



# Eagle Eye 911 Camera Sharing Media FAQ

## Glossary of Terms

**Emergency Communication Centers (ECCs):** Also known as 911 Centers, Emergency Communication Centers are public entities run by cities and municipalities. ECCs receive 911 calls.

**Telecommunicator:** Telecommunicator is the correct designation for the 911 professionals who work in ECCs, answer 911 calls, and deliver information and guidance to first responders (aka field responders) on the ground.

**First Responders (aka field responders):** A person (such as a police officer, firefighter or an EMT) who is among those responsible for going immediately to the scene of an accident or emergency to provide assistance.

**Video Management System (VMS):** A software platform used to manage and control security cameras, recording devices and other security equipment in one or more locations. The Eagle Eye Cloud VMS is used by businesses of all sizes to centralize their video surveillance and obtain better security and operations. Purpose-built for the cloud and AI, the Eagle Eye Cloud VMS addresses customers' security and operational needs with unlimited scalability, simple usage-based subscription pricing, advanced analytics, integrated AI, and an open RESTful API platform delivering flexibility.

## Q&A

### How is it determined which cameras can be viewed by telecommunicators during an emergency?

When customers connect *Eagle Eye 911 Camera Sharing*, they designate which cameras will be made available to ECCs during an emergency. When there is an active 911 emergency, cameras in the immediate area (generally 1,000 yards, based on longitude and latitude coordinates) become available to 911 telecommunicators working in the local ECC.

### Are all ECCs in the United States compatible with *Eagle Eye 911 Camera Sharing* technology?

Eagle Eye 911 Camera Sharing can be implemented in 99% of U.S. ECCs.

### What percentage of schools have security cameras?

In 2020, the [National Center for Education Statistics](#) estimated that 91% of schools used video surveillance, up from 61% in 2010, and 83% in 2018. It is likely that the percentage of schools using video surveillance is higher than 91% in 2024.

**Is it safe for businesses and schools to give ECCs access to their cameras? What about privacy protection and cybersecurity breaches?**

- Customers choose which cameras are sharable in the case of an emergency.
- For privacy and security purposes, the shared security cameras can only be viewed by a 911 telecommunicator during a 911 emergency.
- All video is secured and encrypted.
- 911 telecommunicators have no access to camera credentials and details such as usernames, passwords, or IP addresses.

**Can ECC telecommunicators look at footage from shared cameras before or after a 911 emergency?**

- 911 telecommunicators can only watch video during an incident; any access is blocked once the 911 incident is closed.

**Can ECC telecommunicators download video footage or share video? Can ECC telecommunicators manipulate cameras or access the video management system onsite? What about security cameras that have not been “predesignated as shared cameras”?**

- 911 telecommunicators cannot download or share video from shared cameras.
- 911 telecommunicators cannot make any changes to shared cameras and/or to the Eagle Eye Cloud VMS (video management system).
- 911 telecommunicators can only view predesignated shared security cameras.
- Only Eagle Eye customers have the right to share video with law enforcement or anyone else.

**Is there a record of which cameras were viewed by ECC telecommunicators during an emergency?**

Yes. All video accessed by 911 telecommunicators is tracked and recorded in the Eagle Eye VMS Audit Log.

**Is *Eagle Eye 911 Camera Sharing* really a “first-of-its-kind technology,”? Do others within the security industry have similar technology?**

Yes. *Eagle Eye 911 Camera Sharing* is a first-of-its-kind technology. Differentiators include the fact that 911 calls go directly to the ECC—delivering instant camera access to telecommunicators and saving valuable time. There is no “middleman” or extra manual processes that need to be completed between the time a 911 call is placed and the time the ECC can view video of the emergency scene. *Eagle Eye 911 Camera Sharing* includes geolocation, which means that cameras in closest proximity become available to the ECC.

**Why has Eagle Eye Networks decided to offer this technology now?**

“The heartbreaking scourge of mass shootings continues to escalate. Last year there were more shootings than days of the year, according to the [Gun Violence Archive](#). The founding principle of Eagle Eye Networks is to make the world a safer place, and we have ongoing R&D focused on a variety of security measures. With that said, school security has always been a focus of ours, and

we're pleased to introduce technology to the market that can turn regular security cameras into an important resource for the dedicated professionals at Emergency Communication Centers and help the first responders across the US do their very important work."--Dean Drako, CEO, Eagle Eye Networks.

**How many schools does Eagle Eye Networks currently have as customers?**

Eagle Eye sells and supports its products through a global network of 2,500 channel partners whose customers include businesses of all sizes, as well as K-12 and higher education institutions. We do not disclose information about our customers.

**Is *Eagle Eye 911 Camera Sharing* a proprietary solution?**

No, *Eagle Eye 911 Camera Sharing* is available to non-Eagle Eye Networks customers as well as current Eagle Eye Networks customers. Non-Eagle Eye Networks customers may continue to use their current video management system (VMS) or on-premise NVR/DVR. In addition, *Eagle Eye 911 Camera Sharing* works with most standard camera manufacturers.