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TRANSFORMATIVE TECHNOLOGY TO SAVE LIVES

## NG911 Clearinghouse meets Android ELS

Lessons from a pilot project to find 911 callers faster using NG911

February 2018

# Pilot Results: Faster, more accurate location saves lives



## Key Finding 1

ELS through the NG911 Clearinghouse was more accurate and faster than traditional E911 location.



## Key Finding 2

PSAPs successfully received Android ELS supplemental location from the NG911 Clearinghouse, integrated into their existing software.



## Key Finding 3

This location technology was used during real emergencies, saving lives.

## RapidSOS NG911 Clearinghouse meets Android ELS



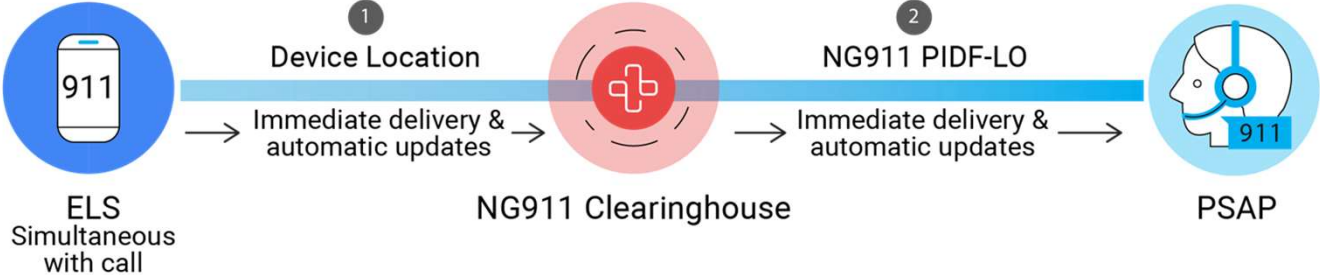
1. NENA i3 compliant Location Information Server (LIS) and Additional Data Repository

2. Supplemental Data Source, Complementing Existing E911 Mechanisms

3. Directly Integrated With all Major Call-taking, Mapping and Dispatching Software

Location from the NG911 Clearinghouse is **free** for Public Safety

# January 2018 Pilot : ELS Transmitted As Supplemental Location



## North Central Texas Council of Governments

- 44 PSAPs
- Population: ~2 million
- Morphology: Urban/suburban



## Collier County, FL

- 2 PSAPs
- Population: ~350,000
- Morphology: Suburban

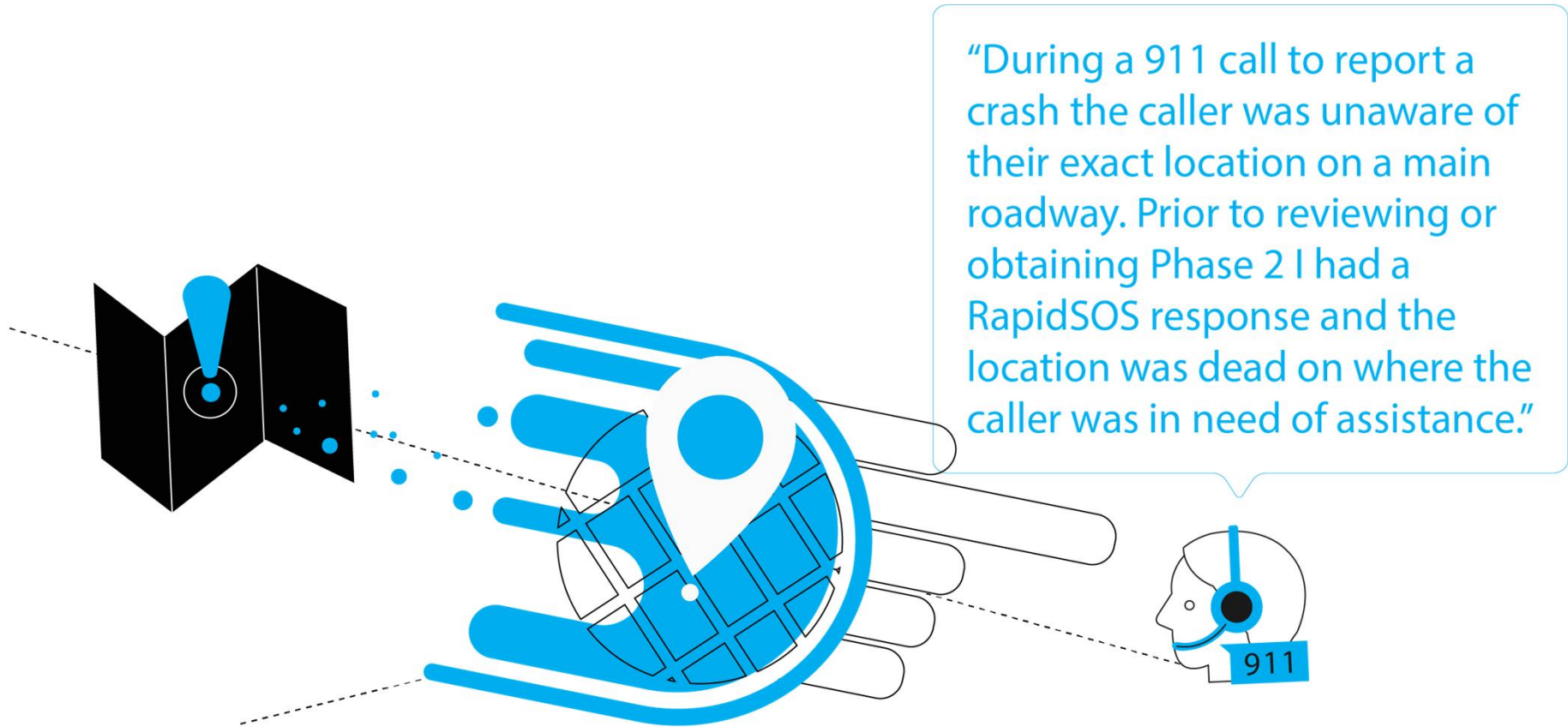


## Loudon County, TN

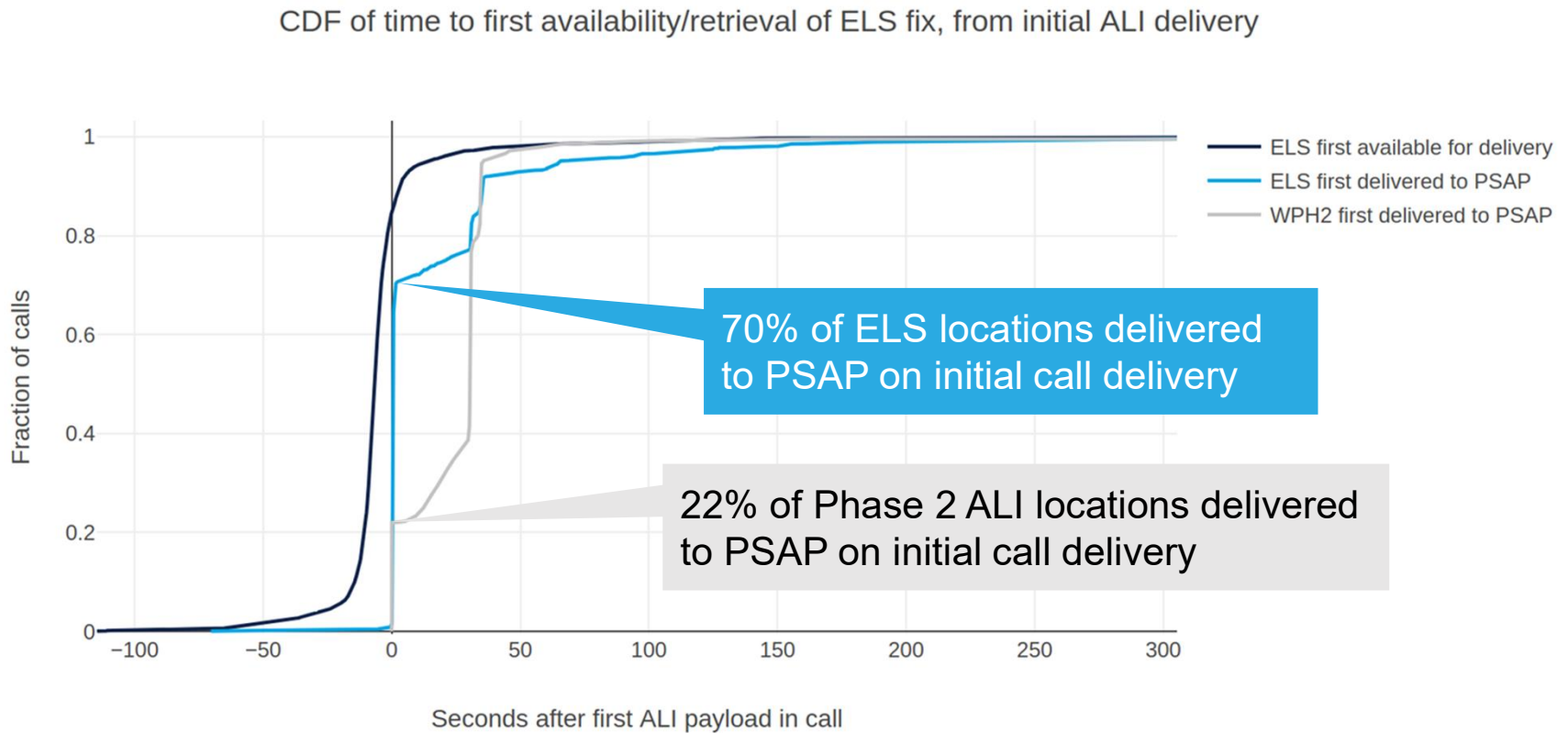
- 1 PSAP
- Population: ~50,000
- Morphology: Rural



# ELS through the NG911 Clearinghouse was more accurate and faster than traditional E911 location.

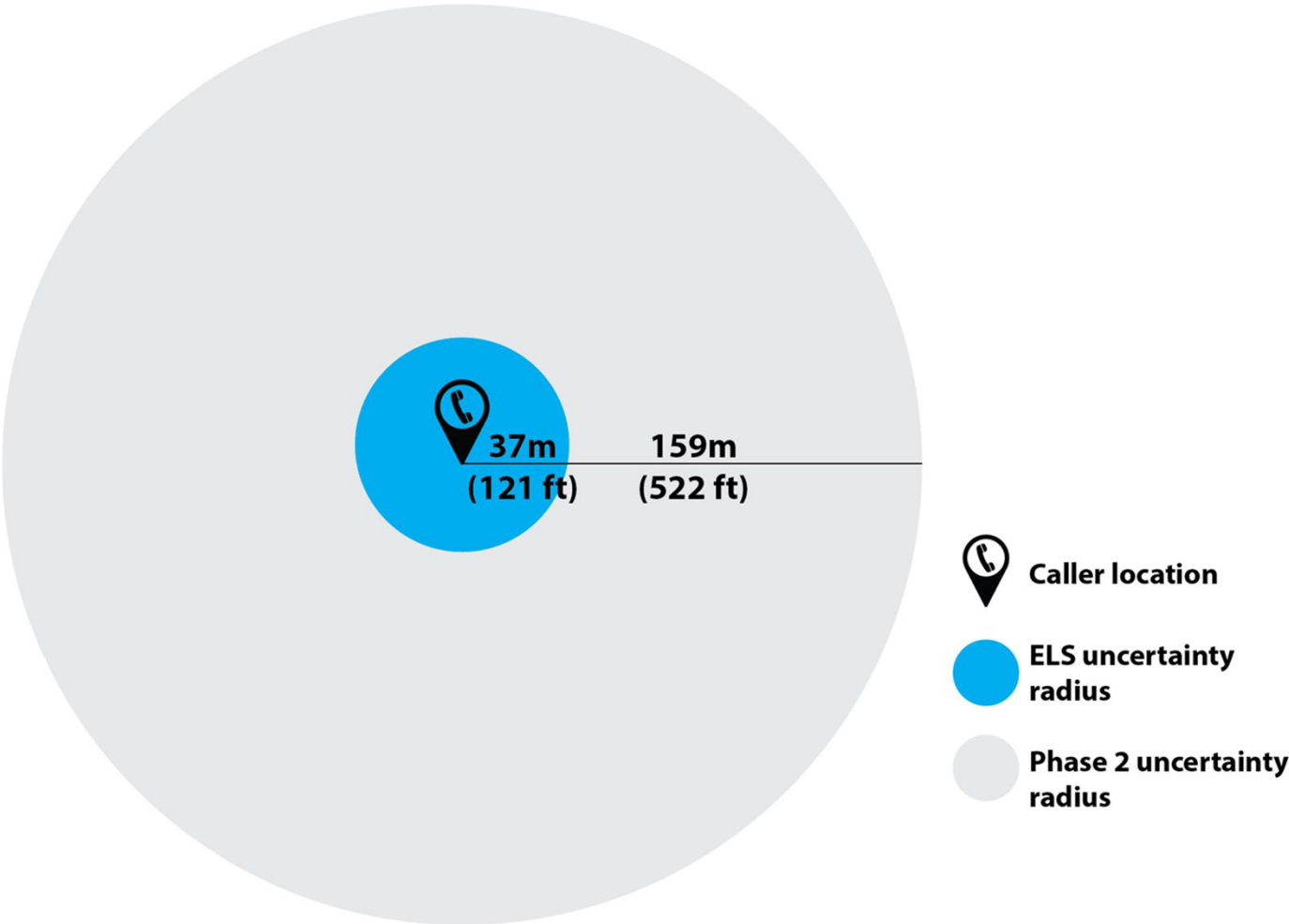


# ELS/Clearinghouse Location Was Faster than Traditional E911

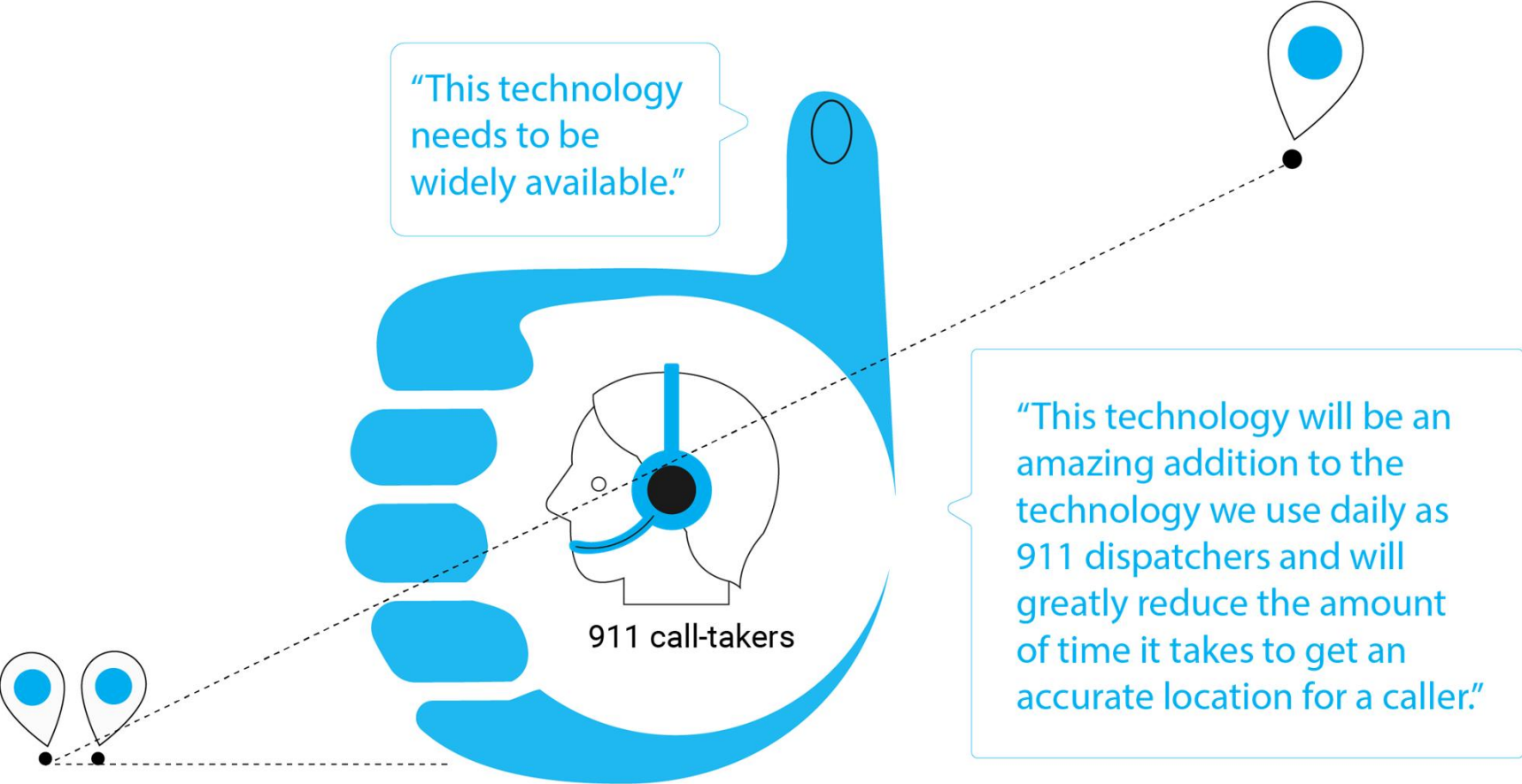


# ELS/Clearinghouse Location Was More Accurate than E911

Average Reported Uncertainty (all calls)



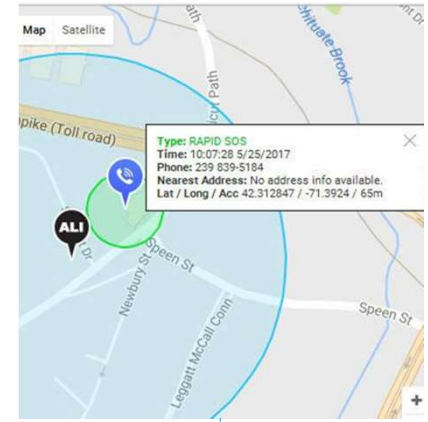
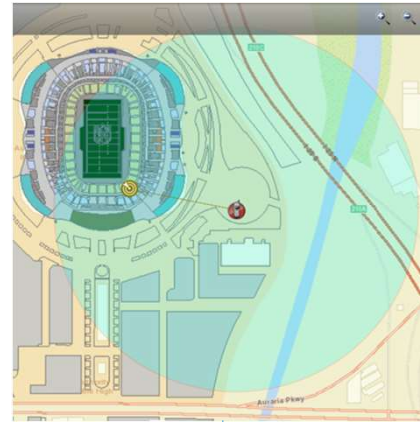
# PSAPs successfully received supplemental location from the Clearinghouse, integrated into existing software.





# ELS Displayed As Supplemental Location Inside Existing Software

See next  
NG911  
Showcase  
Presentation



**AIRBUS**



**ZETRON**



**GEOCOMM**



**SOLACOM**



**RAVE**  
MOBILE SAFETY

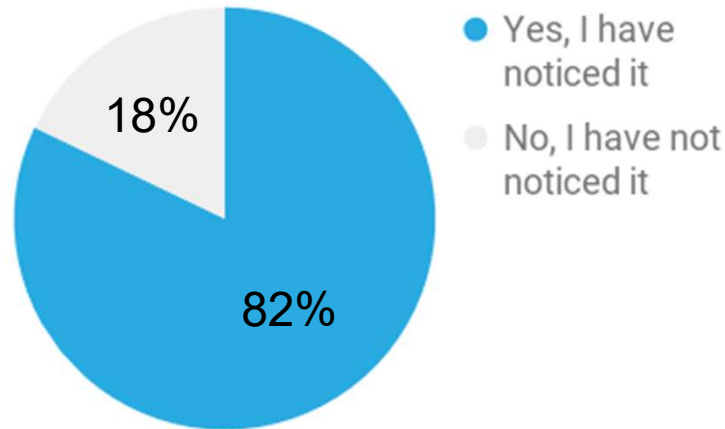


# Clearinghouse Integration into Existing Software Was Useful

Survey of call-takers & dispatchers from pilot agencies;  
n = 168

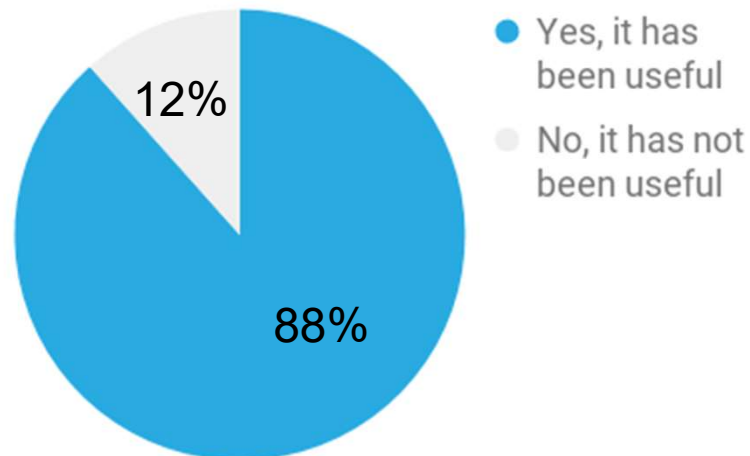
## 82% Have Noticed Device Location via RapidSOS

Have you noticed device-based RapidSOS location information?



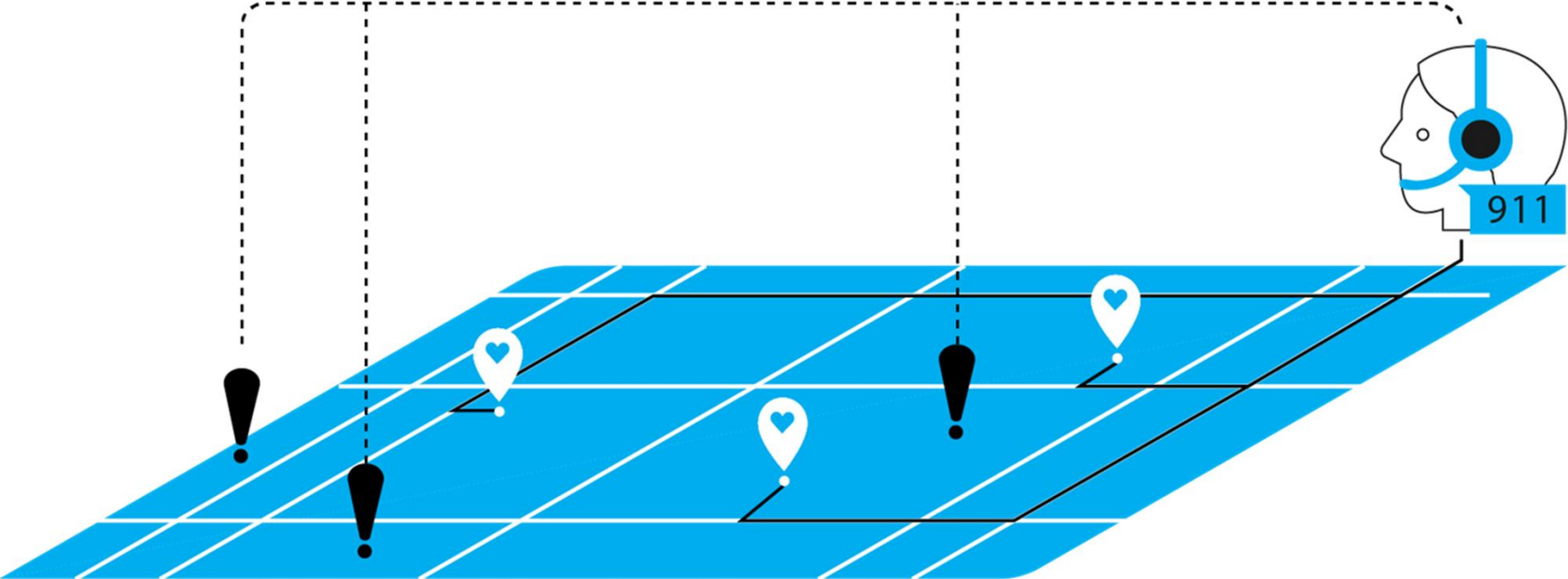
## 88% Found Device Location via RapidSOS Useful

Has it been useful?



# This location technology was used during real emergencies, saving lives.

“On a suicide call the location is vital, and this zoomed directly to the house straight away. Worked excellently!”



# Faster Location Information Leads To Faster Response

Example: 911 Call During Pilot Period in NCTCOG, Texas

## The Situation:

Caller is in a major accident with injuries and verbally provides incident location as XXX St & Main St (several miles west from actual incident).

**0 sec**

ELS location came in immediately with the call.

**30 sec**

Phase 2 location took 30 seconds to arrive.

“

### 911 Call-Taker:

“Are you at XXX and Main?  
Because I am showing you  
at a different location...”

### Caller:

“I’m not sure of the cross  
street...”

”

## The Response:

1. Call-taker had location on screen before caller could verbalize address
2. Call-taker was able to confirm location with caller as the ELS location, units were dispatched correctly
3. When Phase 2 was available, call had already been dispatched

# More Accurate Location Improves Emergency Response

Example: 911 Call During Pilot Period in Collier County, FL

## The Situation:

911 caller had a traumatic injury that severed two of her fingers. The caller gave an address, WPH2 showed a location a few houses over, and ELS via the NG911 Clearinghouse showed a third location on the other side of the street.

## The Response:

1. Responders went to the address given by the caller
2. They were unable to locate the patient and proceeded to the ELS location
3. The ELS location was accurate



**1**

Control Plane/ALI  
Location Source: N/A  
Reported Uncertainty: 51m

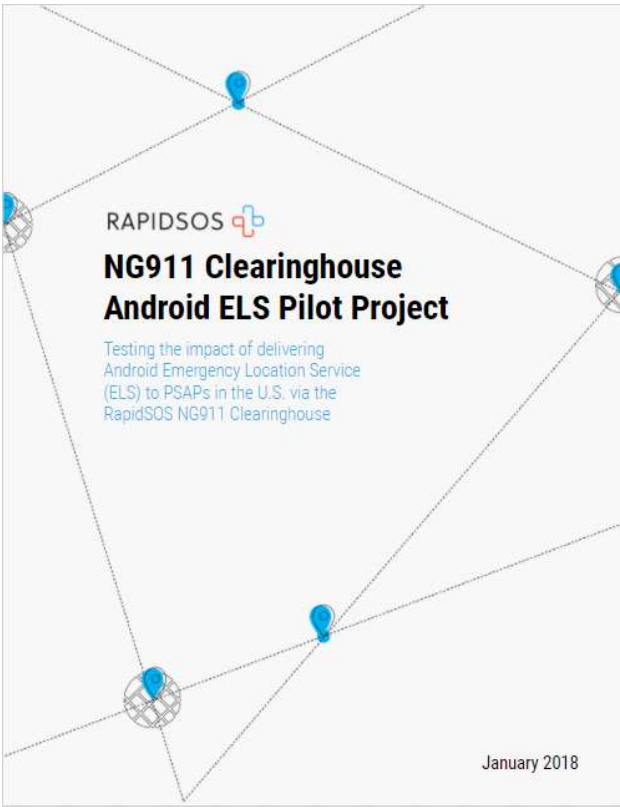
**2**

Actual Caller Location:  
Inside this house

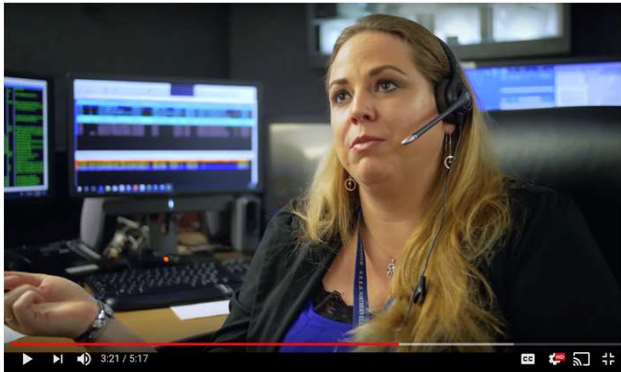
**3**

ELS/RSOS Location:  
Location Source: WiFi  
Reported Uncertainty: 42m

# Learn More About the Pilot Project



 **YouTube** [www.youtube.com/rapidsos](http://www.youtube.com/rapidsos)



Download report and request more information at [info.rapidsos.com/els](http://info.rapidsos.com/els)