RapidSOS

Stay Safe Texas

ECC Emergency Management with
RapidSOS & 911 Public Education

Confidential

Introductions

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Before:

"911, where's your emergency?"

Now:

Telematics

Weapons detection

Fire sensors

Live video

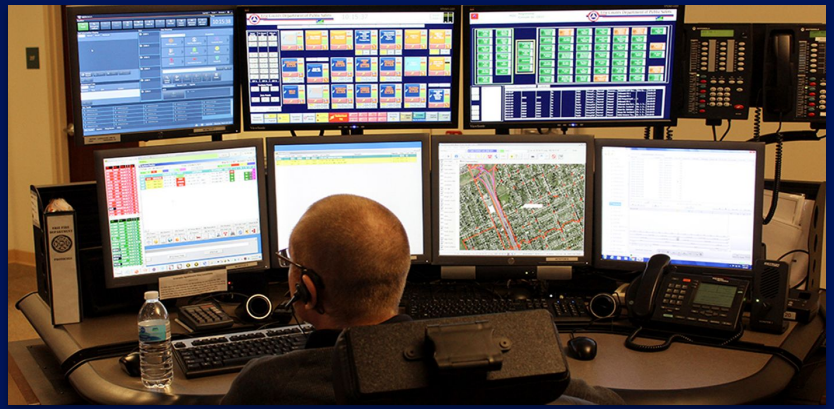
Home alarms

Personal medical devices

Wearables

First responders

Panic buttons



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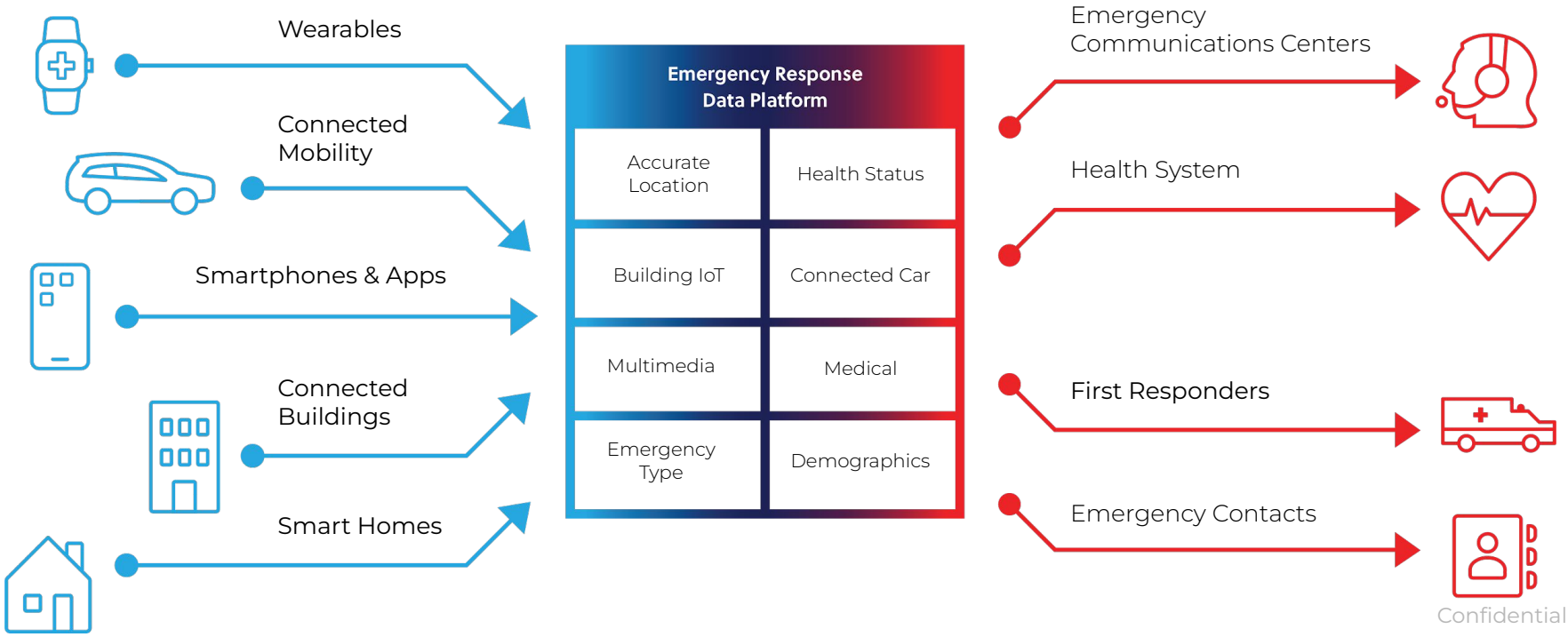
RapidSOS makes data intelligent and actionable for emergency responders



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Public Educators

Getting your community involved increases your ECC’s access to important data

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Community Public Education

Those with connected devices that provide emergency services information need to be

- PACKED
- UPDATED Regularly

what3words

This app converts a 3 word location to a GPS coordinate on a map

Benefits

- ***Simple sign-up:*** Quick 3-step process to create your profile.
- ***Free for all:*** The service is provided at no cost to individuals in the U.S.
- ***Real-time data:*** Profile information automatically shared with the 911 center managing your emergency.
- ***Secure:*** Information only shared with public safety personnel during an active 911 call.

///retina.lofts.aura

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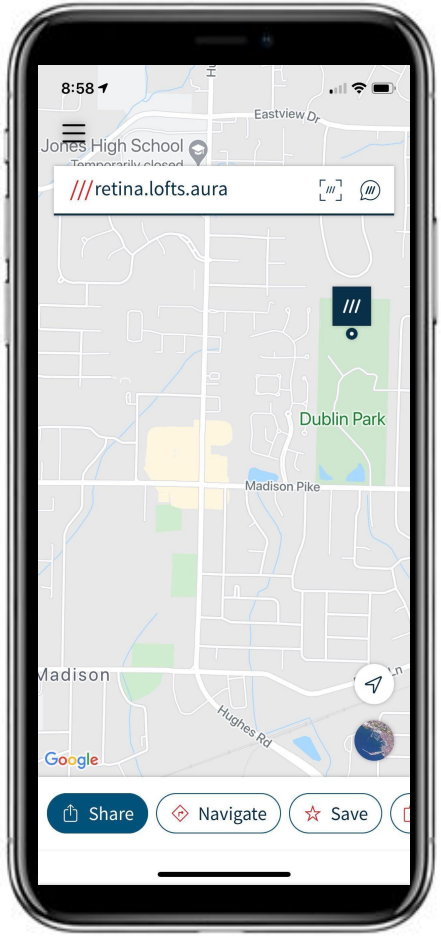
34.712470, -86.734728
34°42.7482'N, 86°44.0837'W
34°42'44.8920"N, 86°44'5.0208"W



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Emergency Health Profile

Together with the American Heart Association, the American Red Cross, and Direct Relief, RapidSOS has created the **Emergency Health Profile Association** – a free and secure way for Americans to share critical health and medical information with 911 and first responders in the event of an emergency.

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

Benefits

- ***Simple sign-up:*** Quick 3-step process to create your profile.
- ***Free for all:*** The service is provided at no cost to individuals in the U.S.
- ***Real-time data:*** Profile information automatically shared with the 911 center managing your emergency.
- ***Secure:*** Information only shared with public safety personnel during an active 911 call.

ECC Admins must enable data source.

> *Getting data to the emergency communications center is more critical than ever. Having immediate access to important caller health and profile data can help speed response times and ensure the safety of both first responders and those calling for help.”*

MONICA MILLION
Former President
National Emergency Number Association

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MedicAlert

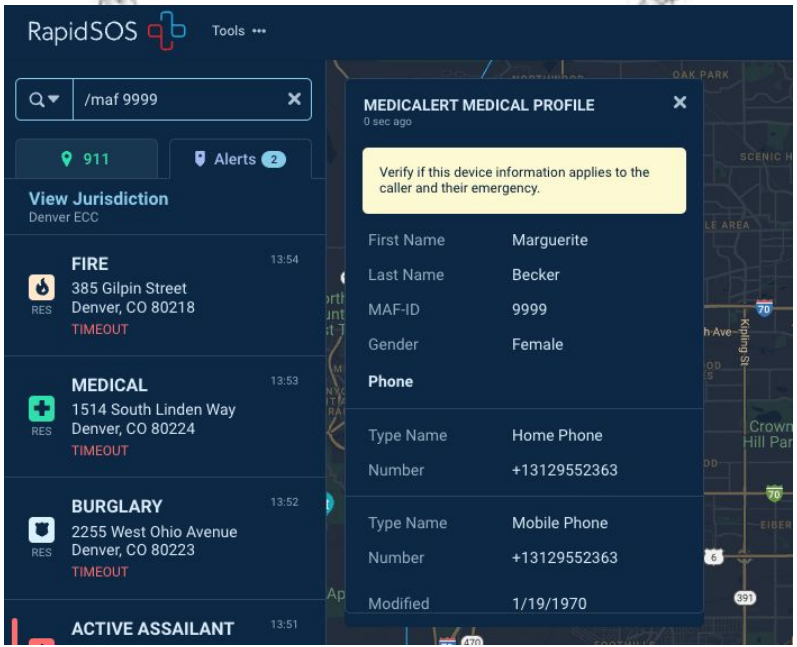
MedicAlert Foundation provides critical medical information to ECC agents during emergencies, enhancing response for elderly and disabled.

Key Benefits:

- Access detailed medical profiles
- Retrieve information via phone number or MedicAlert ID
- View medications, allergies, and conditions
- Obtain emergency contact details
- Improve emergency response efficiency

Updating MedicAlert Information:

1. Visit medicAlert.org and log in.
2. Go to your profile.
3. Update medical details and contacts.
4. Save changes.



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Apple Enhanced Emergency Data (EED)

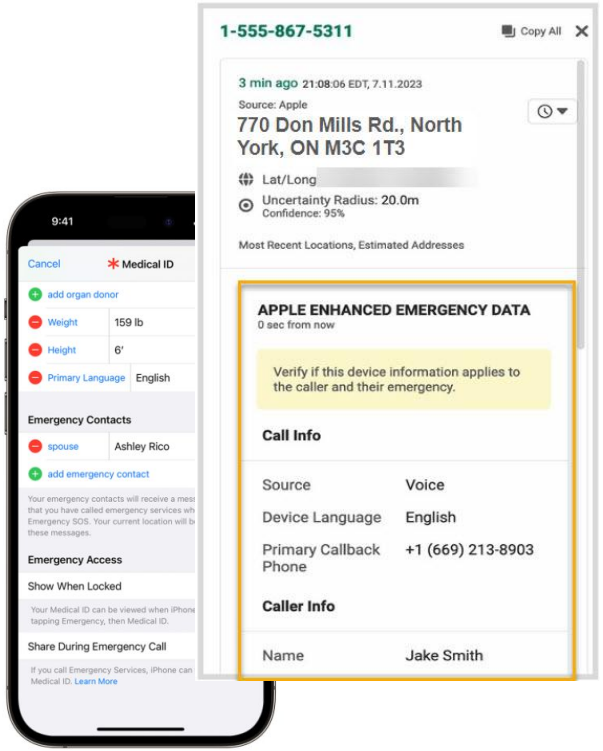
Apple EED provides agencies with additional information to assist during emergency responses from updated Apple Medical ID user settings.

Includes:

- Caller ID and Location
- Primary language
- Emergency contacts
- Caller information
- Medical profile
- Emergency Response Area (ERA)

Authorizing Sharing of Apple EED:

1. Open Health app.
2. Tap profile picture > Medical ID.
3. Tap "Edit."
4. Enable "Show When Locked."
5. Enable "Share During Emergency Call."
6. Fill in/update medical info & emergency contacts
7. Tap "Done" to save.



Users must authorize sharing of their information for Apple EED to be available and ECC Admins must enable data source.

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Android / Google ELS

Android / Google Emergency Location Service (ELS) provides accurate location and additional data to help ECC telecommunicators call takers assist mobile callers effectively.

Android / Google User Configurations:

1. Enable Location Services:
   - Go to Settings > Location.

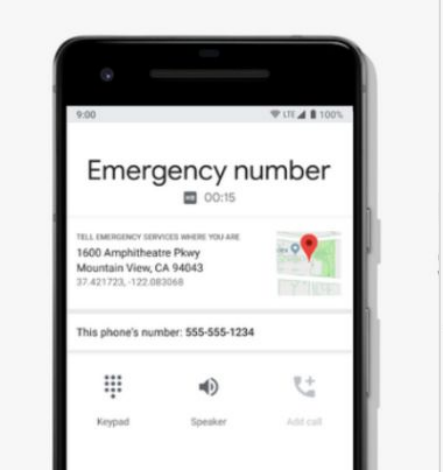
2. Check ELS Activation:
   - Settings > Google > Location > Emergency Location Service.

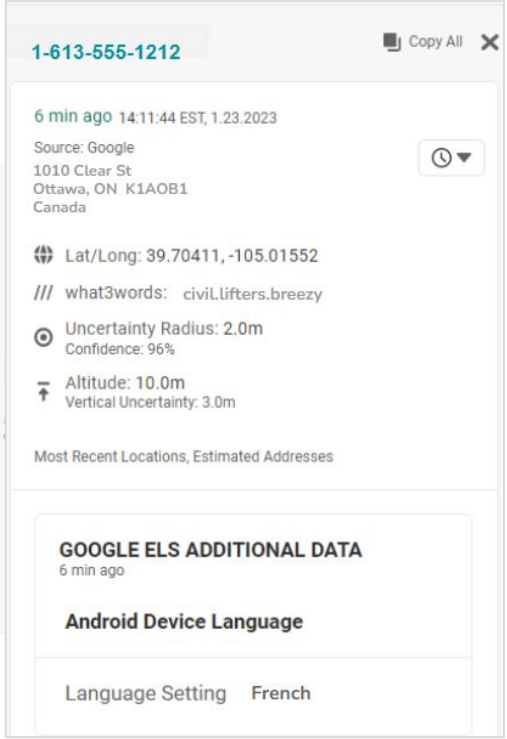
3. Opt-in for AEI:
   - Settings > Emergency Information.
   - Fill in medical details and emergency contacts.

4. Set Emergency Contacts
   - Add in Emergency Information or Contacts app.

5. Configure Emergency SOS:
   - Settings > Safety & Emergency

This feature is default on for ECCs - no admin action required.





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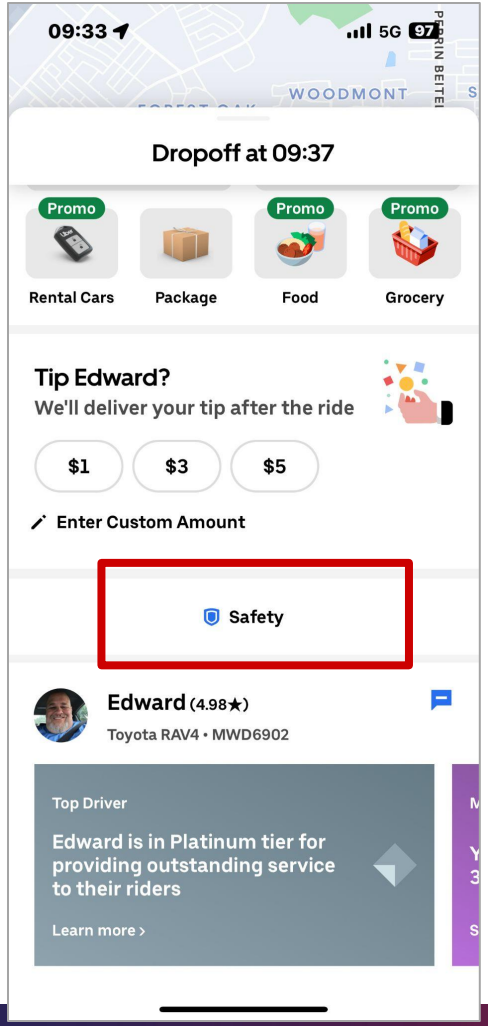

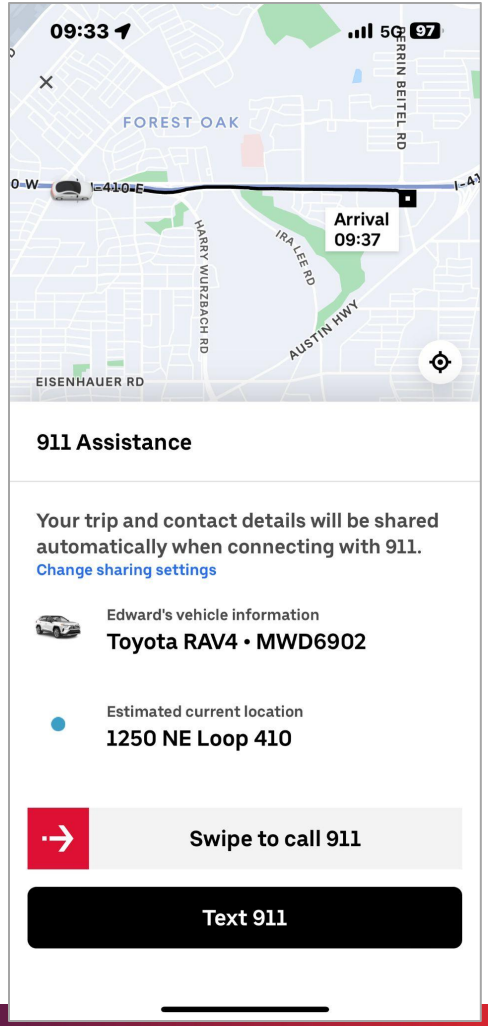

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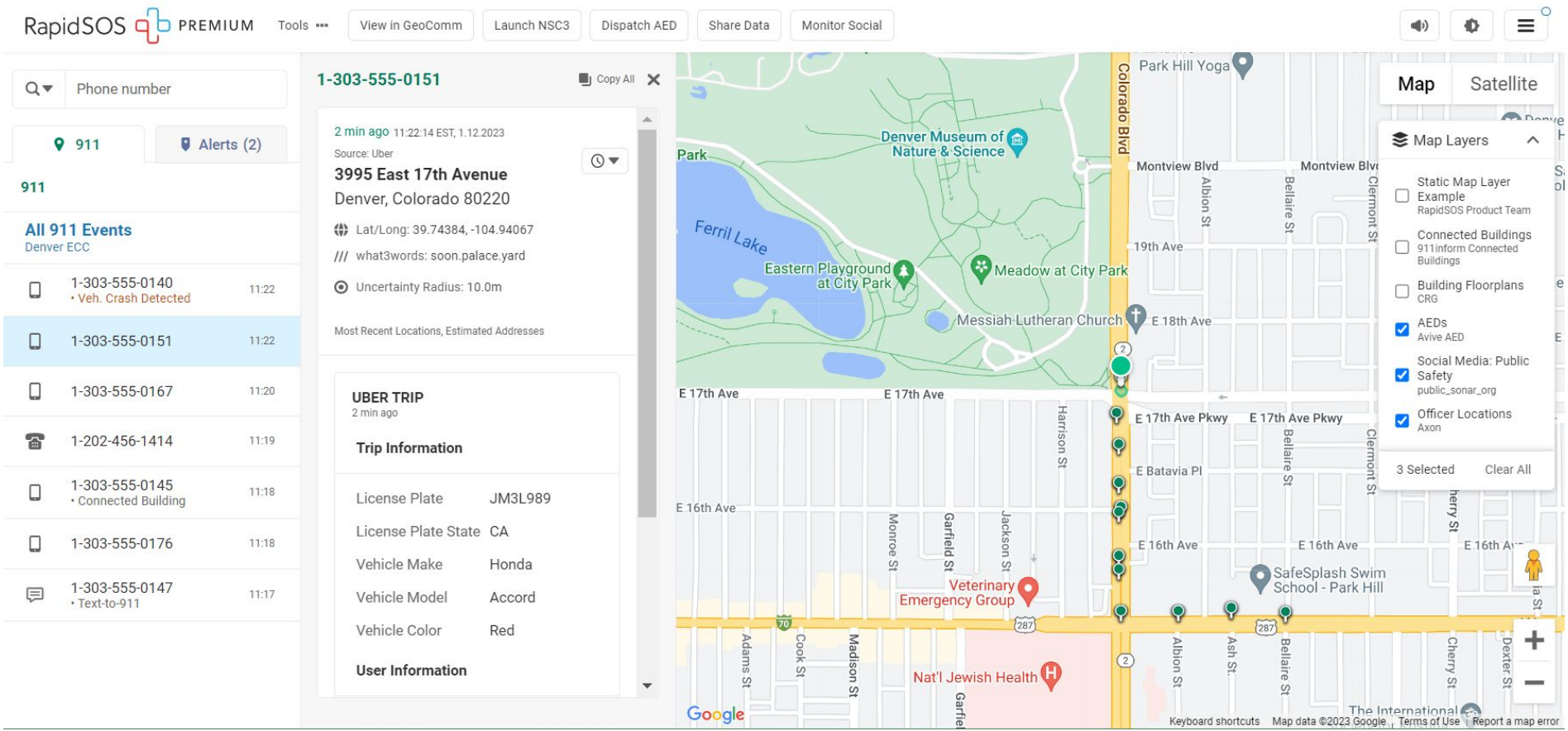

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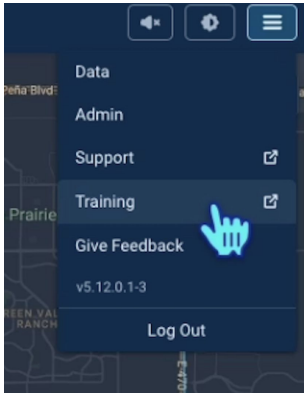
ECC Education

- RapidSOS the “verb”
- Visit the Training Center
  - What’s New
  - Quick Tips
  - Utilizing RapidSOS During an Outage
- Newsletter



RapidSOS

NEWSLETTER

Hi Kevin,

Interested in how tech companies can connect to campuses to create safer schools nationwide? Join RapidSOS and leaders from CENTEGIX on **Thursday, March 9 at 2 p.m.** (est) as we share the importance of connecting Centegix data to 911 for school safety. Attendees will learn how real-time alarm data from Centegix's CrisisAlert System is connected to 911 through RapidSOS to reduce response times and increase situational awareness during an on-campus emergency. We'll also be joined by RapidSOS Product, who will demo our joint solution, illustrating exactly how digital alerts can help protect our schools during an active assailant response. Register here.

New Data Sources, Training, and Partnerships

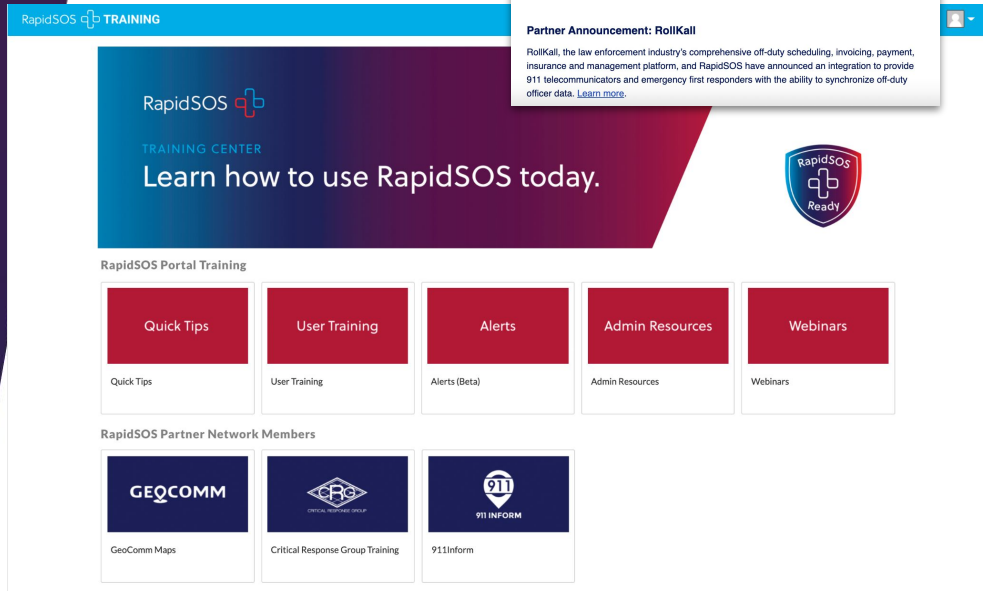
New Data Source: Citizen

RapidSOS has teamed up with Citizen, a crowd-sourcing notification app that allows users to keep updated on emergent events that are happening in their area. Citizen's Premium subscription service, Citizen Protect, allows users to connect with a Citizen agent when they are in a situation where they feel unsafe. When appropriate, 911 can be notified if an emergency response is requested.

To learn more about utilizing data from Citizen, please access the Quick Tip within the RapidSOS Training Center or contact your engagement manager.

Partner Announcement: RollKall

RollKall, the law enforcement industry's comprehensive off-duty scheduling, invoicing, payment, insurance and management platform, and RapidSOS have announced an integration to provide 911 telecommunicators and emergency first responders with the ability to synchronize off-duty officer data. Learn more.



RapidSOS RoadMap

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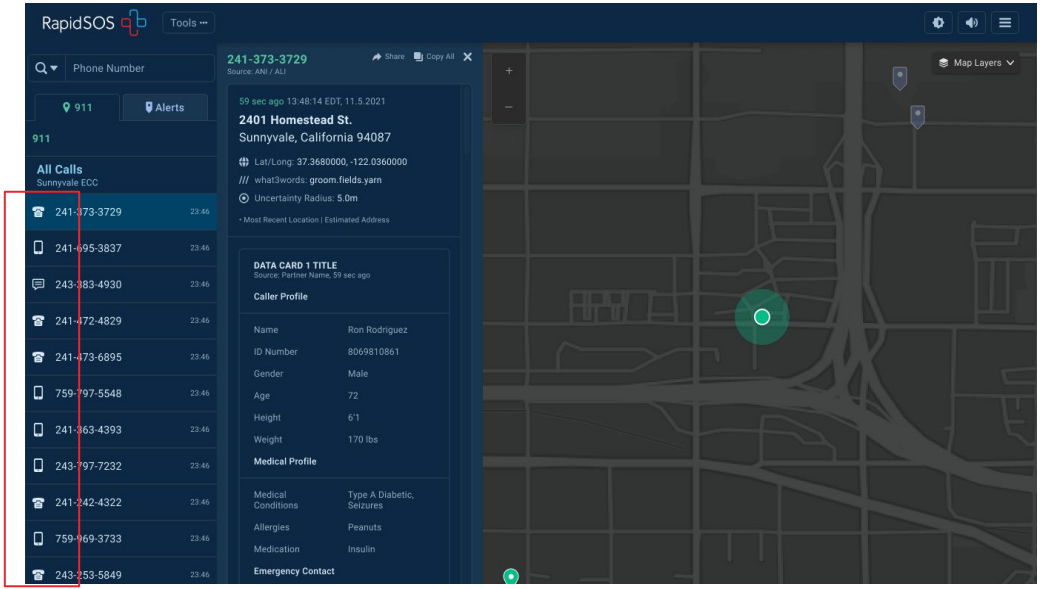
ANI/ALI Data

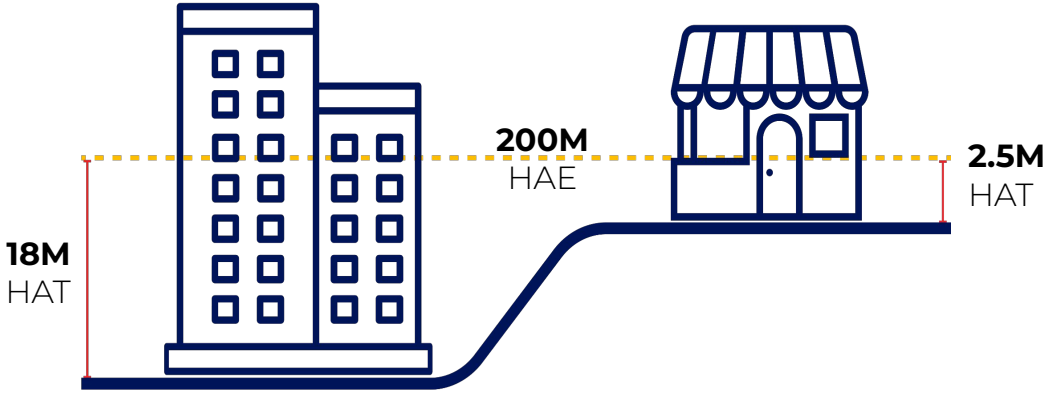
View all cellular and landline calls in one screen to optimize efficiency

- One continuously updated master call queue
- Shows all 911 calls, including landlines
- Icons give quick context for type of call

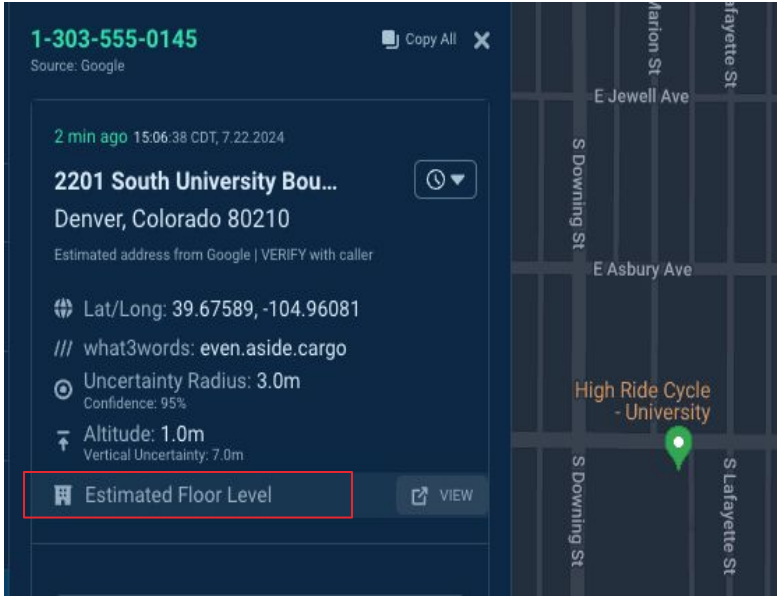


Estimated Floor Level

Translating z-axis information into a Caller Location



Latitude: 45.567066° N
Longitude: -94.183014° E
HAE: 200 m

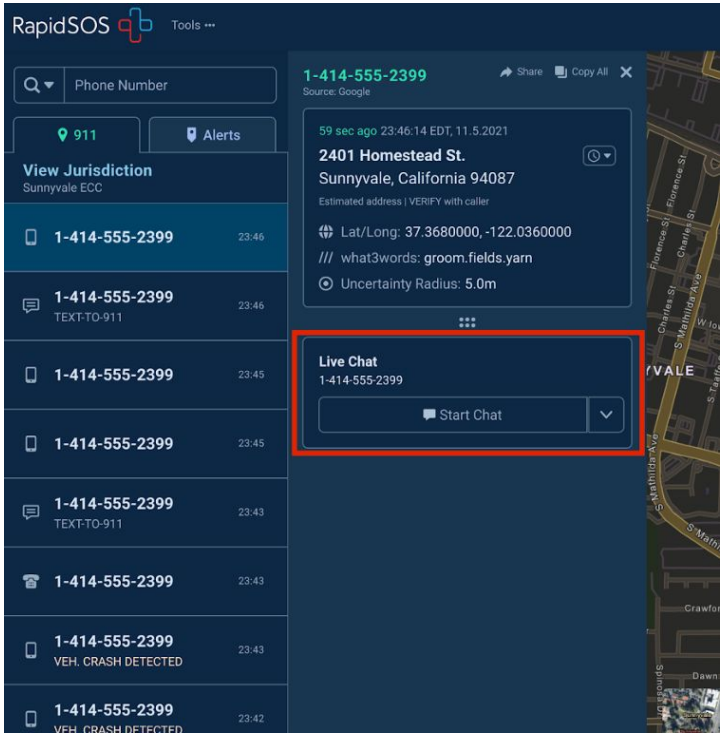


KEY FEATURES

Text-From-911

Enabling emergency services to assist when it’s not safe or practical

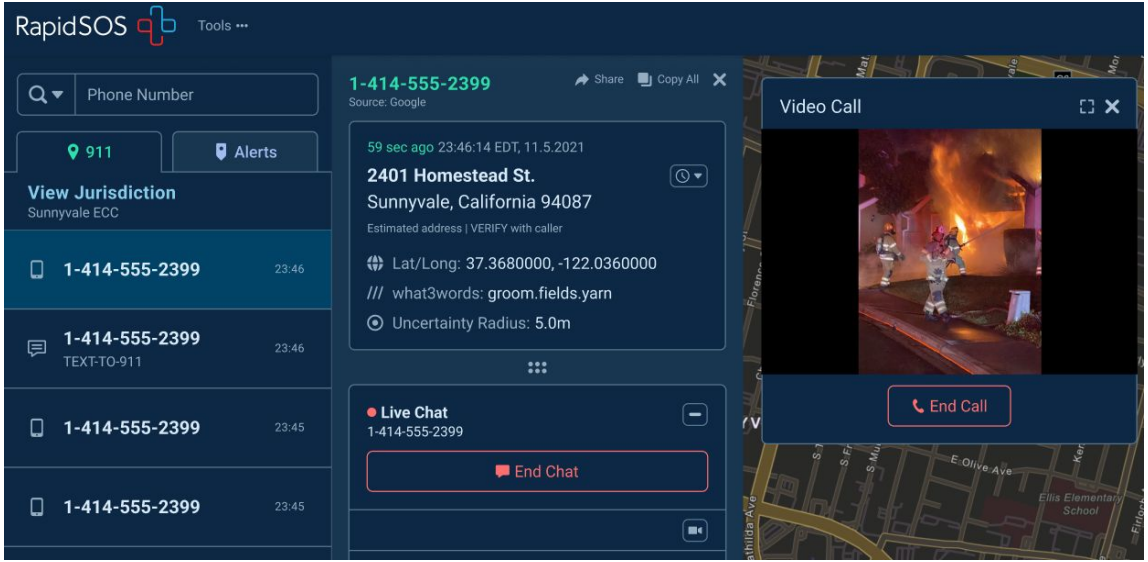
- Providing a reliable alternative communication route
  - 911 Hangup Callback
  - High noise environments
  - Sensitive situations like domestic violence
  - Accessibility for deaf or hard of hearing.
- Redundant Communication Pathway: Serves as a backup to Text to 911



Video-To-911

Enables live video sessions for enhanced emergency response

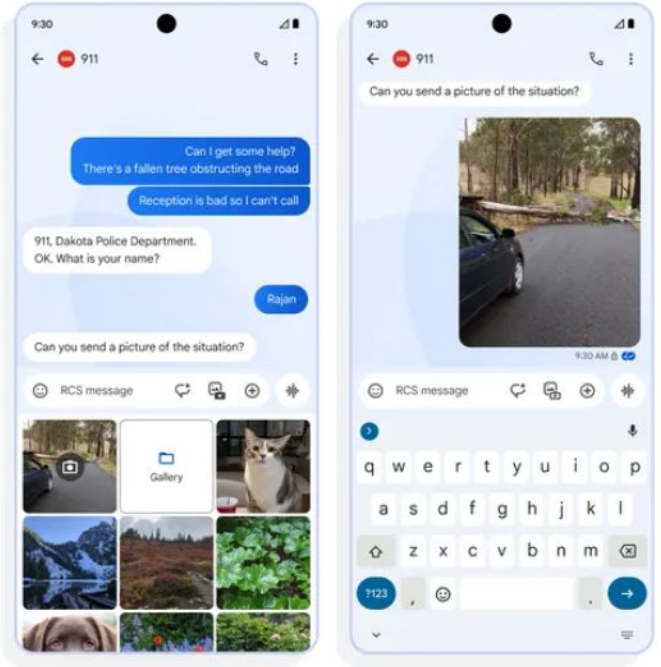
- Real-Time Visuals when needed/ appropriate
- Enhanced Situational Awareness
- Seamless Integration
- One-Way Viewing



KEY FEATURES

Emergency SOS Live Video + Google RCS

Innovation Continues Fall 2024



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HARMONY

AI for Public Safety

HARMONY allows busy public safety teams to streamline their emergency data processes, transforming complex information into actionable insights within their current software systems and operational protocols.

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How to get involved

RapidSOS Safety Pioneer Program

- Exclusive program for ECCs and first responders to get access to all new features first
- Members will get:
  - Early access to all new features
  - Input on what features come next
  - A dedicated place to provide real-time feedback on what they need in the field
  - Access to a community of other Safety Pioneers
  - A logo & press release template to share with their communities

Q & A

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