



Bridging the Intelligence Gap

How **DirectToDispatch™** Enhances Officer Safety
and Response Precision

Executive Summary:

For decades, one of the greatest challenges in emergency response has been the unknown. Verbal reports provide essential details, but they cannot always deliver verified visual context that clearly reflects what is happening on the scene. This gap between information and visibility can increase uncertainty for responding officers during the earliest moments of an event.

DirectToDispatch™ (DTD) helps address this challenge by delivering real-time crime intelligence through local police dispatch. Verified visual intelligence from source systems is routed to dispatch and **then** shared with responding officers on their authorized mobile devices while the event is in progress.

Real-time intelligence reduces ambiguity and supports more natural de-escalation by providing a clearer understanding of the environment responders are entering. With verified context before arrival, officers are better equipped to make informed decisions that support safety for both responders and the community.



The Cognitive Load of Voice-Only Response

When an officer is en route to a high-priority call, their brain is processing a massive amount of information. Relying solely on voice communication creates what experts call the **"Ambiguity Trap."**

The "Ambiguity Trap"

Voice-based communication is a necessary starting point for emergency response, but it carries inherent limitations in high-stress situations. Security centers see events and describe them with words. They share information step by step. Different people may understand it differently. This happens even with trained professionals and good technology.

When critical details are communicated verbally, responders must form an initial understanding of a scene they cannot yet see. As situations evolve, earlier descriptions may no longer reflect current conditions, increasing uncertainty during preparation.

DirectToDispatch™ enables real-time intelligence to be pushed as an event unfolds, providing responders with ongoing, verified insight beyond the initial call and supporting clearer preparation before arrival.

A Force Multiplier for Staffing

Operational strain amplifies the impact of ambiguity. Many agencies continue to operate under staffing constraints, requiring officers to manage more complex incidents with fewer resources.

In these conditions, time becomes even more critical. When responders arrive without sufficient situational awareness, valuable minutes are spent assessing basic conditions rather than preparing a safe and measured approach. Reducing uncertainty before arrival helps officers use time and resources more effectively.

Closing the Misinformation Vacuum

When official visual intelligence is not available early in the response timeline, gaps in understanding can form. Verbal descriptions may be outdated by the time officers arrive. In some cases, the absence of confirmed insight can limit situational understanding early in the response.

The absence of verified information reaching responders can increase the risk of knowledge-based errors. Security and monitoring centers may have confirmed insight, but without a clear pathway to dispatch and officers, that information cannot always inform preparation before arrival.

A voice-only response does not fail due to a lack of effort or professionalism. It falls short because verbal information alone cannot always keep pace with dynamic, fast-moving events. Addressing this challenge requires real-time access to verified intelligence that reduces ambiguity before arrival.

Strategic Advantage: Seeing What Callers Only Claim

In fast-moving incidents, it can be difficult to confirm what is actually happening. Even when events are identified through security and monitoring systems, verified visual intelligence may not immediately reach police dispatch or responding officers. Without that visibility, response planning must account for worst-case scenarios.

Swatting and False Escalation

Swatting incidents show why timely verification matters. When responders do not have access to visual confirmation during an active event, they must prepare for a wide range of possible threats. This can lead to overly cautious response planning, even when the situation does not require it.

Providing verified visual intelligence during an event helps clarify conditions on the scene. With clearer insight, responders can prepare more accurately and support a more measured response.

DirectToDispatch™ enables a measured response by delivering verified, real-time video intelligence during an active event. This visibility helps responders understand current conditions and prepare accordingly, including approaching situations with a de-escalation mindset when appropriate.

This clarity supports community safety and reduces agency risk.



Threat Confirmation from the Source

Traditional security and video systems often capture valuable information that is reviewed only after an incident has occurred. While this data can support investigation, it does little to inform real-time response when it arrives too late.

DirectToDispatch™ helps ensure that verified intelligence from existing source systems reaches responders during an active event, rather than remaining isolated within individual platforms. This intelligence may include visual confirmation of activity, movement, or conditions relevant to responder safety.

The Power of Pre-Arrival Planning

Early access to verified intelligence changes how responders prepare. Instead of arriving to assess basic conditions, officers can plan an approach, positioning, and coordination in advance.

Pre-arrival insight supports safer movement, clearer communication between units, and more deliberate response strategies. When responders understand what they are likely to encounter, they can focus on resolution rather than orientation.

Seeing the scene before arrival does not replace training or experience. It strengthens them by reducing uncertainty and allowing officers to apply judgment with greater confidence.



Tactical Mechanics: The DirectToDispatch™ Visual Pipeline

To be effective, data must be accessible within existing workflows. Many 911 centers and patrol units use systems that are not easily connected to external video sources. **DirectToDispatch™** addresses this challenge by providing a streamlined visual pipeline that fits seamlessly alongside the tools police already use.

Beyond the PSAP: Removing Technical Barriers

In many jurisdictions, emergency communication centers do not have direct access to private facility video or security system data. Even when valuable intelligence exists, it is often isolated within separate platforms that are not designed for real-time response support.

DirectToDispatch™ helps address this limitation by enabling verified intelligence to be shared through secure, browser-based access for authorized users. Rather than requiring integration into existing dispatch systems or changes to established workflows, the intelligence is made available in a way that fits alongside current operations.

A Common Operational Picture (COP)

Effective response depends on shared understanding. When dispatchers, field officers, and command staff operate with different information, coordination becomes more difficult and decision-making can fragment.

By delivering verified intelligence through a consistent pathway, **DirectToDispatch™** supports a common operational picture across authorized users. When multiple stakeholders can reference the same intelligence, communication improves, and response actions align more closely.

Multimedia Collaboration in Real-Time

As incidents evolve, conditions on the ground can change quickly. Updated intelligence is most valuable when it can be shared efficiently with those involved in the response.

DirectToDispatch™ supports the ability to distribute updated intelligence through a controlled, authorized channel as situations develop. This may include new visual context or additional details from source systems as they become available.

Delivering verified intelligence earlier and more consistently changes how responders prepare and act. The impact of this shift is reflected in response quality, accountability, and risk management.

Outcomes: Precision and Liability Reduction

When uncertainty is removed from a response, everyone wins. **DirectToDispatch™** delivers measurable improvements in both operational success and the well-being of the force.

Officer Well-being

Uncertainty is a significant source of stress during high-pressure response situations. When officers arrive without a clear understanding of what they are walking into, cognitive and emotional strain increases, particularly in the earliest moments of an encounter.

Earlier access to verified intelligence helps reduce this strain by providing greater clarity before arrival. When officers have a more accurate picture of a scene, they can prepare mentally and tactically, supporting calmer, more deliberate decision-making. This preparation contributes to officer well-being by reducing the need for reactive assessments under pressure.

Response Effectiveness

The impact of verified intelligence is most visible in how it changes the priority of a call. Because traditional, unverified alarms have such a high rate of error, they are often treated as lower-priority events. This delay can allow a scene to go cold before help arrives.

In contrast, when an officer is dispatched with real-time intelligence video or GPS data, the event is recognized as a confirmed crime in progress. This allows for a faster, more focused arrival. By providing actionable intelligence from the start, agencies can work more efficiently and create a much stronger deterrent against professional criminal networks.

A Stronger Chain of Custody

Clear documentation is an essential component of modern public safety operations. When intelligence is captured and time-stamped as part of the response process, it supports transparent post-incident review and strengthens accountability.

Verified visual intelligence can help clarify what responders knew and when they knew it. This context supports internal review, legal proceedings, and community trust by providing an accurate record of events as they unfolded.



Protecting the Protectors: Privacy & Control

In today's environment, community trust is just as important as tactical success. 3Si has designed **DirectToDispatch™** with a "**Privacy-First**" architecture that respects both the public and the property owner.

Behavior-Focused Detection

DirectToDispatch™ focuses on visual context, such as weapons, descriptions, audio or unauthorized activity. It provides the "What" and "Where" of a crime shared securely by the source. This approach maintains trust while still giving officers the tactical data they need.

Curated Pushing vs. Searching

One of the most unique features of **DirectToDispatch™** is its "Push" model. Instead of giving law enforcement open access to search through private internal networks, DTD allows the site owner to push only the necessary context during an active event. This gives victims control over their privacy while ensuring responders aren't walking into a scene blind.

Conclusion: Data-Driven Safety

Precision response is impossible without precision data. The "Intelligence Gap" has long been a source of risk for first responders, but it no longer has to be. By bridging the gap between detection and dispatch, 3Si ensures that every response is informed, every officer is prepared, and every community is safer.

Enable first responders with the verified intelligence they need to respond safely. Schedule a **DirectToDispatch™** briefing today.