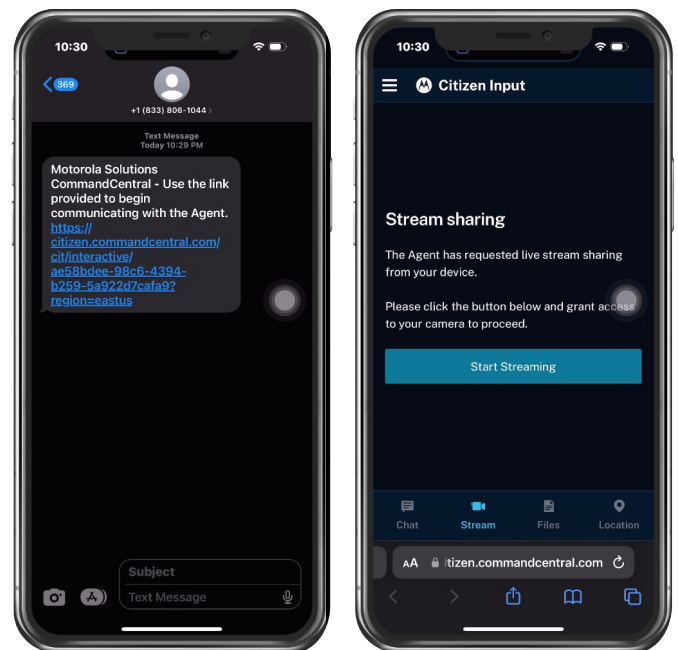# CITIZEN INPUT
COMMANDCENTRAL

ENHANCE OPERATIONS. SAVE TIME. SAVE LIVES.

CommandCentral Citizen Input is a cloud-based service that allows citizens to send video, photographs and recordings to the PSAP (Public Safety Answering Point) in a controlled, permission-based procedure. Agencies stress that visual content cannot flow into the PSAP as 9-1-1 calls do because of the potential to increase stress in an already stressful job. Citizen Input solves this problem since no visual content is sent without the PSAP's permission.

Citizen Input offers PSAPs the ability to accept visual content either through integration with VESTA 9-1-1 and CallWorks, or as a standalone application. Telecommunicators use Citizen Input to send a request for visual content to citizens via a web link, either while on an active call (for systems integrated with CalWorks or VESTA 9-1-1) or by initiating an outbound text call (for standalone systems).

While accepting visual content is uncomfortable for some, it could also help shorten the time of the call, or the time to respond in the field. "If a picture is worth a thousand words, a video is worth a million words," says Marty Kimble, the 9-1-1 Coordinator for Cherokee County, Oklahoma. "When we can see the images coming in, and pass those to first responders, they can escalate or deescalate how they respond and that offers us an exciting future."

Citizens submit visual content using a permissions-based approach.

MOTOROLA SOLUTIONS

- **Not dependent on a voice call**

- **Can be used with non VESTA 9-1-1 and CallWorks call handling systems**

- **Can be used with CAD systems and in Real Time Crime Centers**

Standalone capability allows the agency to receive visual content from a citizen without the requirement of a voice call. Communications with citizens are initiated via an outbound text call. The contact starts when the citizen receives a link to a Citizen Web app that supports the exchange of chat messages, live video streaming, file uploads and device-based location retrieval.

KEY CAPABILITIES

- No app download is required on citizen devices.
- Works with Motorola Solutions' call handling platforms or can be used as a standalone system.
- Offered as a managed subscription service.
- Visual content can be accepted and stored without ever being seen by call takers.
- Enhanced operations with VESTA 9-1-1 and CallWorks if deployed as an integrated solution; end-to-end reporting that includes the call detail and associated visual content as one record.
- The PSAP authorizes the citizen to submit visual content by sending an SMS message.
- All records are immediately stored in CommandCentral Evidence for evidentiary purposes and ease of tracking with chain of custody protections.

- Security processes built into the service reduce the risk of cyber-attacks.
- Short learning curve for telecommunicators. No changes to answering voice and text calls today if integrated with VESTA 911 or CallWorks; Simple deployment if using as a standalone system.
- Media can be downloaded directly from user interface (UI) based on permissions.
- Permission-based one time password option for Share to Responder feature.
- The interactive web client allows the citizen to stream share, upload a file or share their location. It is real-time interaction.

MOTOROLA SOLUTIONS NG9-1-1 EMERGENCY CALL HANDLING

Our VESTA® 9-1-1, VESTA® 9-1-1 Essentials and CallWorks solutions along with our cloud applications, CommandCentral Smart Transcription, Command Central Aware for 9-1-1 and CommandCentral Citizen Input, deliver technology that meets you where you are and helps you be your best in the moments that matter.

PROTECTING CITIZENS AND FIRST RESPONDERS EVEN MORE

A Discussion with Ryan Duval from Okaloosa County Sheriff's Office. CLICK HERE

For more information, please visit us on the web at: www.motorolasolutions.com

MOTOROLA SOLUTIONS