

# Enabling incident footage to be sent directly to the Control Room



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

INSIGHT

RESPONSE

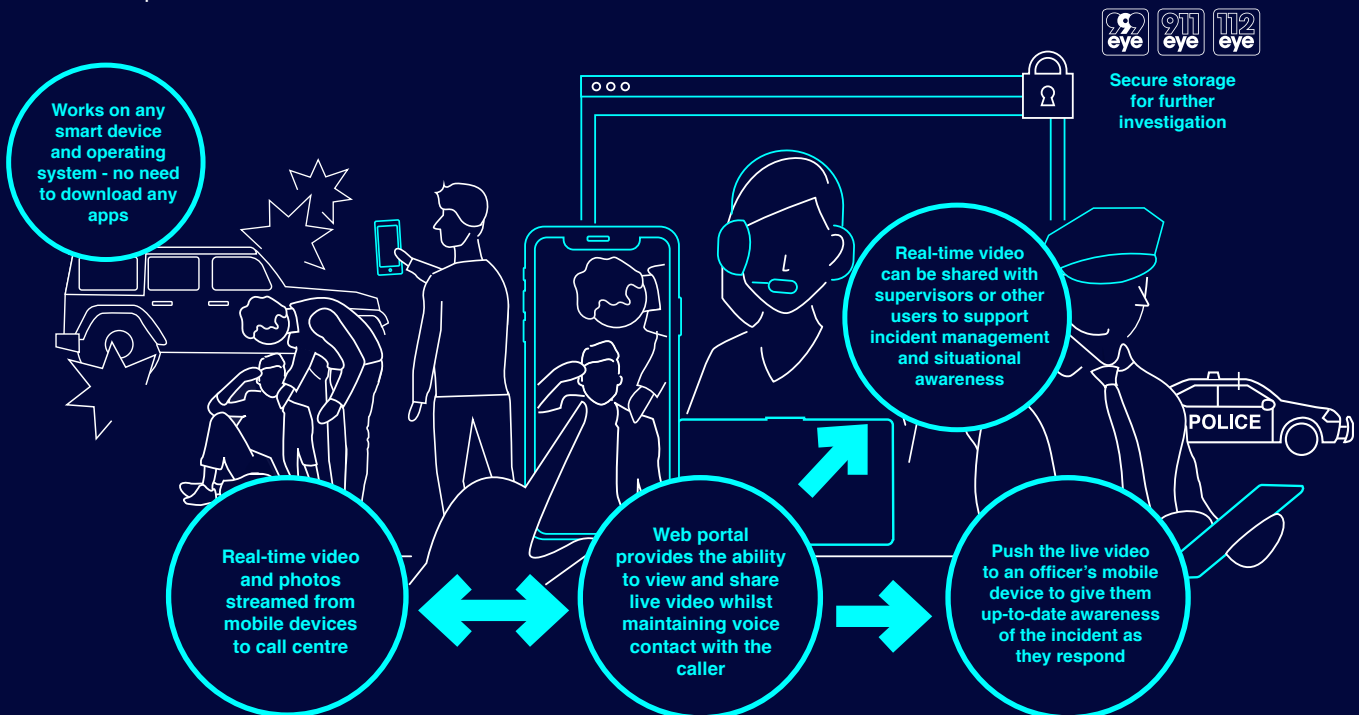
SAFETY

## Situational awareness for Dispatchers

Dispatchers are under time pressure to question emergency callers to ascertain what is wrong, where they are, who they are and who is in danger in order to dispatch the right resources. Live footage from our solution offers instant 'on scene eyes' to the dispatchers; 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 responders and the public.

## Incident information for Responders

Live footage from our solution can also provide invaluable additional information to responders who have been mobilised to the incident. The information provided, supplementing that which was initially taken from the voice call, can provide further **INSIGHT** to the 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 organisation.





## 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 dispatcher and shared with supervisors as appropriate
- Maintains voice contact with caller while images are transmitted
- Still images available in lower signal coverage
- Secure and accredited cloud-hosted service
- Can reduce hoax call mobilisations



## Service Delivery 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 - Categorising situations quickly reduces costs
- Easy and quick assessment of situations - Efficient dispatch decisions means effective use of resources
- Contact Centre 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

## How it Works

**999eye** does not require anyone to download and install an app. Instead it works via SMS text message or email. The dispatcher 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 dispatcher 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 dispatcher 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 dispatcher 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 response teams 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 Control Room, the video captured by 999eye can be downloaded and stored in order to secure crucial evidence as an incident unfolds.

Public safety is of paramount importance, so 999eye should be used at the discretion of the dispatcher, based upon authorised operating procedures, to ensure that members of the public are not placed at any risk when using the service.

\* subject to handset compatibility



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