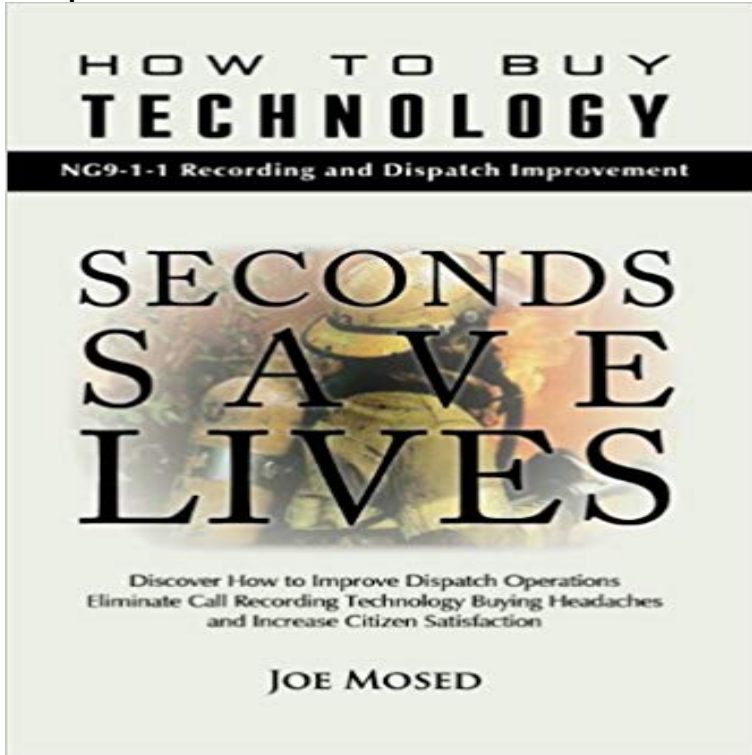


# How to Buy Technology: NG9-1-1 Recording and Dispatch Improvement



Discover how to improve dispatch operations eliminate call recording technology buying headaches and increase citizen satisfaction. When there is a life-threatening issue, who do people call? 9-1-1. Dispatchers have the power to save lives. Every second counts in an emergency situation. Seconds Save Lives. Currently, people cannot send text messages, videos, or pictures to Dispatch Centers. This is a big deal because this additional data would save seconds and offer better response times for first responders. This is where NG9-1-1 (Next Generation 9-1-1) will have the greatest impact. As many of you know, young people text far more than they talk on the phone. Not being able to text 9-1-1 is a monster disconnect that NG9-1-1 will remedy. The goal of this book is to educate buyers on the NG Recording capabilities, purchasing methods, RFPs, bids, and grants involved in the purchase of a recording platform as well as educate Dispatch Center personnel on NG9-1-1 Recording and Dispatch Improvement. When purchasing a recording system, the stakeholders are: the board, dispatchers, team leads, IT, and the agency as a whole. The recording platform needs to consist of Great Quality and Great Service. Pricing is secondary. Remember, these solutions act as insurance. When the floods come, you want to make sure you are covered. Buying these solutions based on price is a mistake that you might not be able to recover from.

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**Guidelines for State NG9-1-1 Legislative Language** - Jan 8, 2016 CAD, NG911 & Records Management. VPI.

Recording Systems Advancements in Dispatch Technology and the Optimized Workflow while consideration for continuous improvement in dispatch capabilities is critical to One common complaint among dispatch professionals is that their workflow is not **Dispatch Improvement Call Recording Voice logger Call Logging Facilities Planning and Design - 9-1-1 Magazine: 9-1-1 Dispatch Technology and the New Situational Awareness** However, one little known advantage of purchasing through a co-op is vendor and contract management. This technology has proven to be a productive tool for improving customer . Public safety communications centers that record calls for compliance **Dispatch Improvement Dispatch Insights** How expensive it is to use the RFP process for any purchase under \$75,000. Learn: The total time for the RFP process. The True costs of the RFP process **How to Buy Technology:**

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