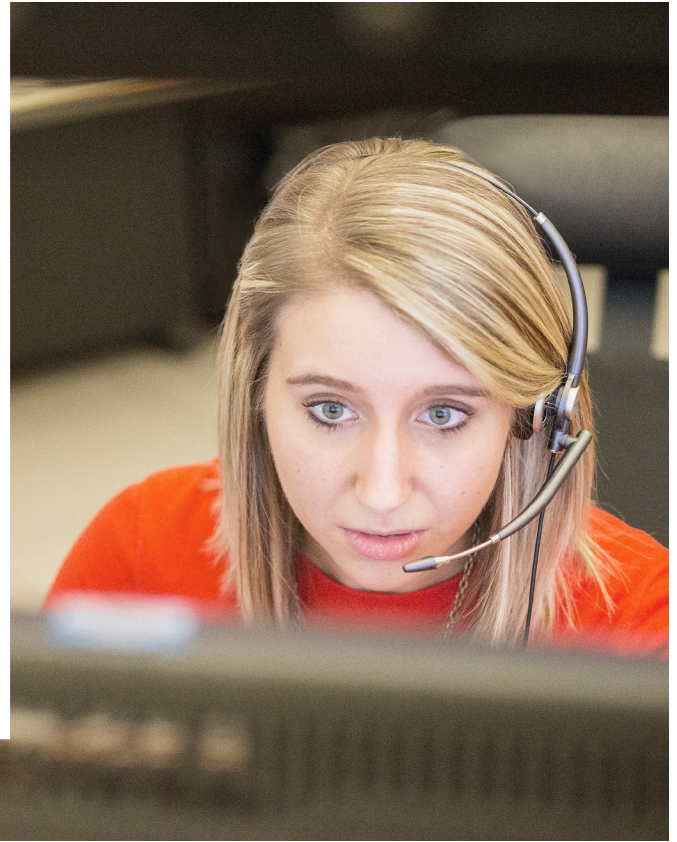


# PROVIDING REAL-TIME INFORMATION INTO THE HANDS OF DISPATCHERS

SMART PUBLIC SAFETY SOLUTIONS  
TO FIT YOUR NEEDS



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

When a call comes in to 9-1-1, call takers capture the pertinent information to quickly share with dispatchers to aid in providing situational awareness to those in the field. When calls are on the line the sharing of knowledge among call takers and dispatchers needs to happen instantaneous and accurately. Before dispatchers can commit responders and distribute accurate information to the field, they need to understand the incident, gain necessary clarification, decide how best to handle the situation and then locate available resources. Only then can they be assured of a timely and effective response.

### THE RIGHT PEOPLE, THE RIGHT PLACE, RIGHT NOW

Dispatchers often have conflicting demands and need to make quick judgments that can have serious consequences. At any given time, a single dispatcher can be dealing with multiple emergencies, each requiring anywhere from one to 100 responders of all types – police, fire

and emergency medical services (EMS). In some cases they also need to coordinate with other local and regional agencies to avoid confusion over who is handling an incident or to ensure sufficient resources are available.

### SIMPLIFY YOUR WORKFLOW. IMPROVE RESPONSE.

To effectively orchestrate a response team, it is critical for dispatchers to have the most recent and accurate facts about the incident. Likewise they need up-to-the-minute information about the location and availability of units in the field. When data is spread across different screens or systems, when it is hard to find or manipulate, when information isn't current, or when data needs to be re-entered from one system to another, response times lag and the quality of public safety suffers. Dispatchers rely on simple but highly effective work flows that make it easy to input, access and share information.

### ONE OPERATING VIEW

As technology evolves more and more, callers can provide photos and video of people involved in an incident or the scene of an accident. This real-time visual can be invaluable for first responders as they approach a scene. When shared properly through the right device, a photo or video can help responders anticipate problems and keep themselves and those involved safe. Yet the thought of the volume of videos and photos sent to Public Safety Answering Points (PSAPs) can be overwhelming. The dispatcher needs the right integrated view to help to quickly assess the value of the content provided and pass along only that which can help resolve the incident quickly and safely.

## GAME ON

It was State vs. the U and the 60,000-seat stadium was packed. All of the emergency services in the area – police, fire and EMS – were ready for what promised to be a busy afternoon. Meanwhile in the command center dispatchers are busy taking stock of the resources they have available in the field, and prepare for the day ahead.

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

In the shuffle before the game, a child was separated from her parents in the crowd. When the 9-1-1 center received a missing child report there was heightened concern because of a series of recent abductions. When the call for help came in, the call taker was able to gather information from the child's mother while keeping her calm in effort to retrieve additional description of the child's last known location. Dispatchers found a photo of the missing child from a text sent in by the parents and added it to the incident record for the officers in the field. Using the computer aided dispatch (CAD) system, the Dispatcher created a BOLO (be on the lookout) that included the girl's photo and other relevant information about the recent abductions to aid field responders. The dispatcher then checked the parent's location against their cell phone GPS information and located the nearest first responders to alert, sending the parents' location, along with the child's description and picture out to officers in the field so they could begin to look for the child and connect with the parents.

Officers received the photo on their handheld equipped with multi-media capabilities to identify the child, and her location was pinpointed with the support of intelligence operators using the interactive mapping feature within the computer aided dispatch system. Thankfully there was no foul play, just a curious girl who had wandered off.

### MULTI-VEHICLE COLLISION, HAZMAT RISK

Less than a mile from the stadium a compact car and a tanker truck collided. The truck overturned, its tank was leaking, and there were reports of multiple injuries that appeared serious – the scene was complicated by heavy congestion due to the game.

As traffic became heavier the 9-1-1 center started receiving a high volume of calls and texts about the accident, and switched into high gear to prioritize calls – life-threatening and severe injuries take first precedence. Call Takers worked with distraught callers to get as much information about the accident as possible, and instructed callers on how to stay safe and help with first aid. The pressure dispatchers' faced during these calls is immense, maintaining calm for the benefit of the caller while making split-second decisions about which units are best equipped to handle the rescue operations and injuries at the crash site. To save time, data was entered once into the integrated call taking solution and easily reused again and again with a single keystroke. Dispatchers relied on a simple but highly effective workflow and the CAD system made it easy to input, access and share information to maintain accuracy and manage resources across multiple agencies.

Dispatchers identified nearby units from their own community and those nearby using the mapping feature in CAD, and responders – police, fire and EMS raced to the scene.

As citizens provided additional information, including photos and video, it was compiled into a unified view, the dispatcher eliminated duplicates, unusable or irrelevant material and forwarded the rest directly to first responders – police, fire and EMS.

As emergency crews make their way to the accident scene, dispatchers stay on the line and refer to CAD maps and live video feeds of local traffic to help units out in the field avoid bottlenecks. Within just a few minutes, dispatch has sent resources to the scene and is ready to handle the next incident.

Afterwards dispatchers were able to notify public works using the same integrated platform 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 had made plans to demonstrate outside the stadium. Before the game, 9-1-1 dispatchers downloaded photos and rap sheets of known group leaders from the agency's data archives and the information was sent to the in-vehicle computers of officers who were on the scene. When group leaders arrived, they were identified by police and warned to keep things quiet.

Worried about the nearby protesters, dispatchers also get some videos of the crowd that's building, sending an estimate of the number of people involved to officers on the ground and calling for reinforcements from another area. PremierOne CAD mapping help dispatchers get an exact geo-location of the crowd to first responders, and the information was forwarded to stadium security so they can redirect the crowd appropriately.



## A GREAT DAY AT THE GAME, MADE SAFE BY QUICK DISPATCH RESPONSE

The dispatcher was able to help make game day safer by quickly getting the right people to the right place with the best available information using:

### PREMIERONE™ CAD

The screenshot shows the PremierOne CAD interface. On the left is a sidebar with a menu and an 'Info Panel' showing user details for 'ANALI'. The main window displays a 'Dispatch Summary' for incident 'DC-00000748' on 'Wednesday, March 25, 2015' at '11:34:05 PM 3/25/2015'. The incident status is 'Pending' and the type is 'ACC'. The location is '1100 N SHERWOOD LN'. The 'Dispatch List' shows '1A12' and 'Missing from Rec: 1-K9'. The 'Capable Units' section states 'No Recommendations Found'. The 'Info Panel' on the right shows details for 'Palatine', including 'City: PALATINE', 'Bldg: ', 'Floor: ', 'Appt/Unit: ', 'Contact: ', 'Phone: ', 'Callee: ', 'Area: AR1', 'Sector: ', 'Beat: DCNB', 'Map Book: COOK COUNTY 1A2', 'Rpt District: DC10043', 'Unit Reps: 1-K9', and 'Missing from Inc: '. There are buttons for 'Show Prev', 'Request', 'Clear Add', 'Resg List', and 'Befring'.

It is no longer necessary for operators to switch back and forth between CAD and 9-1-1 systems. PremierOne™ CAD 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 dispatchers can focus on managing the incident without being sidetracked by cumbersome technology. It can also be paired with an ASTRO® 25 system so relevant content from an incident such as dispatcher notes, multimedia messages or key portions of citizen texts can be shared directly with a first responders radio.

### DISPATCHSTATION®

The screenshot shows the DispatchStation software interface. It features a 'Call Log' table with columns for 'Time', 'Status', 'Type', 'Location', and 'Priority'. The log shows several entries, including one for '1A12' at '11:34:05 PM 3/25/2015'. To the right of the log is a detailed view of the selected incident, showing 'Incident Details' and 'Incident Summary'. The 'Incident Summary' includes 'Incident ID: DC-00000748', 'Incident Type: ACC', 'Location: 1100 N SHERWOOD LN', 'Status: Pending', and 'Priority: 2'. There are also buttons for 'Show Prev', 'Request', 'Clear Add', 'Resg List', and 'Befring'.

This is an all-in-one application that receives 9-1-1 calls, identifies the call location and even dispatches field resources from an interactive map. DispatchStation® supports traditional 9-1-1, Mapped ALI, CAD, and call receipt-to-resolution reporting from a single browser window.



**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 DISPATCHER**



**TOO MANY SCREENS AND SYSTEMS**



**DISJOINTED VIEW OF RESOURCES**

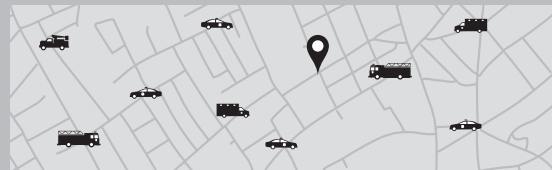


**INACCURATE LOCATION**

**SOLUTIONS TO MEET YOUR NEEDS**



**ONE INTEGRATED VIEW**



**CLEAR VIEW OF RESOURCES IN THE FIELD**



**INTERACTIVE MAPPING**

**THE DISPATCHER IS  
READY TO ACT**

WITH THEIR INTEGRATED  
VIEW AND ABILITY TO SEE  
ALL RESOURCES AT ONCE  
DISPATCHER PROVIDES A FAST,  
EFFECTIVE RESPONSE



**SOLUTIONS TO  
ACCOMPLISH THE GOAL**

- PREMIERONE™ CAD
- DISPATCHSTATION®

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, visit [motorolasolutions.com/spss](http://motorolasolutions.com/spss).

Motorola Solutions, Inc. 1301 East Algonquin Road Schaumburg, Illinois 60196, U.S.A. 800-367-2346 [motorolasolutions.com](http://motorolasolutions.com)

MOTOROLA, MOTO, MOTOROLA SOLUTIONS and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2016 Motorola Solutions, Inc. All rights reserved. 11-2016