



# The Future of Public Safety Dispatch: What Does it Really Look Like?

*Imagine a world where public safety first responders arrive on-scene knowing building plans, medical histories and even criminal records. They can view photos or video clips on smart watches to give them an idea of what to look for.*

*Envision a situation where the analysis of the telematics from a car crash can tell EMS personnel which passenger likely suffered the most serious injuries, and even the nature of their injuries.*

*Imagine seeing drones autonomously flying to incidents at 60 miles-per-hour, sending live video while in transit, sniffing for hazardous gases, and allowing commanders to know what they're facing before they dispatch vehicles and people.*

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*That is the future of dispatch. And it's just around the corner.*

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However, this future is dependent on creating a unified workflow within your public safety agency, so that critical, relevant data (voice, photo, video, etc.) can be shared in real time with all the roles involved throughout each stage of a public safety incident.

Technology is the key to transforming this unified workflow into a reality.



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## The Top Five Technology Challenges Your PSAP Will Face



### Data Explosion

It's difficult to access and digest all the data, which is growing in volume and not centralized.



### Outdated Technology

In general, public safety hasn't kept pace with technology.



### Siloed Systems

Platforms are outdated and disconnected. Multiple touchpoints create inefficiencies and multiple points of failure.



### Security Threats

Global cyber-crime networks are strengthening and expanding. They are increasingly targeting governments and public safety agencies.



### Total Cost of Technology

High capital expenditures and the expense of hiring IT experts strains public safety budgets.

## The Top Seven Things to Look for in PSAP Technology

As you evaluate new technologies to incorporate into your PSAP, talk with your vendors. Tell them you're looking for technology solutions that:

1. Provide the minimal impact to your staff to deploy it easier
2. Provide end-to-end, seamless workflow in the platform
3. Allow you to shift IT responsibility from your agency to your vendor
4. Give you a pricing model that allows you to predict year-over-year exactly what your budget is going to be
5. Can scale resources to your needs
6. Allow you to analyze and prioritize information as it's received and present only the information that first responders need to be able to do their job better
7. Help you run your operation smoothly with zero downtime