



COVID-19

PUBLIC SAFETY SUPPORTING **PUBLIC HEALTH**

LEVERAGE YOUR EXISTING SOFTWARE INVESTMENT

APRIL 2020



MOTOROLA SOLUTIONS

COMMANDCENTRAL

LEVERAGE YOUR EXISTING SOFTWARE INVESTMENT

Like most crises requiring a public safety response and recovery, managing a public health crisis requires affected agencies to quickly collect, collate and assess available information. Despite the challenges inherent to performing these tasks, agencies must also focus on critical after-action reviews of operational information to ensure that preventive efforts are conducted in the most effective and efficient manner.

Because [Motorola Solutions Inc.](#) already provides public safety agencies with the tools for collecting, managing and accessing data, we feel it only makes sense to further assist our agencies by proposing additional ideas on how they can leverage their existing investments to address this national public health crisis.



COVID-19

WORKING GROUP

PUBLIC SAFETY SUPPORTING **PUBLIC HEALTH**



AVAILABLE COVID-19 MATERIALS

SOLUTION OVERVIEWS, HOW-TO VIDEOS & STEP-BY-STEP GUIDES WITH PRODUCT BROCHURES

PUBLIC WEBSITE

www.motorolasolutions.com/covid

EXECUTIVE BRIEF

[Slides with Solution Overviews](#)



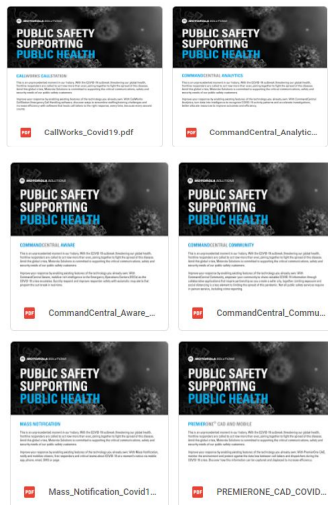
COVID-19
PUBLIC SAFETY SUPPORTING PUBLIC HEALTH
LEVERAGE YOUR EXISTING SOFTWARE INVESTMENT
APRIL 2020

COMMANDCENTRAL
LEVERAGE YOUR EXISTING SOFTWARE INVESTMENT

Like most crises requiring a public safety response and recovery, managing a public health crisis requires affected agencies to quickly collect, collate and assess available information. Despite the challenges inherent to performing these tasks, agencies must also focus on critical after-action reviews of operational information to ensure that preventive efforts are conducted in the most effective and efficient manner.

COVID-19
WORKING GROUP
PUBLIC SAFETY SUPPORTING PUBLIC HEALTH

Because Motorola Solutions Inc. already provides public safety agencies with the tools for collecting, managing and accessing data, we feel it only makes sense to further assist our agencies by proposing additional ideas on how they can leverage their existing investments to address this national public health crisis.

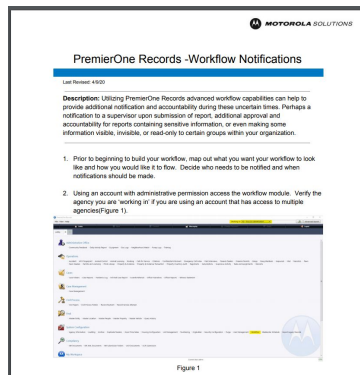


Grid of COVID-19 product brochures:

- CallWorks_Covid19.pdf
- CommandCentral_Analytic...
- CommandCentral_Aware...
- CommandCentral_Comm...
- Mass_Notification_Covid1...
- PREMIERONE_CAD_COVID...

PRODUCT-SPECIFIC COVID-19 HOW-TO VIDEOS WITH STEP-BY-STEP GUIDES AND PRODUCT BROCHURES:

[CallWorks CallStation](#) | [VESTA Mass Notification](#) | [Flex CAD/Mobile](#) | [Flex RMS](#) | [PremierOne RMS](#) | [PremierOne CAD/Mobile](#) | [CommandCentral Analytics](#) | [CommandCentral Aware](#) | [CommandCentral Community](#) | [CommandCentral Jail](#) |



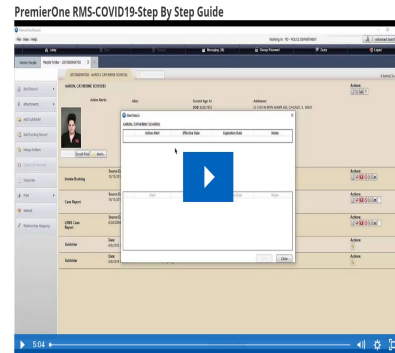
PremierOne Records -Workflow Notifications

Last Revised: 4/30/20

Description: Utilizing PremierOne Records advanced workflow capabilities can help to provide additional notification and accountability during these uncertain times. Perhaps a notification to a supervisor upon submission of report, additional approval and accountability for reports containing sensitive information, or even making some information visible, invisible, or read-only to certain groups within your organization.

1. Prior to beginning to build your workflow, map out what you want your workflow to look like and how you would like it to flow. Decide who needs to be notified and when notifications should be made.
2. Using an account with administrative permission access the workflow module. Verify the agency you are working in if you are using an account that has access to multiple agencies (Figure 1).

Figure 1



PremierOne RMS-COVID19-Step By Step Guide

Video player showing a step-by-step guide for PremierOne RMS-COVID19.



COMMANDCENTRAL



Frontline Responder

PremierOne Mobile
Spillman Flex Mobile

CommandCentral
App



LTE



Radio, Body Worn, In-Car Video, Smartphone



LMR

Incident Awareness

Incident Management

Post-Incident Resolution

**COMMUNITY
ENGAGEMENT**



Citizen

CommandCentral
Community

**EMERGENCY CALL
MANAGEMENT**



911 Call Taker

VESTA Router & ESInet
VESTA 9-1-1
CallWorks 9-1-1

**VOICE &
COMPUTER
AIDED DISPATCH**



Dispatcher

PremierOne CAD
Spillman Flex CAD
Mass Notification
Dispatch Console

**REAL-TIME
INTELLIGENCE
OPERATIONS**



Intelligence Analyst

CommandCentral Aware
Avigilon Analytics
Vigilant Analytics

**RECORDS
& EVIDENCE
MANAGEMENT**



Records Specialist

CommandCentral Vault
PremierOne Records
Spillman Flex Records

**ANALYSIS &
INVESTIGATION**



Crime Analyst

CommandCentral
Analytics
Avigilon Analytics
Vigilant Analytics

**JAIL & INMATE
MANAGEMENT**



Corrections Officer

CommandCentral Jail

Cloud-enabled

Unified communication & collaboration

PUBLIC SAFETY PLATFORM

Centralized public safety data
Analytics & AI

PUBLIC SAFETY SUPPORTING PUBLIC HEALTH



**COMMUNITY
ENGAGEMENT**



COMMANDCENTRAL COMMUNITY

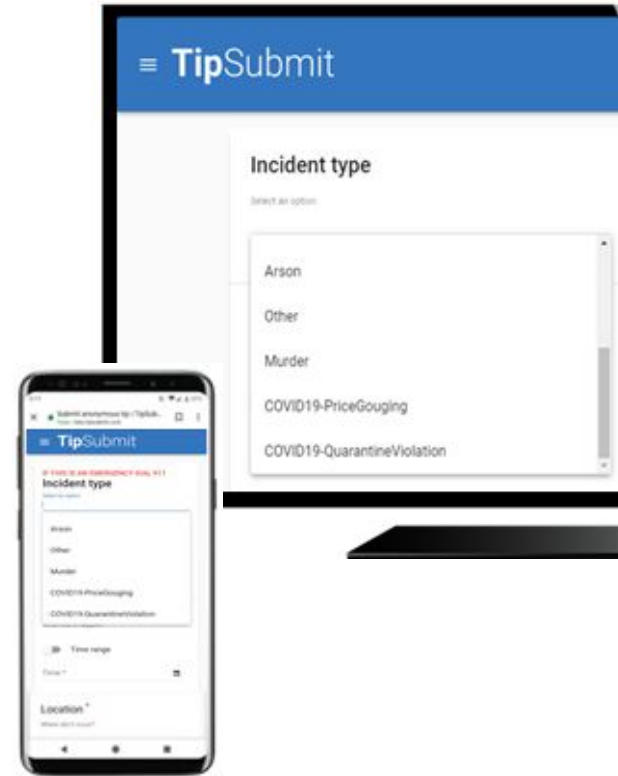
LEVERAGE EXISTING SUBSCRIPTIONS TO INCORPORATE COVID INCIDENTS AND NOTIFICATIONS

BENEFITS

- Reduce in-person contact from members of the agency and keep responders where they are most needed.
- Enhance communication from the agency to the public to reduce non-emergency calls.

HOW TO MAXIMIZE CAPABILITIES

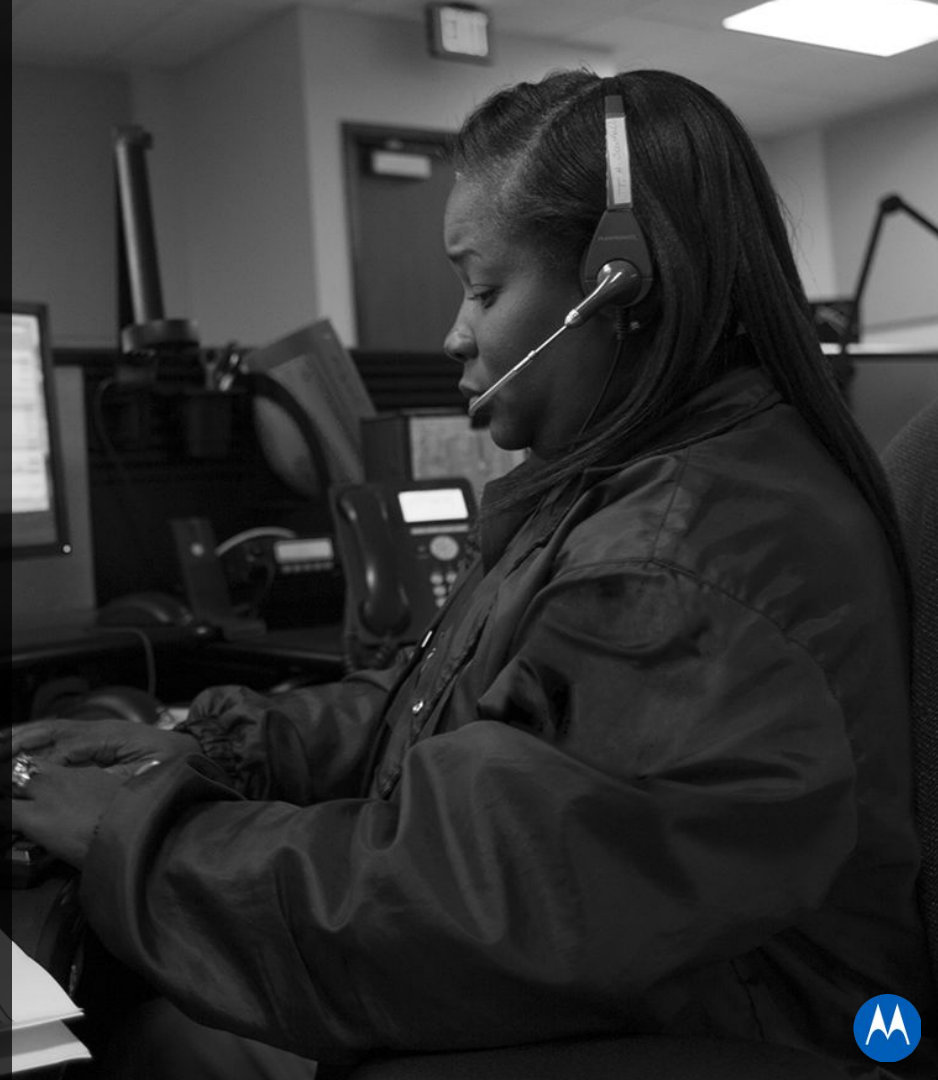
- Add new TipSubmit crime types for COVID - 19 related reports (i.e. quarantine violation, price gouging, etc.).
- Keep your citizens informed by immediately posting updates to your Agency page. Link your social media feeds for additional visibility.
- Use Digital Evidence Collection to gather media instead of using USB sticks or DVDs.



**PUBLIC SAFETY SUPPORTING PUBLIC
HEALTH**



EMERGENCY CALL MANAGEMENT



MANAGE COVID-19 CALL TYPES , INCREASED CALL VOLUME AND ENABLE REMOTE CALL TAKING

- Increase efficiency by directing how calls are routed either in the PSAP or to a remote location.
- Save time by responding to calls faster with greater accuracy whether in the PSAP or in the event of an evacuation.
- Extend Public Safety's reach, by providing remote 9-1-1 call handling capabilities directly at the point of need to keep people connected when it matters most.



EMERGENCY CALL HANDLING - VESTA® 9-1-1

MANAGE COVID-19 CALL TYPES, INCREASED CALL VOLUME AND
ENABLE REMOTE CALL TAKING

HOW TO MAXIMIZE CAPABILITIES

- Advanced ACD functionality - Route calls to the best available agent or overflow queues.
- Agent-Based Routing - Allows call taker to log onto a console, independent of theirs and keep all associated information.
- Queue Selector - Plays recorded prompts that offer caller choices associated with ACD queues.
- Automated Abandoned Calls - System automatically re-establishes positive contact with caller to decrease the amount of abandoned calls.
- Customizable Transfer Buttons - Create buttons to direct lines or queues.
- Enhanced Data Window - Access to supplemental location data and caller data (when available).
- Remote call handling with VESTA CommandPost - Deploys quickly and easily in any location via a self-contained, portable answering position.

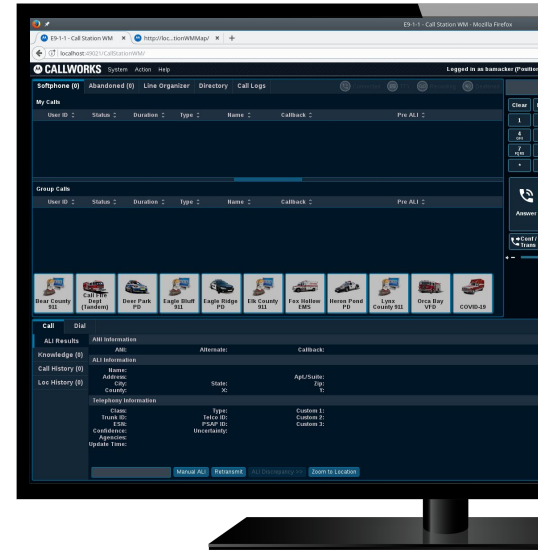


EMERGENCY CALL HANDLING - CALLWORKS CALLSTATION

MANAGE COVID-19 CALL TYPES , INCREASED CALL VOLUME AND
ENABLE REMOTE CALL TAKING

HOW TO MAXIMIZE CAPABILITIES

- Dispatch Groups and Call Routing - Route calls to other queues (emergency, admin, COVID-19). Can add additional Dispatch Groups to send calls to (ACD or Ring All).
- Softphone Button or Directory Entry - Call taker can use a button to transfer a COVID-19 call to a specific Console / Line / Dispatch Group.
- Knowledge Files - Key information associated with a physical address and/or a phone number. This can include floor plans, key codes, special directions and more.
- Nomad Mobile Position - Deploys quickly and easily in any location with same functionality as CallStation with map.





PUBLIC SAFETY SUPPORTING PUBLIC HEALTH



**VOICE & COMPUTER
AIDED DISPATCH**

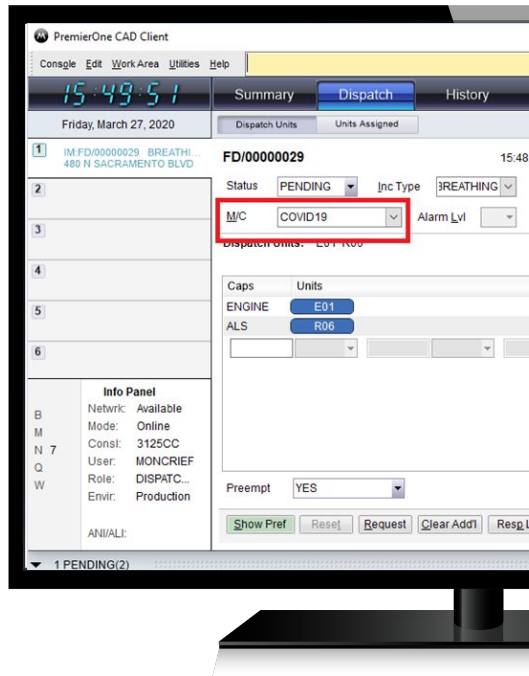


PREMIERONE CAD/MOBILE

IMPROVE INCIDENT OUTCOMES

BENEFITS

- Critical health and safety instructions on COVID-19 readily available to dispatchers and responders.
- Identify and track CAD calls/incidents related to COVID-19, and integrate them into the agency RMS for analysis.
- Adjust unit responses to allow broader or targeted coverage as needed to respond to COVID-19 incidents.



PREMIERONE CAD/MOBILE

IMPROVE INCIDENT OUTCOMES

HOW TO MAXIMIZE CAPABILITIES

- Create new incident types (ie Hospital Recommendations), Dispositions, Response Messages.
- Use Modifying Circumstances.
- Create new Dispositions.
- Create Response Messages.
- Utilize Response Mode to alter recommendations.
- Create Geo-fencing to alert units when entering an area with confirmed COVID-19 cases
- Create a new agency type for hospital recommendations.
- Use standardized COVID-19 verbiage or Priority Comments.

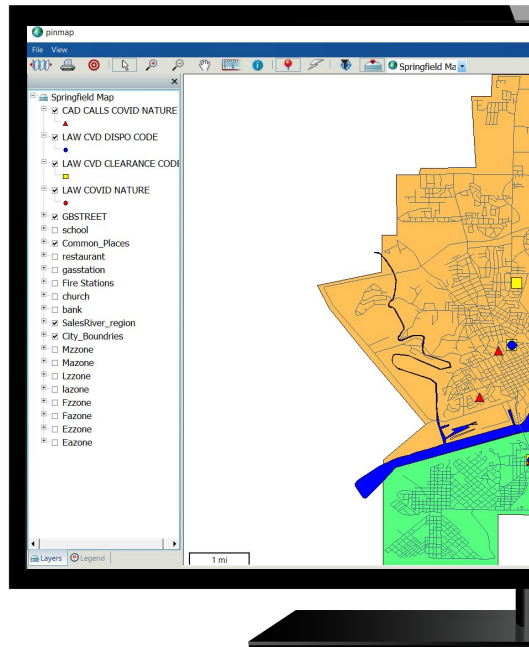


FLEX CAD

IMPROVE INCIDENT OUTCOMES

BENEFITS

- Identify and track CAD calls/incidents related to COVID-19, and integrate them into RMS for analysis - built into the call taker workflow.
- Increase employee safety with current, ever changing, relevant information.
- Accurate/up-to-date information for response planning/analytics.



FLEX CAD

IMPROVE INCIDENT OUTCOMES

HOW TO MAXIMIZE CAPABILITIES

- Create call natures, dispositions and clearance codes for COVID-19.
- Call comments that can be seen in Mobile CAD by officers in real time.
- Premises information with address alerts and warnings for special situations.
- View message center for COVID-19 alerts.
- Quickly access critical locations on the CAD map/with COVID-19 map layers.
- Set up a mobile command center to handle rapidly changing conditions in relation to COVID-19.



MASS NOTIFICATION - VESTA® ALERT

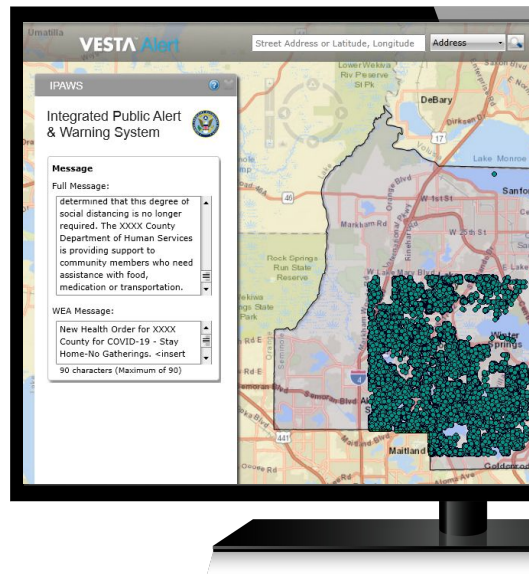
QUICKLY DELIVER INFORMATION TO PROTECT COMMUNITIES

BENEFITS

- A Public Safety Mass Notification used for rapid delivery of geographically targeted information to the public during crisis situations (Pandemic Alerts, Crime Alerts, Community Notices).

HOW TO MAXIMIZE CAPABILITIES

- IPAWS notifications to all devices within a targeted geographic area.
- Targeted phone, email and text notifications to specific areas or neighborhoods at risk.
- COVID - 19 use cases include:
 - Convey Health Orders
 - Detail Curfew information
 - Notify of Assembly guidelines/restrictions



MASS NOTIFICATION - VESTA® COMMUNICATOR

NOTIFY AND MOBILIZE CRITICAL RESOURCES

BENEFITS

- Two-way communication for employee notification and team mobilization via many devices: phone, email, SMS, pagers, social media and iOS/Android app.

Employees can respond re:

- Wellness Checks
- Surveys
- Requests for Availability

HOW TO MAXIMIZE CAPABILITIES

- Notifications are sent to specific teams and individuals based on skills, schedules, group, location, etc.
- Quickly distribute critical information, verify wellness, transfer to bridge, capture responses and capture survey responses.
- Employee responses logged to a report.

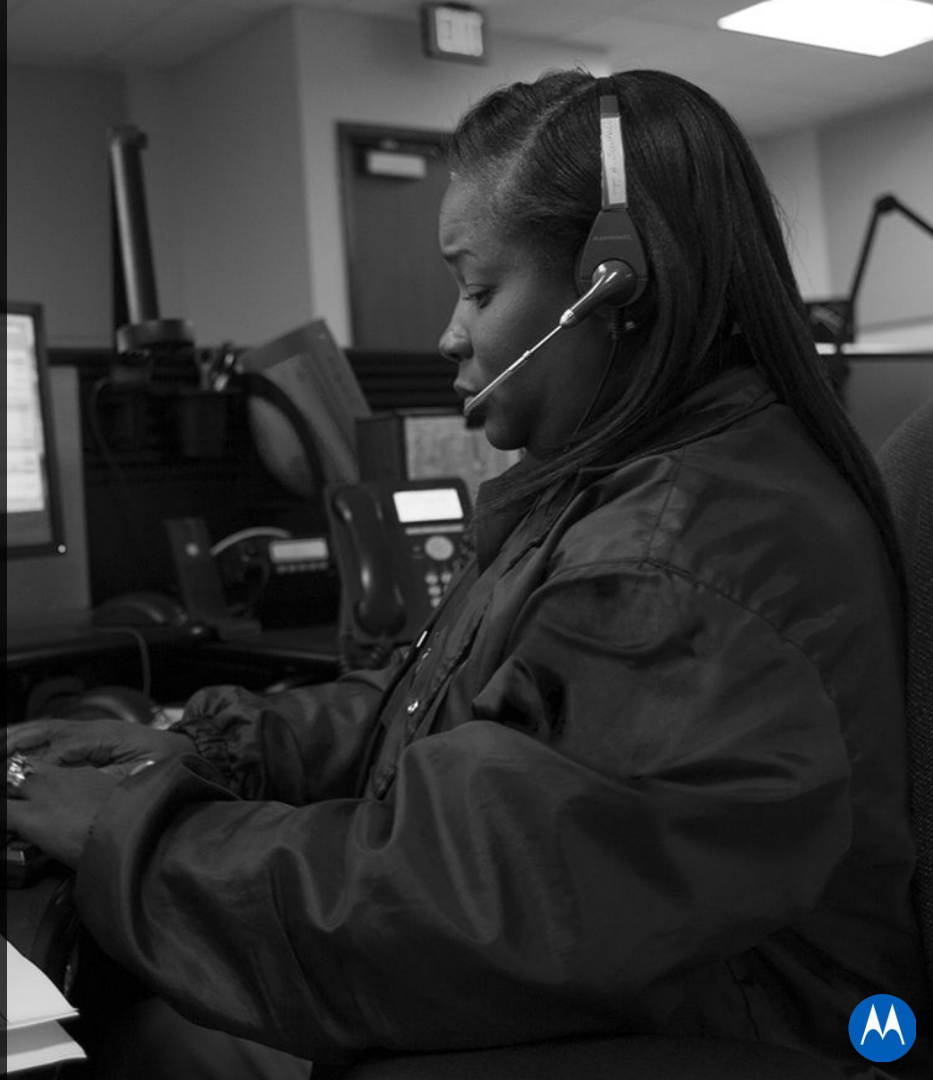
The screenshot shows the 'Survey Summary > Edit Survey' interface. It includes a 'Survey Name' field with 'Pandemic Survey' entered. Below is the 'Call Flow' section with two radio buttons: 'Simple Response (No User ID Required)' (selected) and 'Secure Response* (User ID Required)'. There are three numbered steps: '1. Select Speech - add new Speech using the Survey Speech page.', '2. Create Email Header (optional)', and '3. Create Questions/Statements (Prompts) - identify what question or statement you want to ask'. The 'Email Subject' field also contains 'Pandemic Survey'. A rich text editor is visible with a toolbar containing icons for bold, italic, underline, list, link, unlink, and other formatting options. The text area contains a placeholder message: 'Please answer the questions below in order to help the management team face... To stay well, wash hands frequently or use alcohol-based hand gel, and avoid... This situation is rapidly evolving and we will provide updates as information ha...'. At the bottom, there is a table with columns for 'Prompt Name', 'Prompt Type', and 'Prompt Text'.



PUBLIC SAFETY SUPPORTING PUBLIC HEALTH



**REAL-TIME INTELLIGENCE
OPERATIONS**



INCREASE SITUATIONAL AWARENESS FOR ENHANCED RESPONSE

- Connect to current Crisis Information Management System, Land Mobile Radio (LMR), Video Management Systems (VMS) to accelerate workflows, improve ease of use, augment decision making and unify operational viewpoints.
- Real-time intelligence to provide first responders safety by minimizing the risk of spreading COVID-19 contamination.
- With data sources integrated into CommandCentral Aware, the EOC can seamlessly and remotely communicate with field personnel keeping them informed and updated of all-hazards in real-time.

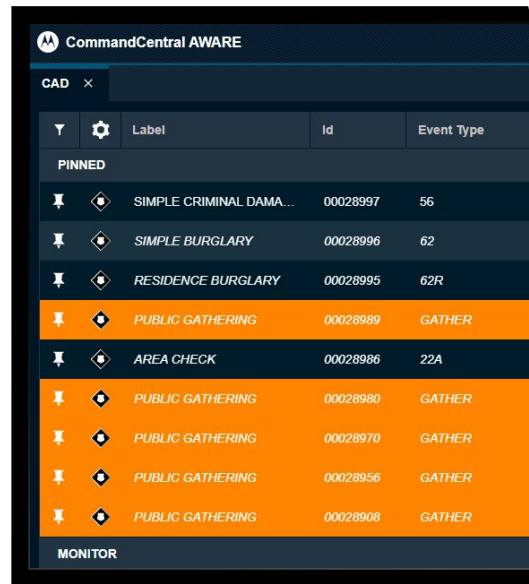


COMMANDCENTRAL AWARE

INCREASE SITUATIONAL AWARENESS FOR ENHANCED RESPONSE

HOW TO MAXIMIZE CAPABILITIES

- Utilize public data feeds as sources/layers for COVID-19 relevant data sources as well as existing ESRI ArcGIS layers
- Leverage real-time CAD incident data to define rules engine (workflow) conditions that will invoke actions to filter, pin, alert and highlight content in the event monitor.
- Ability to geofence areas of interest with automated triggers for action via the Rules Engine.



The screenshot displays the CommandCentral AWARE interface. At the top, there's a header with the logo and the text 'CommandCentral AWARE'. Below this, a 'CAD' tab is selected, showing a list of incidents. The table has columns for 'Label', 'Id', and 'Event Type'. The incidents are categorized as 'PINNED' and include details like 'SIMPLE CRIMINAL DAMA...', 'SIMPLE BURGLARY', 'RESIDENCE BURGLARY', and 'PUBLIC GATHERING'. The 'Event Type' column shows values like '56', '62', '62R', 'GATHER', and '22A'. The interface also includes a 'MONITOR' section at the bottom.

	Label	Id	Event Type
PINNED			
📌	SIMPLE CRIMINAL DAMA...	00028997	56
📌	SIMPLE BURGLARY	00028996	62
📌	RESIDENCE BURGLARY	00028995	62R
📌	PUBLIC GATHERING	00028989	GATHER
📌	AREA CHECK	00028986	22A
📌	PUBLIC GATHERING	00028980	GATHER
📌	PUBLIC GATHERING	00028970	GATHER
📌	PUBLIC GATHERING	00028956	GATHER
📌	PUBLIC GATHERING	00028908	GATHER
MONITOR			





PUBLIC SAFETY SUPPORTING PUBLIC HEALTH



**RECORDS
& EVIDENCE
MANAGEMENT**



PREMIERONE RMS

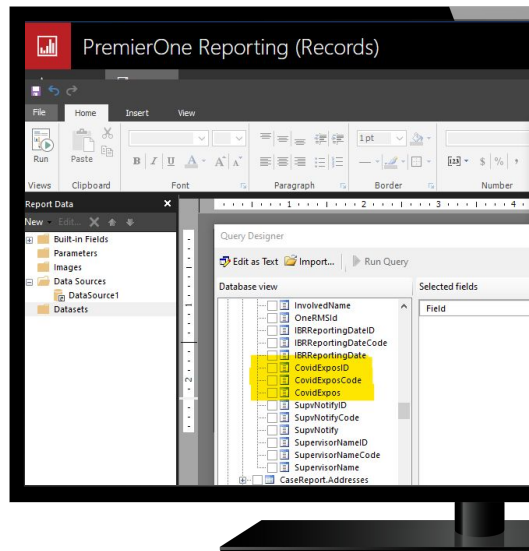
SIMPLIFY INFORMATION COLLECTION ON COVID- 19 SPECIFIC DATA

BENEFITS

- After action reporting on changes in crime trends and patterns.
- Tactical data collection to enhance utilization within your agency.
- Data driven reporting can provide statistics on the agencies COVID-19 responses to state and federal agencies.

HOW TO MAXIMIZE CAPABILITIES

- Form customization on the fly with ACT.
- SSRS reporting to visualize PD/FD/EMS data.
- Notification and accountability through advanced workflow procedures.
- Utilizing base modules for equipment tracking, time utilization and personnel.
- Build incident command module to track COVID- 19 incidents.



FLEX RMS

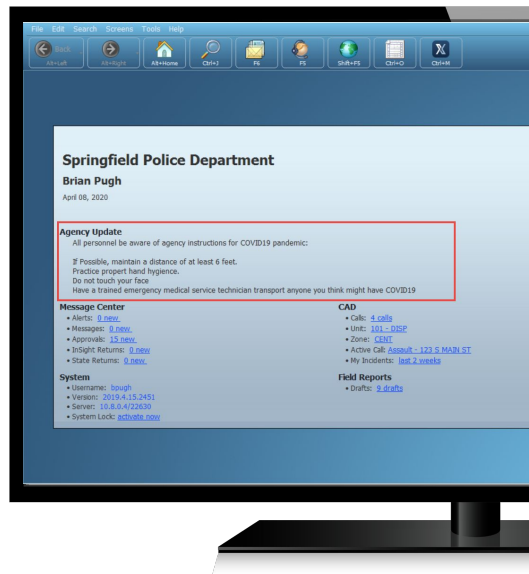
STORE & MANAGE CRITICAL RECORDS IN ONE CENTRALIZED DATABASE

BENEFITS

- Collect, parse and share data for current and future planning for COVID-19 efforts.
- Analytics for crime trends, i.e. upturn in burglary as a result of mandatory business closure.
- One location for your COVID-19 data storage and retrieval.
- Share COVID-19 data with local, state, and federal agencies.

HOW TO MAXIMIZE CAPABILITIES

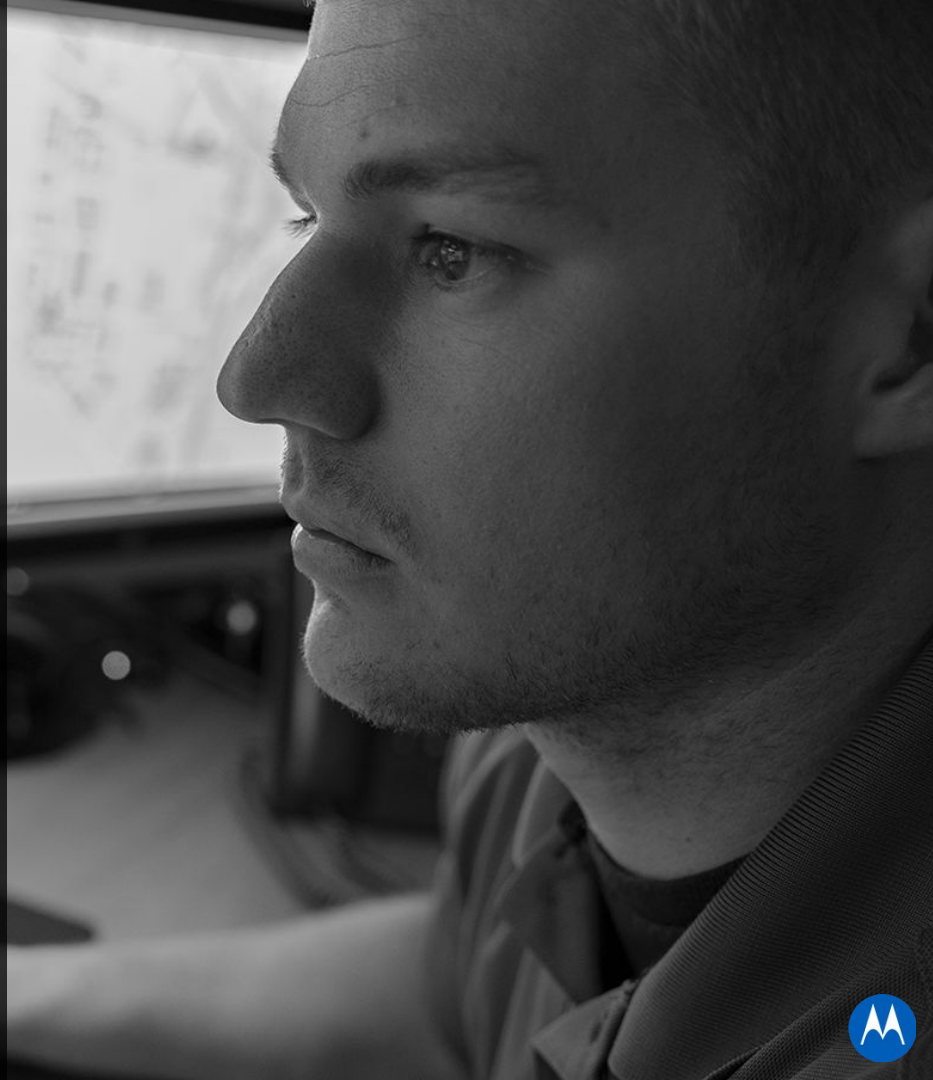
- Rename unused/rarely used data fields for COVID-19 related information.
- Utilize map layers to track calls in reference to COVID-19.
- Create Workflow best practices to direct special groups/task force etc.
- The ability to track and monitor personnel, equipment, and fleet for COVID-19 response.



PUBLIC SAFETY SUPPORTING PUBLIC HEALTH



ANALYSIS & INVESTIGATION



COMMANDCENTRAL ANALYTICS

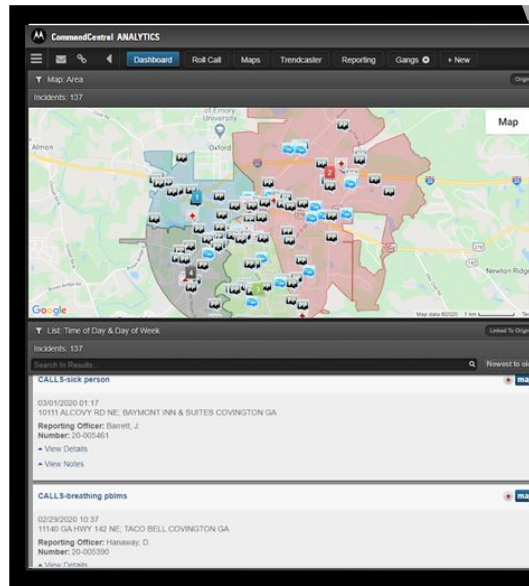
UNCOVER ACTIONABLE INSIGHTS FOR OFFICER SAFETY & RESOURCE ALLOCATION

BENEFITS

- Increase officer safety by using virtual roll-calls to reduce potential COVID-19 exposure.
- Maximize agency resources by focusing limited supplies and people in areas with greatest need.
- Provide valuable insight to public health agencies regarding potential hot spots.

HOW TO MAXIMIZE CAPABILITIES

- Visualize locations of COVID-19 calls for service and trends over time.
- Conduct analysis on areas that may be experiencing more of these calls.
- Perform analysis on days of the week/time of day when these calls for service are occurring.
- Users can monitor how there may be an increase or decrease of COVID-19 calls over time.



[How To Video and User Guide](#)





PUBLIC SAFETY SUPPORTING PUBLIC HEALTH



JAIL & INMATE MANAGEMENT



COMMANDCENTRAL JAIL

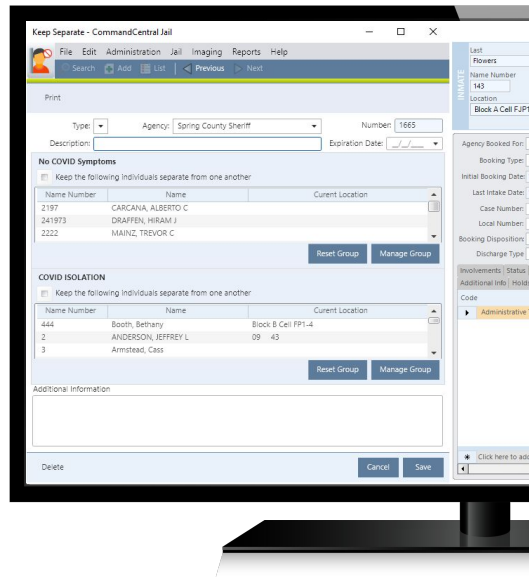
MANAGE & MONITOR SITE ACTIVITY FOR SAFE ENVIRONMENT FOR OFFICERS AND INMATES

BENEFITS

- Utilize jail population, medical data, and features to better monitor and manage potential COVID-19 spread and exposure throughout your facility.
- Utilize information gathered inside your jail for the benefit of public health agencies.

HOW TO MAXIMIZE CAPABILITIES

- Monitor symptom related housing assignments, logs, events, and keep separates.
- Intake assessment, medical screening and benchmarking of patient care.
- Sentence adjustment.
- Configurable, on the fly code table amendments for better management of dynamic COVID-19 environment.



[How To Video and User Guide](#)

