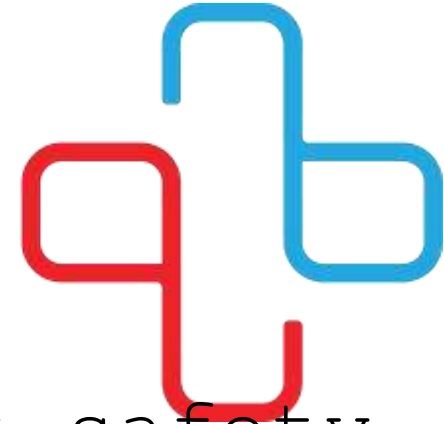


911 Dispatch Technology Enhancements

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.

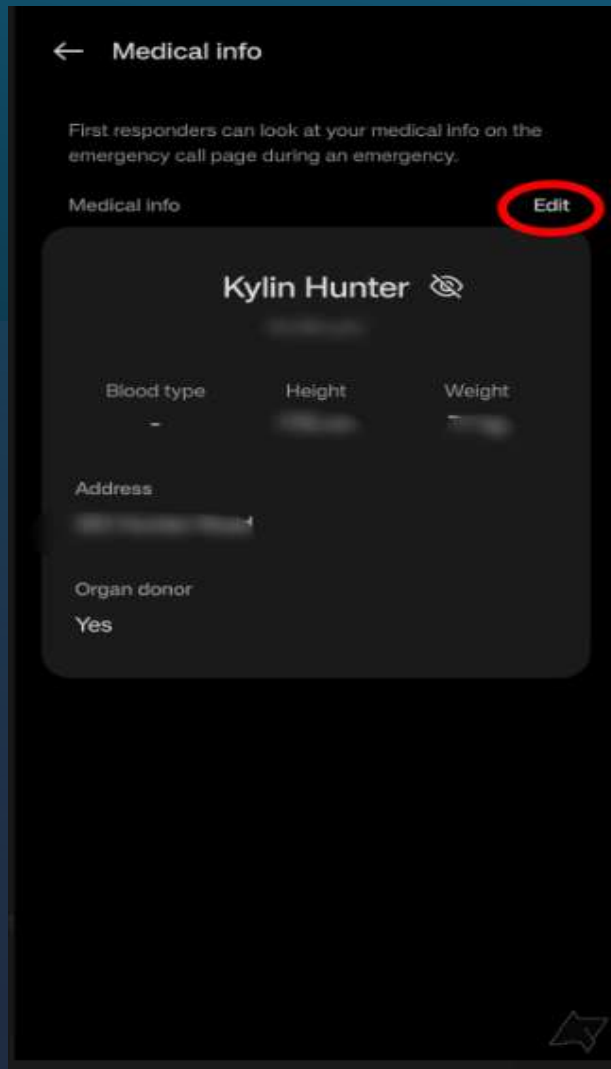
RapidSOS

- 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

Medical ID (Free) ICE
Contacts App

Create a Free Emergency Health Profile Today!

1. Go to www.emergencyprofile.org
2. Click "Sign Up"
3. Enter your contact and health information and save

A laptop displaying the website for emergencyprofile.org. The website has a white background with a large image of an elderly man and a young girl hugging. Text on the page includes 'Protect yourself and your loved ones.' and 'Sign Up Now'. There are logos for 'RapidSOS', 'American Red Cross', and 'NewKid'. A 'RapidSOS Ready' badge is also visible in the bottom right corner of the website.

No Smart
Phone

RapidSOS Portal – What 911 Sees

Address

Latitude, Longitude

What3Words

Callback #

1-404-30[redacted]
Source: Apple

37 sec ago 14:45:13 EDT, 5/13/2024

320 Cash Memorial Boulev...
Forest Park, Georgia 30297

Estimated address from Google | VERIFY with caller

Lat/Long: 33.60905, -84.37418

/// what3words: enacted bedroo...

Uncertainty Radius: 38.1m
Confidence: 80%

Altitude: 257.6m
Vertical Uncertainty: 5.1m

APPLE ENHANCED EMERGENCY DATA
1 min ago

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

Call Info

Source: Voice

Primary Callback Phone: +1 (404) [redacted] 4710

Caller Info

Map

Google

Medical Info Hidden

Info Key

Info Message

Emergency Contact

1-40[redacted]0
Source: Apple

911 Alerts (0)

View Jurisdiction
Forest Park PD

1-40[redacted]0
ADD'L DATA AVAIL

Primary Callback Phone: +1 [redacted] 4710

Caller Info

Name: Jennifer Johnson

Age: 47

Height: 5 ft. 7 in.

Medical Conditions: High Blood Pressure

Medical Notes: Domestic Violence Victim

Allergies: Key is under the plant on porch

Medications: Please send help, I can't talk to 911

Emergency Contacts

Name: Dad

Phone: [redacted]

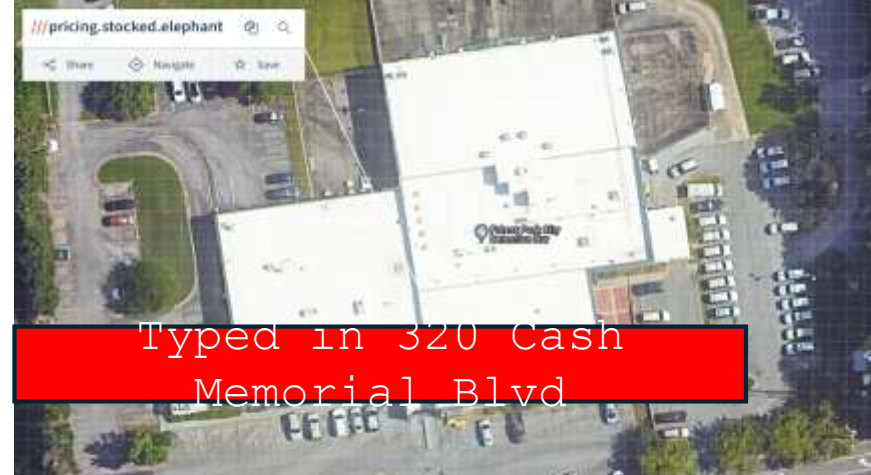
Phone Type: home

Relationship: father

Map

Google

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.



A screenshot of the RapidSOS application interface. The interface is dark-themed and shows a search bar at the top left. Below it, there are buttons for "View Jurisdiction" and "Alerts (0)". The main content area displays a search result for "320 Cash Memorial Boulevard, Forest Park, Georgia 30297". It includes the estimated address, a "Verify" button, and the What3Words identifier "enacted.bedroom.miated". There is also a section for "APPLE ENHANCED EMERGENCY DATA" and "Call Info". On the right side, there is a "Benefits" section with icons and text describing the app's features: "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", and "Autosuggest feature helps verify what3words addresses". A blue box with the text "What3Word S" is overlaid on the left side of the interface, pointing to the What3Words identifier.

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.

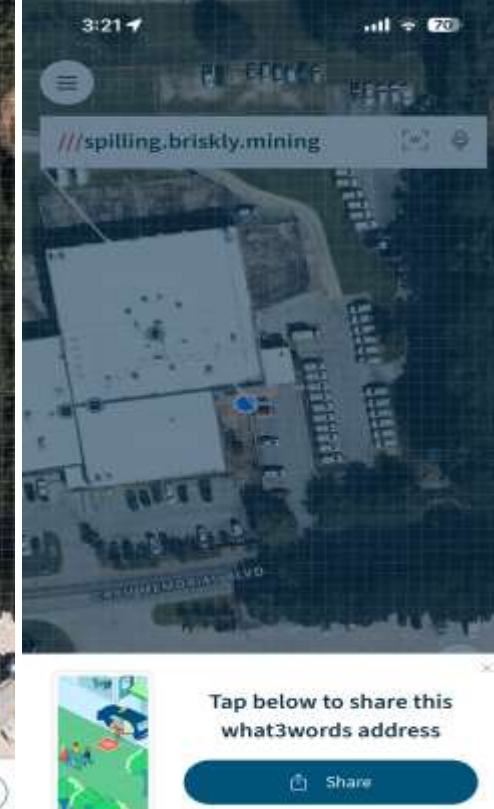


If the caller doesn't have the app

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



More to
Come!

