



Chula Vista Police Department

Chief Kennedy's Innovation Initiative





The Vision

CLOSING THE 911 GAP

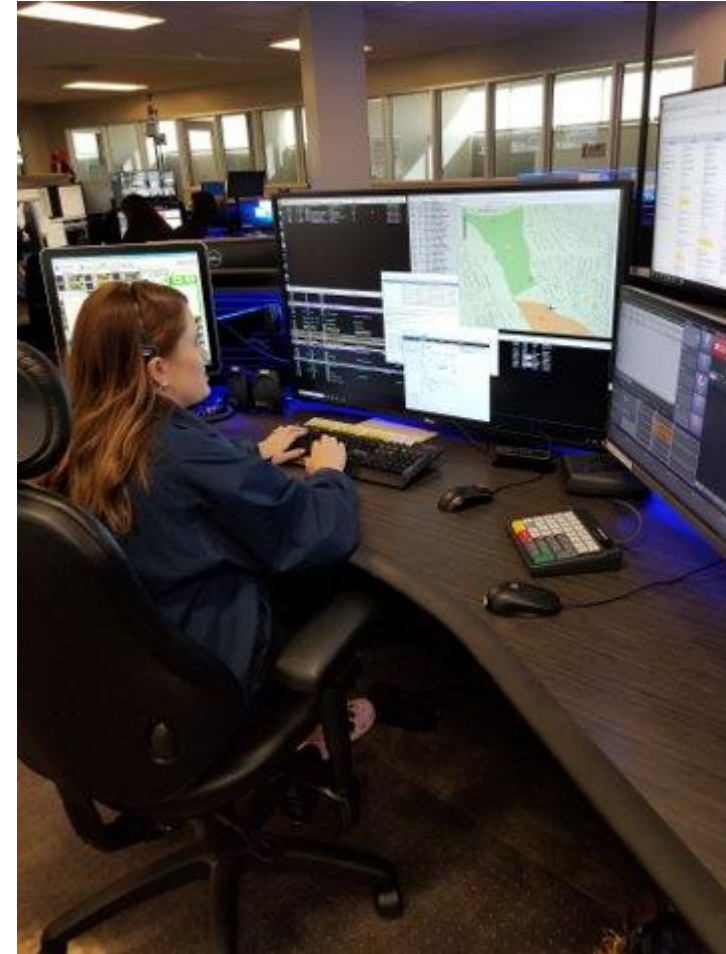
How streaming 911 audio, a simple yet undeveloped technology, can transform emergency police response

by

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COMMAND COLLEGE CLASS 59





Tamir Rice shooting incident in Cleveland November 22, 2014 at 3:22 pm

- A citizen in a neighborhood park called 911 to report “a guy in here with a pistol...pointing it at everybody.”
- Caller with an unconcerned tone of voice, saying the gunman was “probably a juvenile”, and added the gun was “probably fake.”
- This description of the weapon, and the caller’s instincts about it, were never relayed to the responding officers.

Closing the Gap

- First Responders can hear 911 call in “real-time”
- First Responders can hear updates while driving to the call
- Call location immediately identified
- First Responders can hear information not entered into CAD by the 911 call taker



Dispatch Center and Dispatch Priming



Dispatch Priming

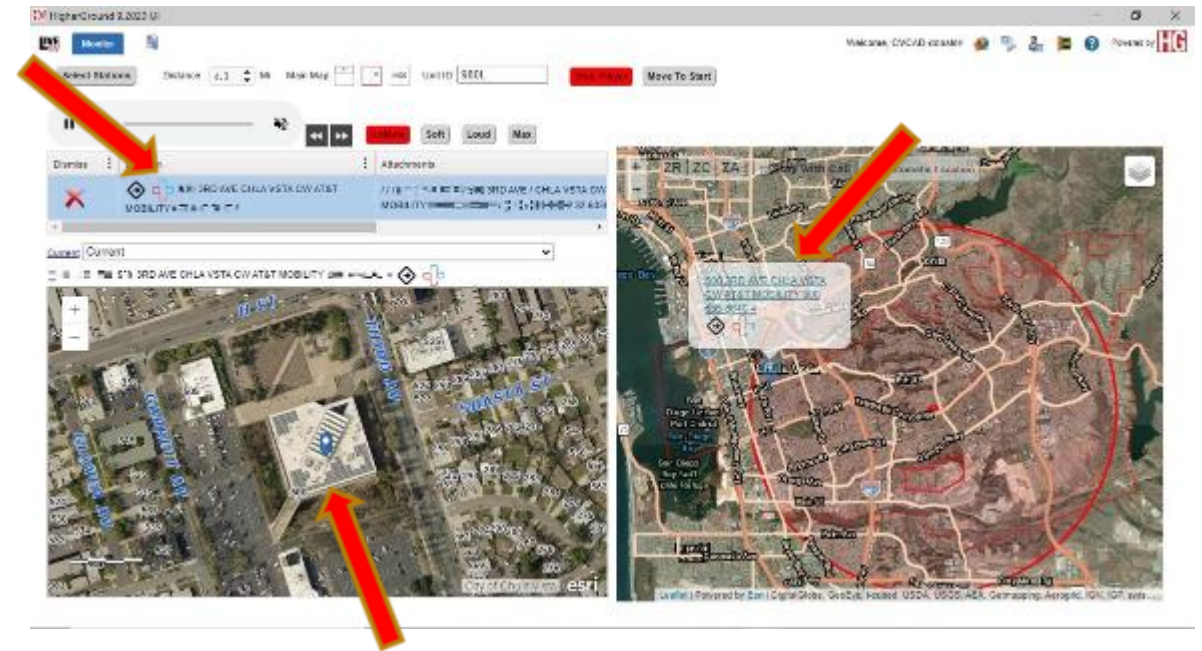
“Respond to Seventeen Ware Street for a possible B and E in progress. Two SPs (suspects) barged their way into the home. They have suitcases.”





Saving lives with immediate information to First Responders

- Location based display of 911 calls for First Responders
- Display Live911 user's location relative to calls for simple force optimization
- Call location information and audio is immediately available to First Responders





Saving lives with immediate information to First Responders

- Better response plan from obtained information
- Improved response times by eliminating dispatching delays
- Increased information provides better de-escalation skills





Questions?

