



## Additional 9-1-1 Data for Faster, More Effective Response

### Getting the Right Information to the Right Responder at the Right Time

Smart911 delivers accurate detailed caller data with incoming 9-1-1 calls. It helps 9-1-1 call takers make faster, better decisions, shortens response times, and helps save lives.

Citizens sign up for Smart911 and enter information they want 9-1-1 to receive in case of an emergency. Information can include family member data, photos, medical conditions, disabilities, mobility limitations, exact addresses, even pets.

Data is automatically validated against users' phone number(s) and citizen provided data is kept fresh through a patented aging process.

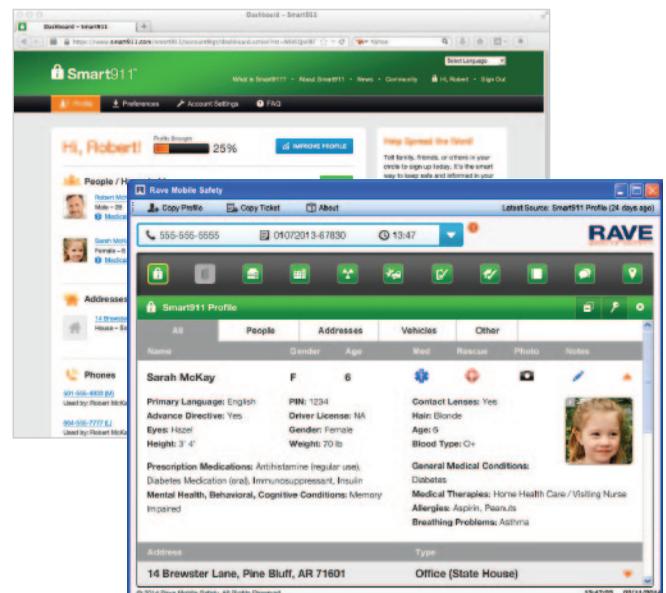
When a person calls 9-1-1, their data automatically displays on the 9-1-1 call taker's workstation providing additional information that helps you dispatch the best response to the right location.

Data can be easily pushed to responding Law

Enforcement, Fire, and EMS to help them respond more quickly and effectively.

Smart911 is an additional way for you to connect with your community. It is a tangible, citizen-facing way to showcase government, police, and first responders' on-going commitment to public safety.

### What citizens create...



### What 9-1-1 sees...

## How Smart911 Works



### Citizens enter information using the secure Smart911 portal.

The data is self-managed with rules and processes to ensure data currency. This results in richer data with less data management overhead.



### Data is stored in secure, national, databases

that are geo-redundant and built on Rave's public safety grade infrastructure.



### Critical data is displayed

automatically when a registered phone dials 9-1-1. Includes full audit trail, mobile-friendly view for responders, unique location, and two-way text capabilities.

## Improves Responder Safety and Effectiveness

Smart911 provides critical caller information to first responders, helping to ensure that the right resources are dispatched to the right location and with enhanced situational awareness, enabling them to perform their duties safely and effectively.



**Police** – Premise details, history of domestic violence, vehicle descriptions, large dogs on site, photos of children who have gone missing or elderly residents prone to wandering.



**Fire** – Property layout, number of people in household, disabilities and/or mobility limitations, hazardous materials, utility shut-off locations, access instructions.



**EMS** – Gate and access codes, allergies, medical conditions, medications and treatment assets, emergency contacts, special transport needs.

## Assists 9-1-1 Telecommunicators

The rich information flow and supporting features of Smart911 help 9-1-1 telecommunicators resolve calls faster and easier, dispatch more effectively, and save lives.

- **Instantly and automatically** delivers potentially life-saving data available about unresponsive or non-communicative callers to telecommunicators desktop.
- **Initiate text sessions** with mobile callers. Text when callers are non-verbal, hang up, or when calls are dropped for greater response and reduced numbers of unresolved cases. Multi-chat lets call takers efficiently handle multiple calls at once.
- **Ability to re-bid** the location of a mobile caller, even in dropped call or callback scenarios.
- **Accurate physical addresses** for mobile phones helps you convert a general mobile location into a dispatchable address.
- **Immediate identification** of important dispatching details such as the need for specialty resources, additional units, a hidden driveway, or known medical condition.

Assists 9-1-1 Telecommunicators – Continued from page 2...

- > **Enables call reporting** for all device types across regions, providing visibility into frequent callers, transfer history, dropped calls, and misrouted calls along PSAP boundaries. The ability to append notes to a call that are viewable across PSAPs enables efficient collaboration across jurisdictions for a specific incident or caller.
- > **Rapid delivery of rich content** to first responders on mobile devices (even a smartphone) speeds response and minimizes communication errors.

## Deploys Quickly and Easily in All PSAP Environments



Smart911 works seamlessly with all CAD and call taking system combinations – deploying in days, not months. It has no effect on existing call routing or handling processes, and the Smart911

Profile Viewer deploys in telecommunicator preferred display. The Smart911 CPE Server offers trouble-shooting functions and deployment tools to make on-boarding and the upgrade process quick and easy. Entire PSAPs can be deployed in a few short hours.

## Community Outreach



We provide on-going support to help PSAPs educate their communities about Smart911. The Smart911 community marketing team makes educating your community about Smart911 as easy as copying and pasting. We give you all the content, resources, and training you will need – whether pushing out social media posts or contributing to a newsletter – to quickly and easily generate sign ups in your community. You can lean on our community marketing team’s experience – managing 450 clients across the country – to deliver the most impactful activities to drive registrations that will make you successful.

## Smart911Connect – Powerful, Precise Data Aggregation and Delivery



 **Smart911Connect**

Every Smart911 deployment comes with Smart911Connect, an intelligent data delivery tool that allows Smart911 to support multiple data sources and types without overloading telecommunicators. Smart911Connect ensures this data is seamlessly integrated into the call taking and dispatching process, and works in both E9-1-1 and NG9-1-1 environments.



### Smart911Connect integrates additional data sources

onto a call taker’s screen in an easy-to-use format. In addition to Smart911 Profile data, chat, and enhanced location data, Smart911Connect offers available PBX switch data, telematics crash data, building data and floor plans, hazmat data, responder safety checks, incident logs and feeds, medical data from hospitals or other third parties, IP video feeds, and more.



“This is a true game changer for those of us working in Emergency Services.”

– Eddie Adamson, Chickasha Police Chief

## Actual Smart911 Use Cases



**Medical Condition/Location** – Nashville, TN 9-1-1 received a call from a citizen who said a man was unresponsive in his apartment. The caller knew nothing of the man’s medical history, but because he was using the unconscious man’s phone, the Smart911 Safety Profile immediately displayed. It gave his exact location in a large complex and indicated that the man has Epilepsy. 9-1-1 immediately dispatched EMS which enabled them to locate and treat the patient quickly.



**Home Invasion/Silent Caller** – Jessamine County, KY E911 received a cell phone call from a resident who reported someone attempting to enter her home through the front door. The call audio was poor, and the caller was afraid to speak too loudly and potentially alert the intruder. Using the information included in the caller’s Smart911 Safety Profile, the telecommunicator dispatched police to her home address and also provided information on the caller’s vehicle, which was parked in the driveway to confirm that police were at the correct location.



**Unresponsive Caller/Cell Phone** – A wireless 9-1-1 caller is unable to communicate. Using the Smart911 Safety Profile, the call taker identifies the caller’s home address, which is near the location hit on the wireless phone. The call taker notices the caller has a bee sting allergy, and dispatches EMS in addition to law enforcement. EMS arrives to find the caller in anaphylactic shock from a bee sting. The rapid medical response contributed to a successful outcome for this individual.

## Benefits

- **Accurate data with no maintenance overhead** – Citizen provided, self-managed data. Phones are validated to ensure data integrity. Automatic reminders every 6 months. Rave provides support to citizen inquiries.
- **Supplements traditional data** – Profiles give supplemental ALL information Smart911 profiles associated with all phone types – landline, mobile, and VoIP.
- **Compatibility** – Works with traditional 9-1-1 infrastructures and NG9-1-1 IP based systems. Hundreds of successful implementations in every call taking environment across numerous CAD and call taking system combinations. We are ready with flexible deployment options to meet your specific operational requirements.
- **Implementation timeline** – Deployments are typically done remotely, require minimal technical on-site support, and can be completed in hours.
- **Security and reliability** – Secure, hosted, geographically redundant architecture, meeting the highest security standards.

**With Rave you get more than a phone number.** You get 24-7-365 access to live technical support provided by Rave employees. Your team always has access to Rave product professionals for advice or general questions. We also provide on-going live training webinars and collaborative sessions.



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## Smart911™

Smart911 is part of Rave’s full suite of safety and preparedness solutions: Rave Alert, Rave Guardian, Rave EyeWitness, Rave Panic Button, SmartPrepare™, and Smart911™.