

Script for requesting Priority Response meeting

Target Contact

Call the local police or sheriff's office and request to speak with the person that is responsible for the dispatch center. There are several names for a dispatch center and they include:

- Dispatch center
- Operations center
- PSAP (Public Safety Answering Point)
- 911 center

The goal is not to speak with the police chief but to the person who actually manages the center. In small police departments this may be the chief. Usually, however, this is delegated to someone else.

Initial Call

"Hello, I am _____ working with the Greater _____ (Name of City) Security Industry and I am looking for the person that runs or is responsible for your dispatch center."

Reach the Dispatch Center Manager

"We are not trying to sell you or the department anything – I mean that. I am _____ and am working with the Greater _____ (Name of City) Security Industry and we are working with the local dispatch centers in the Greater _____ (Name of City) area to create a special dispatch code for enhanced video alarms where we use video as a virtual eyewitness to confirm an intruder is actually present."

"We would like a 30 minute meeting to demonstrate new video alarm technology. After the demo we are going to request that you create a new dispatch code that gives higher priority response to alarms that are confirmed using video as a remote eyewitness. We would also like to ask you to create an email address at your PSAP where participating central

stations can send video clips of the alarms for review by the dispatch operators, if they are interested.”

“This policy is already being pursued in many areas of the country. In addition to greater officer safety it delivers more arrests.”

“We are looking for 30 minutes for the demo/presentation. So you have any time in your schedule we could work with?”

“Do you have an email address so I can send you a White Paper on the concept?”