

# MOTOROLA INTEGRATED COMMAND

WHEN YOU SAVE SECONDS,  
YOU SAVE LIVES

NEXT GENERATION PUBLIC SAFETY







# SHOTS ARE FIRED...

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## ...AT A LOCAL MALL.

**IN THE 9-1-1 CENTER,** a dispatcher takes the call from a witness at the scene.

**AT THE SAME TIME,** the dispatcher accesses real-time video of the scene from her CAD screen.

**SHE QUICKLY DISPATCHES** the closest patrol units and EMS responders, as another citizen texts the identity of the shooter, a known gang member.

**FROM THE SAME SCREEN,** she accesses the agency's data archives and pulls up a photo and information on the alleged shooter. She also views a street map and additional video from nearby cameras.

**AS THE DISPATCHER ARRANGES BACKUP,** she sends a suspect photo and rap sheet plus the video streams to the officers' in-vehicle computers.

**JUST BEFORE POLICE ARRIVE,** live video shows the suspect throw something in a dumpster in an alley.

**POLICE IMMEDIATELY ID** the suspect using a photo lineup shown to the witness and secure a gun found in the dumpster. The suspect is taken into custody without further incident.

# SAVING TIME MEANS SAVING LIVES

Hours of routine punctuated by moments of intense action. That's often what it's like on the street. It's often what it's like in the communications center, too. With no advance notice, both first responders and communications center staff must respond to an almost infinite variety of difficult and dangerous situations. Natural disasters. Threats to homeland security. People and property in peril. And they must respond correctly, safely and in a matter of seconds.

## COMMUNICATIONS AND INFORMATION

Two of the most important weapons in public safety operations are information and communications. In the communications center, incident information flows quickly. 9-1-1 calls. Inter-agency coordination. Text messages. Streaming video from multiple cameras. Street maps. Global positioning system (GPS) coordinates tracking resources. Information from agency, local, state and federal databases.

Dispatchers must process, prioritize and coordinate everything in seconds, then communicate only the most relevant information to first responders. It's a tough job. And because the communications center is the first responder's primary lifeline, the dispatcher has a tremendous responsibility.

## SECONDS COUNT

It's crucial that up-to-the-minute information be provided to the right resources at the right time. Both in the communications center and in the field, the enemy is wasted time. Seconds are wasted when dispatchers have to work between multiple consoles or screens to collect and coordinate information from disparate sources. Time is also lost when critical information is hard to find, when historical information is not easily accessed, and when systems are not integrated, limiting inter-agency and multi-jurisdictional information sharing.



# THE RIGHT INFORMATION FOR THE RIGHT PEOPLE AT THE RIGHT TIME

Your Communications Center is your first responders' most critical lifeline. Their well-being depends on being able to communicate with dispatchers to get the information they need, exactly when and where they need it. But out on the street, too much information can be just as problematic as not enough. Information overload can overwhelm and inhibit public safety professionals working in stressful situations. Fire fighters, police officers and other field personnel don't need all available information; they only need the most relevant information.



## INTELLIGENT CONVERGENCE

How do you gain efficiency in your operations? By bringing together new technologies and communication systems to provide more streamlined workflows. Integrate radio console functions directly within Computer Aided Dispatch (CAD) for faster access. Keep units up to date as they respond with easy-to-use multimedia mobile systems. Improve situational awareness with map-based video access from CAD and mobile units, along with fast access to critical data housed in a centralized records repository. Use portable radios to run tags, update unit status and provide GPS locations, and keep resources deployed out in the community with field-based reporting.

## SINGLE OPERATIONAL VIEW

Emerging technologies and solutions – like Next Generation 9-1-1 and Public Safety LTE – are beginning to transform the capabilities of the communications center and first responders. We've designed our Integrated Command solutions to start saving time and lives now, while positioning your operation for the breakthroughs of the near-term and long-term future. The key is our unified platform that integrates technology and information to provide you with a single, common, real-time operational view of every situation.

## INTEGRATED COMMAND

The fragmented communications centers of today are quickly evolving into integrated command centers. To help you make the transition, Motorola Integrated Command solutions provide advanced communications center capabilities and empower your operation like never before to enhance user and operational effectiveness. Our solutions enable you to combine our industry-trusted mission critical radio communications with applications and collaborative broadband devices through an intelligent, open platform. You gain immediate access to intuitive, real-time data and multimedia information. You can share bi-directional information between dispatchers and first responders and leverage seamless interoperability with other agencies, jurisdictions, devices and networks.



# FASTER RESPONSES, SMARTER DECISIONS AND SAFER OUTCOMES

Through our long-standing partnerships with public safety organizations, we understand the critical dynamics that shape the unique communications center environment. We've developed our next generation Integrated Command solutions to transform what's becoming a more complex world into a single, real-time operational view.

Our next generation Integrated Command solutions create a unified platform across agency operations. Whether you handle incidents for a single agency or multiple agencies, our portfolio of scalable applications is designed to transform disparate communications and data from multiple sources into manageable, actionable information.

Our comprehensive portfolio includes four key solution areas: Converged Communications, Mobile, Records and Video that combine to deliver the optimized environment you need for your operations, today and tomorrow.

## CONVERGED COMMUNICATIONS SOLUTIONS: SIMPLIFYING OPERATIONS

The integrated command center is where it all comes together. Our complete incident management solution streamlines the entire call intake and dispatch workflow process from the moment the 9-1-1 call is received to when the call is dispatched to field personnel and updated as new real-time information is received. Only Motorola gives you the end-to-end, integrated solutions you're looking for to simplify operations while empowering your agency to make proactive decisions – decisions that make a difference to your community and to the safety of responders. From combining radio console functions within CAD for streamlined communications and resource management to the handling of non-emergency citizen requests with Customer Service Request (CSR), our extensive portfolio is designed to address your unique needs.

### COMPUTER AIDED DISPATCH

Since efficient communications coordination is key for effective use of field resources, we've designed our multimedia PremierOne™ CAD application to be the central convergence point for communications from multiple sources and systems, mission-critical information and resource management. With PremierOne CAD you can:



- Locate first responders with GPS-equipped radios or mobile data applications
- Select real-time video camera feeds directly from your CAD map
- Monitor officer safety with in-vehicle or wearable video cameras
- Update unit status, run queries and text message from portable radios
- Integrate with radio dispatch consoles to quickly handle radio traffic with push-to-talk (PTT) ID and multi-channel select capabilities directly within CAD
- Send photos, video and text messages to field personnel in seconds

Whether deployed in a communications center or in a mobile command post, PremierOne CAD connects resources and communications throughout the operation. You'll be able to handle calls faster, allocate resources more efficiently, coordinate seamlessly with other departments and agencies and more effectively serve the community, protect life and preserve property.

## RADIO DISPATCH CONSOLE

You need to effectively communicate and coordinate mission critical response while keeping first responders safe and constantly connected. Our MCC 7500 IP Dispatch Consoles provide reliable field communications and connect directly to an IP network so you don't need interface boxes, digital voice gateways or backroom electronics. The MCC 7500 command and control solution seamlessly integrates with ASTRO® 25 trunked networks, and conventional channels link to the IP network and use the same audio transport as trunked audio.

Plus, you can further simplify dispatch operations by integrating key MCC 7500 console capabilities directly within PremierOne™ CAD for streamlined operations and a real-time, comprehensive view of the personnel and equipment supported in the field.



## CUSTOMER SERVICE REQUEST

In emergency situations, public safety call centers are often overwhelmed with inquiries and questions from worried citizens. A large number of these calls are not actual emergencies, but instead are questions relating to traffic problems, evacuation routes and shelter locations.

A public call center using our PremierOne CSR system can efficiently answer inquiries and capture citizens' requests for service without interrupting your emergency dispatch personnel. Additionally, CSR gives you the ongoing daily benefit of handling non-emergency municipal situations from code enforcement to street maintenance, keeping your 9-1-1 lines free for true emergencies and enhancing response in your community.

With PremierOne CSR, you can also improve citizen satisfaction with optimized services and coordination of emergency and non-emergency resources, such as when law enforcement and DOT work together to re-route traffic around an accident, or social services is scheduled to follow up after an EMS response to a domestic dispute. Whether it's a citizen inquiry or request for government service, CSR manages the full cycle of non-emergency government service delivery.

## MOBILE SOLUTIONS: EMPOWERING THE FIELD

In the field, timely, relevant information saves lives. PremierOne Mobile extends communications center information to the field, and provides incident management and reporting capabilities to first responders. With real-time information flow from PremierOne CAD, PremierOne Records, Motorola End-to-End Video Solutions and other sources:

- First responders have intelligent access to situational information for more prepared, more confident responses
- Crucial information such as premise hazard and pre-plans, previous incidents, alternate approaches to the scene and location of backup units is quickly accessed in the field
- Real-time distribution of bulletins and alerts create immediate field awareness
- Firefighters access building plans before arriving at the scene
- Video camera feeds are selected directly from the mobile map
- Supervisors monitor unit status with location and in-vehicle video feeds
- Arresting officers complete the pre-booking process at the scene



Our PremierOne Mobile solutions allow field officers to be more available to the community because they are able to perform all records functions without having to return to the station. They can also file reports in a standardized, easy-to-use format, which not only reduces input time but allows data to be transmitted securely and directly into the records management system. By spending less time filling out or approving paperwork, field officers and supervisors can be more visible and more productive. And by having real-time access to the best information, they can make smarter decisions every time.



## MOTOROLA DELIVERS PUBLIC SAFETY LTE

Today, Motorola is driving the industry's most comprehensive plan for bringing advanced communications to the nation's public safety agencies. We are connecting mission critical voice and data, broadband multimedia services and advanced applications so first responders can have unprecedented access to real-time multimedia information anywhere, anytime. Live streaming video from the scene and data, such as building plans or photos, can be sent to first responders on the way to an incident for improved situational awareness and a faster resolution.

Public Safety LTE will enable solutions like these, and many more, for better protecting our first responders and the communities they serve.

## RECORDS SOLUTIONS: ENHANCING OPERATIONAL EFFECTIVENESS

Our PremierOne™ Records solutions are at the center of post-incident operations, capturing and correlating all data from every call and every access point across the workflow process. From the initial incident report through the arrest, booking and detention, all the information necessary to fully document the criminal event is maintained within PremierOne Records and PremierOne Jail modules.

PremierOne Records provides fast access to actionable information such as local, state and federal databases. You can also securely capture, log and centralize critical incident data including mobile and fixed video, photographs, voice communications and dispatch console actions. Incident reconstruction is driven by single-query search capabilities that link together all incident-related information for faster access.

With centralized data, you gain enterprise efficiencies through improved data management and retrieval, enhanced information sharing and reduced total cost of ownership. In addition, PremierOne Records is uniquely configurable to meet your department's precise workflows without expensive source coding.



## END-TO-END VIDEO SOLUTIONS: IMPROVING SITUATIONAL AWARENESS

Video is one of the strongest weapons in the public safety arsenal, and it will only grow in importance. Motorola End-to-End Video Solutions move beyond basic surveillance, incorporating video intelligence into public safety operations to create real-time situational awareness. We also provide back office solutions such as network recorders, physical security information management systems and video-enabled devices and networks.



We've designed our End-to-End Video Solutions to act as a force multiplier for your agency by enabling pro-active monitoring and response. They provide 24/7 monitoring of your community, including high crime areas, critical infrastructure, remote facilities and high-traffic intersections, accessible in both the command center and the field. Plus, video can provide much more than monitoring; streaming video from surveillance cameras, patrol cars and other sources can significantly improve situational awareness and safety throughout an incident.

In addition, video analytics can trigger real-time alerts such as motion detection or crowd build-up; software monitors the area and alerts the command center when something requires attention. By combining powerful analytic capabilities, automated network intelligence and seamless interoperability, our End-to-End Video Solutions deliver a single holistic view of each situation.



# NEXT GENERATION INTEGRATED COMMAND

In the command center, your mission is to provide the right information to the right people at the right time. As part of our decades-long partnership with public safety agencies and first responders, Motorola provides the first truly Integrated Command applications that help you capture, consolidate and triage all available data on an incident – and then deliver the best information, and only the best information.





# BUILT FOR TODAY READY FOR TOMORROW

A transformation is underway in public safety. Emerging technologies, budgetary challenges and new operational systems are beginning to significantly change the way agencies operate, collaborate and share information.

To keep pace, you'll need powerful next generation solutions in your command center that complement and extend the capabilities of your mission critical communication systems. You'd love to have them now, but the thought of completely replacing your systems or adding new ones can be daunting, especially in terms of cost and organizational upheaval.

We understand your operational realities. That's why we designed our Integrated Command solutions so you can add to your system over time.

## MODULAR APPROACH

With Motorola Integrated Command, you can implement the solution that meets your immediate needs today and, as your needs evolve, add other solutions while being assured of total systems integration.

Your investment in one or more of our solutions can be the foundation for bringing all system components together into a single, streamlined operational environment that lets you realize the full power of Next Generation Public Safety capabilities.



## FUTURE-READY PLATFORM

We also understand that no two public safety operations are alike. That's why you need a future-ready platform that's both configurable and scalable. You must be able to support new technological advances and comply with existing and new standards. Above all you need a trusted partner who understands your needs and working environment and is committed for the long haul.



# ONE REAL-TIME VIEW FOR SMARTER, FASTER DECISIONS

Only Motorola delivers next generation Integrated Command solutions that provide intuitive, real-time convergence, integration and management of voice, data and video. Our solutions give you a unified operational view of incidents that helps deliver faster, safer and more effective response. And helps save the seconds that save lives.



# IN A FEW SECONDS

**A STOLEN VEHICLE WILL TURN DOWN THIS STREET**

**THE DRIVER WILL BE IDENTIFIED AS AN ARMED  
FUGITIVE WANTED IN THREE STATES**

**BACK-UP UNITS WILL BE ON THE WAY**

When the moment brings danger, arm your public safety personnel with the situational awareness they need to effectively execute their plan. Equip dispatchers and first responders with real-time video camera feeds accessed directly from the CAD and Mobile map. Unify mission critical voice, data and video - all on one system - so your personnel can share one, real-time operational view and respond with confidence. Enable your agency to make faster, smarter decisions to keep your first responders, and the communities they protect, safe with Motorola Integrated Command.



**YOUR MOMENT TO PROTECT IS RIGHT AROUND THE  
CORNER. ARE YOU READY TO TRANSFORM THE WAY YOU  
OPERATE, COLLABORATE AND SHARE INFORMATION?**

## **MOTOROLA NEXT GENERATION PUBLIC SAFETY SOLUTIONS**

Motorola is leading the way to a new generation of public safety solutions that combine advanced new technological capabilities with the reliability of the industry's most trusted mission critical solutions. The result is real-time sharing of crucial voice, data and video communications where they're needed most.

For more information on how Motorola can serve the needs of your community through our Next Generation Public Safety solutions, please contact your Motorola representative or visit [motorolasolutions.com/nextgen](http://motorolasolutions.com/nextgen).

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