictate the incident narrative for automatic transcription and population in CommandCentral Records.

STREAMLINE FIELD RESPONSE WORKFLOWS

FROM BEING DISPATCHED TO A SCENE TO COMPLETING THE INCIDENT REPORT

A seamless user experience helps field responders be more efficient, more effective and — by providing the most up-to-date details and minimizing distractions — potentially even more safe.

CommandCentral Responder is part of the larger Motorola Solutions public safety ecosystem that simplifies the workflow and streamlines your agency's response at every step.







KNOCK DOWN DATA SILOS FROM CITIZEN TO COURTROOM

First responders have a love-hate relationship with data. Having the critical details about an incident available before and during the encounter is critical to resolve matters safely and efficiently. Collecting key information, witness statements, and digital evidence in the field leads to justice being served.

At the same time, providing too much information at the wrong time can distract the responder. Disconnected systems that demand retying known information are frustrating and can lead to errors or omissions. Multiple locations for managing evidence and writing reports means the officer spends far too much time wrestling with paperwork and multiple logins than serving the community.

CommandCentral Responder makes life a little easier for your personnel. With a mobile solution seamlessly connected to CommandCentral CAD, Records, and Evidence, your personnel have all the pertinent incident information at their fingertips, and can collect information in the field that builds out the incident record and digital evidence files automatically.

EMPOWER YOUR COMMUNITY

Non-emergency incidents can be frustrating for everyone involved. Officers need to squeeze in these encounters between more pressing calls, and the resulting delays make an already bad day for the caller even worse. Provide the residents of your community with a better option — online self-reporting of non-emergency incidents. CommandCentral Community helps your agency be more efficient by making online reporting options available to the public, capturing the pertinent information for report and insurance purposes and freeing up your personnel to focus on more urgent incidents.

GATHER COMMUNITY SUBMISSIONS

Securing digital evidence from the community can be a painful process. Collecting DVDs or USB drives with security camera footage is time-consuming for the officer and the citizen, not to mention the cybersecurity risks and evidence management of physical media. With CommandCentral Responder, your personnel can generate a QR code or URL while on the scene, and share it with the appropriate parties for touch-free digital upload of media — correlated with the ongoing incident — directly to CommandCentral Evidence.

COLLECT EVIDENCE ON SCENE

Capture images, video, and audio on scene with CommandCentral Responder and add the content directly to the associated incident report. Content is uploaded and stored in CommandCentral Evidence with the chain of custody intact, and there's no accessibility on the device for tampering by other apps. Officers can even dictate their primary narrative and upload it to the incident, where it is automatically transcribed. Personnel can spend more time on the street, and less time behind a keyboard.

TRANSFORM OPERATIONS WITH UNIFIED DATA

You are faced with an overwhelming amount of data – and it's only continuing to increase. It's structured and unstructured. It's coming in from so many different sources that it's easy to miss connections and trends. And no matter how much data you have, it won't be useful unless you can put it to work for your organization. Data can be transformative to operations if it can be centralized and harnessed to fuel analytics.

The CommandCentral suite was built on the Motorola Solutions Unified Data Platform, a secure and certified cloud platform that collects your data and enables powerful analytics. The more data you add to the common platform, the more powerful your operations become. Here are a few ways the Unified Data Platform puts your data to work for you:

UNIFIED SEARCH

You need to be able to find what you need, fast. Our free-text search makes it easier to find the content you're looking for amongst the sea of images, audio, video, and other files. You can even filter and group based on tags and any other metadata attributes. Save frequent searches so they dynamically update with any new content.

REPORTING

Dive deeper into your agency's data with built-in reports and dashboards. These reports provide insight into application usage and adoption, help monitor criminal trends, and provide insight needed to make data-driven decisions.

MACHINE LEARNING

Simply transcribing an officer's narrative saves them valuable time with the community that they would otherwise spend behind a keyboard. The time savings, however, is just beginning. That transcript then becomes the primary narrative in the incident, and machine learning automatically links any existing person, vehicle, organization or location records to expedite case review.

SECURITY

CommandCentral Responder is designed for CJIS compliance, operates in the Azure GovCloud, complies with the NIST framework, and is audited annually against the Service Organization Control 1 and 2 (SOC 1 and SOC 2) reporting framework.



CONNECTED. COLLABORATIVE. COMPLETE.

360°
INCIDENT

INCIDENT AWARENESS

INCIDENT MANAGEMENT

POST-INCIDENT RESOLUTION

COMMUNITY
ENGAGEMENT

EMERGENCY CALL
MANAGEMENT

VOICE &
COMPUTER AIDED
DISPATCH

REAL-TIME
INTELLIGENCE
OPERATIONS

FIELD
RESPONSE &
REPORTING

RECORDS & EVIDENCE
MANAGEMENT

ANALYSIS &
INVESTIGATION

JAIL & INMATE
MANAGEMENT



CITIZEN



9-1-1 CALL TAKER



DISPATCHER



INTELLIGENCE
ANALYST



FRONTLINE
RESPONDER



RECORDS
SPECIALIST



CRIME
ANALYST



CORRECTIONS
OFFICER

THE INDUSTRY'S MOST COMPLETE SOFTWARE SUITE

You depend on solutions that help deliver on the promise of a safer world. CommandCentral Responder and other applications in our CommandCentral software suite are designed to bring clarity to decisions and simplify collaborative workflows. From call to case closure, CommandCentral connects all data to create actionable intelligence, eliminates barriers to heighten collaboration and delivers the complete, 360° Incident.

Our CommandCentral software suite is unified with voice, video and analytics, creating an integrated ecosystem for public safety. Individually, every Motorola Solutions product and service makes the world safer. United, they are exponentially more powerful. Let's build the future of safety together.

For more information about CommandCentral Responder, please visit:
www.motorolasolutions.com/responder

