Emergency Response System

Swift Emergency Response for Smart and Safe Cities
PROBLEM
A smart and safe city is top priority for government agencies. However, securing cities involves close coordination and active threat anticipation.

Current challenges:
- **Call takers need to quickly process calls**:
  No two days are the same. With a wide range of communication channels to reach emergency services, call takers struggle to balance emergency help mobilisation, scene safety advice, first aid care and a reassuring ear.

- **Dispatchers at the command centre need seamless coordination**:
  When saving lives, every second matters. Dispatchers lose precious time coordinating and collating information from various sources.

- **First responders face interconnected threats**:
  Multiple agencies need to collaborate closely to combat increasingly complex threats and wider range of risks.

- **Citizens expect efficient emergency response**:
  How do public safety agencies remain prepared with on-the-ground information?

SOLUTION
Emergency Response System (ERS) facilitates inter-agency collaboration. Save more lives with agile and effective emergency response.

Next steps:
- **Call taking process is automated**:
  Speech-to-text capabilities auto-fills incident forms. Operators now have more time to anticipate complications and pre-empt challenges while providing appropriate response.

- **Dispatchers gain unified interoperability**:
  Information becomes actionable insights. These are sent to fire, police and medical services for better resource coordination and inter-agency collaboration.

- **First responders are empowered in real-time**:
  Text-to-speech keeps first responders updated during deployment. Real-time traffic and situational information ensures that first responders are fully equipped to save lives.

- **Citizens feel safer with swift and coordinated crisis response**:
  Public agencies can now identify real threats to public safety and respond effectively by consolidating and monitoring on-the-ground data in real-time.

Stay safe with Computer-Aided Dispatch (CAD) - an important component of ERS

- The Computer-Aided Dispatch (CAD) facilitates rapid communication across public agencies, starting from call-taking to emergency response
- Accurate, dynamic picture for optimal resource allocation
- Lower infrastructure costs and simpler application management through software-as-a-service
HERE’S HOW IT WORKS:

1. Calls/messages flood the emergency hotline.

2. ERS detects the incident with Advance Mobile Location. Nearby CCTV auto pans and zooms to incident scene.

3. CAD filters duplicate calls and prioritises incidents with Intelligent Filtering.

4. Speech-to-Text fills information based on caller input.

5. Intelligent Language Processing prioritises incidents and knows which agency services to activate. Dispatch provides accurate and quick information to first responders.

6. Text-to-Speech prepares first responders as they move out to location. Relevant data such as hazard information, video feeds and route information ensures situational responsiveness.

7. Smart Navigation System in emergency vehicles ensures first responders take the best route.

8. En-route to hospitals, CAD intelligently sends patient’s information/status to the Accident & Emergency department, enabling medical care to be prepared in advance.

9. Closely coordinated emergency response ensures minimal casualties and maintains public confidence.