

# THE **ANATOMY** OF A 911 DISPATCH CENTER



# 240M

emergency calls  
made annually in the U.S.<sup>1</sup>

## Seconds matter.

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

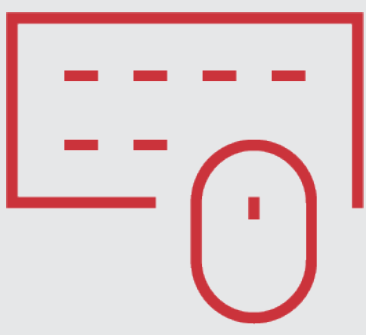


Dispatchers deal with

## life-or-death

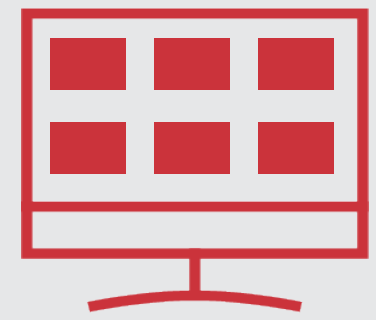
situations using software that can be up to **20 years old**.

## 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.**