



# DELIVERING 9-1-1 CALLS AND TEXTS WITH SPEED AND ACCURACY TO CALL TAKERS

SMART PUBLIC SAFETY  
SOLUTIONS TO FIT YOUR NEEDS



## CREATING A SEAMLESS FLOW OF INFORMATION FROM CITIZEN TO CALL TAKER TO DISPATCHER

In an emergency, every second counts as a call taker – you need to collect information from citizens quickly and accurately. You need to then relay it to dispatchers and responders in the field as efficiently as possible. Although call takers today have more technology at their disposal than at any other in time in history, the key to using these sophisticated resources successfully is to ensure it is convenient, intuitive and fully integrated.

### PUTTING RESPONDERS IN MOTION WITH LESS EFFORT

During a major event when a deluge of calls is coming into the dispatch center, the challenge becomes how to maintain focus while accelerating answer rates. Having information in an integrated view streamlines management. Eliminating repetitive data entry when receiving multiple calls from the same incident saves precious time. Likewise, accessing 9-1-1 and CAD controls from one application, a single keyboard and one mouse makes it possible to answer a call, create an incident and release a call in as few as four simple keystrokes – all with unparalleled accuracy. Call can also be seen on a mapping display on a monitor giving the calls clustered around an event that has already been responded to, a lower priority- can help call takers and dispatchers allocate valuable resources by triaging calls before they're even answered.

### THE POWER OF PICTURES

Having the ability to relay multimedia from citizens like texts, photos and video to units in the field can save time and help keep responders safe. Being able to see a hazardous situation before arriving can mitigate risk; seeing what subjects look like and what they're wearing goes way beyond a physical description; and the visual of a home or location of suspicious activity can help ensure that officers are in the right place at the right time.

### FASTER RESPONSE, GREATER SUCCESS

Fast, effective emergency response is what citizens deserve, regardless of the call volume or other challenges facing a 9-1-1 center. Today call takers can handle more calls, faster and with more accuracy. They can deliver incredibly detailed information to responders in the field, information that helps keep them safe as well as to assure a speedy incident resolution. And when you can combine speed, accuracy and detail in an emergency situation, you have an excellent chance of achieving success.

## GAME ON

It's State vs. the U and the 50,000-seat stadium is sure to be packed. All of the emergency services in the area – police, fire and EMS – are ready for what promises to be a busy afternoon.

### MISSING CHILD, FEMALE, AGE 8, DARK HAIR

When the call center received a missing child report there was heightened concern because of a series of recent abductions. The parents texted a photo of their daughter, which was just taken at the tailgate before the big game, and the call taker used a next generation 9-1-1 system (NG9-1-1) functionality to add it to the incident record.

Using computer aided dispatch (CAD) system, a BOLO (be on the lookout) was created that included the girl's photo and other relevant information about the recent abductions.

Police in the field used the photo to quickly find the youngster and her location was pinpointed using the mapping feature of the NG9-1-1 system. Thankfully there was no foul play, just a curious youngster who wandered off.

### MULTI-VEHICLE COLLISION, HAZMAT RISK

Less than a mile from the stadium a compact car and a tanker truck collide. The truck is overturned, its tank is leaking, and there are reports of multiple injuries that appear serious.

The 9-1-1 center is flooded with calls. To save time, data is entered once into the integrated call taking solution and easily reused again and again

with a single keystroke. Dispatchers identify nearby units using computer aided dispatch system and responders race to the scene.

As citizens provide additional information including photos and video it is compiled into a unified view and forwarded directly to first responders – police, fire and EMS – using NG9-1-1 system capabilities.

Even after units arrive, call volume remains high. The system shows 9-1-1 call takers a location of inbound calls on a map so they can assign redundant calls from the highway a lower priority.

Afterwards the system is also used to notify public works to clear debris and reopen all of the lanes for fans leaving the game.

### VIOLENT PROTESTORS OUTSIDE THE STADIUM

An extremist group known for inciting violence has made plans to demonstrate outside the stadium. Before the game, 9-1-1 dispatchers download photos and rap sheets of known group leaders from the agency's data archives and the information is sent to officers' in-vehicle computers. Group leaders arrive, they're identified by police and warned to keep things quiet.

However, a citizen near the demonstration phones 9-1-1 about an abandoned backpack and texts a photo to the command center. The photo is relayed to police watching the demonstration and they cordon off the area. The bomb disposal squad is dispatched, but it turns out to be nothing serious. It's just a bag of books carelessly left by a student attending the game.





Response to incidents on game day and around the stadium were timely, appropriate and seamless. Multiple agencies – police, fire, EMS, public works and federal agencies – were able to work with citizens and each other to ensure a wonderful fan experience using:

Call Control

[Console](#)
[Settings](#)
[Reports](#)

Answer

212

ALI/ALI

Reav ALI

Conf Info

ALI Lookup

Playback

Number: (773) 549-2663

Name: PEARL, ASHLEY JEANNE

Address: 1278 N LAKE SHORE DR

City: CHICAGO

State: IL

Type: Wireless

Carrier: V

Lat: 41.90548

Country: ESN: 00131

Class: RESD

LNC: -

Lon: -87.62545

☐ Audio record
 

Rolling

Position ready

Active Voice (1)

Active Task (0)

Abandoned (0)

Call History (0)

Line	Status	Duration	Tx	Name	User
212	RING	00:06	(773) 549-2663	PEARL, ASHLEY JEANNE	

Redial

911

00:06

ADMIN

RINGDOWN

TEXT

INTCOM

(773) 549-2663

1617

POLICE

BP Police

LANGS

Spanish

EMS

EMT

ANIMAL

County AC

Release

Hold

SQL Conf

NUM Conf

Park

Trans

It is no longer necessary for call takers to switch back and forth between CAD and 9-1-1 systems. PremierOne™ NG9-1-1 Call Control now integrates the most important information of both systems into one screen, eliminates repetitive data entry so operators are far more efficient. The application handles calls, texts, photos and video simultaneously, and it streamlines workflow so call takers and dispatchers can focus on managing the incident without being sidetracked by cumbersome technology.

For agencies that have a dispatch application but need to add the latest VoIP, wireless mobile and NG9-1-1 capabilities, CallStation® provides affordable browser-based NG9-1-1 Call Taking and Mapping. Call taking can even be done directly from the map with the support of traditional 9-1-1 and Mapped ALI. CAD interfaces are also provided.



## FROM A DISTANCE, A CALM DAY AT THE STADIUM



## BUT THINGS ARE HEATING UP BEHIND THE SCENES



MISSING CHILD



HAZMAT RISK



VIOLENT PROTESTORS

## CHALLENGES FACING THE CALL TAKER



LACK OF DESCRIPTION



FLOOD OF CALLS COMING IN



CALLS CAN'T GET THROUGH

## SOLUTIONS TO MEET YOUR NEEDS



MULTIMEDIA RECEPTION



CALL MAPPING AND PRIORITIZATION



TEXT MESSAGE RECEPTION

## THE 9-1-1 COMMUNICATIONS CENTER CALL TAKER IS READY TO ACT

WITH THEIR INTEGRATED VIEW AND  
ABILITY TO SEE TEXTS, PHOTOS AND  
VIDEO THE 9-1-1 CALL TAKER PROVIDES  
A FAST, EFFECTIVE RESPONSE



## SOLUTIONS TO ACCOMPLISH THE GOAL

- PREMIERONE™ NG9-1-1  
CALL CONTROL
- EMERGENCY CALLWORKS  
CALLSTATION®

To find out more visit the role base tool at [motorolasolutions.com/roles](http://motorolasolutions.com/roles).

For further information about Smart Public Safety Solutions, contact your Motorola sales representative or visit [motorolasolutions.com/spss](http://motorolasolutions.com/spss).

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