

# NEAR-REAL-TIME DATA VISUALIZATION TO SPOT & STOP TERRORIST ATTACKS

## DASHBOARD ANALYTICS FOR EMERGENCY CALLS

Direct Technology created an interactive dashboard for the State of California that shows emergency call volume and data for the entire state, or the region of any given public safety access point (PSAP). The data refreshes every minute to keep PSAP operators as up-to-date as possible.

Creating this color-coded, location-focused dashboard visualization helps operators see at a glance when call volume is normal, and provides an alert if an unusual event is happening. Our own team also monitors the dashboard from afar in case anything out of the ordinary occurs.

## IDENTIFYING AND STOPPING THE SAN BERNARDINO SHOOTING

On December 2<sup>nd</sup>, 2015, two people perpetrated a mass shooting in San Bernardino, CA. In the Direct Technology office, our team noticed a block on the dashboard suddenly light up red – meaning an enormous amount of calls were coming in to certain PSAPs. They immediately alerted emergency personnel in San Bernardino, who were just beginning to hear about the attack.

The dashboard's nearly immediate notification, and its ability to zero in on the GPS coordinates of the emergency calls from cell phones, allowed San Bernardino emergency services to get to the scene of the crime more quickly, find the shooters and stop the threat faster, and save more lives that fateful day.

