



# 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.



## Customer

- The Carson City Dispatch Center is dedicated to providing the most rapid, efficient, and appropriate response to any public service need arising in the community.

## Challenges Solved

- 9-1-1 Response

## Solutions

- Rave 911 Suite



## The Solution

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 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.

“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

## The Result

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.

To learn more, visit: [www.motorolasolutions.com](http://www.motorolasolutions.com)



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