

CASE STUDY

Newberry County, SC Sees Rave 911 Suite Impact 15% of 9-1-1 calls

LOCATION:
Newberry County, SC

POPULATION:
38,000

SOLUTION:
Rave 911 Suite

Facing an increase of 9-1-1 mobile calls that provide limited information, Newberry County Sheriff's Office added the Rave 911 Suite to improve the data associated with mobile calls. Following their deployment Newberry County dispatchers recognized the benefit of using features such as Chat and Notes immediately saw results. The combination of Notes and Chat and citizen provided information in Safety and Facility Profiles, resulted increased situational awareness and access to additional caller information on more than 15% of all 9-1-1 calls.

CHALLENGE:

Information on 9-1-1 calls is limited. The 9-1-1 system gives call takers a phone number and location – highly accurate for landlines, approximate for mobile calls. That's it.

SOLUTION:

Newberry County deployed the Rave 911 Suite. It provides 9-1-1 call takers and first responders additional data and communication tools, improves emergency response, and saves lives.

TRUST:

“The tools that Rave 911 Suite provides fundamentally changes the information available on every 9-1-1 call.”

TODD JOHNSON, CHIEF DEPUTY
NEWBERRY COUNTY SHERIFF'S OFFICE

Impacting Over 15% of all 9-1-1 Calls

Since deploying Rave 911 Suite in January of 2017, Newberry County 9-1-1 call takers use the Rave 911 Suite tools on over 15% of calls.

NOTES:

With Notes, Newberry call takers record information about 9-1-1 calls such as, frequent flyers, medical issues, or other relevant data that help improve emergency response. Newberry call takers entered 400+ Notes which have been used on 3 times as many calls.

CHAT:

9-1-1 call takers spend valuable time trying to call back dropped calls. If the person doesn't respond, an officer is dispatched to the scene. Citizens often ignore call backs because they don't recognize the 10 digit number calling them. By initiating Chat sessions for every dropped call, Newberry County reduced time on call backs and resolved non-emergency situations without dispatching valuable resources.

RAVE FACILITY:

50% of Facility Profiles created in Newberry County have been used on incoming 9-1-1 calls. Newberry County dispatchers and first responders use Rave Facility to instantly access location and facility information when an unknown caller dialed 9-1-1 within the boundaries of the facility.

SAFETY PROFILES:

5% of Newberry County 9-1-1 calls have a Safety Profile attached, adding valuable citizen provided information such as medical conditions and allergies.



Newberry County 911 Center recently received the RAVE SMARTSAVE AWARD for their adoption and use of Rave911 Suite to improve emergency response for their community.

About Rave Mobile Safety

Rave Mobile Safety creates the leading critical communication and data platform trusted to help save lives. To learn more, contact us today, or visit us on the web at www.ravemobilesafety.com.