



# South River Police Department deploy 'game changing' innovation

"Thank you and the fire department for your expedited response. I feel badly for making you suit up and no fire. Good for the residents though. It's nice to know that we can count on you to help so quickly. And the camera is pretty awesome as well. Many thanks!"

Facebook message sent to SRPD

**"This is going to  
change policing"**

Mark Tinitigan  
Chief of Police  
South River Police Department

South River Police Department (SRPD) located in the State of New Jersey provides a very professional and effective law enforcement service.

SRPD is committed to delivering its services to the highest standards possible. The organization continually strives to improve levels of performance and takes its responsibility and accountability to all stakeholders very seriously.

When innovative technology comes along that assists law enforcement agencies to improve its response to citizens, businesses and visitors it is vital that it is implemented appropriately.

Through a long-standing relationship with the Critical Response Group (CRG) SRPD were delighted to be among the first adopters of the 911eye emergency streaming service in October 2018.

SRPD already generates video and image content from a number of sources during the life-cycle of an incident or investigation by way of body worn cameras, in car video systems, interrogation and CCTV. Now for the first time SRPD have access to real-time video to increase response effectiveness and safety.

SRPD see the introduction of the 911eye service as a 'game changer' in the way that they deliver their services to their community and in particular the way that they respond to calls on that service. They now have the ability to:

- Retrieve and use real-time footage before an officer arrives on the scene providing a continuous timeline of an incident to feed into any investigation
- Provide situational awareness, including the caller's location, for the dispatchers allowing them to accurately deploy resources appropriate to the incident being reported

- Provide an evidential component to support decision making when responding to potentially sensitive calls
- Support an increased conviction rate and quicker guilty pleas
- Make better response decisions, faster - promoting public and officer safety

Lt John J. McKenna of SRPD says "Since we started using 911eye we have received positive feedback from our citizens through Facebook, the news media and at our Council meetings.

We are delighted to have added this innovative tool to the systems that our dispatchers already use. We are encouraging them to 'think outside the box' and make use of it as often as possible while ensuring the safety of the caller at all times".

INSIGHT

RESPONSE

SAFETY



CRITICAL RESPONSE GROUP  
We work today to save lives tomorrow.

## Live use cases:



### Single Vehicle Motor Vehicle Crash with Retention Wall

A motorist called police headquarters and reported he had struck a cement wall with his vehicle which was beginning to collapse. Due to a language barrier the dispatcher sent a link to determine the location and severity of the incident and which resources to dispatch.

What the dispatcher saw was a cinder block retention barrier, 18" in height, separating a parking lot from a neighboring back yard. The vehicle bumper had struck the cinder blocks cracking them. It was obvious to the dispatcher this did not warrant a "code 3" response with multiple resources, and no lives were in danger.

#### Outcome:

Reduced resources, saving time and cost together with increased safety and reduced risk as no emergency response was required.



### Fire Hydrant Seasonal Flushing

Police dispatch received a complaint from a resident that the fire hydrant on their street corner had a bad leak which was flooding the roadway. Typically this would require a police response. The dispatcher sent a link to the resident to determine the extent of the leak and volume of water. It was determined from the video the Department of Public Works was in the process of flushing the hydrant which required no response.

#### Outcome:

No response required, saving Police resource time, cost and effort.



### Smoke Condition

A resident called police headquarters reporting a smoke condition. A link was sent to the resident wherein the dispatcher was able to see the smoke and determine the source.

#### Outcome:

Location and source determined to support accurate decision making and deployment of appropriate resources.



*"I am pleased to report we have just utilized 911eye for our first time. A motorist unfamiliar with our community was involved in an accident. The dispatcher forwarded a link and within seconds was able to determine the location, extent of vehicle damage, description of vehicles involved and impact on passing traffic. It worked flawlessly and as intended."*

Lieutenant John J. McKenna, South River Police Department

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