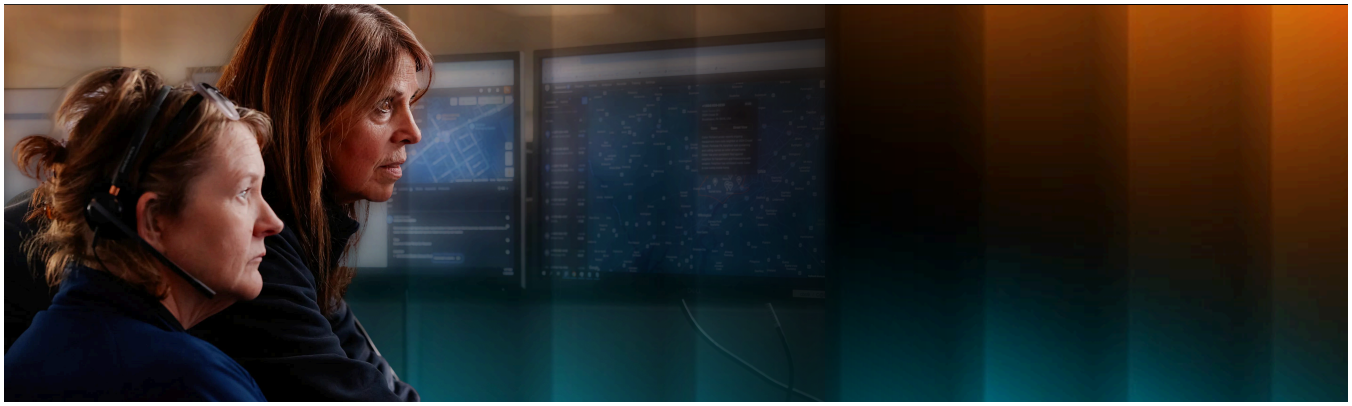
The Complete 911 Platform Built for the AI Era



911 has always been the starting point of the emergency response chain. Everything that comes after that first call — from interpreters and dispatchers to the teams on the ground and the records they create — has been a separate link in that chain. And each link has been a different vendor, a different system, a different place where information and quality can degrade.

Axon 911 changes that. Now, every 911 call opens the door to a single connected intelligence pipeline, running from the moment someone dials to the moment the last record is filed.

The result is a public safety ecosystem where situational awareness improves, responders arrive with full context, and the intelligence generated on every call compounds, resulting in far better outcomes for citizens. That is what Axon 911 was built to deliver.

Every 911 Center Is Under Pressure

FAILING INFRASTRUCTURE	A WORKFORCE IN CRISIS	FRAGMENTED INTELLIGENCE
Legacy systems require planned downtime, generate unpredictable costs, and weren't built for cyberattacks, harnessing powerful new technology, or the demands of a modern 911 center.	More than half of U.S. 911 centers report critical staffing vacancies. The people who stay are asked to type, listen, and decide simultaneously on interfaces that take months to master.	The information gathered during a 911 call has to travel through separate systems and point solutions. Details often get lost along the way, and field responders end up lacking the full picture of what actually happened.

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Today's 911 Centers Face A Choice No One Should Have To Make

For decades, 911 centers evaluating new technology have faced the same impossible decision.

Option one: build on legacy infrastructure. It handles the basics of call handling, but it's hard to change, and a center's entire operation depends on it. The risk of real innovation is too high. Centers keep the old systems running while vendors layer AI on top and call it progress.

Option two: add point solutions. Single-purpose tools for transcription, translation, QA, or training each solve a real problem, but each one is another system to manage. However good the individual tool, fragmentation only compounds over time.

This is the choice that has gotten the industry here. Antiquated infrastructure or a fragmented experience. And the people who lose when you have either one are the staff trying to do their jobs and the communities relying on them for help.

Axon 911 was built because that choice should no longer exist.

Finally, One Platform for the Entire 911 Center, From Infrastructure To Intelligence

130M+
911 CALLS PROCESSED

1,300+
PSAPS SERVED

99.999%
UPTIME SLA FOR INCOMING EMERGENCY CALLS IN THE US

50
STATES

Axon 911 brings together two teams with deep roots in emergency communications, operating under one mission and building toward one platform.

Carbyne has been deployed in 911 centers across the United States and internationally for years. As the cloud-native infrastructure layer of Axon 911, it ensures 911 centers stay operational under any conditions.

Prepared has been building and deploying technology for 911 since 2019. As the intelligence layer of Axon 911, it sits inside the call-taker's workflow, transcribing, triaging, and surfacing the right information in real time for stronger decision making.

Unlike the rest of the industry, Axon 911 was built cloud-native from day one. This means we can do something no one else has done before: **Axon 911 is the first platform built to run the entire 911 center in a truly unified experience.** And because it's built inside the Axon ecosystem, the intelligence from that call doesn't stop at dispatch. It follows the incident all the way to the responders, to records, to evidence, and to case closure.

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Modern Infrastructure: Axon 911 Core by Carbyne

AXON 911 CORE
Carbyne

Axon 911 Core is the modern infrastructure foundation of Axon 911, built and supported by Carbyne, and deployed in agencies across the United States and internationally today. It is the cloud-native layer that handles every call at the front of the response chain, with the resilience and elasticity the modern 911 center requires.

APEX: Axon 911's cloud-native call handling platform, built to keep the center operational. APEX handles voice, text, and video calls with 99.999% inbound 911 call uptime in the United States, backed by automatic failover when outages, cyberattacks, severe weather, or facility evacuations occur. When call volume spikes during mass casualty incidents, large planned events, or regional emergencies, capacity expands automatically to meet demand. No on-premises hardware to maintain, no manual intervention required, and no vendor ticket needed to change how the platform is configured.

Emergency Call Triage (ECT): When call volume surges around an emergent incident, ECT automatically detects the spike and uses a geofence to eliminate duplicate reports from distinct emergencies. Callers with a separate emergency are identified inside the flood and routed to a call-taker. The system does the sorting at exactly the moment your staff has the least capacity to do it themselves.

Logging Recorder: Axon 911 Logging Recorder captures every call and radio transmission through two redundant on-site Audio Collectors and pushes everything to the Axon 911 secure cloud. Every recording is searchable by AI-generated subject line, transcript keyword, talk group, and seat position. Redaction, court-ready export, and chain-of-custody documentation all happen in the same place, without switching tools.

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Assistive Intelligence: Axon 911 Intelligence by Prepared

AXON 911 INTELLIGENCE
Prepared

Axon 911 Intelligence is the assistive AI layer of Axon 911, built by Prepared. Deployable on top of any call handling system, or integrated seamlessly with APEX.

Automated Non-Emergency Triage (ANET): With up to 75% of call volume at some centers being non-emergency, ANET returns significant time to 911 teams. It is a natural-sounding AI assistant on 10-digit administrative lines that listens to callers in natural language, understands why they're calling, and resolves or routes calls without a phone tree. Real emergencies are transferred immediately, transcript and summary already in hand.

Assistive Call Taking (ACT): The moment a call comes in, assistive AI surfaces critical details so the call-taker arrives at the conversation already oriented. ACT transcribes calls in real time, automatically extracts key details, generates structured call summaries, hands off data to CAD, and translates 52 spoken languages and 240+ text languages. What reaches the responder is accurate, complete, and actionable.

Assistive Dispatch (AD): Dispatchers are asked to track every unit and listen to every transmission all at once. AD transcribes every radio transmission in real time across every talk group, summarizes incidents, and alerts supervisors to critical keywords as they surface. It reduces the mental load of monitoring distorted radio communications, so dispatchers read what was said and can focus on the response.

Automated Quality Assurance + Training (AQA): Most centers can manually review only a small fraction of the calls they handle. AQA reviews every call automatically against your center's own protocols and scoring criteria, surfacing the gaps that need attention and the moments that deserve recognition. Audio playback, transcript, CAD data, and insights are all accessible in a single view. When QA identifies a gap, call-takers can move directly into targeted simulation training built from real calls their center handled.

From The 911 Center To The Entire Response Chain

Most 911 platforms stop at the dispatcher. Axon 911 doesn't. Built inside the Axon ecosystem, Axon 911 automatically sends the intelligence your center generates on every call downstream. Caller location, incident context, and call details reach field responders before they arrive. Call data connects to Axon Fusus for real-time situational awareness, with evidence and records linked from the first ring. Drone as First Responder programs receive live 911 data before CAD processing completes. Data also flows back into Axon 911: Axon Records' NCIC and hotlist lookups give dispatchers investigative tools to stage responses and ensure officer safety.

The 911 center is the first link in the public safety chain, and Axon 911 is the first platform built to carry that first call's intelligence to everything that follows.

To request a briefing for your leadership team, visit axon.com/911 or contact your Axon representative.

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