TROUP COUNTY
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Troup County 911 Launches
Groundbreaking "Prepared Live" Software

Troup County, Ga. December 7, 2022 – Troup County E-911 has officially launched new dispatch-guided Prepared Live software, which enables our dispatch center to conduct livestreams and receive multi-media from mobile callers in real time.

In emergency situations, there are many cases where it is safer or more convenient for a person to communicate with 911 via text message rather than a phone call. With Prepared Live, dispatchers can send a quick text to hang-up callers to confirm their safety. There are additional circumstances under which 911 may then text a video link to the caller to get more information for responding units.

Video participation during a call is completely voluntary, and the caller's consent is required. Upon consent, dispatchers can text callers a clickable link to activate a live video feed from the caller's phone. Please note that the video call function does not provide Troup County 911 with access to the contents or settings of any caller's phone.

"We chose to implement Prepared Live to proactively address the number of 911 hang-up calls our dispatch center receives," explained E-911 Director Shannan McLaughlin. "This addition to our technology suite will significantly improve our ability to effectively *and* efficiently respond to emergencies in the community."

This launch follows eight weeks of preparation and training to ensure that the County's dispatchers and E-911 team are able to properly utilize this software. Since its public launch in October 2021, Prepared Live has helped protect over 2 million American citizens in cities around the country. To learn more about the Prepared Live software, please visit Prepared911.com.

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