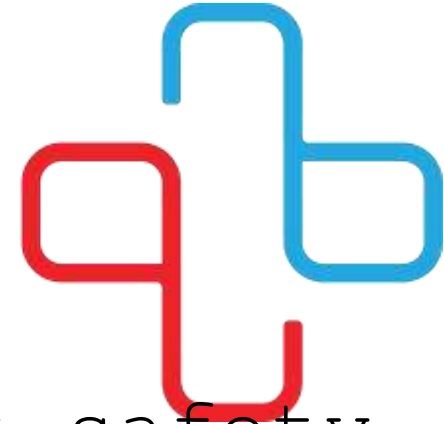# 911 Dispatch Technology Enhancements

Jennifer Johnson, CMCP

Communications Manager

RapidSOS

RapidSOS is an intelligent safety platform that securely links life-saving data from 540+ million connected devices and buildings directly to 911, RapidSOS Safety Agents, and field responders globally.
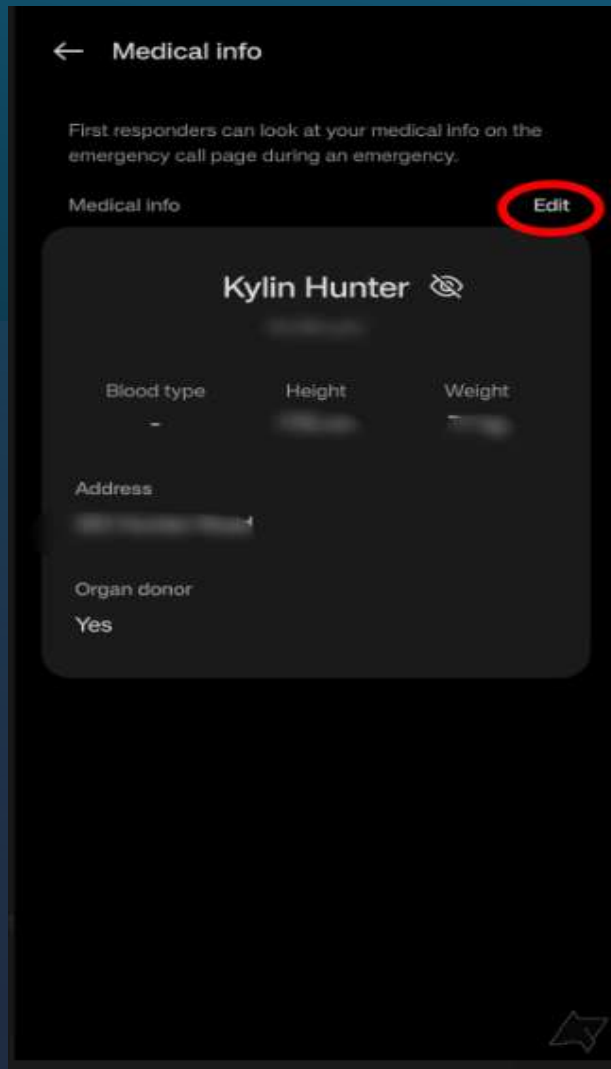
RapidSOS

- Accurate pinpointing of location
  - Address Location as well as general location inside of an address
  - Uses phone's location services as well
    as data collected from other apps
- Transmission of Health Information from phone
  - Available on iPhone and Android
- Ability to transmit secret info to 911
  - Hidden Key Information
  - Domestic Violence Victims

iPhone

Android

No Smart Phone

Medical ID (Free) ICE Contacts App

RapidSOS Portal - What 911 Sees

Address

Latitude, Longitude

What3Words

Callback #

Medical Info

Hidden Info

Key Info

Message

Emergency Contact

Divides the world into 10ft squares and assigns each square a unique 3-word identifier. Converts GPS coordinates into 3 simple words making it easier to say than GPS coordinates and less room for human error. What3Words is available in all languages and will translate the 3 words from one language to another with ease.
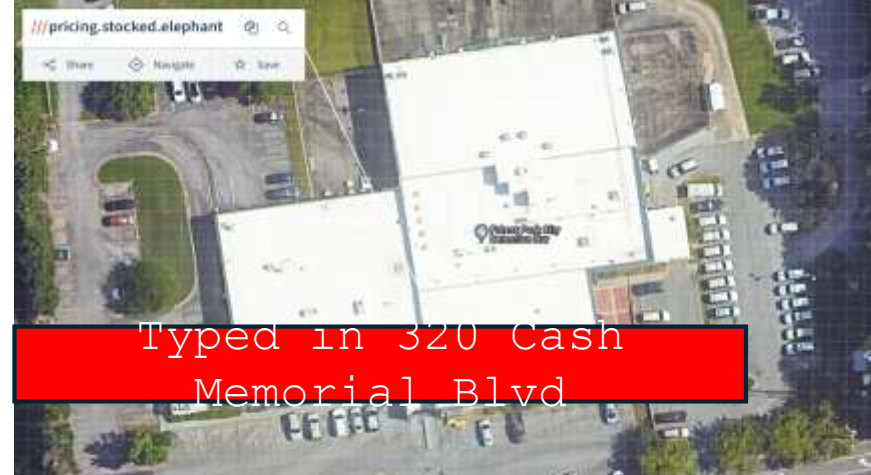
Typed in 320 Cash Memorial Blvd

///pricing.stocked.elephant

///flow.daily.spell

///torches.finest.factories

RapidSOS
Tools ···   View in GeoComm

Search

911   Alerts (0)

View Jurisdiction
Forest Park PD

1-40   14:41
ADD'L DATA AVAIL.

What3Words

1-40-
Source: Apple

14 sec ago 14:46 23 EDT 5.13.2024

320 Cash Memorial Boulev...
Forest Park, Georgia 30297
Estimated address from Google | VERIFY with caller

Lat/Long: 33.60907, -84.37417

what3words: enacted.bedroo...   COPY

Unce...   ///enacted.bedrooms.misted

Altitude: 255.6m
Vertical Uncertainty: 5.1m

APPLE ENHANCED EMERGENCY DATA
2 min ago

Verify if this device information applies to the caller and their emergency.

Call Info

Source   Voice

Primary Callback   +1 (4
Phone   4710

Caller Info

Benefits

Free app and online map

Accurate to 10ft x 10ft

Converts to grid references, coordinates and other formats

Works offline

Easily spoken over the phone or radio

Autosuggest feature helps verify what3words addresses

Forest Chapel Baptist Church

WA Fountain mentary School

What3Words App

If the caller has the what3words app

The caller opens it, presses the location icon (➤ or ⬦ for Android) and reads out the what3words address for their current location.

The app works offline, even in areas with no internet access by using the device's GPS signal.

If the caller doesn't have the app

The telecommunicator sends the caller a text message with a link to a website: https://us.findme.w3w.co

The caller taps on the link, which opens a page displaying their current what3words address using the GPS signal on their mobile device. They read out the 3 words to the telecommunicator.

what3words is available to thousands of PSAPS and ECCs through a variety of CAD and partner integrations such as RapidSOS & Avenza Maps. Through these partnerships, telecommunicators can opt in to see a caller's precise what3words location.
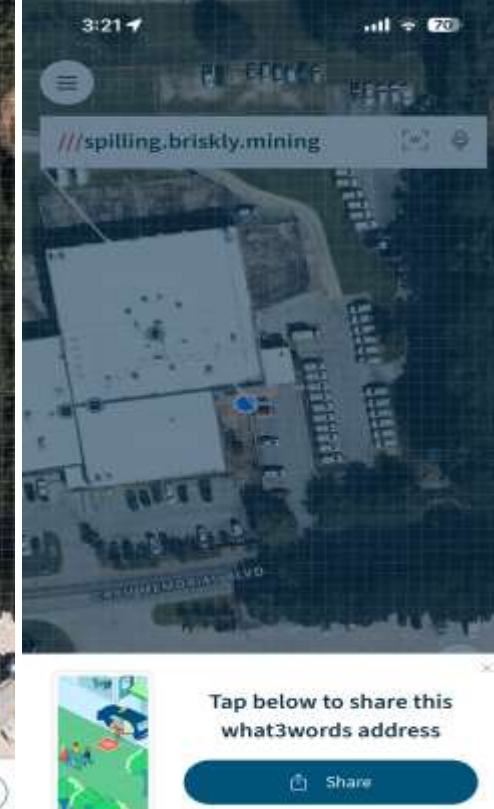
**Emergencies
First Responders
Great for Traveling
Sharing Locations with Friends & Family**

RapidSOS Safety Pioneer Program

Access to the Following Technological Enhancements:

• Text From 9-1-1

• Consolidate all 9-1-1 calls inside

  RapidSOS

• AI Powered Alarm Call Processing

Text From 911

- **Ability to text back 911 hang-ups from cellphones**

- **Ability to send text for What3Words location**

School Safety

Commercial Fire

Residential Safety

Train Safety

Connected Cameras

Telematics

Weapons Detection

Medical Profiles

Indoor Maps + Connected Buildings

Interactive AEDs

First Responder Locations

- Landline 911 Calls and Wireless 911 Calls in the Same Platform with Same Accuracy

- Safety Alerts Available

Consolidation of 911 Calls and Alerts

AI Call Processing for Alarms

We provide RapidSOS the questions we need answered from alarm companies

AI Technology answers alarm calls, takes the information

Sends us the information through RapidSOS Portal

We have 30 seconds to acknowledge the alarm, if not acknowledged within 30 seconds, we will get the information in a phone call

AI Call Processing for Alarms

- We copy and paste the information from RapidSOS into CAD

- AI Technology receives any updates from Alarm Companies

- Sends us updated information through RapidSOS Portal

- Will not be used for Hold-Up Alarms or Fire Alarms

RapidSOS

FOREST PARK
POLICE
THE CITY OF FOREST PARK
POLICE DEPARTMENT
GEORGIA

More to
Come!