



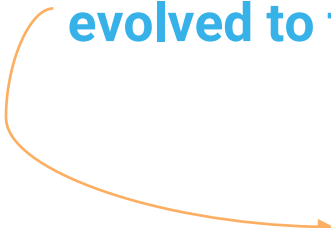
## Beyond Location:

### Trends in Additional Emergency Data

Tom Guthrie, RapidSOS

## Beyond Location: Internet of Life-Saving Things

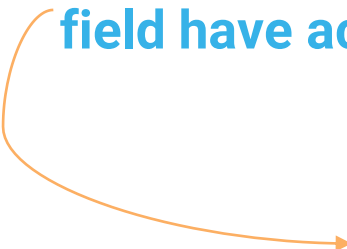
The 9-1-1 location challenge has evolved to the 9-1-1 data challenge.



Internet of Things devices collect data that can be life-saving in an emergency. But the vast majority of this data is currently stuck on devices and apps, not operationalized by public safety agencies.

# Importance of Sending Data to First Responders in the Field

With the rise of FirstNet, first responders in the field have access to broadband networks.




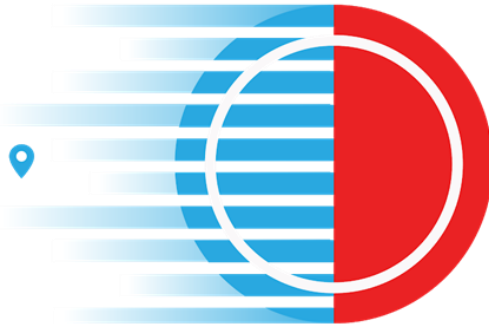
We must empower 9-1-1 to receive additional data from connected devices and share data with first responders in the field.

# Clearinghouse Model: Trusted Source for All Additional Data

Connected Devices





RAPIDSOS   
Clearinghouse



Public Safety



## News from NENA: American Heart Association + RapidSOS




### Get life-saving data to 911 & first responders in an emergency.

9-1-1 telecommunicators normally have to rely on a caller's ability to relay information verbally in order to establish what's occurring during a medical situation. Now, the American Heart Association and RapidSOS are teaming up to send opt-in profile and individual health data to 9-1-1 in an emergency, providing life-saving data directly to 9-1-1 and first responders when you call 9-1-1.

NOTIFY ME

ENTER YOUR EMAIL TO BE NOTIFIED WHEN YOU CAN FILL IN YOUR FREE EMERGENCY PROFILE.



We recently announced work with the AHA to send life-saving health data to emergency comms centers.

## Data from Medical Devices and Wearables

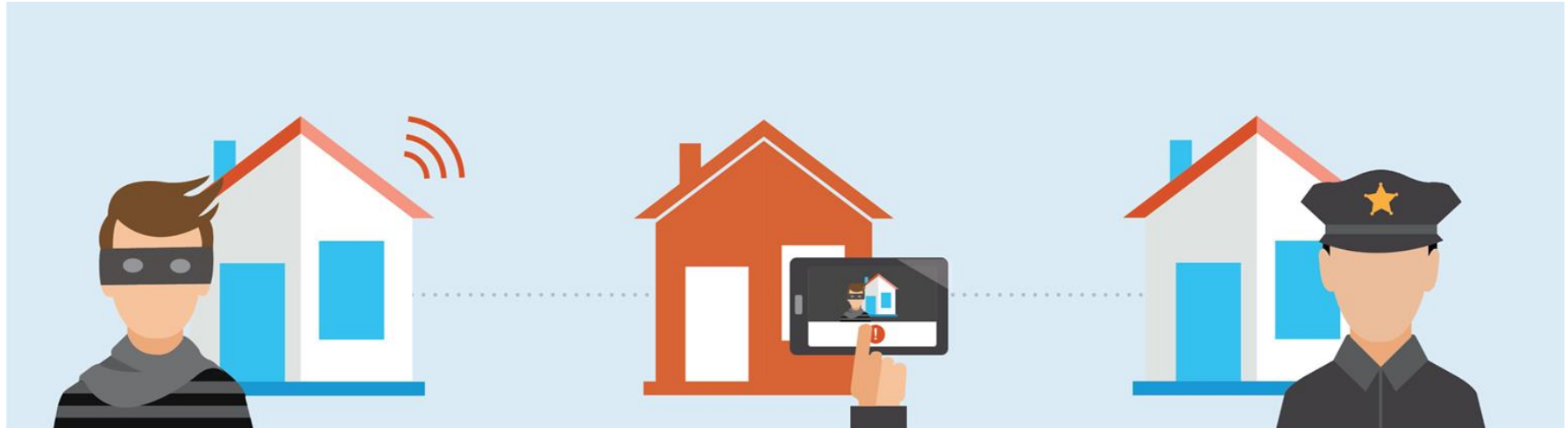


## Data from User Profiles

Nonprofits like the MedicAlert Foundation have made member data available to 9-1-1, allowing telecommunicators to access demographic and medical history information during emergencies.



## Data from Smart Home devices

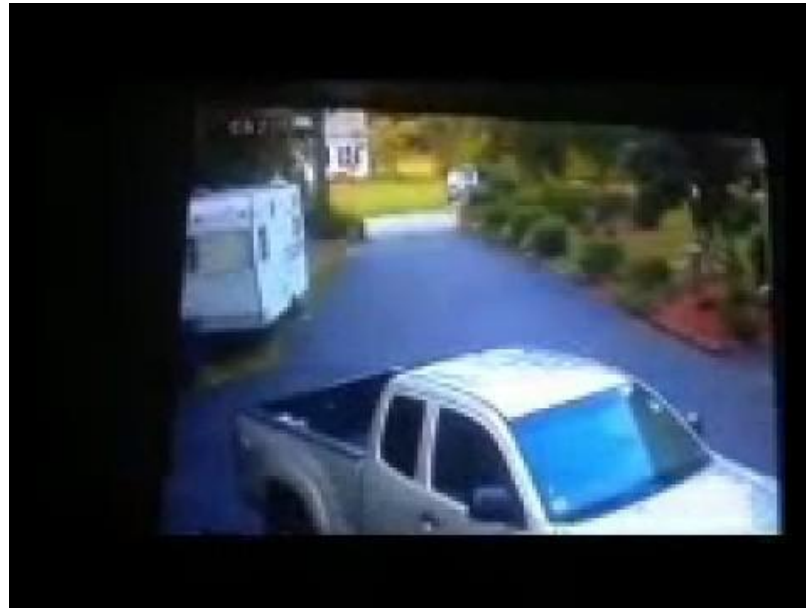




## Data from Connected Car Devices



## How Live Video Feed Can Alter Emergency Response



## Data from Mobile Apps

1555555555

SEARCH

View: 

LOCATION

ADDITIONAL INFORMATION

9/26/2018 | 12:01:28

CLEAR ALL DATA

Caller ID

1555555555

Caller Name

Anne Jones

Last Updated

9/26/2018 11:59:11 AM

Location

Latitude: 40.3404715 | Longitude: -74.2403

Uncertainty Radius

8.0 meters

Caller Information

Personal Information

Name

Anne Jones

Occupants

Name	John Doe
Phone	+12224443333
Email	john.doe@sample.com
Comment	uber_driver
Name	John Rider
Phone	+12223334444
Email	john.rider@sample.com
Comment	uber_rider

Device(s)

Car

Device Classification	vehicle
Color	Red
Comments	Uber Vehicle on a Trip
Device Name	Uber Vehicle
License Plate	ABC1234
Device Manufacturer	Ford
Device Model	Fusion

Location(s)

Trip Locations

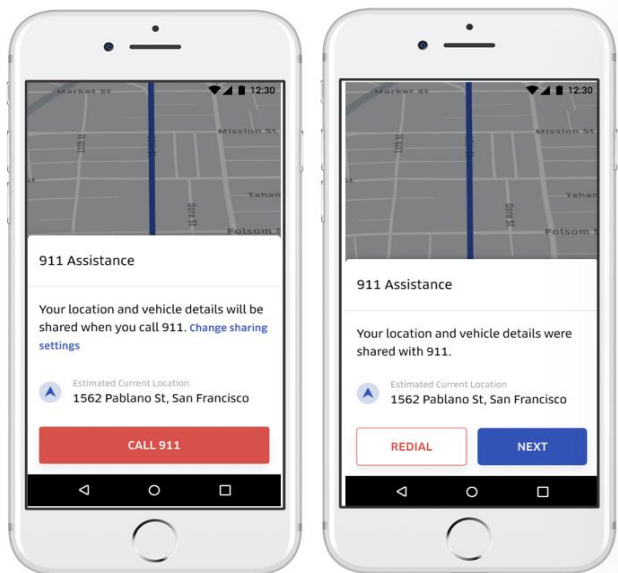
Trip Pickup Location

pickup_address	234 W 39th St New York City, NY 10018
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Trip Destination

destination_address	4142 24th St Queens, NY 11101
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## Case Study: Uber in College Town



### CAD Record

12:50:59 AM Narrative Added

Phone: (706) 202-1819

Caller Information

Last Updated

6/25/2019 12:40:57 AM

Caller Info

Caller ID

Last Known Location

Longitude

-83.3580700

Latitude

33.9517700

Uncertainty Radius

7 meters

Uber

Personal Information

Name

[REDACTED]

Car

Device Classification

vehicle

Color

Black

Comments

Uber vehicle on a trip

License Plate

Device Manufacturer

# Jurisdiction View



## Situational Awareness

Incident awareness for all emergencies across your jurisdiction



## One-Click Incident View

Quickly access data for calls with a single click, without manually querying



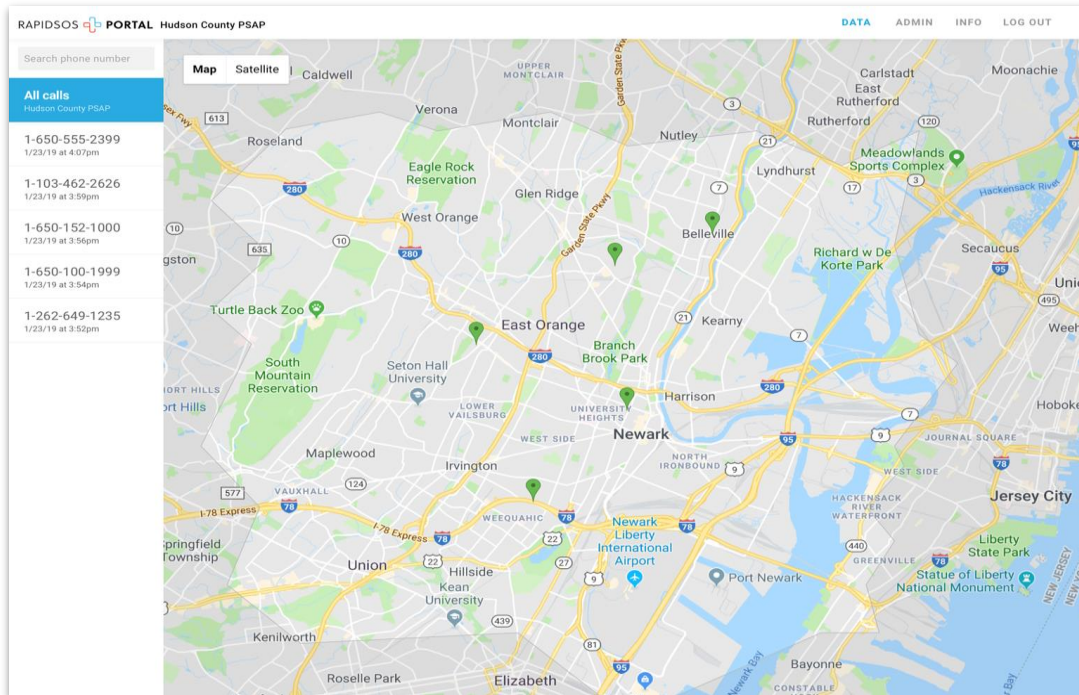
## Real-Time Data

Automatically updated caller locations and additional data in real-time



## Manage & Prioritize

Manage and prioritize multiple emergencies from a single dashboard



# Operationalizing Additional Emergency Data

**Products**



**People**

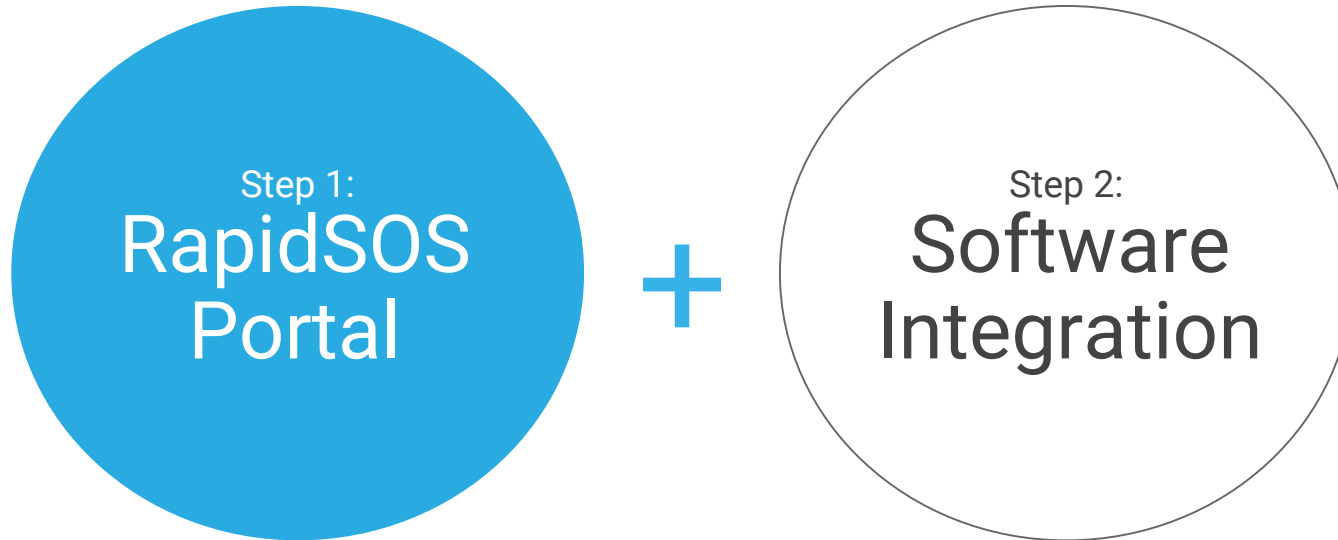


**Processes**



# Two Ways for Telecommunicators to Access Data

Multiple methods ensures every scenario is covered



## Operationalizing Data Starts with Training



Combination of in-person and video training



Trained telecommunicators after testing period



Periodic new training modules for new data sources and product features



## Standard Operating Procedures



Login to RapidSOS Portal at the start of every shift



Query for additional data on **every** wireless and VOIP call.  
Don't miss a single opportunity to access life-saving information.



Consistent format for inputting additional data into CAD

## Quality Assurance



Review call audio for implementation of additional data.

Review CAD logs to ensure additional data is present and entered in the proper format.



Center manager walking the aisles to monitor telecommunicator usage.

Follow up individually with telecommunicators to ensure they are following policies.



**Thank you!**

Questions?

Tom Guthrie  
[tguthrie@rapidsos.com](mailto:tguthrie@rapidsos.com)