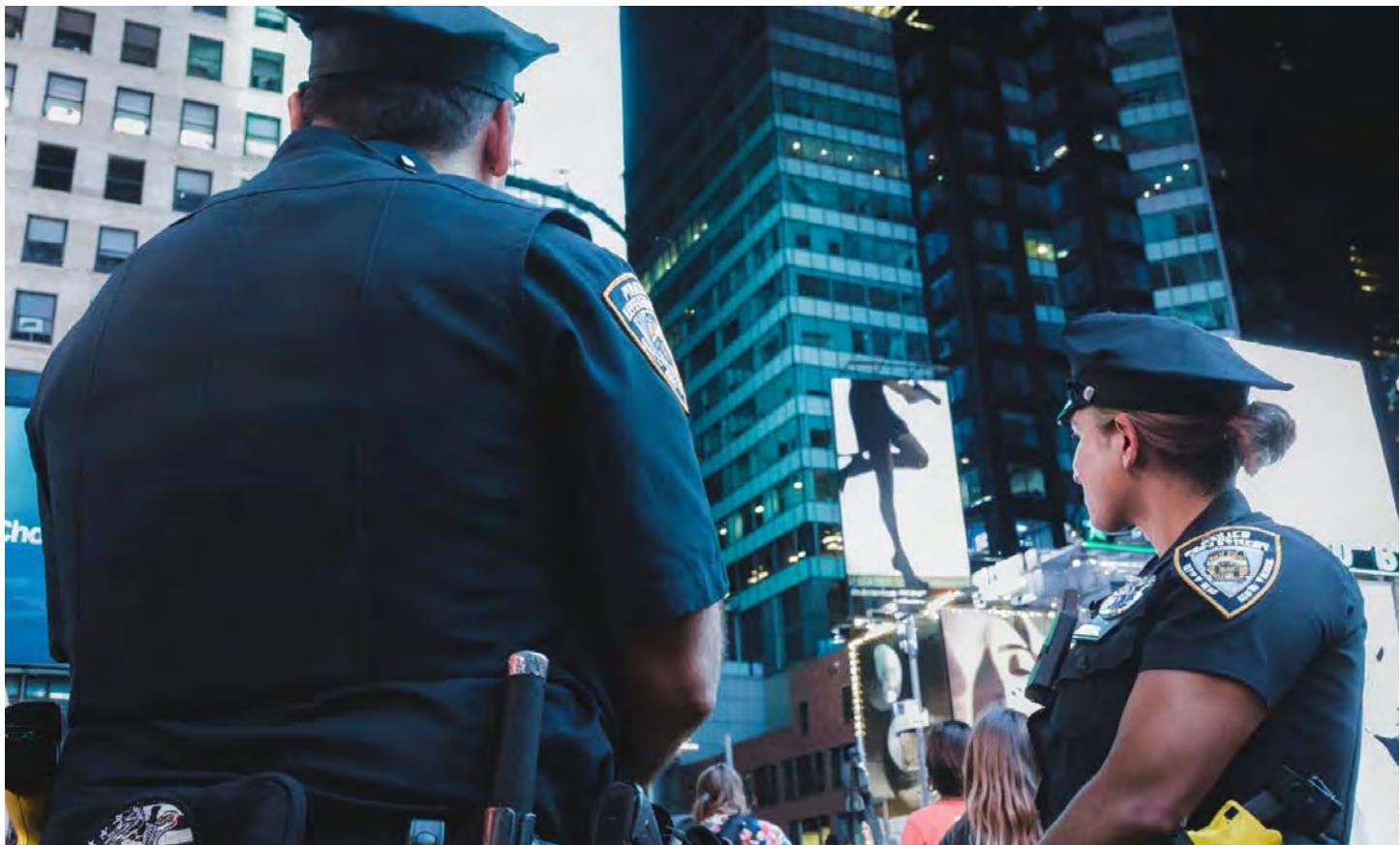




# Visual Proof at Dispatch

Enabling Priority Response with Existing Systems



## Executive Summary

Organizations have invested heavily in cameras and visual security systems to protect people, property, and operations. Security and monitoring centers use these assets every day to identify and confirm incidents. Yet during live events, much of this verified visual intelligence remains inside private systems, unavailable to police dispatch and first responders when response decisions are being made.

This visibility gap is not caused by a lack of technology or professionalism. It exists because verified intelligence is not easily shared beyond internal environments during an active incident. As a result, dispatch and responding officers must rely solely on verbal relay when prioritizing responses and preparing to act, even when visual proof already exists.

**DirectToDispatch™** addresses this challenge through its Verified Event Gateway. The gateway enables verified visual intelligence from existing security systems to be delivered directly to local police dispatch in real time, as a felony crime event unfolds. Dispatch remains the central control point, now supported by visual proof that strengthens prioritization.

This approach requires no new infrastructure or system replacement. By activating existing security assets, agencies can gain situational awareness and enable priority response driven by verified visual intelligence.

## 2. The Cost of Untapped Visibility:

### Verified Events Without Shared Visibility

Security and monitoring centers regularly identify and confirm events using existing security systems. These events are verified through professional review and trusted processes. During live incidents, however, this verified visual intelligence often remains inaccessible to police dispatch.

When an alarm call reaches dispatch without accompanying visual proof, escalation can be difficult to confirm. In high-volume environments, serious incidents may compete with large numbers of lower-confidence or false alarms for attention. The challenge is not verification at the source, but the absence of a clear pathway to share visual intelligence that supports prioritization during active events.

In some U.S. jurisdictions, response policies have evolved to require visual verification before certain **incidents are escalated for police response**. Without access to verified video at dispatch, even serious events may be delayed or deprioritized, not due to lack of credibility, but due to policy constraints designed to manage alarm volume and responder demand. This shift highlights the growing importance of making verified visual intelligence accessible during live events, when it can still influence response decisions.

### Uncertainty Before Arrival

Without access to visual intelligence at dispatch, response preparation relies on verbal relay alone. While communication is structured and professional, it is sequential by nature. As conditions evolve, shared understanding remains limited when visual proof is unavailable.

This creates uncertainty during the critical period before officers arrive, when preparation and response decisions are being formed.

### Impact on Preparation and Priority Response

When visual intelligence cannot be shared, serious events may not stand out consistently during periods of high demand. Priority response becomes harder to enable without clear differentiation.

Untapped visibility does not prevent response, but it reduces its effectiveness by limiting prioritization, clarity, and preparation when they matter most.



Visual Proof at Dispatch: Enabling Priority Response with Existing Systems

### 3. Strategic advantage: Turning Existing Assets into Verified Events

#### If You Can See It, You Can Share It

Visibility is the foundation of priority response. When an event can be detected by existing security systems' intelligence, it can be shared with purpose and control. Visual intelligence creates a clear basis for action, allowing organizations to move beyond assumptions and rely on what is verifiably occurring.

#### Graduated Escalation from Internal Visibility to Dispatch

Events do not need to be escalated externally the moment they are detected. Organizations can log and monitor incidents internally as they unfold, creating consistency in how activity is captured and reviewed. Non-felony events can be handled internally, without involving dispatch.

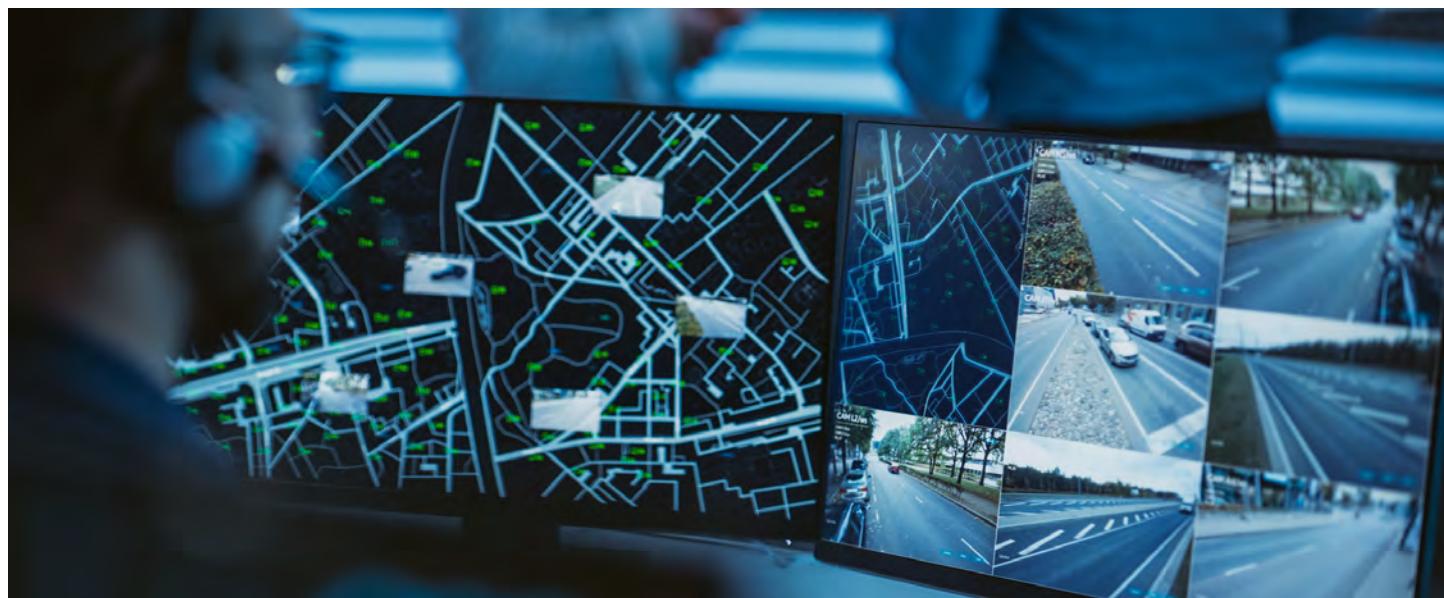
When an incident is verified at a felony level, visual intelligence can then be shared through dispatch to support priority response. This graduated approach ensures control over escalation while preserving the ability to act decisively when seriousness is confirmed.

#### Prepared Response Through Shared Visibility

When verified visual intelligence is shared, dispatch and responding units align around the same understanding of the event. Visual proof helps serious incidents stand out during high-volume conditions, supporting clearer prioritization. Readiness improves through shared understanding, coordination, and informed decision-making.

#### Consistency and Insight Beyond a Single Incident

Capturing all events creates a visual trail over time. This consistency supports internal review, trend awareness, and operational insight, extending value beyond any single response.





## 4. Tactical Mechanics: The Verified Event Gateway

The Verified Event Gateway is designed to operate within existing security and monitoring environments. It does not require hardware replacement, system overhauls, or changes to how events are detected and verified. Existing cameras, visual sources, and workflows remain in place.

This approach allows organizations to activate verified visual intelligence without disrupting current operations. Deployment focuses on access and delivery rather than infrastructure changes, reducing risk and shortening time to value.

### **Delivering Verified Visual Intelligence Through Dispatch**

During an active event, verified visual proof is shared through established dispatch workflows. Dispatch remains the central gateway for response decisions, now supported by direct access to visual intelligence as the situation unfolds.

This ensures that prioritization and response planning are informed by shared visibility, without altering existing roles or responsibilities.

### **Creating a Shared Operational Understanding**

By enabling dispatch, field units, and command to reference the same verified visuals through **DirectToDispatch™**, a shared understanding of the incident is established. This reduces misalignment during dynamic situations and supports clearer coordination as events unfold.

When all parties are aligned around the same intelligence, response actions become safer, more planned, and better informed.

## 5. Outcomes: Speed, Precision, Priority

### Faster Access to Clarity

When verified visual intelligence is accessible earlier in the response timeline, dispatch and responders gain clarity sooner. Instead of spending valuable time differentiating events after the response is underway, preparation begins with a clearer understanding of what is unfolding. Speed, in this context, reflects earlier access to insight, not rushed action.

### More Precise Decision-Making

Shared visual context supports more precise response decisions. Dispatch can assess seriousness with greater confidence, and responding units can align their approach based on the same verified understanding. Precision improves because decisions are informed by visible conditions rather than limited differentiation during high-volume periods.

### More Consistent Priority Response

During periods of elevated alarm activity, serious incidents can be difficult to distinguish without visual proof. Verified visual intelligence helps ensure that felony-level events stand out and receive the priority response they warrant. This supports more consistent, defensible prioritization without changing verification standards.

### Stronger Downstream Outcomes

Visual intelligence shared during active events also supports early documentation and continuity. A secure visual record is established as incidents unfold, strengthening review and prosecution outcomes while keeping the primary focus on response.



## 6. Privacy, Control, and Trust

### Incident-Specific Intelligence for Active Response

**DirectToDispatch™** supports responder awareness by delivering verified visual context from an active incident. Visual intelligence may include situational conditions, observable activity, and descriptive details that help responders prepare and plan appropriately before arrival.

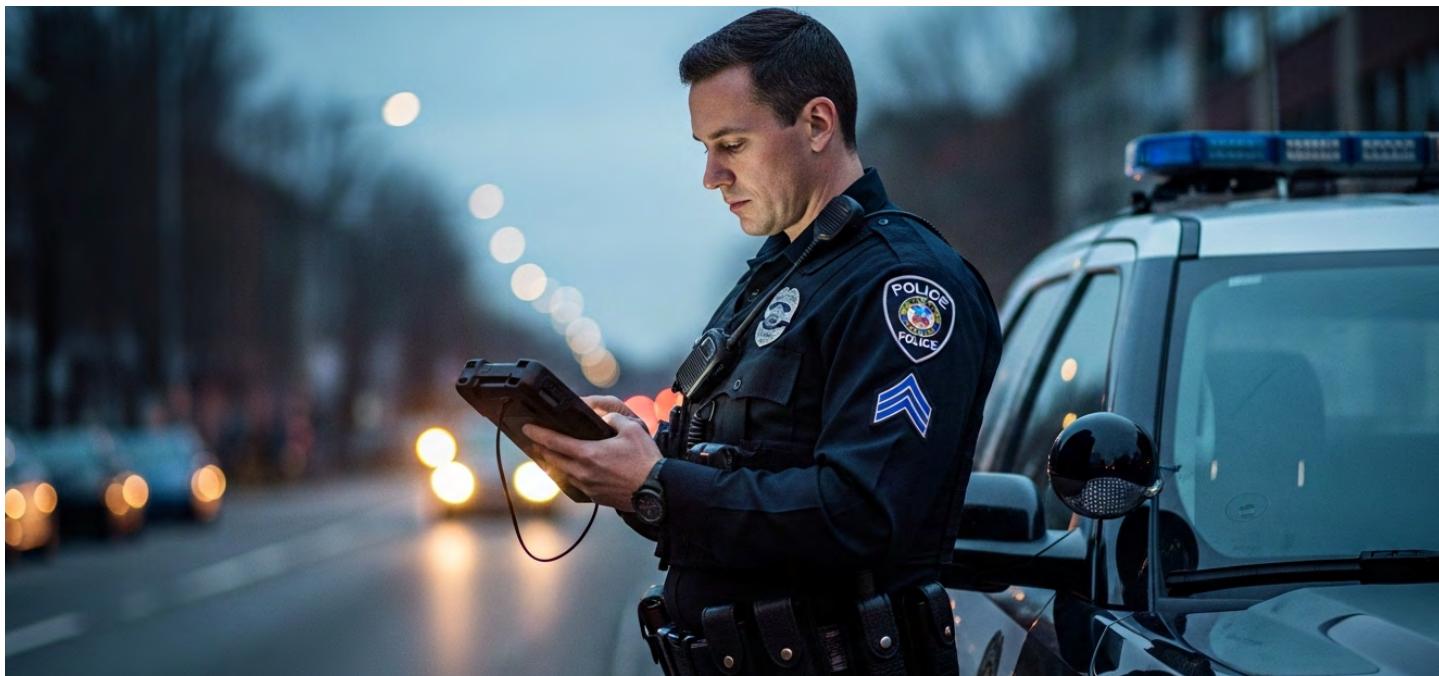
Intelligence is shared for a clear operational purpose: supporting response during a live event. Visuals are provided as they relate to the incident itself, ensuring responders receive relevant context without expanding scope beyond what is necessary to support informed decision-making.

### Controlled Sharing with Clear Boundaries

Visual intelligence is shared only during active, verified incidents. Delivery is purpose-driven and time-bound, focused on supporting dispatch and responding officers during the response window. Law enforcement does not search through private security systems or pull information independently. Instead, verified visuals are delivered in a controlled manner to support preparation and coordination as events unfold.

### Designed to Support Trust and Accountability

By maintaining clear boundaries around when and how visual intelligence is shared, the system supports transparency and accountability for all parties involved. Controlled access helps ensure intelligence is used appropriately while preserving trust between organizations, responders, and the communities they serve.





## 7. Conclusion

Organizations already possess extensive visual security assets capable of generating verified intelligence. The next step in response readiness is not adding more technology, but activating what already exists during live events. When visual proof is accessible through dispatch, preparation becomes clearer and priority response more consistent.

This shift from visibility to action enables a more deliberate, coordinated response without disrupting existing systems or workflows. By focusing on access and timing, agencies can unlock greater value from their current investments while supporting safer, more effective outcomes.

**Schedule a DirectToDispatch™ Gateway demo to see how your security intelligence can be shared seamlessly with local dispatch when it matters most.**