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.

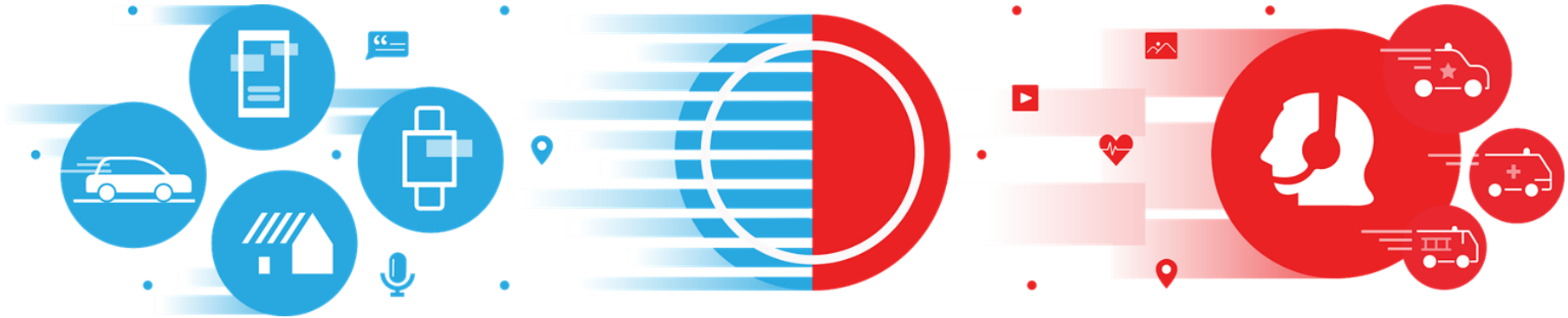
We must empower 9-1-1 to receive additional data from connected devices and share data with first responders in the field.

Clearinghouse Model: Trusted Source for All Additional Data

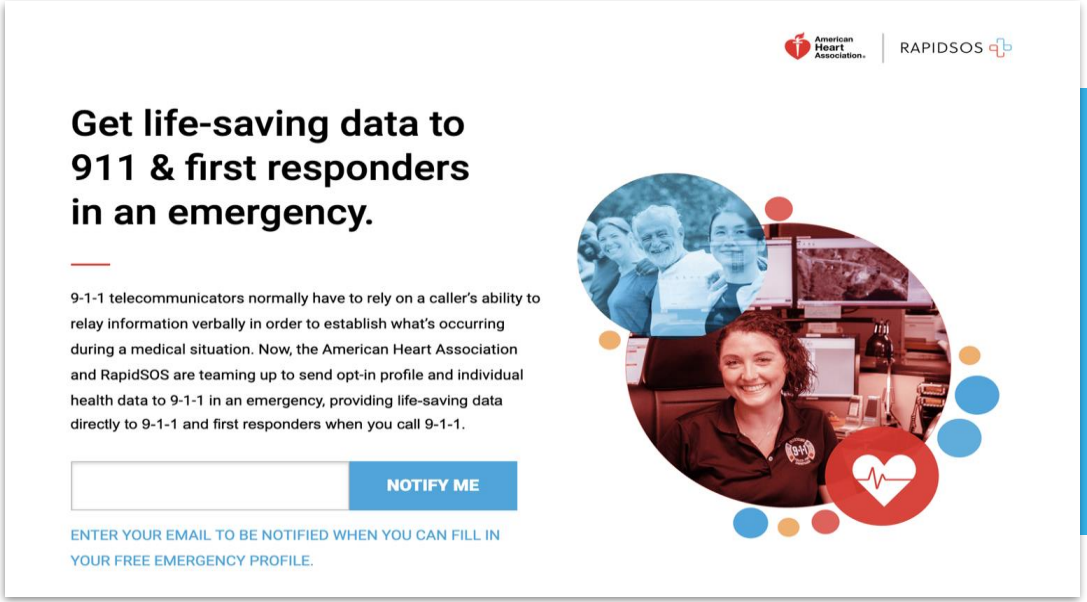
Connected Devices

RAPIDSOS Clearinghouse

Public Safety



News from NENA: American Heart Association + RapidSOS



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

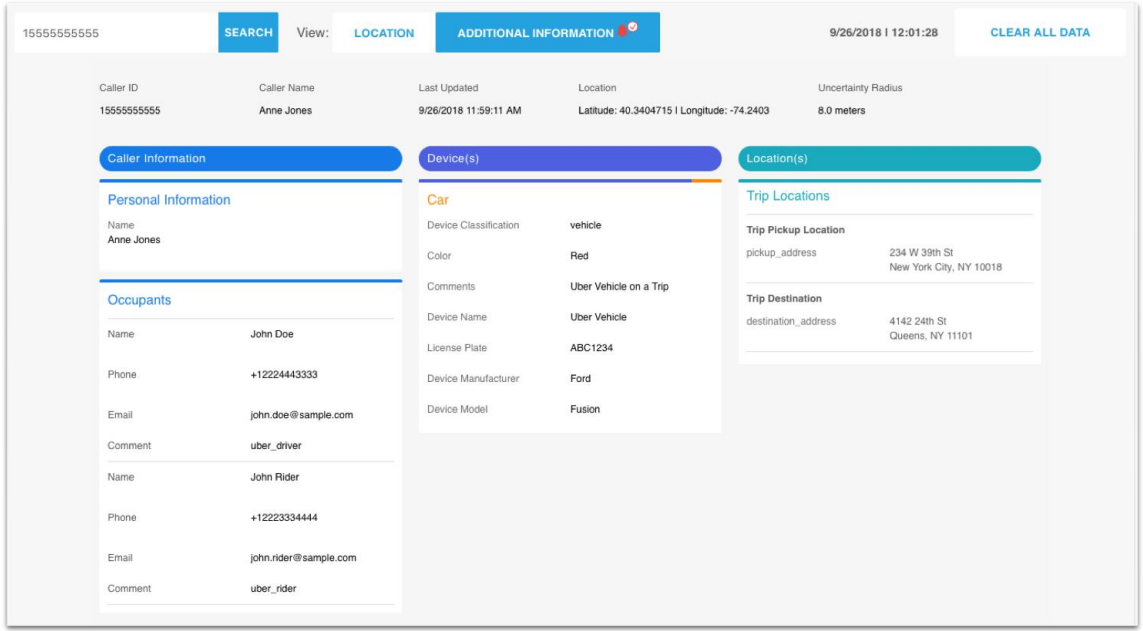
Nonprofits like the MedicAlert Foundation have made member data available to 9-1-1, allowing telecommunicators to access demographic and medical history information during emergencies.

Data from Smart Home devices

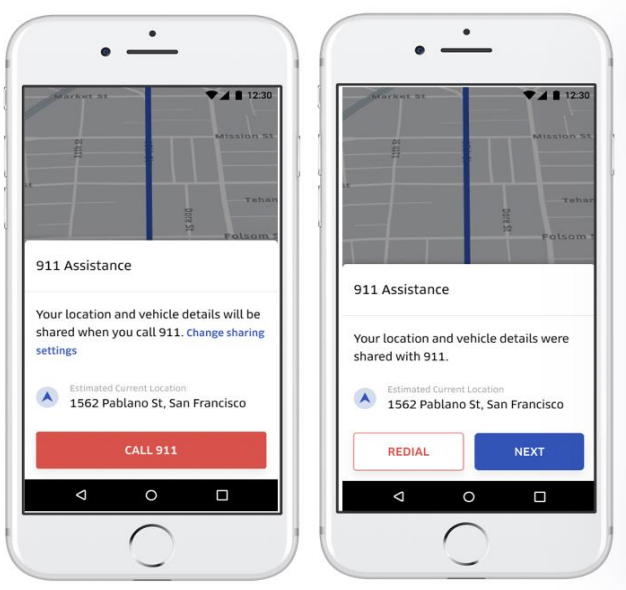
Data from Connected Car Devices

How Live Video Feed Can Alter Emergency Response

Data from Mobile Apps



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 [redacted] 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

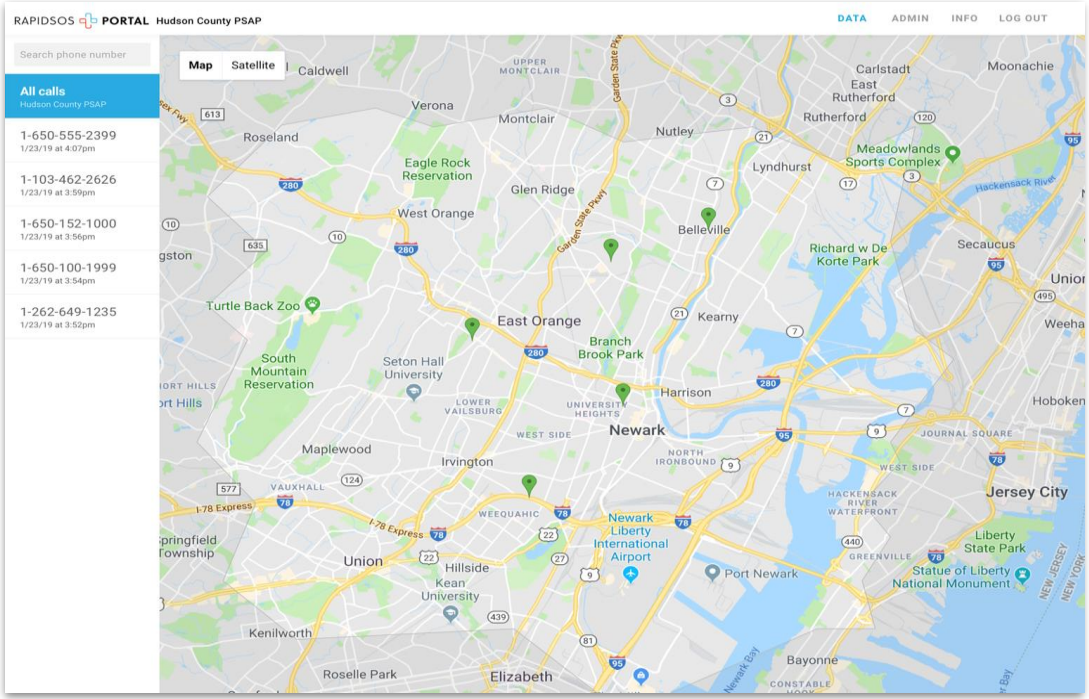
Jurisdiction View

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

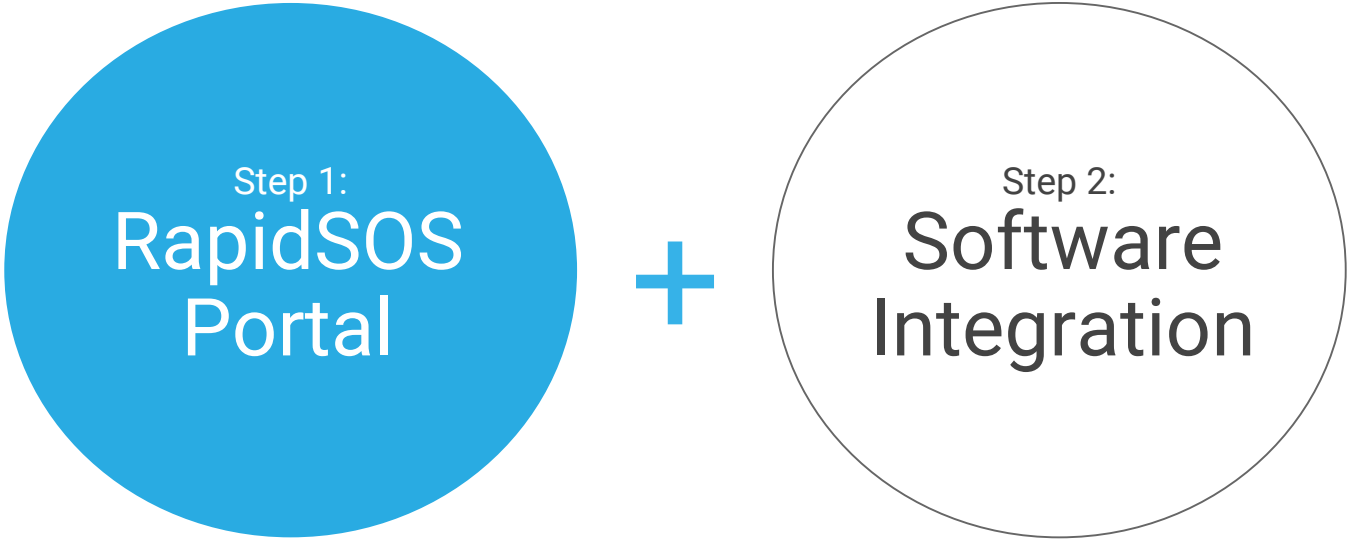
Products

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