



DPSC: Innovation, Collaboration, Leading-Edge Technology

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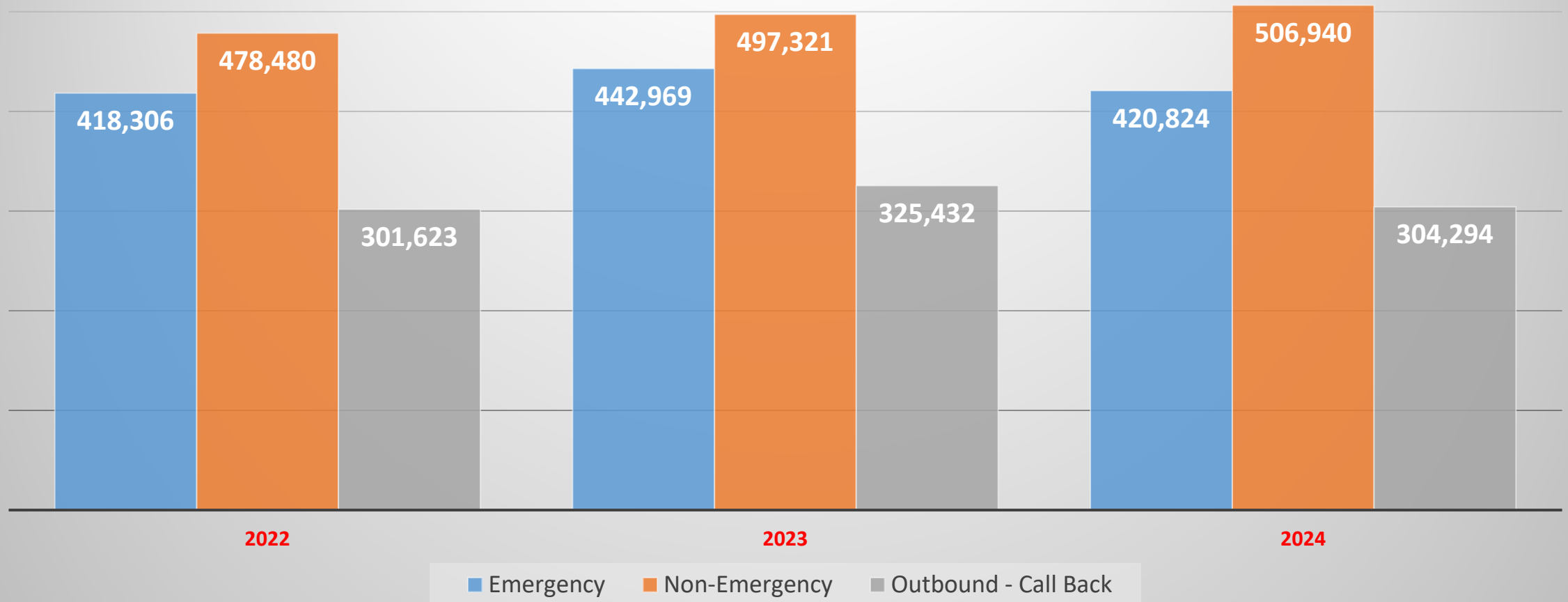
October 1, 2024

Emergency 9-1-1 Calls

- Vehicle Accidents
- Medical Emergencies
- House Fires
- Behavioral Health Crisis
- Childbirth
- Gas Leaks
- Water Rescues
- Missing Person
- Crimes
- Suspicious Activity
- Rescues



Emergency vs. Non-Emergency Calls



Non-Emergency Calls

- Animal Control Calls
- Noise Complaints
- Check Fraud
- Credit Card Fraud
- Embezzlement
- Identify Theft
- False Pretense
- Bicycle Theft
- Civil Dispute
- Destruction of Property
- Theft from Vehicle
- Lost Property
- Suspicious Person/Vehicle
- Solicitor Violations
- Telephone Harassment
- Telephone Threats
- Trespassing
- Unoccupied Hit and Run
- FOIA Requests
- Freedom of Info Request FOIA
- Fireworks
- Special Events Information
- Road Closures
- Car Safety Seat Inspections
- Deer in the Road
- Heavy Traffic
- Abandoned Vehicle
- Broken Down Vehicle
- Need Crisis Hotline Number
- Transfer me to 988
- Need Number to Police Station
- Need Number to Fire Station
- Need Number to County Agency
- Food Trucks
- Grass Complaints
- Hoarding
- Illegal Business
- Illegal Dumping
- Multiple Occupancy Dwellings
- Food Complaints
- Property Maintenance
- Signs in the Roadway
- Construction
- Trash Pickup
- Tenant/Landlord Dispute
- Parking Complaint
- Towed Vehicles
- Tax Information
- Number to the Jail
- Number to the Courts
- Number to the DMV
- Need an Accident Record
- Number to a School
- Speeding Camera Ticket
- Bulk Trash

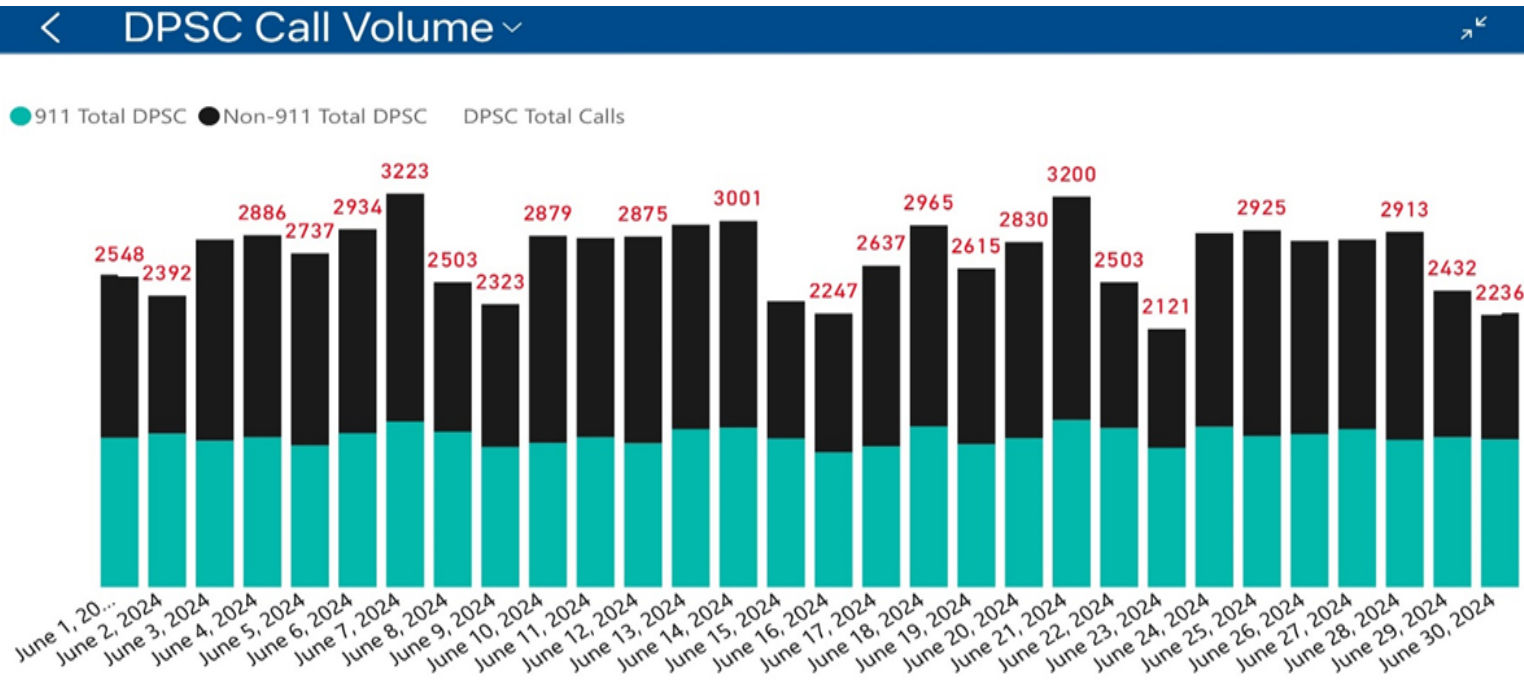
(AI) SUPPORTIVE TECHNOLOGY

Automation for

- Non-Emergency Calls
- Towed Vehicles
- Alarms



Includes the option to connect to a DPSC 9-1-1 call-taker



This is Fairfax County Police and Fire, how may I assist you?

► Sent in es

Esta es la Policía y los Bomberos del Condado de Fairfax, ¿en qué puedo ayudarlo?

11:15 AM

sent

(AI) SUPPORTIVE TECHNOLOGY for 9-1-1

- Immediate Language Translation
- Organize **Life Saving** Data being sent to the 9-1-1 Center (Alarms, Car Info, Locations, Video)
- Quality Assurance/Improvement
- 9-1-1 Call Spikes
- Voice Transcription/Alerts - Phone
- Voice Transcription/Alerts – Radio

The screenshot displays a 9-1-1 dispatch interface. On the left, there is a search bar and a list of phone numbers: 1-408-555-2399, 1-408-555-5678, 1-650-555-2468, 1-408-555-9876, 1-650-555-4321, 1-408-555-1357, 1-650-555-7890 (VEH. CRASH DETECTED), and 1-408-555-2461 (VEH. CRASH DETECTED). The main panel shows details for the call from 1-408-555-2399, including the address 2401 Homestead St., Sunnyvale, California 94087, and a live video feed of a fire. The video feed is titled 'Live Video' and shows firefighters at a scene with a large fire. Below the video feed, there is a section for 'Uploaded Media' showing a thumbnail of the fire. The interface also includes a map of the area and a section for 'APPLE ENHANCED EMERGENCY DATA' with a button to 'Verify if this device information applies to the caller and their emergency'. The bottom of the interface shows 'Call Information' and 'Caller Information' for Aria Donovan.



Technology Integration with Towing Community Partners

- Current process uses fax machines
- 9-1-1 call taker now available for calls
- Saves time for tow companies
- Improves Relationships



Contingency Plans

9-1-1 Service Outages

- Local Outages
- Regional Outages
- Telcom Outages
- Cyber Attacks
- Leading Public Messaging
- Multi-Layered Backup Systems
- Regional Backup Center
- Interstate Partnership – First in the Nation





Exploring Regional 9-1-1 Backup Center


- Shared Cost
- Continuity of Operations
- Interoperability
- Operational Efficiencies
- State Funding
- Federal Funding

The Future of 9-1-1 is here...

New 9-1-1 System

- Next Generation Integrations (Video, Pictures, Text, AI, Data Language Translation)
- Remote Call-Taking from anywhere
- Multi-Layered Backup Systems
- Integration with regional public safety partners



A photograph of a modern building and three flagpoles with flags, silhouetted against a vibrant sunset sky with orange and yellow clouds. A bare tree is visible on the left side of the frame.

Questions? Thank you

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