THE CRITICAL ROLE OF TODAY'S PUBLIC SAFETY TELECOMMUNICATORS

Here is just one of countless scenarios a telecommunicator may handle at their emergency communications center (ECC) when a request for assistance comes in—and how they ensure every call is handled quickly, calmly and appropriately with skill and expertise:

Request for Assistance

A bank's alarm is tripped, triggering real-time surveillance streams from the bank and the city's fixed camera system to flow into the ECC. Multiple customers also sent text messages to 911 about the robbery, several of which include images and video of the perpetrators.

Telecommunicator Analysis of Incoming Data

A telecommunicator is the first professional to analyze and triage the data received, processing critical information about the incident in real time to determine which resources are required.

Enhanced Team Response

Using specific protocols, training and experience, telecommunicators elicit more information from a caller. This additional detail enhances situational awareness for the first responders, who arrive on scene with greater understanding of the incident. The result is better, safer outcomes for both the public and on-scene responders.





In this example, an automatic license plate reader also receives a hit on a stolen car parked outside the bank. This information is relayed to the ECC. At the same time, a gunshot-alerting system informs the ECC that shots have been fired inside the bank. A drone hovers over the bank, live-streaming video and location information to the telecommunicator. Live video and audio from vehicular and body-worn cameras also flow into the telecommunicator's

Life-Saving Care

In fleeing the bank, a customer is shot by a perpetrator. The telecommunicator is able to direct an officer in administering first aid until an ambulance is on-scene.



Coordination at a Distance

Until help arrives, the telecommunicator is the coordinator of events on-scene, ensuring the proper resources are dispatched, deployed and notified. They are also continuously updating and documenting incident information and may be making split-second decisions under highly stressful, ever-changing conditions, often affecting multiple victims and involving multiple response units.



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