

REAL-TIME 911 INTELLIGENCE FOR FASTER, MORE INFORMED EMERGENCY RESPONSE.

Live911 is HigherGround's patented technology that securely livestreams 911 emergency calls directly to officers in the field, Real Time Crime Centers, Drone as First Responder programs, and other public safety operations.

Instead of waiting for information to move through the traditional call-taking and dispatch process, **Live911** enables authorized personnel to hear the caller in real time and see the caller's precise location as the emergency unfolds.

THE RESULT: HEAR SOONER. KNOW MORE. RESPOND FASTER.

- Hear 911 calls at the same time as the taker
- See precise caller information displayed on map
- Receive immediate situation updates and location changes
- Provide quicker response times
- Receive more information to de-escalate situations
- Easily integrate with existing call response protocol

REAL-TIME INFORMATION.
WHENEVER RESPONSE BEGINS.



PATROL — GIVE OFFICERS A CRITICAL HEAD START.

Live911 allows officers to hear incoming 911 calls directly from their vehicles as they happen — often while call takers are still gathering information and dispatchers are preparing the call for service.

Officers hear the caller firsthand, including tone of voice, urgency, background sounds and details that can provide important context before they arrive. Real-time updates provide additional situational awareness as the incident unfolds.

*"**Live911** quickens our response time. Minutes, even seconds, can save lives. And that's what **Live911** is all about."*

— Deputy Chief Dan Shanahan, Des Plaines Police Department

RTCC — TURN INCOMING 911 CALLS INTO IMMEDIATE OPERATIONAL INTELLIGENCE.

Live911 gives Real Time Crime Centers access to emergency calls as they occur, adding another critical source of real-time intelligence to video, mapping, license plate recognition, and other technologies already available to RTCC personnel.



As a caller describes an incident, RTCC personnel can immediately locate the caller, orient cameras to the area, identify relevant resources, and begin providing actionable intelligence to responding officers. Instead of waiting for the complete call for service, analysts can begin working the incident while it is still unfolding.

*"**Live911** has been mind blowing. We are able to inform officers in the field with critical information at record speed."*

— Lieutenant Ryan Stokes, Mesa Police Department



DFR — LAUNCH FASTER. SEE THE SCENE SOONER.

For Drone as First Responder programs, **Live911** allows drone operators to hear emergency calls in real time and identify the caller's location while the call taker is still gathering information.

Operators can use those details to evaluate the incident, launch the appropriate drone and begin navigating toward the scene — potentially before the call for service appears in CAD or is broadcast over the radio.

*"Since we deployed **Live911** in our SMART Center, we're now first on the scene 88% of the time when we respond with DFR."*

— Sgt. Derek Leone, SMART Center / DFR

FIRE & RESCUE — WHEN SECONDS CAN MEAN THE DIFFERENCE BETWEEN LIFE AND DEATH.

Cardiac arrest. Structure fires. Drowning emergencies. Medical emergencies. For fire and rescue personnel, faster awareness can translate directly into faster lifesaving response.



Live911 can stream emergency calls directly to authorized fire and rescue personnel, providing immediate access to the caller's description, tone, changing conditions and precise location.

BEACH SAFETY — 76 SECONDS THAT MADE A DIFFERENCE.

During a drowning-in-progress call, Volusia County Beach Safety personnel using **Live911** were notified in real time at 1:05:58 and immediately began responding. The call was dispatched over the radio at 1:07:14.

With this 1-minute and 16-second head start, Ocean Rescue Lifeguards entered the water upon arrival and successfully extracted an exhausted swimmer caught in a rip current. Veteran lifeguards on scene estimated the victim may have had only 30 seconds remaining.

LIVE911™
Powered by HigherGround

ONE PLATFORM.
REAL-TIME INFORMATION.
BETTER RESPONSE.

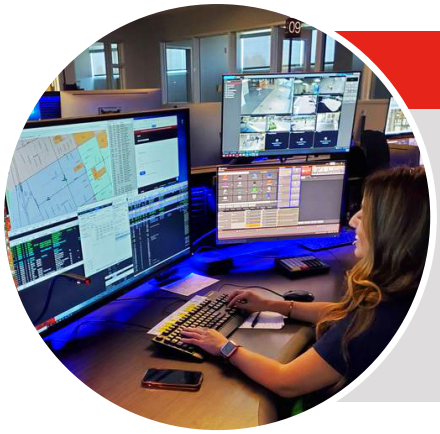
HOW LIVE911 WORKS:

1. **THE 911 CALL ARRIVES**
The call taker continues handling the emergency using the agency's established procedures.

2. **LIVE911 STREAMS THE CALL**
Authorized first responders can hear the emergency call in real time while viewing precise caller location.

3. **RESPONDERS GAIN IMMEDIATE CONTEXT**
Tone, urgency, background noise, descriptions and changing circumstances provide firsthand situational awareness.

4. **RESPONSE CAN BEGIN SOONER**
Personnel can make informed decisions and begin moving resources while normal call-taking and dispatch processes continue.



BUILT TO COMPLEMENT DISPATCH — NOT REPLACE IT.

Live911 enhances existing emergency communications workflows by giving first responders earlier access to information already being provided by the caller. Call takers and dispatchers continue doing what they do best. **Live911** simply allows authorized personnel to hear that information at the same time.

"I think it is important for our officers in the field to hear our calls and get a head start when seconds really do matter. They can also hear the sense of urgency and details from the caller, just the way I've been doing for 20 years."

— Armando Negrete, Lead Public Safety Dispatcher, Clovis Police Department

TRUSTED BY PUBLIC SAFETY AGENCIES NATIONWIDE.

SEE HOW **LIVE911** CAN TRANSFORM EMERGENCY RESPONSE FOR YOUR AGENCY.

Live911.com