

## HOUSTON CHRONICLE

# Missouri City Police Department's new tech lets officers hear 911 calls en route

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New technology at the Missouri City Police Department is designed to decrease response times and increase safety.

Captain Brandon Harris said the department is Texas' first law enforcement agency to go live with Live911 software that enables officers to hear emergency calls firsthand as they are responding. The program went live Wednesday.

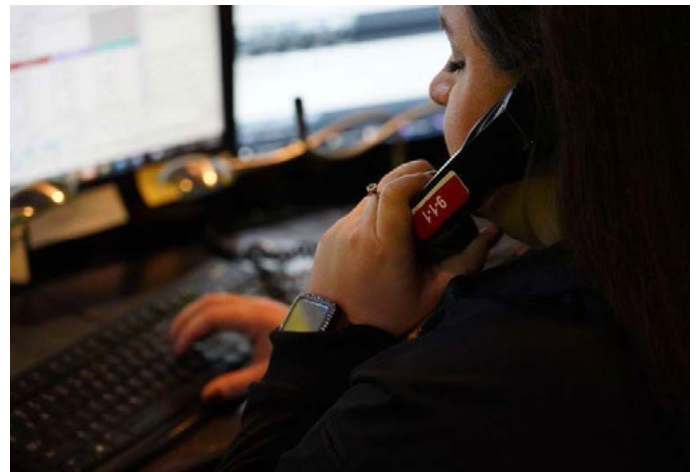
"We were always looking for ways to improve our services to the citizens and to improve the safety of the officers. And with Live911, we're actually accomplishing both," Harris said. "It decreases our response times and allows for the officers to kind of develop a response plan as they're hearing the information from the 911 caller en route to the call."

MCPD purchased five software licenses, so at any given moment five officers will be able to use the technology. Once a call pops up on the computer in an officer's car, they will be able to click and immediately hear what's going on between the dispatcher and the caller.

Live911 works with existing software to help officers further pinpoint a location, allow them to see a location on a map and gain a head start. Harris

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Captain Brandon Harris



Courtesy photo

Through the Missouri City Police Department's new Live911 technology, which went live Wednesday, March 30, officers can hear 911 calls as they respond in an effort to decrease response times and improve safety.

said an officer may know the location is a park, for example, but hearing the caller say they are by a shed or other landmark within the park will help lower response times as officers cover the same beat daily and will likely recognize the location better than a dispatcher.

Although the officers won't be able to communicate with the 911 caller, they will be able to listen to what's being said and better understand the caller's tone and sense of urgency. That knowledge, Harris said, will help them plan more effectively for arriving on the scene and potentially help in "de-escalating situations because they can hear a real person on the line and not just secondhand information.