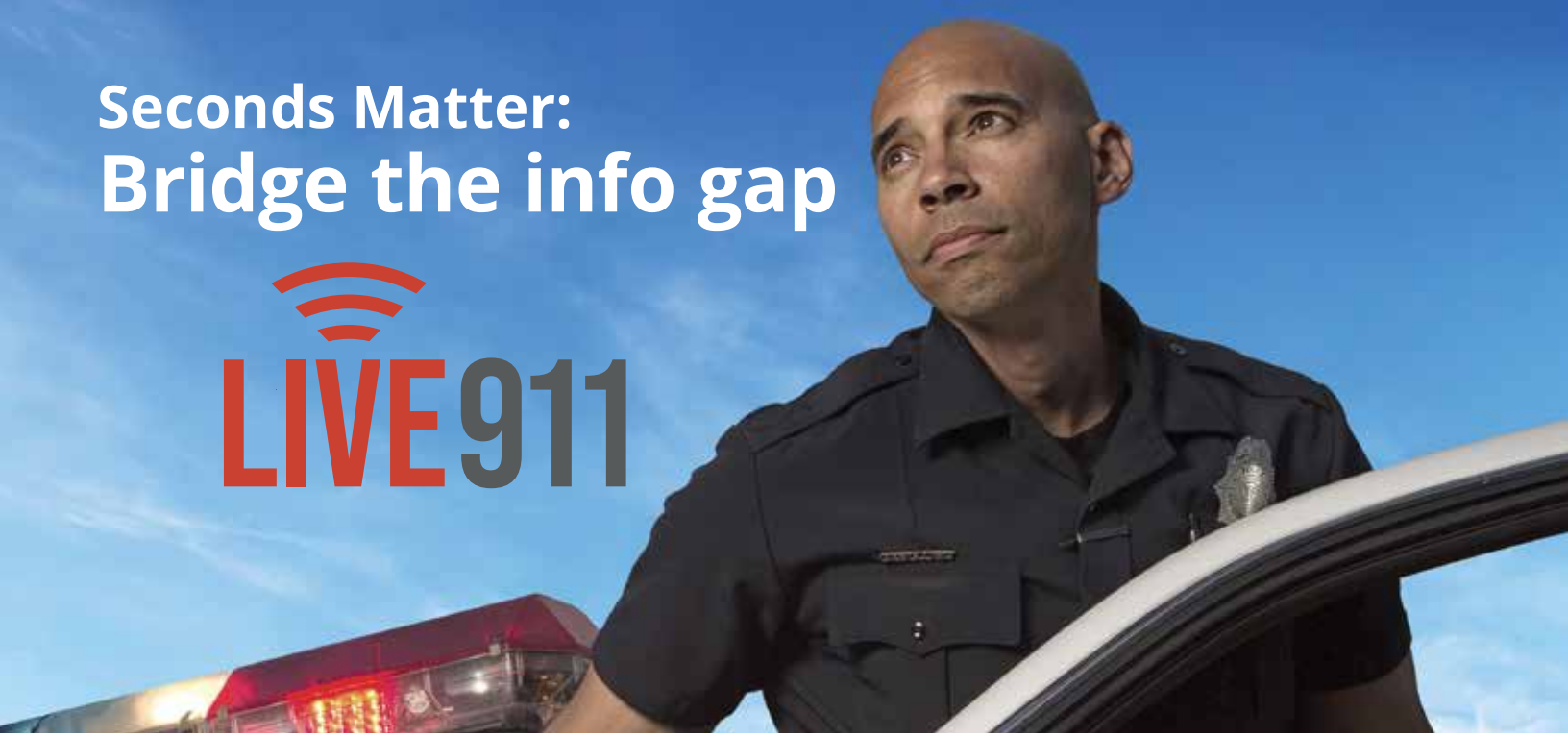

Seconds Matter:
Bridge the info gap

LIVE911

Real time 9-1-1 monitoring for patrol

Equip officers with the ability to monitor in real time the location and live audio of incoming 9-1-1 emergency calls.

"Live911 is critical right now as we evaluate the challenges law enforcement is facing. This tool assists officers by providing them with more information to make better informed decisions, to respond quicker and de-escalate dangerous situations, and to save people's lives."

Chief Roxana Kennedy
Chula Vista Police Department

- **Cut response time**
- **Improve situational awareness**
- **Track caller's location**
- **Save more lives**
- **Increase team collaboration with 9-1-1 Communications**

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LIVE911

Get more information faster

Increased on-scene awareness

While listening to the call's live-streaming audio, officers can hear the interactions as a Call Taker asks questions and the caller responds. They can now hear the caller's firsthand descriptions, sense of urgency, voice inflections and emotional tones along with background noises on scene – details and context that cannot always be conveyed via a CAD system.

Caller's location with simultaneously updated mapping records

Each Live911 connected call is geo-tagged and provides officers with the caller's mapping records via an integration with RapidSOS. Officers receive immediate updates if the caller moves to another location.

Location of other patrol officers

On the Live911 map, patrol officers can see the other officers' locations. This can assist them in:

- Developing a response plan while driving to a call
- Planning the creation of a perimeter
- Estimating the ETA of their back-up unit.

Include other support personnel

With Live911, support personnel can also monitor the location and audio of incoming 9-1-1 calls. This gives Watch Commanders, Patrol Supervisors, UAS Operators, and other responders more information for their respective as needed responses.

Improve response time

Eliminate delays

Live911 gives officers a head-start when seconds count. The officer can determine the urgency of a call and they can be en route as the ECC continues to obtain information and enters it into CAD for relay over the radio.

Optimize overall response

Officers

- Immediately receive call location information
- Ability to pre-set their geographical radius to only monitor calls relevant to their grid/beat/jurisdiction
- MDC displays caller's location to within a few feet
- Distance filter can eliminate calls out of range
- Increased situational awareness provides officer safety
- Form de-escalation strategy while en route

Supervisory personnel

- Do not have to change current call-response protocols
- Instant awareness of hot spots
- Ability to direct resources appropriately

Emergency Communication Centers

- Enhance team collaboration with officers
- See the caller's location in relation to nearby officers.

Citizens and community

- Improved response times
- Better situational awareness

With the Live911 interface, officers can:

- Stay on current call
- Choose patrol beat(s)
- Dismiss call
- Rewind live audio
- Ask for more details via radio
- Enable Dark Mode option

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