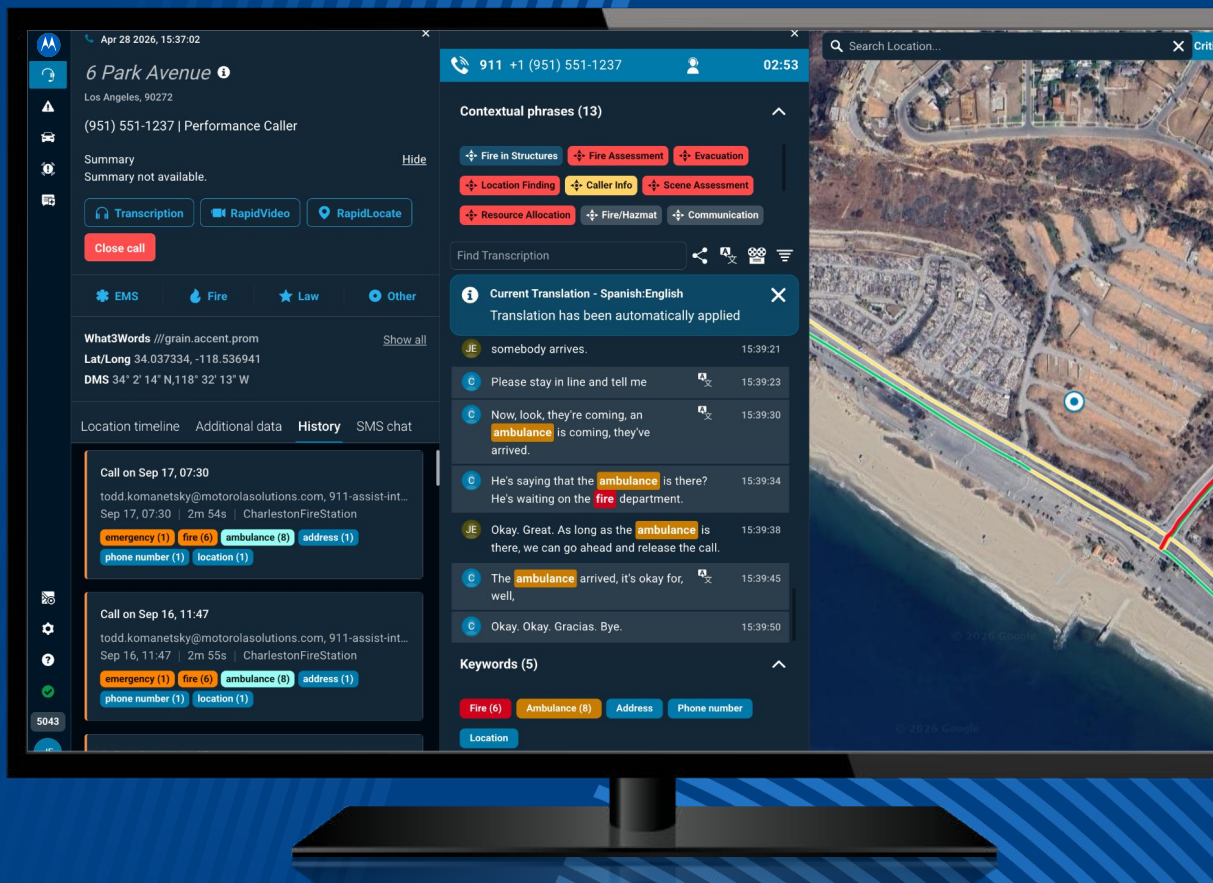
Data Sheet

Radius Mapping

One interface. Zero distractions.
Powering the next generation of emergency response.



MOTOROLA SOLUTIONS

Radius Mapping centralizes all of the information associated with a 911 call in one human-centered interface. This helps your PSAP facilitate responses more quickly and easily than ever, and gain crucial information about an ongoing incident for first responders. Radius also alleviates mental fatigue for telecommunicators by reducing the number of screens they need to monitor simultaneously.

Locate the caller as quickly as possible from a variety of data sources – including text-to-location and spoken location recognition – presented on a completely customizable map. Reduce overall call volume and delays in supporting non-English speakers, via AI agents that facilitate real-time interpretation and answer non-emergency inquiries. Pair these capabilities with secure live video and native SMS tools, so your PSAP can organize a response which adapts to the technology preferences of every caller.

Public safety-grade AI transcribes calls for easy reference, then highlights and summarizes essential context around a call. This enables your staff to maintain the focus required for rapid, high-stakes decision-making. Complete the operational picture with collaborative incident sharing and messaging, bridging the gap between neighboring agencies so critical communications and situational updates are synchronized across jurisdictional lines. Finally, close the loop on incidents by automatically sending digital evidence from a call to our CommandCentral DEMS platform, where it can be intelligently organized and made ready for immediate audit or investigations.

By unifying fragmented 911 call data into a single, AI-enhanced interface for use with any call handling software, Radius Mapping eliminates technical friction and reduces cognitive load. With one screen, one password and one support line, it empowers telecommunicators to act with precision from the first seconds of a call to the final evidentiary audit.

Real-time 9-1-1 information, right where you need it

With Radius Plus, your team has access to over 20 basemaps, highly accurate location information, live video streams, two-way SMS chats, panic buttons, community alerts, media uploaded by the public, indoor floor plans, messaging between other PSAPs, and responsible, purpose-built AI tools for processing the call itself – all accessible in as few clicks as possible, without toggling between different pages.

Coordinate a frictionless response with all relevant 911 data on one screen

Eliminate screen switching and keep your team's attention where it counts. Centralize every critical data point around a call – including location data, live video and community alerts – into a single, human-centered interface for rapid resolution.

Initiate more targeted interventions using the most accurate location data

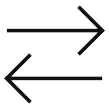
Highly precise location data, gathered from a number of sources, enables your team to find callers and direct operations more effectively so the public receives critical assistance without delay.

Get your community the help they deserve - in any language, via any medium

Bridge communication gaps with multilingual voice, SMS and one-way video streaming capabilities. This enables your team to provide high-quality support in the caller's preferred language and channel for faster, more effective assistance.

Let responsible AI handle the noise, so your team can focus on the caller

Surface critical insights and context around a call using responsibly designed AI tools and agents which are tailored to your agency's SOPs. This reduces the cognitive load on your team and empowers them to prioritize life-saving decisions.



Leverage comprehensive data sharing to coordinate across jurisdictions

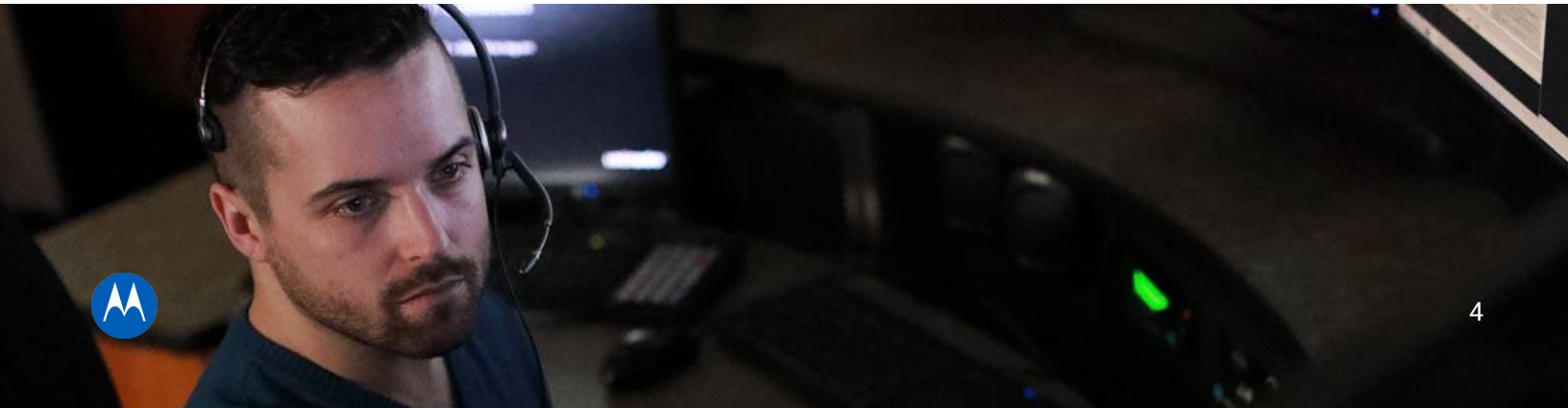
What starts in one jurisdiction won't necessarily stay there. Use Radius Mapping to securely share relevant incident information, automate mutual aid requests and coordinate multi-agency responses, all from one screen.

Meet court requirements easily with centralized evidence management

Your PSAP's commitment to a case doesn't end when the call is resolved. Now, you can quickly find and handle all relevant call data in one location for an accelerated, audited discovery process which is completely secure.

Key specifications

LOCATION INFORMATION DISPLAYED ON MAP	
Location timeline	View location updates for an active call, including approximate address, lat/long coordinates, speed (mph) and source of the location. Most accurate location is highlighted in blue.
NENA Enhanced PSAP Registry and Census (EPRC) lookup	When an emergency transitions to another PSAP, this feature acts as a handover tool by displaying the contact details and critical information of the new PSAP taking over the response. Available information includes county and state, emergency line and non-emergency line.
Hybrid device-based locations	View a handset's location sent directly from Apple and Google.
PSAP locations	View all nearby PSAPs on the map.
Signals	View signals (911 calls which have not yet been received by the agency) on the map. These signals can include vehicle telematics and crash data, panic alerts and alarms.
Smart911 Caller Profiles	Members of the public can create a Safety Profile (Smart911) for their household. This Profile includes any information which 911 and response teams should have in case of an emergency, such as vehicles, animals and preferred hospital providers. Radius displays this information in the Additional Data tab.
Smart911 Facility Profiles	Schools and businesses can share important site information on a Facility Profile (Smart911Facility) to assist in case of an emergency when a 911 call originates from their premises. Radius displays this information in the Additional Data tab.
Panic button alerts	If a member of the public presses a connected panic button, Radius displays this signal on the map, and will specify information associated with the event, such as type of panic (e.g. active assailant, fire, medical) and precise location information.
Spoken locations	Identifies and maps various forms of location data spoken by a caller including addresses, common places, intersections and coordinates



MAPPING TOOLS	
Floor filter	Open the floor plan overlay on the Radius map. Zoom in to display specifications, including entrances, exits, store names and offices.
Map view options	Telecommunicators can: ● Zoom in ● Zoom out ● View map layers, basemaps, weather overlays ● Enter full-screen mode ● Show or hide all location updates for any given active 9-1-1 call ● Show all ECC calls ● Enable or disable autozoom: if a location update outside of the current map view is generated for a call, then the zoom level will be automatically readjusted to the default configured level ● Enable 3D mapping: view the caller's elevation on a 3D map, with height above terrain and/or estimated floor level values
Map markups	Telecommunicators can mark up the map using circles, lines, polygons and individual points. They can add categories, labels, notes, expiration dates and times. They can also collapse and expand markups as needed.
Map measurement tool	Telecommunicators can select different points on the map to measure the distance between them, and can copy and paste the distance.
Critical Incident Board (CIB)	Radius automatically displays real-time, live media streams from fixed video cameras and any feeds requested from the public, within the configured geofence area.
Turn by turn directions	Telecommunicators can map out directions between two points on a map and send them directly to a caller's phone, including travel time, ETA and distance.

MAPPING LAYERS	
Critical incident geofences	View the critical incident geofence associated with a Critical Incident Board.
Responders	View the real-time positions of responders using the Lightning app on the map.
Traffic and traffic incidents	Radius integrates with the TomTom Navigation system to show real-time traffic feeds and traffic 9-1-1 calls on the tactical map, enabling the Telecommunicator to suggest optimal travel routes to 9-1-1 call locations. The Waze map layer also displays reported traffic congestion, accidents, blocked roads, or road construction reported by Waze drivers.
ESRI	Radius can integrate with unlimited, authoritative GIS and Geocoders. This grants telecommunicators full real-time access to all GIS feature layers relevant to their operational area. Administrators can configure Radius to access individual GIS layers or link to their server to connect to relevant layers.
Basemaps	Select built-in basemaps to change the appearance of the map and increase situational awareness when verifying the location of 9-1-1 callers and their surroundings. Basemaps include Google Satellite, Transport, OpenStreetMap, Waze, TomTom, Cycling, Esri Streets (Basic, Night, Relief) and Esri (Topographic, Navigation, Gray, Oceans, Satellite, Hybrid, Terrain)

COMMUNICATION	
SMS chat	Initiate two-way SMS communication with the number provided by the caller of an incident. Two-way SMS chat can be initiated for any wireless caller or for a call that has been manually created. Select from pre-configured messages, or write a new message.
SMS chat translation	Telecommunicators can send an SMS Chat message in English, and when the caller replies in their preferred language, Radius will automatically detect the language and change it in the SMS Chat. If the telecommunicator knows the caller's language, they can manually change the language selection.
Live video streaming	Initiate a live, one-way video call from the 911 caller to view what is happening on-scene.
Request location via SMS	Send an SMS message to a wireless number to request the caller's mobile device's current location. Useful when a caller is unaware of their location, or calling on behalf of someone else and doesn't know the location of the emergency.
Inter-agency ECC messaging	Enables real-time communication and collaboration among ECCs: different ECCs can send and receive messages in Radius to coordinate cross-jurisdictional responses. You can search and filter messages, contact individual ECCs or multiple ECCs simultaneously and download message transcripts.
Mass alerts	System administrators can deliver critical messages to individuals or groups during emergencies or time-sensitive situations via multiple communication channels such as SMS, email, voice calls, social media, and more.
Inter-agency CAD data sharing	View CAD data from neighbouring agencies on the map to coordinate cross-jurisdictional responses more effectively. View CAD incidents and operational data without outbound sharing, and see mutual aid partners on the map and request resources

ARTIFICIAL INTELLIGENCE	
Call history	Displays prior calls associated with a specific telephone number from the past year, featuring highlighted keywords related to the nature of those incidents.
Calling party number summary	Provides a consolidated overview of multiple related calls from the same number, helping to identify recurring issues or specific incident patterns.
Transcription and translation	Transcribes and translates the 9-1-1 call in real time. Translates in up to 55 languages.
Keyword and key phrase identification	Identifies and highlights keywords (e.g. "weapon") that categorize, prioritize and characterize the nature of the call. Also identifies specific topics within a call — such as fire, hazmat, or evacuation — based on the transcript. Hovering over these phrases reveals the specific utterances that prompted their classification and provides a severity assessment.
Call summarization	Provides real-time summary of the call for quick reference to review call content. A further summary is compiled when the call is completed, containing tags for who, what, where, when, why, weapon and wellness.
Media summarization	Analyzes incoming citizen images or videos to generate a text description, so call takers can understand content without viewing potentially traumatic or graphic material.
Non-Emergency Call Agent*	Answers non-emergency administrative calls to your agency automatically.
Interpreter Agent*	Identifies non-English languages and provides real-time voice-to-voice interpreting.

ADMIN CONFIGURATION	
Audible notifications	Enable configurable audible notifications for certain platform actions, such as signals, call taking and ECC messaging
Basemaps	Add, edit and delete the basemaps which telecommunicators will view on the map.
Layers	Add, edit and delete the layers which telecommunicators will view on the map. For efficiency, these can be bulk-edited at the state or regional level.
Map markup categories	Add, edit and delete map markup categories which telecommunicators will choose on the map.
Map defaults	Configure the default state, address, zoom level and search radius for the map.
Roles and permissions	Create custom roles, to ensure users only access the elements of Radius which are relevant to their job responsibilities.
Authentication	Configure external single sign-on (SSO) authentication, so users can log in with their enterprise credentials from Microsoft Entra ID, SAML or Google Workspace. Configure multi-factor authentication (MFA), so users must enter a one-time PIN or QR code from their phone before logging in.
Security	Configure Radius so only users who are on a network within the configured IP range can gain access.

DISCREPANCY REPORTING	
Map discrepancy reporting	Easily submit discrepancy reports for ALI and map-related issues. If configured, these reports will be automatically sent to a list of recipients.
Call discrepancy reporting	Easily submit discrepancy reports for CPE-related issues. If configured, these reports will be automatically sent to a list of recipients.

SYSTEM REQUIREMENTS	
Operating system	Windows 10 Pro 64-bit with latest security and Windows updates and patches
Web browser	HTML5 Google Chrome (latest version) or Microsoft Edge (Chromium-based version)
Monitors	• Screen size: 21 Inches (23/24 inches Preferred) • Screen resolution: 1080p (Full HD) • Screen aspect ratio: 16:9 • Monitors: One, dedicated to Radius
Hardware	• Processor: i3 (i5 processor preferred) • RAM: 4GB (8GB preferred) • Harddrive: 128GB Solid State Drive (Solid State Drives preferred) • Graphics card: Support for two monitors or more

FUNCTIONALITY	RADIUS STANDARD OFFER	RADIUS PLUS OFFER
Core mapping functionality	✓	✓
One-way video streaming	✓	✓
SMS	✓	✓
Inter-PSAP messaging	✓	✓
AI translation	×	✓
AI transcription	×	✓
AI keyword identification	×	✓
AI incident summarization	×	✓
Inter-PSAP CAD data sharing	×	✓

Working with you to transform your PSAP

Your first, first responders deserve technology that works as hard as they do. Motorola Solutions is uniquely positioned to offer you a comprehensive suite for your PSAP – one that spans next-generation core services, emergency call handling software and agents, incident mapping, computer-aided dispatch, call analytics, mass notifications and even a 9-1-1 mobility app for in-field teams – so you can spend less time negotiating with suppliers, and more time helping those in need.

By giving each role the tools they need to respond with unmatched speed and data-driven clarity, our platform drastically reduces call processing times and minimizes the cognitive load on personnel to boost retention. We're not just a vendor: we're a partner, fully committed to your success from development to deployment.

Learn more at motorolasolutions.com

MOTOROLA SOLUTIONS

* Available for individual purchase.

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Availability is subject to individual country law and regulations.