



# CITIZEN INPUT COMMANDCENTRAL

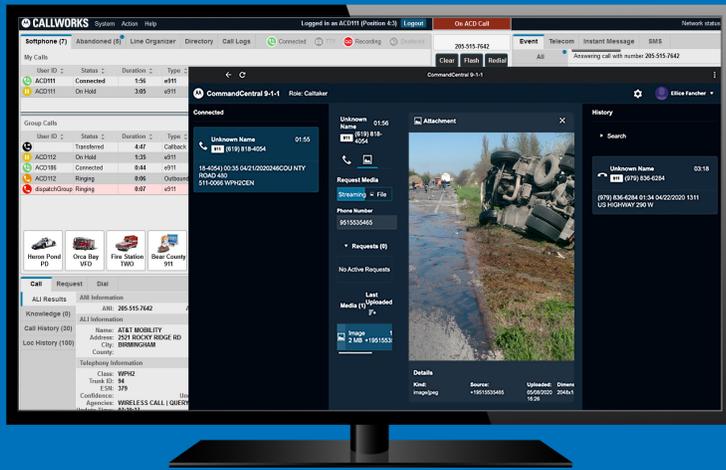
**ENHANCE OPERATIONS. SAVE TIME. SAVE LIVES.  
INTEGRATED WITH VESTA® 9-1-1 AND CALLWORKS**

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 is integrated with the VESTA® 9-1-1 and CallWorks CallStation platforms to enhance operations while permitting new media types into the PSAP on the existing call handling solution.

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."



CommandCentral Citizen Input with CallWorks

## COMMANDCENTRAL CITIZEN INPUT

A cloud-based service that helps PSAPs protect their call handling investment. Receive video, photographs and recordings in the PSAP using a permission-based procedure.

Citizen Input is part of the CommandCentral software suite that integrates all elements of the public safety workflow. Be a part of CommandCentral and gain new intelligence to improve decisions and protect citizens and first responders.

## KEY CAPABILITIES

- No app download is required on citizen devices
- Works with Motorola Solutions' call handling platforms
- 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 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 call takers since there are no changes on how they answer voice and text calls today on their VESTA 9-1-1/CallWorks system
- No impact to VESTA 9-1-1/CallWorks call handling functionality
- Call Takers are able to share streaming live video and/or multi-media file (i.e. picture or pre-recorded video) to first responders
- Media can be downloaded directly from user interface (UI) based on permissions
- Permission-based one time password option for Share to Responder feature

## THE COMMANDCENTRAL PLATFORM

We build software for mission-critical environments where every second matters. CommandCentral Citizen Input and the other applications in our CommandCentral software suite help PSAPs unify data and streamline workflows so you can improve the safety of critical personnel and restore your focus on the communities you serve. Backed by a trusted, 90-year veteran with proven public safety leadership, our CommandCentral suite is transforming the public safety experience with a focus on evolution, not revolution. Let us help you digitally transform your operation.

### PROTECTING CITIZENS AND FIRST RESPONDERS EVEN MORE

A Discussion with Ryan Duval from Okaloosa County Sheriff's Office  
[CLICK HERE](#)

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