

## MORRIS COUNTY STREAMLINES EMERGENCY RESPONSE WITH LIVE911

Livestreaming emergency 911 calls helps large communications center coordinate and dispatch across a large county.

Founded in 2006, The Morris County Communications Center (MCCC) in northern New Jersey now manages one of the busiest public safety operations in the state. Supporting 32 of the county's 39 municipalities, the center is responsible for dispatching law enforcement, fire, EMS, and county units — covering more than 75 distinct entities with their own protocols.

In 2024 alone, MCCC processed 546,889 inbound and outbound calls, including 113,000 emergency 911 calls, and initiated nearly 620,000 events. With so many agencies relying on its services, the center continually seeks technology innovations that can improve efficiency, reduce errors, and get help to the public faster.

When Morris County leadership learned about Live911, they quickly recognized its potential to cut valuable minutes from emergency response. The county became one of the earliest adopters of the solution and worked closely with HigherGround's software developers to configure the platform for its unique, multi-jurisdictional environment.

Live911 was integrated into the county's CAD system with geofencing capabilities at both the district and township levels. This feature ensures that officers only hear calls relevant to their assigned areas while dispatchers monitor multiple municipalities simultaneously.



*The Morris County Communications Center*

### Improving Workflow for Dispatchers and Officers

Traditionally, calls have been processed by a call taker, entered into CAD, and then relayed by a dispatcher before units could respond. With Live911, dispatchers and officers hear the conversation with the emergency caller in real time, eliminating repeated questions and misinterpretation.

"This system works for the smallest agency or it can work for a large agency. In either case, it cuts down a lot of radio traffic and confusion. With Live911, the dispatcher and officer hear the same thing at the same time," said Dennis L. Snyder Jr., 9-1-1 Services Manager.



“The Live911 technology is excellent. It has definitely cut down our response times. It’s been a huge benefit because the dispatcher has their question list, and our cops on the road can hear the specific details so nothing gets lost in translation.”

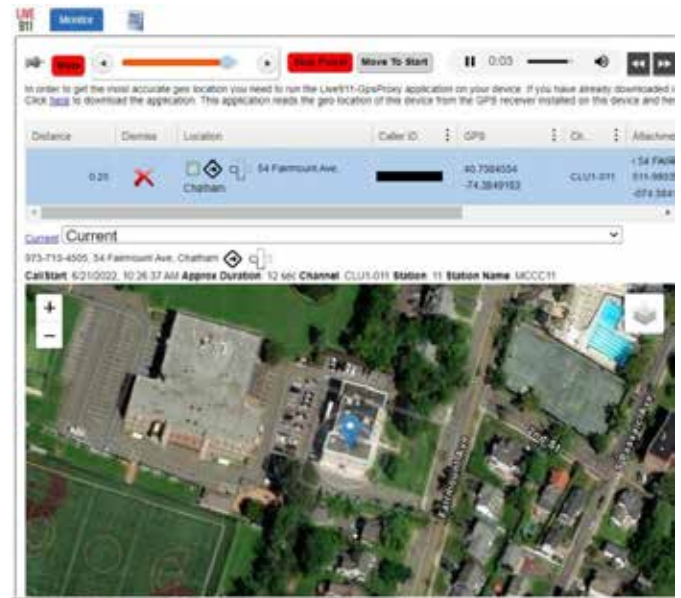
**CAPTAIN RICHARD JAREMBA, CHATHAM BOROUGH POLICE DEPARTMENT**

In addition, officers in the field can get a head start driving to the scene often before the call for service is dispatched. They can see the precise location of the caller on a display map. Even if the caller is traveling in a car or moving around, officers receive instant updates on location and hear critical information as the call unfolds to prepare an appropriate response.

## Chatham Borough Police

Chatham Borough Police was the first department in Morris County to deploy and evaluate the patented Live911 technology. Police Chief Brian Gibbons says the system allows officers in the field to develop better situational awareness by getting a “feel” for the nature of the incident based on the description received by the caller, and other background noise transmitted over the phone. “The firsthand information certainly helps officers de-escalate critical calls for service more effectively, helping to make the response safer for officers and residents alike,” said Gibbons.

Captain Richard Jaremba has been with the Chatham Borough Police Department since 2007. He says officers are quick to embrace technology that allows them to do their job more efficiently and now all of their 23 officers have been monitoring Live911 for over 2 years with impressive results. In one instance, he recalls how Live911 was instrumental in facilitating a quick response that helped to save a citizen’s life. “We received a medical call about a choking victim. An officer listening to Live911 was able to arrive on the scene quickly,” said Jaremba. “The victim was unconscious. The officer was able to resuscitate, remove blockage, and the person survived.”



*Chatham Borough Police receive Live911 calls directly into their police vehicles and hear the calls in real time. Photo Credit: Chatham Borough Police Department.*

## Looking Ahead

With more than half a million calls handled annually, the Morris County Communications Center demonstrates how Live911 can scale beyond a single agency to support large, multi-jurisdictional operations.

By eliminating delays and delivering critical information directly to officers in the field, Live911 strengthens situational awareness, improves response times, and ultimately saves lives.