THE ANATOMY OF A 911 DISPATCH CENTER

240M emergency calls made annually in the U.S.

Seconds matter. Each minute of delayed arrival of effective public safety resources increases the probability of harm to people or property.

Dispatchers deal with life-or-death situations using software that can be up to 20 years old.

A TYPICAL 911 DISPATCHER...

Will use multiple keyboards and cursors at the same time, along with foot pedals for radio communication.

Often uses up to 7 different systems with different logins.

Uses 6 to 8 monitors and can perform an average of 7 tasks at once.

Can be dependent on pencils and paper to write down license plate numbers and addresses to search later in other, disconnected systems.

Our command center software unifies 911 and computer-aided dispatch (CAD) workflows, saving clicks and seconds when they matter most.

1 National Emergency Number Association (NENA)

Other information based on Motorola Solutions customer research.