

# 911eye: enabling the public to stream directly to Communications Centers



INSIGHT

RESPONSE

SAFETY

## Situational awareness for PSTs

Public Safety Telecommunicators (PSTs) are under time pressure to question 911 callers to ascertain what is wrong, where they are, who they are and who is in danger in order to dispatch the right resources.

911eye live footage offers instant 'on scene eyes' to the PSTs; providing immediate INSIGHT which helps them to assess the scenario and, with caller's location visible, to better select the appropriate RESPONSE to the incident – either as a 'real-time', immediate response or for a 'slow-time', non-emergency follow up – while at all times considering the SAFETY of first responders and the public.

## Incident information for first responders

911eye live footage can also provide invaluable additional information to first responders who have been mobilized to the incident.

Visual intelligence supplements the audio information obtained from the voice call and provides enhanced INSIGHT to the first responders helping them to deliver the appropriate RESPONSE while ensuring the SAFETY of both themselves and the public. All the media is recorded securely as potential evidence for further investigation. The service is securely hosted and scalable for use in any organization.



911eye enables a caller with a smartphone to stream live footage directly from their phone's camera into the Communications Center, providing vital live footage. Along with real-time location information and mapping via dynamic GPS coordinates, the PST can make a more informed decision on mobilizing the correct resources and, where required, share the live stream with colleagues, supervisors and officers.



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## How it Works

911eye does not require anyone to download and install an app. Instead it works via SMS text message or email. The PST simply sends a text or an email to the smartphone of the caller. By clicking on the URL link contained within the text message or email, a secure 'one-time-use' live video stream is enabled\*. The stream allows the 911 PST to see the incident, assess how serious it is and decide what and how many resources to deploy. The caller's location is provided to the PST via GPS coordinates, which are both automatically plotted on an onscreen map and dynamically refreshed, providing visible, real-time updates to their position, even if they are moving.

With the latest updates the PST is able to review multiple incoming streams from different callers in one session to provide even better situational awareness. These streams can also be shared with colleagues and/or supervisors to further support decision making and streamed live to first responders in the field to give the eyes on an incident before arriving at the scene, aiding a swift response.

Importantly, no footage is stored on the user's device. And if the caller has a poor signal, or the device doesn't support video, they can opt to send still photo images instead.

When integrated into an agency's Communications Center, the video captured by 911eye can be downloaded and stored in order to secure crucial evidence as an incident unfolds.

Public safety is of paramount importance, so 911eye should be used at the discretion of the PST, based upon authorized operating procedures, to ensure that members of the public are not placed at any risk when using the service.

*\* subject to handset compatibility*

## System Features

- ⚙ No app required - works on any smart device and operating system
- ⚙ Confirms and maps dynamically updated caller location via GPS coordinates, to speed response
- ⚙ Secure, one-time-use link sent by SMS or email
- ⚙ Real-time live video stream viewable by PST and shared with supervisors as appropriate
- ⚙ Maintains voice contact with caller while images are transmitted
- ⚙ Still images available in lower signal coverage
- ⚙ Secure cloud-hosted service, built to meet CJIS requirements and favourable to independent assessors
- ⚙ Can reduce hoax call mobilizations

## Operational Benefits

- ✔ Knowing what is going on in real time at an incident location is critical - **Protecting lives can be made much easier**
- ✔ Arriving uninformed is risky and can impact decision making - **Accurate information can be shared with responding units which can save lives**
- ✔ Capturing video communications as incidents unfold is a reality of the mobile age - **Collecting potential evidence early in an event's lifecycle is invaluable**
- ✔ Hoaxes or misuse of valuable resources is expensive - **Categorizing situations quickly reduces costs**
- ✔ Easy and quick assessment of situations - **Efficient dispatch decisions means effective use of resources**
- ✔ PSAP ready application that is secure and scalable - **Easy to adopt service with minimal training**
- ✔ Provides location services - **Real-time, dynamic updates of a caller's GPS location on the built-in mapping ensures effective and accurate dispatch of support, and geo-tagging of footage received**



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