



# IMPROVE YOUR **RESPONSE**

How Five Communities Used the  
**Rave 911 Suite™**  
When It Mattered Most

**RAVE**  
MOBILE SAFETY

The importance of providing critical data and a fast, effective response is essential to improving 9-1-1 efficiencies and outcomes. The **Rave 911 Suite** provides 9-1-1 telecommunicators and first responders with powerful capabilities for handling, dispatching and responding to emergency calls.

**Rave 911** users benefit from the following capabilities:



**Community-provided personal and medical information collected in a safety profile**



**Improved mobile caller data to access key information quickly and dispatch assistance more accurately**



**Dispatcher-initiated texting to communicate with those in need and resolve abandoned calls**



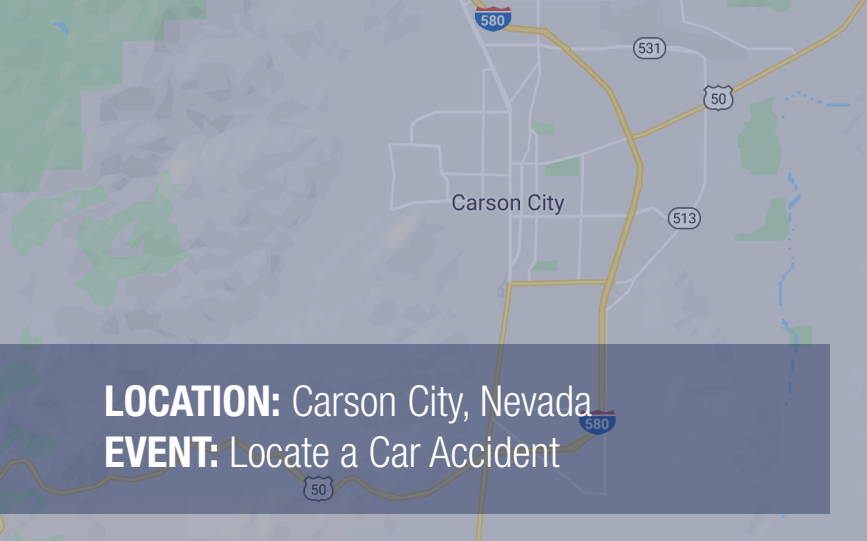
**Frequent caller monitoring to flag and leave secure notes for better insights and decision-making**



**Searchable critical infrastructure database with information on floor plans, key personnel, hazardous material, etc.**

How can you better protect your first responders and community? The following use cases show how the Rave 911 Suite can be used to provide greater insight into the people and locations involved in an emergency situation to allocate resources more quickly and accurately, ultimately improving outcomes.

***Learn how our customers are using Rave 911 for these and many other uses in the following stories.***



## Distressed Caller Found When Location Services Were Down

The ability to map locations is a key feature of our phones. We depend on it for a variety of services such as calling an Uber or finding directions to a friend's place. What you might not realize is that there are limitations and challenges to GPS technology. People often assume when they dial 9-1-1 from a mobile phone, 9-1-1 telecommunicators will have accurate emergency caller location data.

Unfortunately, that's not the case. The 9-1-1 system was designed in an era where only landlines were available, transmitting locations instantly over a hardwire connection. When a mobile caller dials 9-1-1, a cell phone does not automatically send the emergency caller location data to the 9-1-1 dispatcher. Instead, the emergency dispatcher's system transmits a digital request to the cellphone's network provider and it can take seconds, even minutes for this information to be communicated. Often, the network provider won't complete the request at all.

In Carson City, Nevada, a man was driving late at night alone in a semi-rural area. He fell asleep at the wheel and got into an accident, injuring himself. When the man called 9-1-1, all that he knew was that he was somewhere between two towns, but not sure exactly where. The Carson City dispatch location services were down, so there was no way to get a

*"With the help of Rave 911 Suite, we maximize our efficiency, significantly reducing the number of dropped 9-1-1 calls that go unresolved and ultimately saved more lives. It's a fantastic service that revolutionized our emergency operations."*

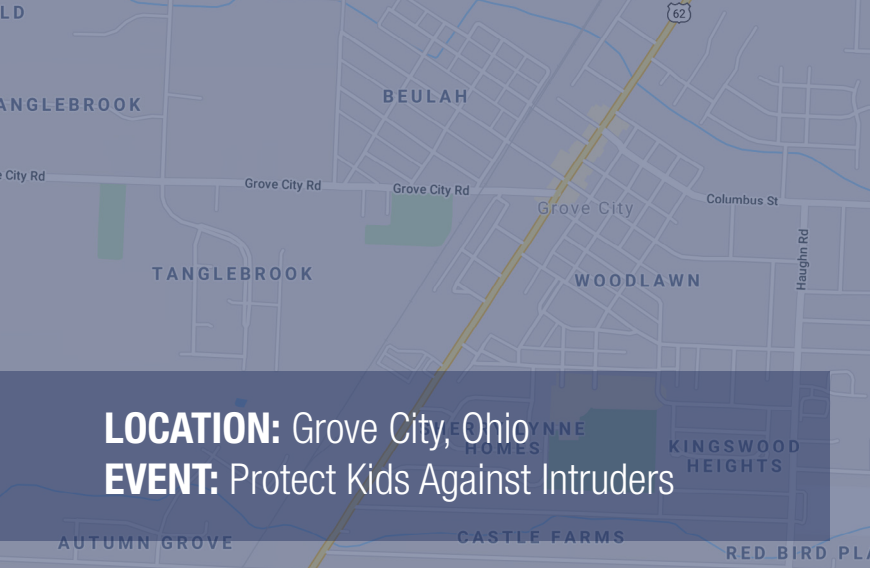
— **TIM SMITH**

E-911 DIRECTOR  
OTTAWA COUNTY, MICHIGAN

location. Using the Rave 911 Suite, the telecommunicators were able to find his exact location, share it with law enforcement and send EMS to find him quickly.

The Rave 911 Suite is designed to transmit emergency caller location information to local telecommunicators. The Smart911 Safety Profile allows residents to provide information to call takers, such as phone numbers, home and work addresses, family member information, photos, medical conditions, disabilities and pet information. When the 9-1-1 call is received, the safety profile appears on the screen and gives this information to the call taker, who can then easily relay any details to first responders. The whole exchange is private, and the information provided in the profile is only available to 9-1-1 for the duration of the call.





## Silent Communication Protected a Family in Fearsome Situation

In most cities in the United States, the majority of 9-1-1 calls come from mobile phones, which do not provide an exact address. This is a problem in situations where a caller may not be able to speak, such as home invasions, domestic violence incidents, and other emergencies, where too much time is spent trying to locate the callers.

The two-way chat component in the Rave 911 Suite helps in these situations and can guide the PSAP's everyday emergency response operations. The text feature allows telecommunicators to initiate two-way text conversations with any mobile caller. If the emergency caller is nonverbal, disconnected, or has poor coverage, 9-1-1 centers can easily contact them to send help or verify accident details. In addition to helping locate residents, this service has been effective in dangerous situations where the caller is afraid to talk.

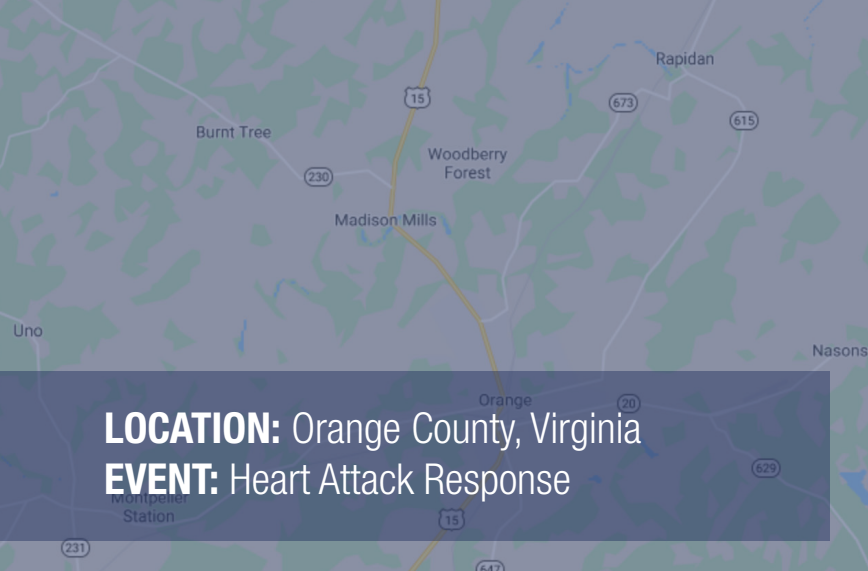
In Grove City, Ohio, a 9-1-1 call came into Police that was immediately disconnected. When the 9-1-1 dispatcher called the resident back, a distressed female could be heard asking an unknown male in the room where her keys were before the call disconnected again. Unsure if this was a true emergency, the dispatcher decided to send a SMS

*“The Smart911 Safety Profile may have saved up to 15 minutes in our response time. We were able to get our officers to the scene sooner and prevent a dangerous situation from escalating further.”*

— **ELIZABETH FAHY**  
COMMUNICATIONS SUPERVISOR  
GROVE CITY DIVISION OF POLICE

text asking the female caller if she was in danger. The female responded there was a dangerous man in her house, and he was refusing to return her keys and leave the property.

The female said the male subject was breaking a legal protection order she had filed against him with the help of the man's parole officer. The women's four children, who were all present in the home during the incident, were also included in the protection order. The man was threatening to beat the woman up and refused to leave the property. The woman was able to text 9-1-1 her address and police were dispatched to the scene immediately. The male subject was taken into custody and the woman and children were recovered safely.



## First Responders Reacted Faster to a Life-or-Death Emergency

When it comes to surviving a heart attack, every second counts. The speed of response time can mean the difference between life and death. It's critically important medical help is contacted and arrives on the scene quickly and with the right trained professionals and medical equipment. The greatest obstacle between first responders and residents who need help occurs at the dispatch level, where there can be confusion about caller location and the nature of the emergency. A Smart911 Safety Profile through Rave 911 Suite can help you prepare for such an event.

In 2016, Virginia resident John Nettles had just finished up working in his yard. When he went inside, Nettles mentioned to his wife Carol that something was wrong. It was only a couple of hours later that the 72-year-old went into cardiac arrest. Carol acted quickly and dialed 9-1-1 from her mobile phone. Luckily for the Nettles' family, John had set up a Smart911 Safety Profile and the 9-1-1 call taker quickly located a home address and medical information to send the appropriate first responders to the right location.

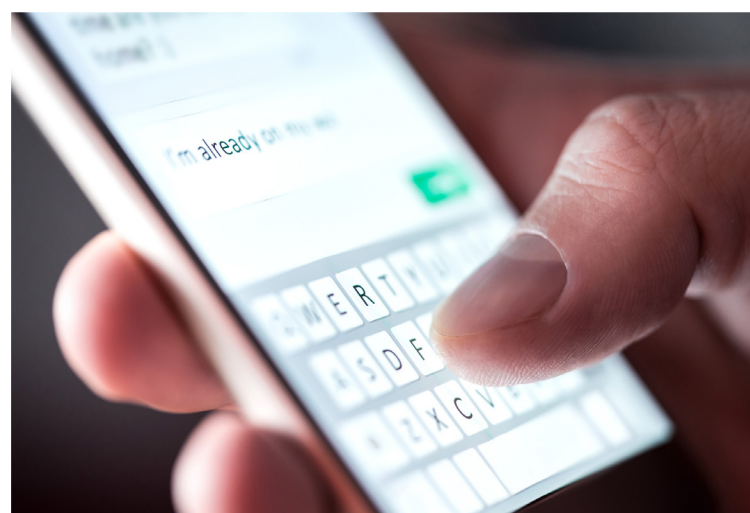
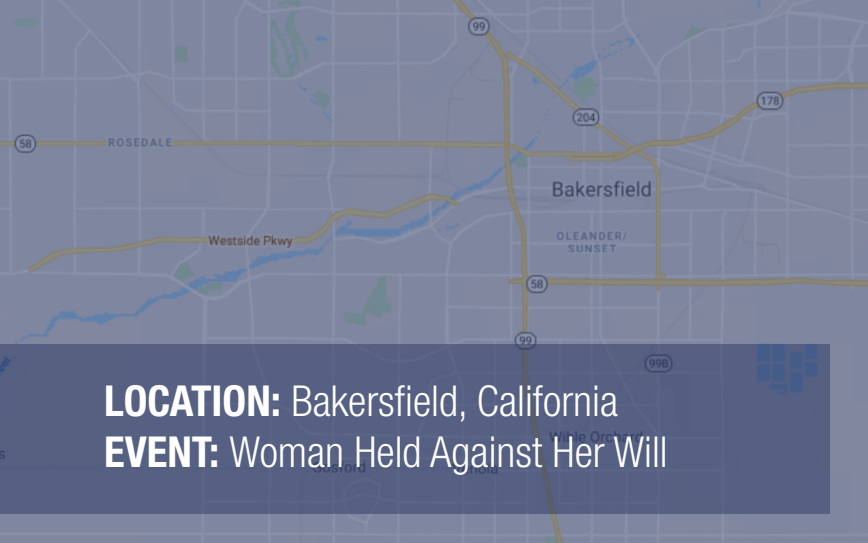
While en route to help, the responding paramedics received his Safety Profile information and used the medical history that Nettles included in preparation for their arrival. In the brief

*"My wife saw an ad in the newspaper about Smart911. I'm sure it was one of those things where she said to look at this. She's a retired nurse, [she said] 'this looks really good' and I said 'yeah, right okay'. She did it, in grave detail and it saved me. That and people that are really smart."*

— JOHN NETTLES

moments before arriving at the scene, paramedics were also able to share Nettles' profile data with the receiving hospital's staff. It was a quick and effective way to ensure he received appropriate treatment as quickly as possible.

Nettles' heart stopped beating twice en route to the hospital. The paramedics revived him with CPR and an automatic external defibrillator (AED). When Nettles' arrived at the emergency room, surgeons were prepared to immediately begin surgery because of the information from his Smart911 profile. The Smart911 profile shaved seven precious minutes off the emergency response time, and Nettles recovered. He later told local press how grateful he was for the technology.



## Resident Assisted Friend In Danger

Often, an emergency situation may be reported because someone knows a loved one is in danger. Without text or location tracking, it can be extremely difficult to find the parties in danger or even connect with them for long enough to be able to send help.

In Kern County, California, a 9-1-1 call came in from a resident who reported her friend was being held against her will inside her own home. The female victim felt too unsafe to call 9-1-1, so she texted a friend to call on her behalf. While gathering information on the emergency from the reporting party, the 9-1-1 dispatcher asked if she could text the female victim directly. The dispatcher hoped to communicate with the female through a direct line, but wanted the conversation to stay discreet from the male subject holding the woman captive.

The dispatcher was then able to initiate a SMS texting conversation with the female and obtained first-hand information on the situation. It turns out the male subject was wanted on a felony warrant and had prior arrests for domestic violence. The female said there were other occupants, as well as informed 9-1-1 of possible weapons present in the home. Local law enforcement was able to arrive on scene quickly and take the male suspect into custody. Thankfully, the female victim and all other occupants inside the home were recovered safely.

*“Rave’s capabilities have revolutionized our response process. The chat feature alone is lifesaving in all situations in which the caller is unable to speak.”*

— **TIM SMITH**  
E-911 DIRECTOR  
OTTAWA COUNTY, MICHIGAN





**LOCATION:** Traverse County, Michigan  
**EVENT:** Fire Rescue

## 9-1-1 Information Saved a Man From Burning Home

In the case of a fire, carbon dioxide emissions are the greatest danger. In a room full of smoke, it can be difficult to breathe, never mind speak. What happens when you call 9-1-1 but are unable to tell them what's wrong? How can you make sure first responders have enough information to help you?

In Traverse City, Michigan, a 9-1-1 call taker received an emergency call from a man named Dan Hoffman. The dispatcher tried to communicate with him, but all they could hear was a man choking. It was clear something was wrong, but 9-1-1 was unsure what that emergency was. What the 9-1-1 center didn't know was that Hoffman had woken up to a room full of flames.

Hoffman's 9-1-1 call came into the station without critical GPS information. The current mobile system did not relay his coordinates and when someone is trapped in a fire, every second counts. Fortunately, Hoffman set up a Smart911 Safety Profile, displaying his home address and help was immediately dispatched.

When the first responders arrived, Hoffman's home was already engulfed in flames. The firefighters were able to rush into the home where he was unconscious in his living room. They pulled him from the flames and to safety.



*"Smart911 cut 11 minutes off the response time; it saved my life. Every day I'm here is a blessing. Every day I get to hug my girls, there are going to be no regrets. I'm here; I've gotten my second chance. Thank you Smart911, because it's what saved me. I didn't have that 11 minutes, I didn't have 5 minutes, according to everybody. The responders that saved me risked their lives and I know they do it on a daily basis. There are no words to express the gratitude I have for those guys and those women who do it every day. Thank you."*

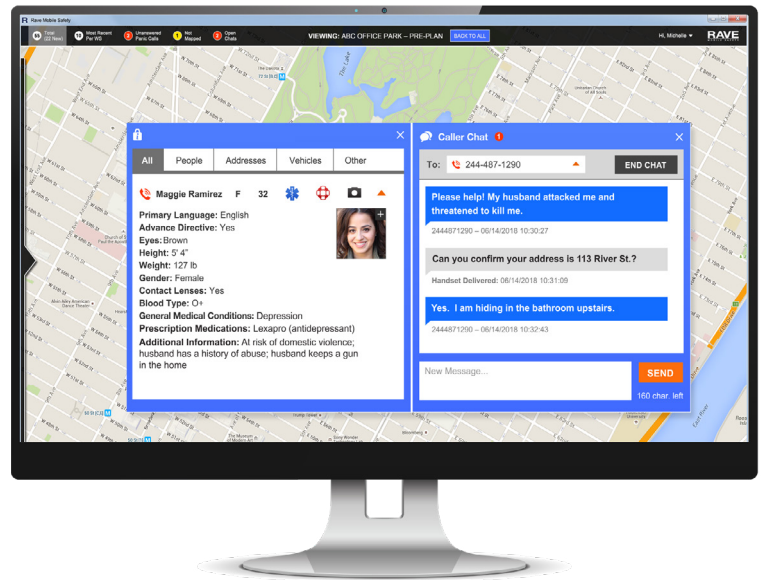
— DAN HOFFMAN

# Explore How Rave 911 Suite Can Help Your Community

When it comes to emergency response, time is of the essence. The better the data provided for 9-1-1 telecommunicators and first responders, the better the response. Acting today to find the right suite of capabilities to prepare for urgent situations and communicate more efficiently will set your community up for success tomorrow.

The Rave 911 Suite provides everything you and your community members need to prepare for the worst. Personal data, facility and location information, and enhanced chat capabilities for 9-1-1 call takers are only the start. For more information, schedule a demo today.

**SCHEDULE A DEMO**



*“The key information provided in a Smart911 Safety Profile enables us to know exactly where we are going and who we are looking for. If a child goes missing or there is a house fire, those details can help us respond faster and more efficiently.”*

— WILLIAM MARTIN  
E-911 DIRECTOR  
CULPEPER COUNTY, VIRGINIA

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