MAXIMIZE THE MINUTE

PREMIERONE™
SMART PUBLIC SAFETY SOLUTIONS

MOTOROLA SOLUTIONS

"When time is of essence, performance is critical."

— **Tom McIntrye**
Saginaw County 9-1-1, Director

MAXIMIZE THE MINUTE
WHEN LIVES ARE ON THE LINE

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 command center, too. With no advance notice call takers, dispatchers and first responders must respond to a variety of difficult and dangerous situations correctly, safely and in a matter of seconds.

SECONDS COUNT

The enemy is wasted time. Both in the command center and field it's crucial that up-to-the-minute information from 9-1-1 calls, text messages and multimedia are rapidly provided to the right resources at the right time. A response can be jeopardized if critical details are hard to find and historical information is not easily accessed – limiting productive collaboration.

SAVE SECONDS TO SAVE LIVES

Take your operations to the next level today, while laying the foundation for the future. PremierOne™ fully integrates next generation 9-1-1 with console functionality directly into CAD, while extending information access to first responders. Collaboration is maximized, by connecting dispatchers and field personnel in real-time and optimizing interoperability with other agencies, systems and databases. The result is enhanced information flow for improved response, safety and incident resolution. When lives are on the line, rely on the speed of intuition to simplify workflows for effective incident management – so you can maximize the minute.

THE CLOCK STARTS TICKING

90%
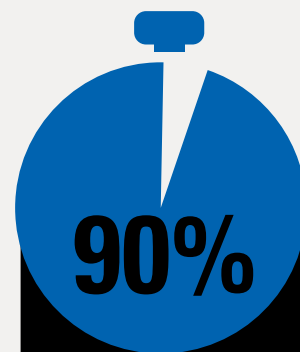
9-1-1

calls should be answered in

10 seconds[1]

during peak times

IN A MATTER OF MINUTES
THE OFFENDER WILL BE APPREHENDED

There is a robbery in progress. A clerk is shot. With quick action the suspect will be identified, back-up units will be dispatched and the situation controlled. Moments like these happen every day. When the moment brings danger, equip your public safety answering point (PSAP) personnel with the situational awareness they need to be effective.

CAPTURE

Witness sends a text and picture to 9-1-1. While communicating with the citizen the call taker is able to capture the identity and location of the robber.

RESOLVE

The officer completes the report, begins the booking process before transporting the suspect. Upon arrival at the detention facility, the booking report is already approved and waiting.

RESPOND

While critical locations are monitored, first responders race to the scene, access details from dispatch, attend to the injured, ID the suspect and quickly apprehend.
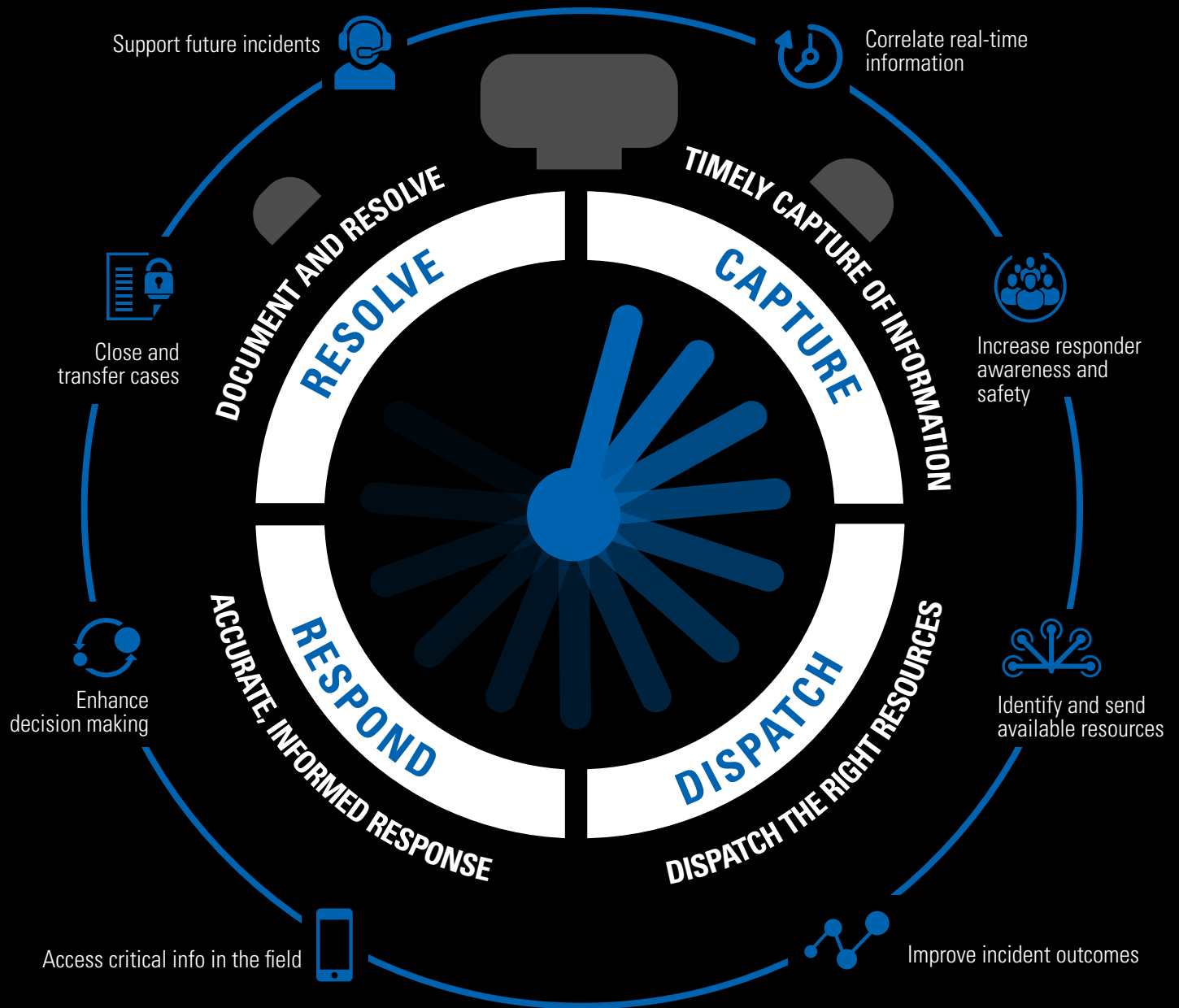
DISPATCH

From the CAD screen the dispatcher accesses mapping and real-time video of the scene. He then dispatches police, fire and EMS.

IS YOUR SYSTEM INTEGRATED ACROSS THESE PHASES OF AN INCIDENT?

PREMIERONE™

Support future incidents

Correlate real-time information

DOCUMENT AND RESOLVE

TIMELY CAPTURE OF INFORMATION

RESOLVE

CAPTURE

Close and transfer cases

Increase responder awareness and safety

RESPOND

DISPATCH

Enhance decision making

Identify and send available resources

ACCURATE, INFORMED RESPONSE

DISPATCH THE RIGHT RESOURCES

Access critical info in the field

Improve incident outcomes

SAVE SECONDS. SAVE LIVES.

TIMELY CAPTURE OF INFORMATION

Streamline the capture, correlation and real-time distribution of mission-critical information for improved dispatch decision making and increased responder awareness and safety.

PREMIERONE NG9-1-1 CALL CONTROL

Integrate the 9-1-1 call taking functionality directly into PremierOne CAD for a unified view. Answer a call, create an incident, dispatch and send a response in as few as four keystrokes.

DISPATCH THE RIGHT RESOURCES

Quickly make the right decisions regarding the incident from available information – dispatching teams and resources to the scene.

PREMIERONE CAD

Manage each incident effectively based on workflows and protocols. Dispatch calls faster by correlating the right information based on location, type and available resources.

PREMIERONE RESPONDER LOCATION

Receive real-time information about the location and status of field personnel plotted on a map. Accurate responder location can improve response time and officer safety.

ACCURATE, INFORMED RESPONSE

Timely information for first responders as the incident unfolds is critical to maximizing every minute on scene and ultimately controlling and closing out an incident.

PREMIERONE MOBILE

Fully extend command center information to the vehicle – location, history, hazard data, video feeds and building plans – for enhanced real-time decisions.

PREMIERONE HANDHELD

For on-the-go response, access critical information from your Android®, iOS Smartphone or tablet – extends PremierOne applications beyond the vehicle.

PREMIERONE CAD to RADIO MESSAGING

From a data-enabled portable radio, field users seamlessly exchange information – receive dispatches/ BOLOs, update status, run plates/queries and send messages.

DOCUMENT AND RESOLVE

To close a case is not enough. Document, secure, and retain information for court cases and to aid with future incidents.

PREMIERONE RECORDS

Centralized repository captures, organizes and distributes, records and evidence – making information accessible to command, mobile and field personnel.

PREMIERONE JAIL

Simplify and automate inmate management operations from booking to detention management to release. Personnel can begin the booking process in the field.

PREMIERONE INTELLIGENT DATA DISCOVERY

Descriptive analytics dashboard, scorecards, training and consulting services from certified experts – provide valuable insights and improved decisions.

A SHARED VISION CREATES STRONG PARTNERSHIPS

A critical part of our design process is customer feedback – turning ideas into capabilities. Together we partner to build the best integrated command and control platform, with intuitive voice and data – minimizing response time and maximizing effectiveness.

Optimized GUIs (Graphical User Interface) designed for the high-stress dispatch environment.

Intuitive design reduces complexity, keystrokes and alerts users to critical information.

Seamlessly extend information to the field for safe, effective response.

Highly adaptable to your workflows resulting in less training time and increased adoption speed.

FLEXIBLE OPTIONS - SIZED RIGHT
MEET YOUR BUDGETARY AND OPERATIONAL GOALS

RURAL AGENCIES

MAJOR CITY HUBS

BUILT FOR TODAY
READY FOR TOMORROW

Building a new command center is a team effort. Our service personnel are the best in the industry; experienced in working with agencies to identify unique workflows and integrating public safety applications. We provide either a simple deployment package or a system built to your exact specifications, satisfying your every requirement. Once the system is built, comprehensive training and support is available so your personnel are able and ready on day one. We are in this together – we work relentlessly to make it happen.

50+
CAD systems

1,000+
agencies

Serving
64M
citizens

NEW USERS COMING ONLINE EVERY MONTH

SERVING PUBLIC SAFETY
FOR 85+ YEARS

More first responders trust and rely on Motorola Solutions than any other company. Our design teams understand first responder workflows and integrate that knowledge into the design of all of our systems – CAD, records, jail and ASTRO® 25. We continue to lead the way to a new generation of smart public safety solutions. Through our integrated radio and command center platform you can be assured your teams will have state-of-art solutions for putting the right information into the hands of first responders in the moments that matter.
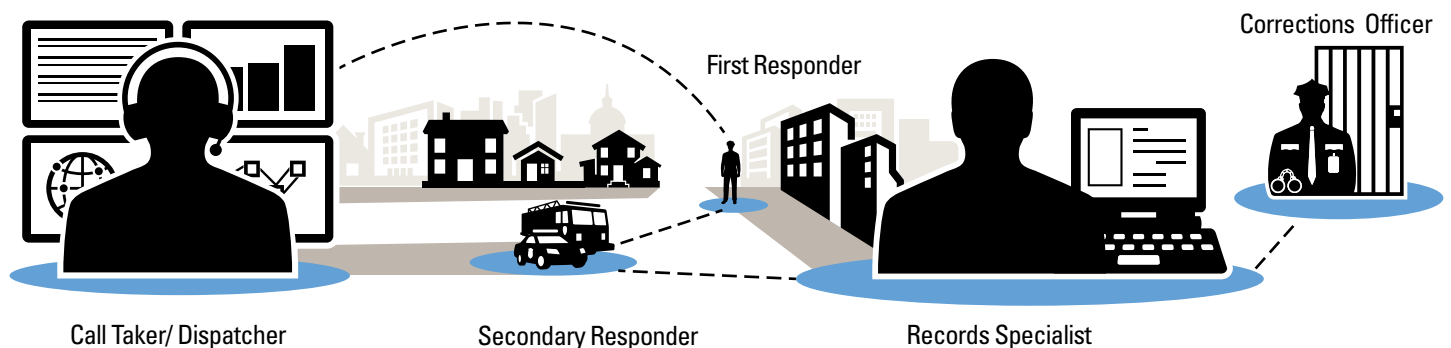
ONE INTEGRATED VIEW

"We've eliminated information silos and ensured that the right dispatcher and responder immediately get the information needed. With a Next Generation solution, up-to-date information refreshes constantly across multiple systems. All responders have the same view at all times, simplifying work flows. Motorola Solutions worked with us to maintain the same look and feel, considerably reducing training time."[2]
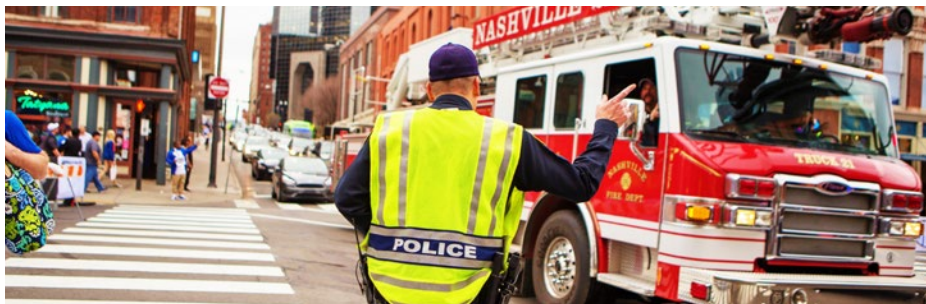
Karl Fasold, Director of Technology
Orleans Parish Communication District, Louisiana

INTEGRATE YOUR COMMUNICATIONS
FOR TIMELY INCIDENT MANAGEMENT
EASILY CONNECT AND COLLABORATE ACROSS ROLES AND OPERATIONS

Corrections Officer

First Responder

Call Taker/ Dispatcher

Secondary Responder

Records Specialist

Learn more: **motorolasolutions.com/roles**

TRANSFORM THE WAY YOU RESPOND AND CONNECT
UNLOCK THE FULL POTENTIAL OF YOUR AGENCY WITH SMART PUBLIC SAFETY SOLUTIONS

Your command 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. From answering thousands of emergency calls and text messages to processing video, disparate evidence and records, our system goes beyond just simply collecting and aggregating data. We can also provide advanced analytics so your staff can more effectively assess data to better anticipate, forecast, and predict incidents and potential impacts for a more proactive response.

To learn more about how PremierOne Smart Public Safety Solutions can help you increase information access, accuracy and sharing across your operations, contact your Motorola Solutions representative or visit: **motorolasolutions.com/icc**

Sources

1. NENA Call Answering Standard/Model Recommendation – https://c.ymcdn.com/sites/www.nena.org/resource/resmgr/Standards/NENA_56-005.1_Call_Answering.pdf
2. Orleans Parish Communication District, Louisiana Case Study – https://www.motorolasolutions.com/content/dam/msi/docs/products/smart-public-safety-solutions/integrated-command-control/new-orleans-parish-communications-district-opcd-case-study.pdf

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