

## FOR IMMEDIATE RELEASE

Contact: Shara Hutchcraft  
Director of Communications  
City of North Little Rock  
(501) 975-8833 cell: (501) 351-2714  
shutchcraft@nlr.ar.gov



# North Little Rock Emergency Services Implements Prepared911 to Enhance 911 Response

**North Little Rock, Arkansas (Tuesday, December 31, 2024)** ... The City of North Little Rock Emergency Services recently adopted Prepared911, a groundbreaking platform that will significantly improve how the North Little Rock 911 Center processes emergency calls. This new technology is currently being integrated into the center's operations, with dispatchers undergoing training to maximize its potential. The Prepared911 platform is designed to streamline communication between callers and dispatchers, mainly when traditional verbal descriptions are insufficient or unclear. One of the standout features of Prepared911 is its ability to allow dispatchers to send a link to a 911 caller, enabling them to capture live audio and video from the caller's phone. This can be critical in situations such as fires, multi-vehicle accidents, or suspicious activity, where visual information can greatly enhance the dispatcher's understanding of the situation. For example, in the event of a house or industrial fire, the platform could allow a dispatcher to see the color of the flames or assess the severity of the fire firsthand, helping to guide the response of fire and emergency services. Similarly, visual and audio cues could provide crucial information to emergency responders in accidents or other emergencies, potentially reducing response times.

**Real-Time Language Translation and Transcription:** Another key feature of the Prepared911 platform is its built-in real-time translation and transcription services. The North Little Rock 911 Center leveraged language translation services nearly 400 times in 2024 alone. However, the traditional process of connecting to a language line can take anywhere from 1 to 6 minutes, during which time dispatchers often have little understanding of the nature of the emergency. In situations involving non-English-speaking callers, this delay can be particularly critical. With Prepared911, translating non-English calls, mainly Spanish, is much faster. The platform provides real-time translation, displaying the translated text on the dispatcher's screen as the caller speaks. The

dispatcher can also type responses into the system, which are then read aloud in Spanish to the caller. This immediate translation capability allows the dispatcher to understand the nature of the emergency immediately, improving both the speed and quality of the response. This service can be especially beneficial when the caller does not speak English, as it eliminates much of the communication barrier that might otherwise delay the deployment of police, fire, or medical services.

**Summarization and Key Points:** Prepared911's ability to summarize calls and highlight key points during the call is another feature that sets it apart. As the conversation progresses, the platform can generate a summary highlighting essential details such as suspect descriptions, vehicle information, or the nature of the emergency. This allows the dispatcher to review key information they may have missed, improving situational awareness and ensuring that emergency responders are fully informed before arriving at the scene.

**Privacy and Consent:** While the video call feature is a powerful tool, participation is voluntary. Callers must consent for a video to be captured, ensuring that their privacy is respected. Additionally, the platform does not give the City of North Little Rock access to a caller's phone contents or settings—only the live video and audio from the emergency scene. The city has worked closely with Prepared911's customer success team to develop and implement strict policies to ensure that the platform is used responsibly and effectively, prioritizing the safety and privacy of both the callers and the dispatchers.

**Looking Ahead:** The introduction of Prepared911 marks a significant leap forward in emergency services for North Little Rock. By enhancing communication, improving the accuracy of information gathered during calls, and reducing response times, the platform is poised to positively impact the effectiveness of local emergency responders and the community's safety. As training continues and the platform fully integrates into the 911 Center's operations, North Little Rock looks forward to seeing the many benefits that Prepared911 will bring in handling emergency situations more efficiently and effectively.

For more information, contact Shara Hutchcraft, Director of Communications for the City of NLR, 501-351-2714 or [shutchcraft@nlr.ar.gov](mailto:shutchcraft@nlr.ar.gov)

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