

## Information Item

**Date:** November 7, 2022

**To:** Mayor, Mayor Pro Tempore, and Members of the City Council

**From:** Patrice Toney, Assistant City Manager  
Catrina Thompson, Chief of Police

**Subject:**

Information on Live911 streaming technology from Higher Ground, Inc.

**Strategic Focus Area:** Safe and Secure Community

**Strategic Objective:** No

**Strategic Plan Action Item:** No

**Key Work Item:** No



The Winston-Salem Police Department and representatives from Higher Ground, Inc. are presenting information about the software application Live911. Live911 livestreams 911 calls directly to police in the field in real time, transforming law enforcement response plans by eliminating delays, relaying additional information from the caller to police, and providing increased situational awareness. Officers in the field can hear firsthand 911 calls in real time that are relevant to their location and receive all the necessary details immediately to determine the severity of situations. Live911 also benefits leadership in that watch commanders, real-time crime centers, and drone first responder programs can monitor hot spots and direct resources quickly and appropriately.

Full implementation of the Live911 system is not expected to take place before June 30, 2023. As such, funds for the system would be included in the FY 2023-24 budget process. If the project were to move more quickly than expected and come online during the latter months of FY 2022-23, sufficient funding in the general fund will exist to support this program for a short time.