

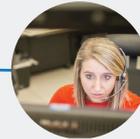
# TIMELY CAPTURE OF INFORMATION

**PREMIEREONE™ NG9-1-1 CALL CONTROL**  
**SMART PUBLIC SAFETY SOLUTIONS**



Emergencies occur every second, every day. Citizens count on you to be there when they call for help – no matter what form that “call” may take. Wireless calls and new sources of information – texts, photos and video – are flooding into Public Safety Answering Points (PSAP) and Command Centers everywhere. The need for a smarter way to handle this information has never been greater.

PSAPs and command centers need robust, integrated tools to answer the call for help. PremierOne™ Next Generation 9-1-1 (NG9-1-1) Call Control lets you capture, associate and share new sources of information easily, significantly streamlining workflows. Greater visibility helps operationalize the data that surrounds you. Saving time and protecting lives.



A 9-1-1 call takers receive a text alerting her to a scared child



Call taker discovers the dispute is occurring in a neighboring district dispatches units from that district



Police arrive on scene safely resolving the incident



**SIMPLIFY DISPATCH WORKFLOWS BY INTEGRATING CALL-TAKING FUNCTIONALITY DIRECTLY INTO CAD**



## MAXIMIZE THE MINUTE

### STREAMLINE THE CAPTURE CORRELATION AND DISTRIBUTION OF INFORMATION

When the call comes in to your 9-1-1 center your call takers have only seconds to respond and make critical decisions. They need to accept the information whether it is voice, text or video, make decisions and then quickly transfer the information to the CAD system. An integrated solution that ties NG9-1-1 call controls with CAD is critical to the distribution of information for improved dispatch decisions and increased first responder awareness.

## SIMPLIFY INCIDENT MANAGEMENT

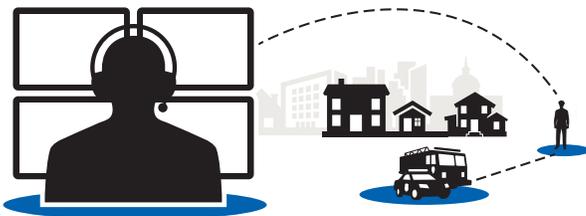
Integrated NG9-1-1 Call Control simplifies incident management by creating a streamlined workflow. The intuitive user interface provides seamless access to NG9-1-1 call control features, along with the ability to initiate common functions from the PremierOne™ CAD command line – helping to minimize keystrokes, reduce errors and speed response. Calls can be answered from mapping or the call control interface. Caller data is auto-populated and can be made readily available to other departments, first responders or other agencies.

**With the integration of previously disparate data sources, call takers and dispatchers maintain critical focus by accessing 9-1-1 and CAD controls from one application using a single keyboard and mouse.**

## UNIFY THE INFORMATION

Voice remains the center of PSAP operations. So it's no surprise that as new sources of information – text, video, images – make their way into the PSAP, they can overwhelm personnel and disparate systems. Today, call takers must swivel between numerous screens, keyboards and systems to gather all relevant call details. Motorola's PremierOne NG9-1-1 Call Control changes all of that – simplifying workflows by integrating call taking functionality within PremierOne CAD.

Built from the ground up, the client application handles voice calls and citizen texts and video simultaneously. A true end-to-end solution, it allows call takers to answer a call, create an incident, dispatch and release a call in as few as four keystrokes. When coupled with an ASTRO® 25 system and CAD to Radio Messaging Solution, the most relevant content from a citizen text can be delivered directly to officers via their radios. Sharing information between citizens, call takers and responders has never been more efficient. Saving critical seconds for an emergency response.



**“SO WHILE YOU’RE ON THE PHONE TO A 9-1-1 TELE-COMMUNICATOR DESCRIBING THE GUY BREAKING INTO YOUR CAR, THE CALL HAS ALREADY GONE OUT TO NEARBY POLICE UNITS WITH YOUR LOCATION AND OTHER DETAILS, INCLUDING YOUR OWN REAL-TIME OBSERVATIONS AND ANY HISTORY OF PRIOR INCIDENTS.”**

**KARL FASOLD**  
System Administrator  
Orleans Parish Communication District

STREAMLINE WORKFLOWS	IMPROVE OPERATOR FOCUS	INVEST FOR THE FUTURE
<ul style="list-style-type: none"> <li>• Access 9-1-1 and CAD controls from one application</li> </ul>	<ul style="list-style-type: none"> <li>• Seamless access to NG9-1-1 call controls</li> </ul>	<ul style="list-style-type: none"> <li>• Align to NENAi3 standards</li> </ul>
<ul style="list-style-type: none"> <li>• Release a call in as few as four key strokes</li> </ul>	<ul style="list-style-type: none"> <li>• Initiate common controls from CAD command line</li> </ul>	<ul style="list-style-type: none"> <li>• Support the implementation of NG9-1-1 today and tomorrow</li> </ul>
<ul style="list-style-type: none"> <li>• Share the most relevant content, dispatcher notes, multi-media messages, citizen text with first responders</li> </ul>	<ul style="list-style-type: none"> <li>• Reduce errors and speed response with one view</li> </ul>	<ul style="list-style-type: none"> <li>• Consolidate hardware investment, NG9-1-1 call controls and CAD</li> </ul>

## TEXT-TO-9-1-1 READY

The beauty of standards-based, next generation systems is that they make it possible to receive and respond to citizen 9-1-1 texts. This is a growing expectation PSAPs need to activate if they have not already done so and the PremierOne™ NG9-1-1 call control application can deliver when they're ready.

As a result of the recent agreement between the FCC, NENA, APCO and the nation's leading wireless carriers, text-to-9-1-1 has moved from a future possibility to a critical capability. And given it's often the most reliable way to communicate in a major emergency or disaster, the urgency for technologies that enable this functionality are increasingly in demand. Text-to-9-1-1, coupled with PremierOne NG9-1-1 Call Control, will make it easier for PSAPs to meet the demand to provide immediate, relevant information to responders so they can do their jobs better and safer.

## ELIMINATE SWIVEL CHAIR OPERATIONS

When an incident occurs, the race against time begins. Precious seconds are lost if dispatchers have to work between multiple consoles or screens to collect and coordinate information from disparate sources. PremierOne Call Control integrates the most important details into a unified view eliminating repetitive data entry steps improving operator focus. This purpose-built application alerts users to the availability of critical information without interruption. A common provisioning platform and user interface (UI) also helps minimize training time.



## TRANSFORM THE WAY YOU RESPOND AND CONNECT



Your command center is your first responders' most critical lifeline. The well-being of your first responders and the citizens they serve depends on being able to communicate with dispatchers to get the information they need quickly and completely. Having 9-1-1 call taking automatically integrated with CAD, streamlines operations, and speeds response time by eliminating the need to re-key the 9-1-1 call taker information. Now a call for help is recorded and transferred to the CAD system automatically, simplifying dispatch operations and improving response time.

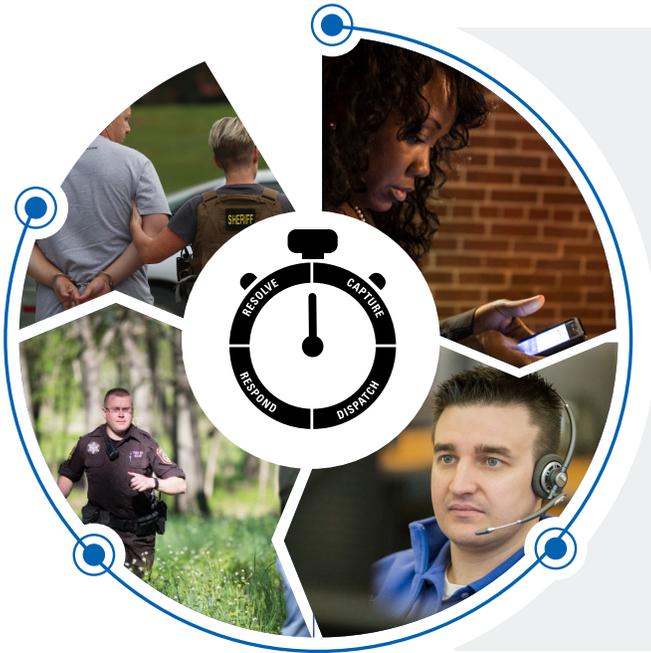


# FUTURE-PROOF PLATFORM WITH SIMPLIFIED WORKFLOW AND DATA ENTRY



## MAKE SMART INVESTMENTS NOW

The clock to implement NG9-1-1 starts now. Future proofing your investments requires a knowledgeable, experienced partner and the right flexible solution. We deliver both. Motorola PremierOne™ NG9-1-1 Call Control provides:



- **STANDARDS-BASED, MODULAR DESIGN ALIGNED WITH NENA 13**
- **SCALABLE, ENTERPRISE-WIDE PLATFORM**
- **.NET AND .SQL COMPATIBILITY**
- **COMMON ESRI GIS ACROSS 9-1-1 AND CAD**
- **REDUCED TRAINING REQUIREMENTS**
- **CONSOLIDATED HARDWARE REQUIREMENTS**

We'll help you work smarter by managing the complexity that NG9-1-1 demands. Our solutions will transform the way you respond and build a reliable, operational environment – on your terms. So you can answer every call for help, no matter how it arrives.



**WHEN LIVES ARE ON THE LINE, RELY ON THE SPEED OF INTUITION TO SIMPLIFY WORKFLOWS FOR EFFECTIVE INCIDENT MANAGEMENT – SO YOU CAN MAZIMIZE THE MINUTE.**

**To learn how PremierOne NG9-1-1 Call Control and the complete PremierOne Smart Public Safety Solution can help you save time, streamline information access and sharing across your operations, contact your Motorola Solutions representative or visit [motorolasolutions.com/callcontrol](http://motorolasolutions.com/callcontrol)**

Motorola Solutions Inc. 1301 E. Algonquin Road, Schaumburg, Illinois 60196 U.S.A [motorolasolutions.com/icc](http://motorolasolutions.com/icc)  
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