



WHAT REALLY HAPPENED?

Reconstructing incidents in a multi-channel, multimedia world

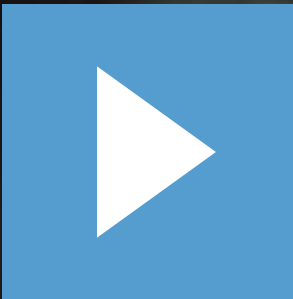


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The times they are a-changin'

Citizens, especially younger ones, want and expect to communicate emergency information via the same digital channels that they use every day. That means photos, video, and text as well as voice.

More and more PSAPs are offering text-to-9-1-1 service or are planning to do so shortly as it is proving to be a valuable alternate means of emergency communication.

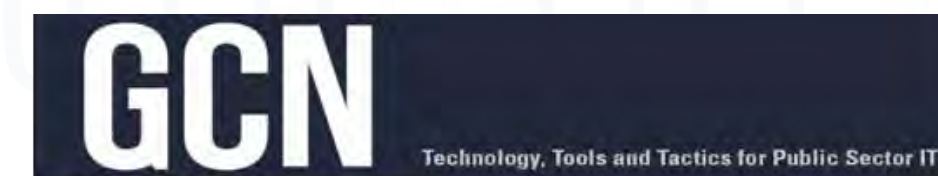
PSAPs are also exploring ways to accept photos and videos from citizens without waiting for full NG 9-1-1, including workarounds such as over-the-top smartphone apps.

To fully understand an incident and evaluate the decisions and actions of your people, all traditional and digital interactions need to be captured, managed, synchronized and put into context.

While you may not be dealing with a lot of digital channel or multimedia communications yet, you still need to understand how to handle them in the future.



NEW TORONTO POLICE MOBILE APP MAKES IT EASIER TO REPORT CRIMES



New Jersey town brings real-time multimedia to 911 calls



Oakland Police Department Promotes Mobile App That Sends Alerts To Emergency Responders



Your Smartphone Can Make You A Crime-Fighting Hero



5 California Municipalities Move to Networked Next-Gen 911 System

Challenging times for police departments and city officials



It's not just how the public reports incidents that is becoming more complicated – it's also the incidents themselves.

Turn on or read the news online and you'll see many examples of media and public mistrust of police departments and city officials.



Challenging times for police departments and city officials



For example, officer-involved shootings. From Ferguson to Baltimore to Chicago, embattled police, city, and state officials are under pressure and in some cases losing their jobs over their handling of these complex incidents.

Capturing and managing multi-channel, multimedia communications becomes even more important in this kind of environment because whether your agency is part of the police department or a city, county or state agency, you are the “first responder”.



News alert

Chicago police superintendent fired by mayor amid outcry over video of shooting



Multi-channel, multimedia reconstruction



As we all know, things don't always go right in highly dynamic, complicated situations. So how do PSAPs drive best practices and keep themselves and their superiors viewed positively by the media and their communities?

Multi-channel, multimedia reconstruction



IN-DEPTH REVIEW AND INSIGHT LEADING TO BEST PRACTICES

**FEWER
MISTAKES**

**IMPROVED
CUSTOMER
SERVICE**

**STRONGER
COMMUNITY
SUPPORT**

**REDUCED
COMPLAINTS**

You've all heard the saying
"hindsight is 20/20."

It's important to understand not just mistakes that happen during incidents but to identify the underlying processes and procedures that contributed to or even caused them. This deeper understanding can improve PSAP and first responder operational practices and eliminate similar mistakes in the future.

Multi-channel, multimedia reconstruction provides this in-depth review and insight. And it can lead to best practices which mean fewer mistakes, improved customer service, stronger community support and reduced complaints.

Case study: carjacking incident



To show how powerful and valuable multi-channel, multimedia reconstruction can be, let's look at a recent incident. We'll be using the industry-leading digital evidence management solution, NICE Inform, to understand and evaluate the decisions and actions of PSAPs and first responders. NICE Inform also retains and enables the sharing of digital evidence in this case to support the ensuing investigation and prosecution.

The incident starts off in the parking lot of a shopping center where a couple of young men confront a woman getting into her car and, after a struggle, drive away in her car, leaving the woman behind.



Case study: carjacking incident

The woman is not seriously hurt and after calling her husband, she makes a call to 9-1-1 reporting the incident.



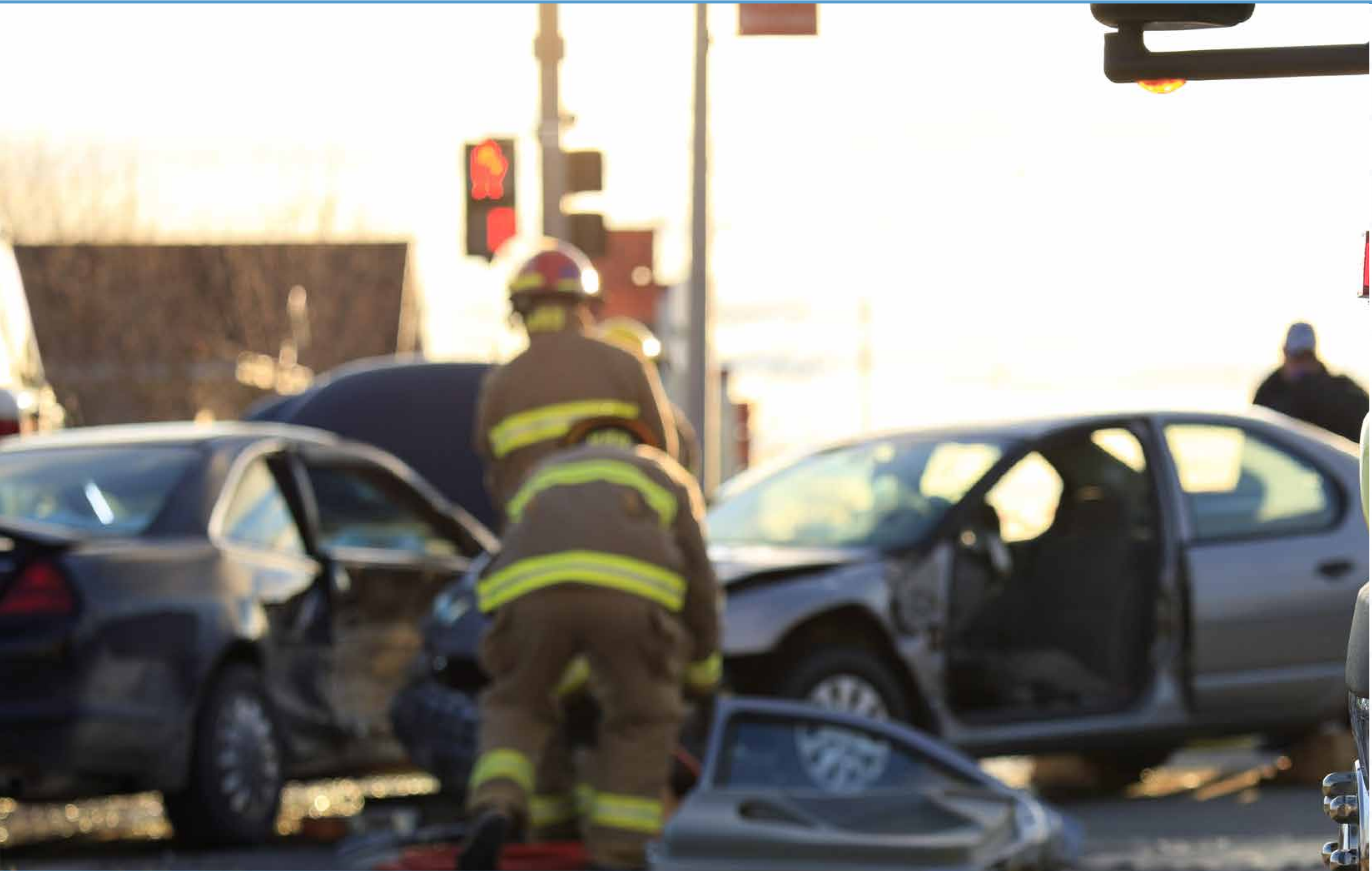
Traffic accident with injuries

The carjackers don't get very far before they **cause an accident** at an intersection where they force a vehicle to collide with oncoming traffic. There are serious injuries. The carjackers speed away from the scene in the stolen car.



9-1-1 calls and several text-to-9-1-1 messages reporting the accident start coming into the PSAP and police, fire and EMS are all dispatched to the scene. Other 9-1-1 calls come in reporting a reckless driver in the same area as the accident.

Dispatchers busy on multiple channels



The dispatchers are talking to police on one channel, fire and EMS on a second channel and other first responders about other priority incidents on a third.

Since the accident occurred shortly after the initial carjacking, the 9-1-1 call from the owner reporting her car stolen comes in while units are arriving on the scene. An officer is dispatched to take her statement while dispatch issues a BOLO for the stolen vehicle.

Citizens provide critical multi-channel, multimedia evidence



One of the callers had caught the carjackers on video in the shopping center parking lot, and they send it to the PSAP.

The dispatch supervisor gets the video, does a quick review and gives a detailed description of the two suspects to the dispatcher who alerts the responding officers and nearby units.

The carjacking/accident makes the local news. A citizen watching remembers a fast-moving vehicle he saw earlier in the day around the area of the accident and emails the police with the vehicle description and direction of travel. The email gets routed by the PIO (public information officer) to the dispatch center to distribute to the appropriate resources.

This information, along with video from the citizen at the shopping center parking lot and video from a CCTV camera near where the abandoned stolen vehicle was recovered, helps police identify the two suspects and apprehend them.



Preparing the case for prosecution



With the suspects in custody, the detective assigned to the case asks the PSAP for the incident timeline along with all calls and collected evidence to use in building the case for prosecution.



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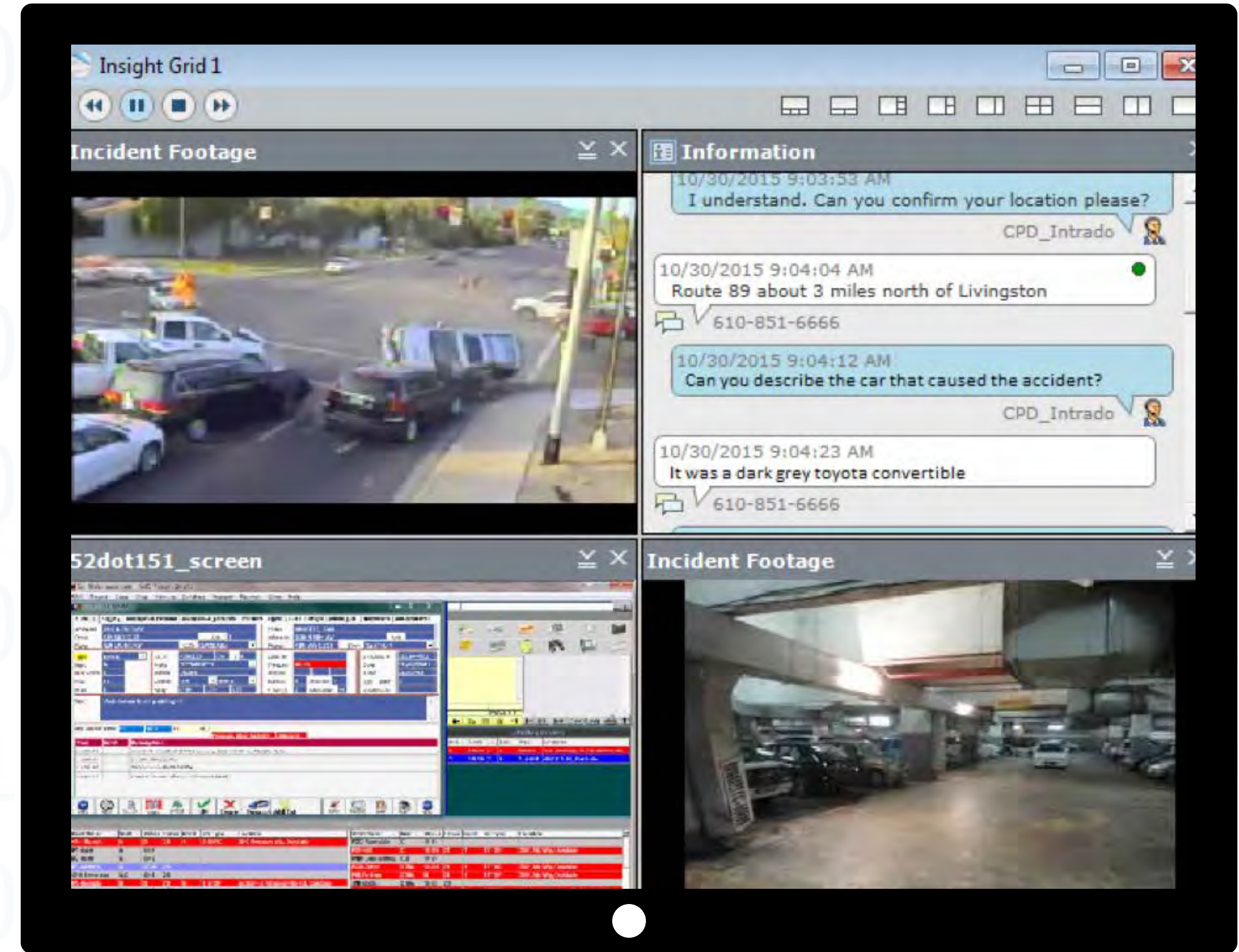
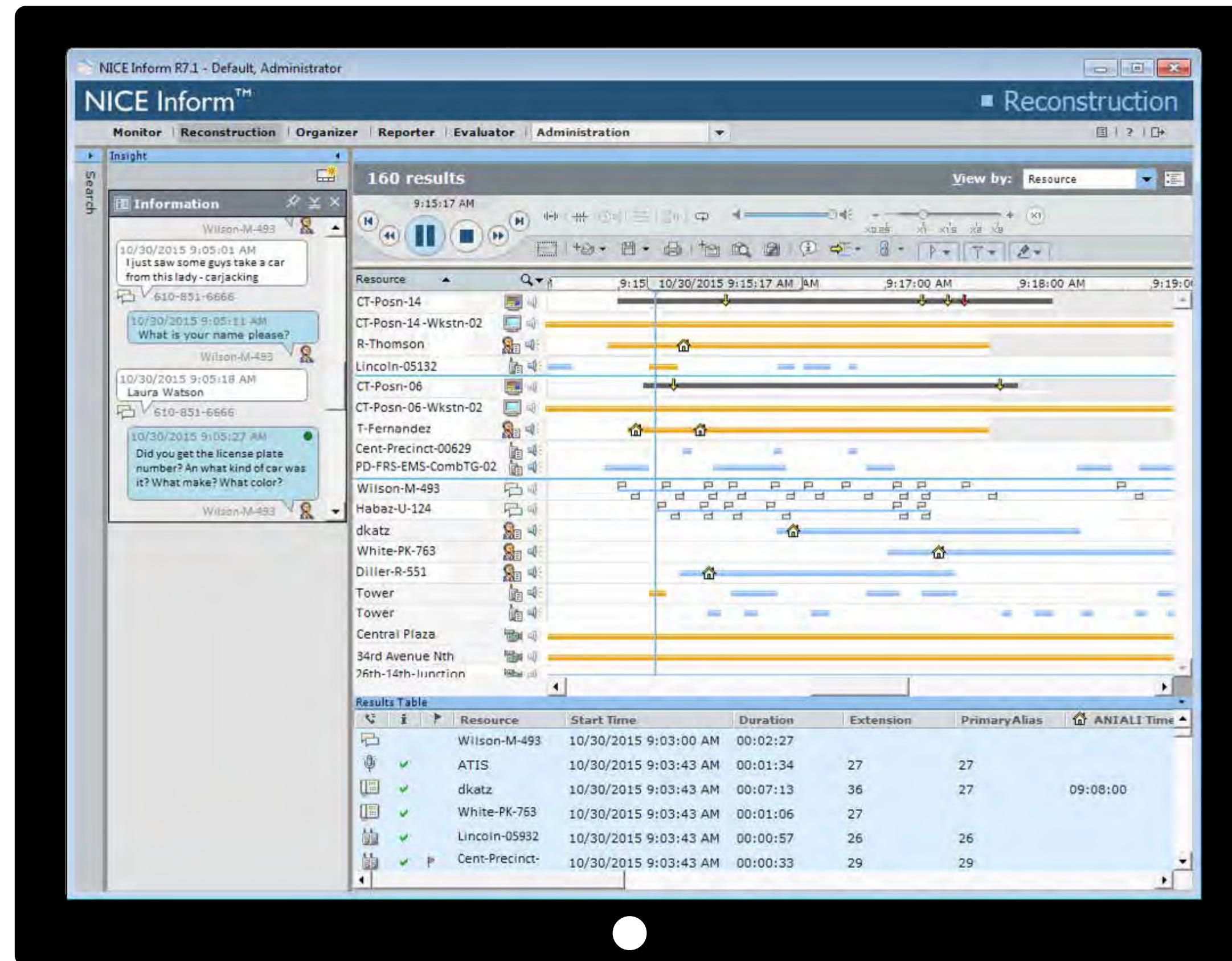
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WHAT REALLY HAPPENED?

Multi-channel, multimedia reconstruction timeline



The dispatch supervisor uses Inform Reconstruction to recreate a complete, accurate account of the interactions between the citizens, PSAP and first responders involved in the incident and to detail who knew what, when, and what actions they took as a result.

First, the supervisor searches for all the relevant incident information using information from CAD and sees the search results on a graphical timeline.

They include:

- Multiple 9-1-1 calls
- Multiple radio communications
- Multiple texts-to-9-1-1
- CAD chronology timeline for each CAD incident

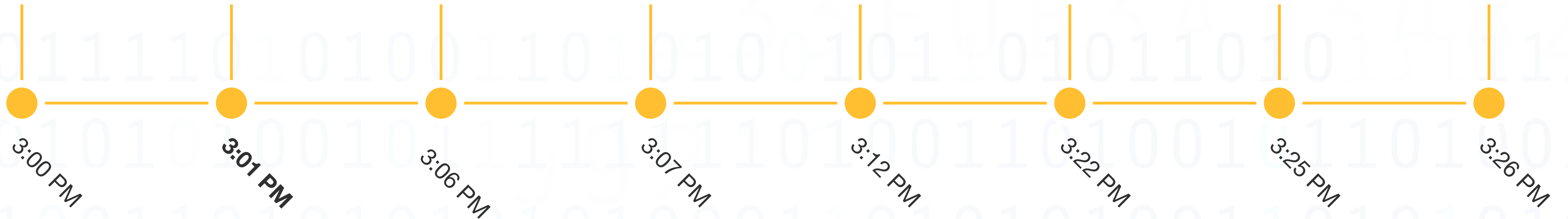
Multi-channel, multimedia reconstruction timeline



To understand which items are relevant to this incident, the supervisor replays them in the timeline and does an initial review to sort and filter out items not related to this incident.

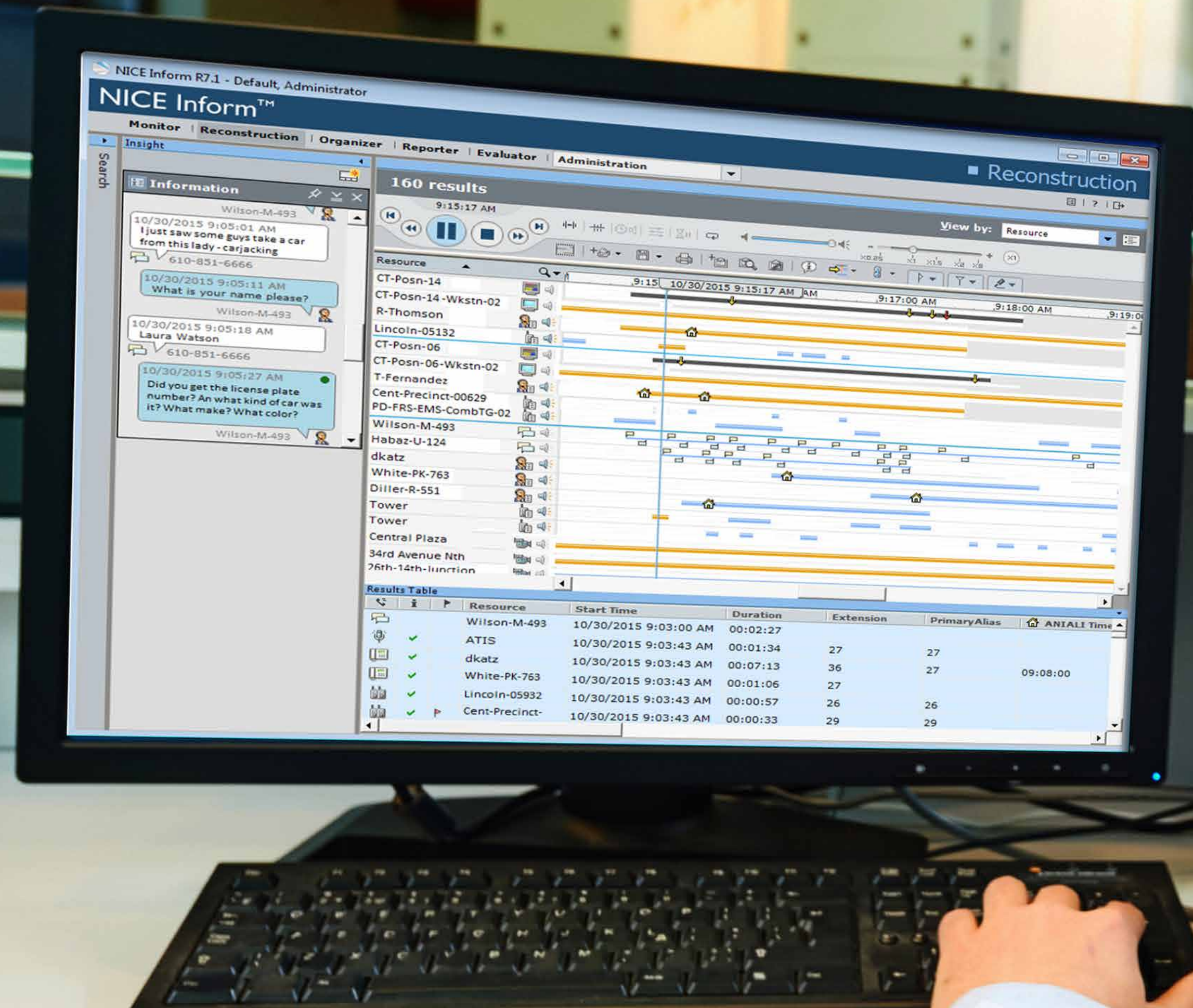


Reviewing the timeline



Next the supervisor adds the citizen-provided video to the reconstructed timeline where it becomes part of the evidence associated with this incident and its chain of custody.

Reviewing the timeline



Once he has reviewed it, the supervisor saves the reconstruction and pushes it into an incident case folder to be retained and shared with others including the detective on the case.

Including multi-channel, multimedia content – texts-to-9-1-1, CAD screens, and video – results in a more complete recreation of the incident and a more robust evidence package for the DA.



After-action review: multi-discipline collaboration example



The supervisor is always looking to measure and improve the PSAP's service levels, particularly for incidents involving multiple disciplines. He feels that this incident is a good example of how multi-discipline collaboration with the PSAP telecommunicators and first responders from police, fire and emergency medical services all worked together on a complex incident.

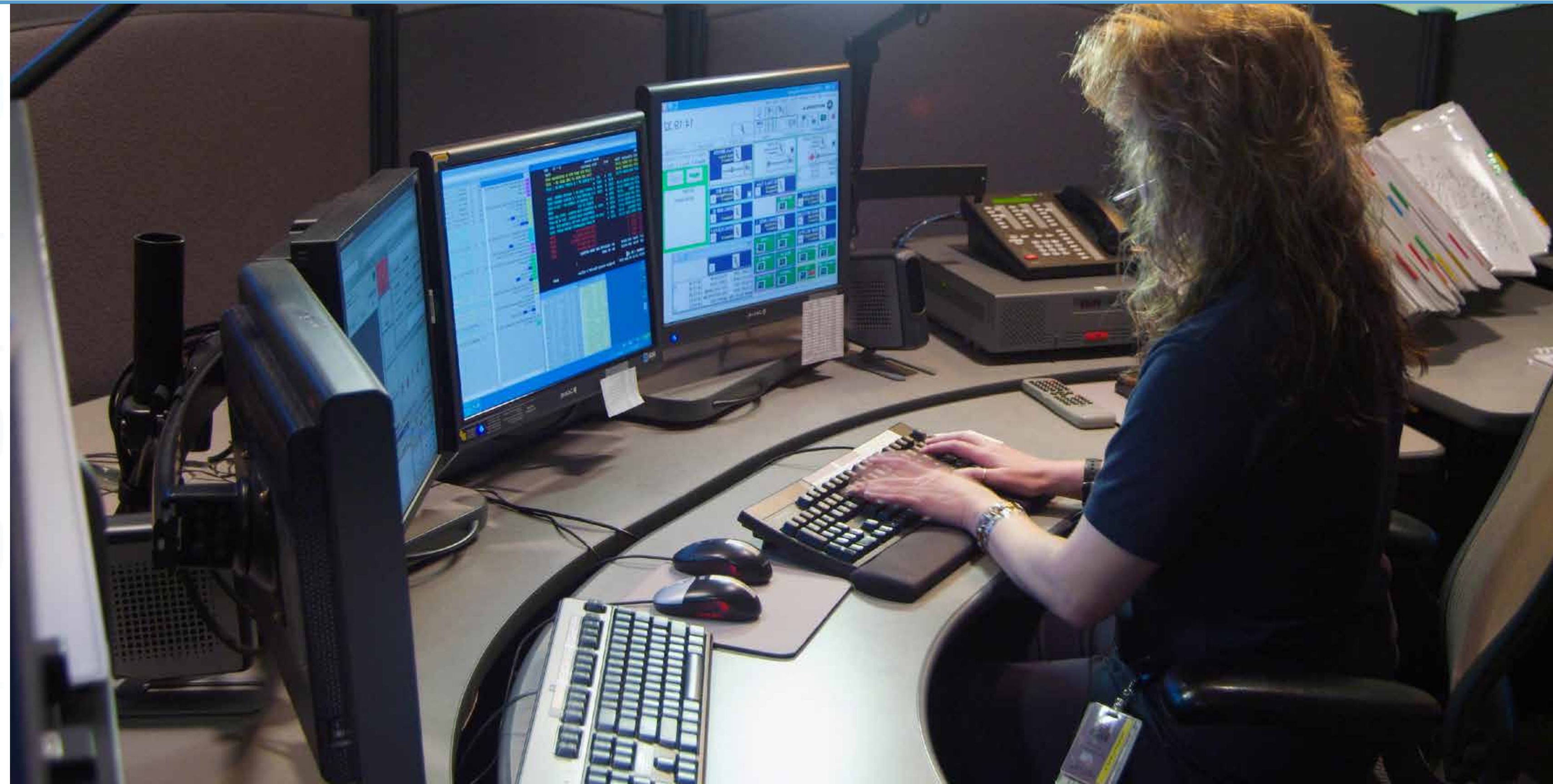
Since multi-discipline collaboration is a focus area for the center, he sets up an after-action review with all of the participants and uses this incident as an example of how multiple disciplines should work together and to identify areas for improvement.

During the review, each of the participants shares their perspective on the incident. They look at the reconstructed incident timeline, listen to all phone calls and all the radio traffic, look at the texts, review all the CAD screen recordings, and watch the citizen-provided video.

A couple of the participants mention that they weren't aware that the carjacking and the injury accident were connected. By seeing all the incident-related data together on one timeline, traditional as well as multi-channel and multimedia, the participants gain a deeper understanding of how the broader situation unfolded.

VOICE CALLS	RADIO CALLS	TEXT TO 9-1-1	CAD SCREENS & CHRONOLOGY	CITIZEN-PROVIDED VIDEO
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A closer look at the fire response



Because the fire response was outside of the NFPA standard, it needed a closer look. A review of the reconstructed timeline revealed a delay in the injury accident being aired to fire, consequently delaying their arrival on the scene.

After listening to all the calls and radio traffic on the timeline, it became clear that fire tied up the primary channel with radio traffic about a structure fire that should have been on a tactical channel.

The fire department participant agreed to use this incident as an example in their next training to remind the team about good radio discipline and safety.

More complete and more accurate understanding of incidents



NICE Inform helps PSAPs capture, manage, synchronize and put into context incidents by integrating information from traditional audio and radio calls with multimedia such as texts, CAD screens and citizen-provided photos and video for a more complete, accurate reconstruction.

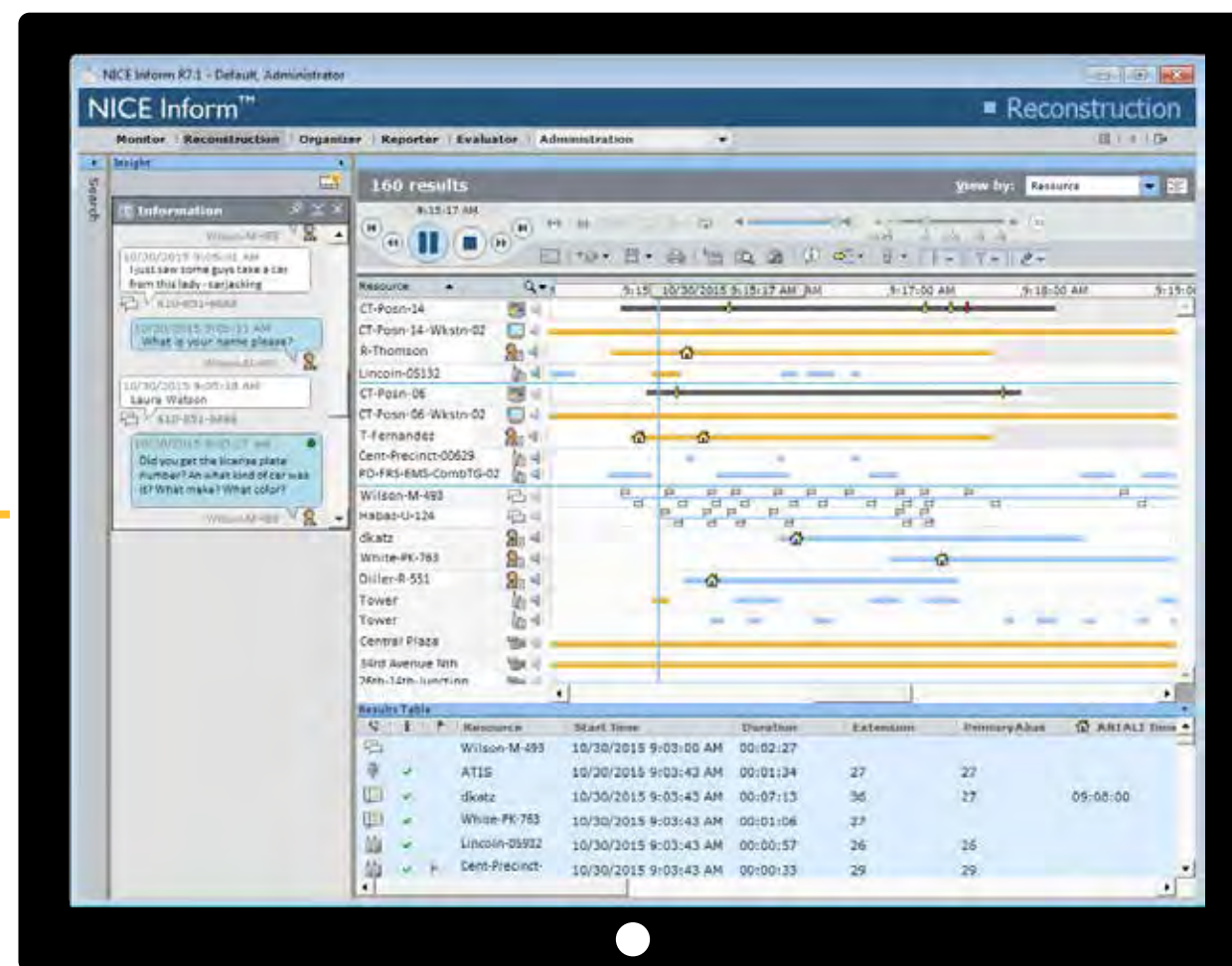
What is the payoff to PSAPs for multi-channel and multimedia capture, management and reconstruction?

By providing a holistic re-creation of events, it leads to more complete and more accurate understanding of the who, what, when, where and why of an incident.

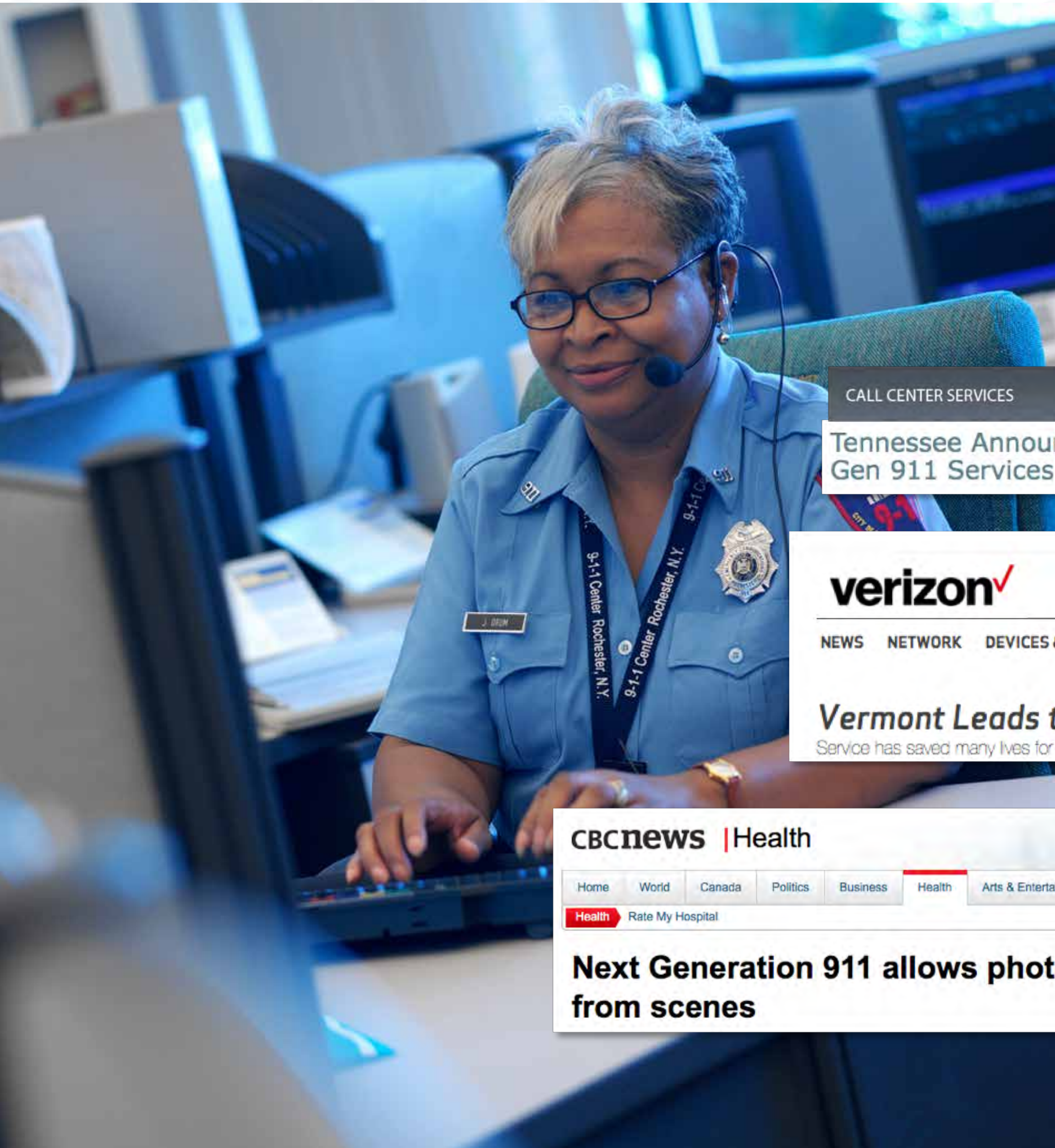
This deeper understanding will help you develop the best practices that lead to fewer mistakes, improved customer service, stronger community support and reduced complaints.

Multimedia reconstruction gives you the 20/20 hindsight you need to truly understand what happened in the heat of the moment and helps you continuously improve the quality of service to your community. Today's charged environment with its high expectations of public safety staff makes a PSAP's performance more important than ever.

Your PSAP may not be implementing multi-channel communications or multimedia reconstruction today. Whether you're rolling out new channels like text-to-9-1-1 or not, you still want to anticipate how technology can help you better serve your community and choose vendors who are doing the same.



The payoff: continuously improving service to a demanding public



The NG 9-1-1 standards continue to progress. With so many stakeholders, including Congress, the FCC, state and local 9-1-1 authorities and legislatures and communications service providers needing to work together, smooth transitions require planning and preparation.

The good news is that the momentum is growing with over 50% of the country already moving toward NG 9-1-1. While the more advanced regions have deployed E9-1-1 services on an IP network or transitional NG 9-1-1 services, others are actively planning and preparing for the transition.

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Tennessee Announces Plans for Implementing Next-Gen 911 Services



NEWS NETWORK DEVICES & PLANS LIFESTYLE COMMUNITY ABOUT

Vermont Leads the Nation in Text-to-911

Service has saved many lives for suicide attempts and domestic violence survivors.

CBCnews | Health

Home World Canada Politics Business Health Arts & Entertainment Technology & Science Trending Weather Video

Health Rate My Hospital

Next Generation 911 allows photos, texts, video to be sent from scenes

Homeland Security News Wire

BIOMETRICS BORDER/IMMIG. BUSINESS CYBERSECURITY PUBLIC SAFETY PUBLIC HEALTH REGIONAL SCI-TECH

911 systems

Connecticut and Kansas implement next-gen 911 system

Published 30 October 2014

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NICE[®] - Inform



As the industry-leading digital evidence management solution, over three thousand satisfied agencies globally use NICE Inform to solve their public safety challenges.

> 3,000 deployments globally

“Without NICE’s solutions for incident reconstruction, we would have wasted valuable time.”
– Claude Armstrong, Retired Commanding Officer, Tape & Records Unit, NYPD

15 years of radio over IP (RoIP) experience

Integrates multiple channels and multimedia sources: voice calls, radio calls, text, video, photos, location display (GIS), CAD screen captures

“The integration of these elements gives us a complete and seamless record of events.”
– Captain Robert J. Haffner
Bethlehem Police Department Support Services Division

“With NICE Inform, we were ready to capture Next Gen data, even before the telcos were ready to give it to us.”
– Karin Marquez,
Communications Supervisor
City of Westminster, CO

Learn more



Get a demo/Contact us
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