3Si

DirectToDispatch™ EXPLAINED

The Verified Police Dispatch Pathway That Turns Crime Intelligence Into Action

Executive Summary

Crime events unfold in seconds. Response systems, however, often do not.
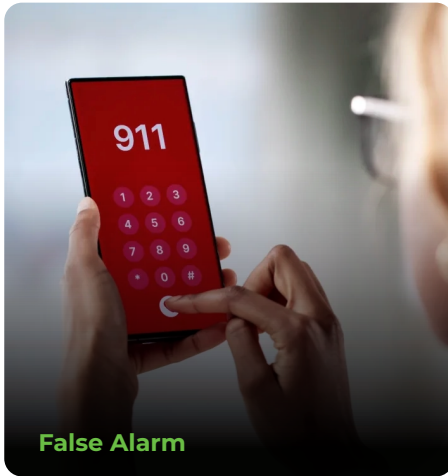
Across public safety and private security environments, detection technologies have advanced rapidly, but the path from detection to police dispatch remains fragmented. Alarms, alerts, and video signals frequently require manual triage, secondary verification, or handoffs across disconnected systems. These delays slow response, increase uncertainty for responding officers, and limit the effectiveness of even the most advanced security technologies.

DirectToDispatch™ (DTD) is a trusted priority pathway to police dispatch. It delivers verified, felony-level crime intelligence directly to law enforcement dispatch centers without replacing 911 and without introducing additional verification steps. By closing the gap between detection and dispatch, DirectToDispatch™ enables effective, safer, and more coordinated responses.

Why This Moment Matters

The security landscape has reached a tipping point where traditional response methods are no longer sufficient. Two primary forces are currently straining the effectiveness of public and private safety:

False Alarm

Modern Crime

Actionable Intelligence

1. The 911 Staffing and False Alarm Crisis

Public Safety Answering Points (PSAPs) are facing historic staffing shortages. Recent industry data from the 2025 Pulse of 9-1-1 Report reveals that **74% of emergency centers** are struggling with open positions, with staff burnout now cited as the #1 challenge facing the workforce

At the same time, dispatchers are inundated with a high volume of low-confidence and non-actionable data. According to the IAED and NASNA 911 Workforce in Crisis Survey, centers are dealing with a **25% average vacancy rate**, making it harder than ever to filter through unverified security alerts. These alerts introduce additional assessment steps before response decisions can be made, creating a "verification tax" that slows response to genuine, high-threat felonies during the most critical moments of a crime in progress.

2. The Velocity of Modern Crime

The timeline of modern criminal activity has compressed, creating a significant challenge for traditional security protocols. Whether it is a coordinated commercial burglary, a brazen financial robbery, or an incident involving violent offenders, the most critical phase of the event often unfolds in under three minutes.

In this window, a traditional monitoring center operator is often still trying to verify the alarm before they even pick up the phone to call 911. As highlighted in NENA's Industry Standards, moving toward integrated data pathways is no longer just a luxury; it is a "force multiplier" required to bridge the gap between detection and arrival.
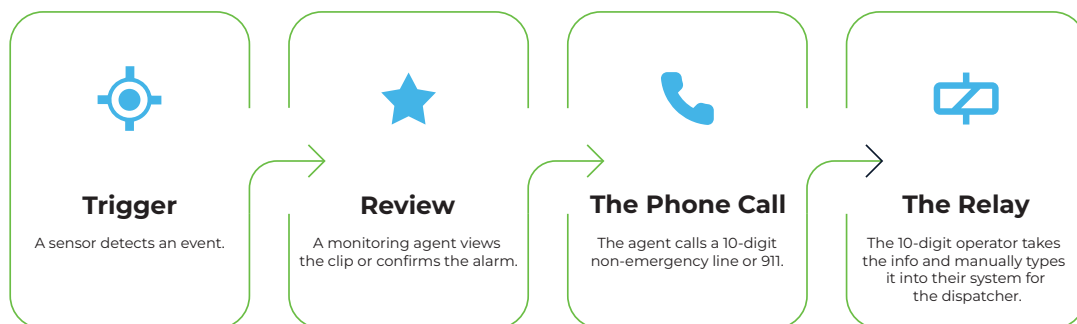
3. The Need for Actionable Intelligence

Today's law enforcement officers are not just asking for more data; they are asking for better data. Standard voice descriptions ("a suspect in a blue hoodie") are inherently limited. To respond safely and effectively, officers need verified situational awareness, live GPS tracks, weapon confirmation, and visual suspect identification before they arrive on the scene.

> **The 3Si Benchmark:** By solving these three challenges simultaneously, 3Si has facilitated over **21,000 apprehensions** and recovered more than **$150M in assets**. These results aren't just statistics; they are proof that when the "dispatch gap" is closed, crime is solved.

The Critical Gap: Why Detection ≠ Dispatch

Detection technologies identify potential incidents. Dispatch systems mobilize response. Between these two points, significant friction exists.

Most alarms and alerts are not dispatch-ready when they are generated. They often require one or more of the following steps:

Trigger	Review	The Phone Call	The Relay
A sensor detects an event.	A monitoring agent views the clip or confirms the alarm.	The agent calls a 10-digit non-emergency line or 911.	The 10-digit operator takes the info and manually types it into their system for the dispatcher.

Every manual handoff stalls the flow of vital information. In a serious crime, even a brief delay is the difference between catching a suspect in the act and losing the window for an immediate resolution.

DirectToDispatch™ stops the 'telephone game.' It replaces voice calls with an instant digital connection. This sends high-priority data directly to the police so they can act immediately.

What DirectToDispatch™ Is

DirectToDispatch™ is a verified police dispatch pathway.

It delivers felony-level crime intelligence that has already been confirmed and prepared for dispatch directly to law enforcement dispatch centers in real time. The intelligence is packaged with the information dispatchers need to act without requiring additional verification and without bypassing established emergency response structures.

DirectToDispatch™ does not generate alarms. It does not replace existing security systems. It ensures that when a qualifying crime event is detected and verified, it reaches dispatch as actionable intelligence.

How DirectToDispatch™ Works

To understand the power of DirectToDispatch™, one must look at the sequence from the moment a crime begins to the point of officer engagement and apprehension.

1. **Detect:** A qualifying crime event is detected through existing security inputs, such as a GPS device, panic alarm, or other approved detection technology. DirectToDispatch™ is detection-agnostic and begins once a credible signal indicates a potential felony-level event.

2. **Verify:** The event is verified by the source as felony level, and they send the verified intelligence to the DTD pathway. This isn't just a "door open" alert, it is a confirmed threat.

3. **Package:** DTD automatically bundles the intelligence package, including crime address, media, live links to video, and descriptions.

4. **Route:** Using secure, encrypted pathways, the event is sent directly to the local agency's dispatch center.

5. **Deliver:** The event is dispatched to the field, and dispatchers send the data to the responding officer's mobile devices. They do not just hear robbery in progress. They see the visual details tied to the event.

The Confusion Killer: What DirectToDispatch™ Is (And Is Not)

Because the security tech market is crowded, it is vital to distinguish DirectToDispatch™ from existing tools that may look similar but operate differently.

- **DirectToDispatch™ is NOT a 911 Replacement:** It is a 911 accelerant. It provides dispatchers with the digital evidence they usually have to wait minutes (or hours) to receive.

- **DirectToDispatch™ is NOT a Disruptive Portal:** It is accessed via a browser and does not require integration with CAD or other law enforcement systems. It works alongside existing programs and delivers a known, trusted audible alert that dispatchers recognize as a verified crime in progress. This allows dispatchers to act quickly without additional verification or workflow disruption.

- **DirectToDispatch™ is NOT an RTCC Replacement: DirectToDispatch™** does not replace a Real-Time Crime Center. RTCCs are designed to analyze and assemble information, often by pulling data from multiple sources.
DirectToDispatch™ delivers verified intelligence directly from the source and sends it to local police dispatch as a proactive push.

Outcomes That Matter

The value of DirectToDispatch™ is measured in more than just recovered property; it is measured in lives saved and community safety.

- **Officer Safety through Situational Awareness:** When officers understand what they are walking into, including whether a suspect is armed or where they are located, the likelihood of a safe and controlled resolution increases significantly.

- **The "Golden 20" Benchmark:** 3Si data shows arrests are more likely in the first 20 minutes of a crime when verified intelligence is delivered directly to law enforcement in seconds. DirectToDispatch™ dramatically increases the likelihood of an arrest within this critical window.

- **Enhanced Prosecution:** Because the data is verified and timestamped from the moment of dispatch, the evidence package provided to prosecutors is robust, leading to higher conviction rates.

Integration and Compatibility

DirectToDispatch™ alongside existing security ecosystems.

It seamlessly works with your tech stack with no complex installs. Organizations do not need to replace current systems. **DirectToDispatch™** strengthens existing investments by ensuring critical intelligence reaches dispatch when it matters most.

Implementation and Enablement

Successful deployment depends on more than technology.

DirectToDispatch™ includes a structured law enforcement training and enablement program designed to support adoption, consistency, and trust. This ensures dispatchers and officers understand how **DirectToDispatch™** fits into their workflows and how to use the intelligence effectively.

Conclusion

Detection without dispatch-ready intelligence leaves response effectiveness to chance.

DirectToDispatch™ closes the gap between detection and dispatch by delivering verified, felony-level intelligence directly to law enforcement without introducing new friction into response workflows.

See how DirectToDispatch™ can work for you.
Schedule a demo to understand how this verified dispatch pathway fits into your security and public safety operations.