

ANAHEIM POLICE DEPARTMENT IS CUTTING RESPONSE TIMES AND SAVING LIVES WITH LIVE911

Real-time 911 call streaming accelerates emergency response and strengthens coordination between officers and dispatchers.

The Anaheim Police Department is raising the bar for public safety innovation. As the 10th largest city in California, Anaheim spans 50 square miles and serves a population of over 350,000 residents. It also welcomes over 25 million visitors each year to world-renowned attractions like Disneyland Resort, Angel Stadium, the Honda Center, and the largest convention center west of the Mississippi.

The city demands a fast-moving and adaptable approach to policing. “Most of these visitors have never been to Anaheim and are not familiar with the city. That can present some significant challenges,” says Sergeant Jon McClintock, Public Information Officer. “When they call 911, they may not know their location, or even a cross street, or a local business nearby. Live911 allows us to know exactly where they are and helps get us there quickly.”

Anaheim PD has embraced Live911 to bridge the gap between emergency callers and first responders by allowing officers in the field to hear 911 calls at the same time as the call taker and immediately see the precise location of where the call is coming from a map displayed on their mobile data computer (MDC), drastically reducing response times and elevating the department’s ability to serve the community.



“At this time age, when there are limited resources and every agency across the nation is short with staffing, we have to look at other ways we can effectively serve our community.”

CHIEF RICK ARMENDARIZ

Improving efficiencies and delivering critical information in real time

Anaheim’s public safety communication system handles an extraordinary volume—about 500,000 calls for service and 150,000 emergency 911 calls each year. Traditionally, 911 calls follow a multi-step process: the call is answered by a call taker; details are entered into a Computer-Aided Dispatch (CAD) system; this information is then relayed to the dispatcher who reads that information, views officers in the vicinity, then verbally provides the data to officers responding to the scene. This process usually takes several minutes.



“The bottom line is Live911 allows our officers to get to emergencies faster, with the necessary information to make better decisions. We’ve had life and death situations where officers using Live911 responded and provided medical care within one or two minutes of the 911 call itself, and that’s been the difference when saving somebody’s life.”

SERGEANT JON MCCLINTOCK, PUBLIC INFORMATION OFFICER

“Now using Live911, we don’t have to worry about that,” says Heather Madrick, Communications Supervisor. “The caller who needs help is heard directly by the officers at the same time we are. There’s less room for error, and they can start moving in their direction before a call is even entered for service.”

Live911 hasn’t just transformed field operations — it’s also reshaped the dynamic between dispatchers and officers. “There’s now a deeper understanding between our officers and dispatchers,” explains Madrick. “Our officers can hear the stress in the caller’s voice and get a clearer sense of what’s unfolding.”

This closer connection leads to more informed decision-making and strengthens the frontline collaboration that emergency response depends on.



Transforming Emergency Response with Advanced Technology

“At this time age, when there are limited resources and every agency across the nation is short with staffing, we have to look at other ways we can effectively serve our community,” says Chief Rick Armendariz. “New technology is a key component to that. Having our officers hear firsthand the 911 caller and all the dynamics of that call in real time is a game changer. Before officers even arrive on the scene, they already have a mental picture and a tactical plan forming.”

Anaheim PD’s deployment of Live911 exemplifies how public safety agencies can deploy innovative, intuitive technology to dramatically improve outcomes. With reduced response times, stronger communication, and direct access to 911 caller information, the department is delivering faster, smarter, and more efficient service.

