



**Cal OES**  
GOVERNOR'S OFFICE  
OF EMERGENCY SERVICES

 **RapidDeploy**

# RadiusPlus delivers accurate location data across California

RapidDeploy's RadiusPlus Mapping solution helps Cal OES respond across deserts, mountains and coasts.



## THE CUSTOMER:

# Cal OES

Cal OES is responsible for overseeing and coordinating emergency preparedness, response, recovery and homeland security activities within the state — a considerable job given that California is the most populous state in the nation (38 million residents) and has the third largest land area among the states (163,695 square miles). The diverse and rugged terrain includes mountains, deserts, valleys and coasts and is prone to earthquakes, floods and significant wildfires.

## THE CHALLENGE:

# Improve location accuracy

California's terrain makes it difficult for 9-1-1 dispatchers and responders to locate callers quickly and accurately to dispatch responders to the incident. A staggering 50% of calls arrive to the PSAP without usable location information, leaving the telecommunicators and responders guessing and with more work that takes up valuable time and resources.

Carrier-based location services transmitted over legacy E911 systems also have frequent outages, and even when available, they often report inaccurate or delayed locations — unacceptable in emergency situations. In addition, many of the 440 PSAPs have older CPE/ CAD Mapping that does not support the newest supplemental device location technology to be able to locate callers.

Cal OES required faster, more accurate location information for the 440 different PSAPs answering 9-1-1 calls. It was incumbent that Cal OES find a solution that would improve location accuracy immediately, with the capability to collect important data to inform decisions for NG911 in the future and to mitigate, plan and respond more efficiently for its citizens.



## THE SOLUTION:

# RadiusPlus provides improved location accuracy now, integrated with ANI/ALI

When Cal OES decided to procure a solution to alleviate the issues of poor location accuracy and rich-data collection, RapidDeploy's RadiusPlus Mapping met all the criteria:

- **Ease of Deployment**

Installing our Patented EDG device in the PSAP's back room takes less than an hour. PSAPs are up and running and trained within an hour.

*US Patent 10,264,122*

- **Reliability and Security**

Collaborating with AT&T ensures mission-critical connectivity and with Microsoft Government Cloud to ensure public safety grade hosting.

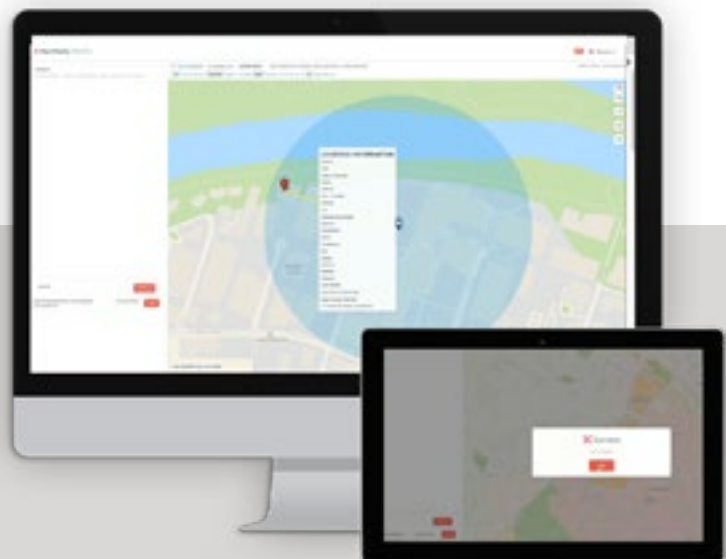
- **Cost of Ownership**

Cal OES was able to fund this Statewide at the fraction of what an on-premise solution would have cost.

- **Features and Functionality**

More than a map — a future-proof platform. RapidDeploy has ample experience integrating with supplemental location and data services (including the only RapidSOS Platinum integration).

Had Cal OES chosen to procure a legacy on-premise solution, they would have faced a prohibitively expensive deployment that would have taken years to implement. Cal OES was prepared to make a digital transformational leap with RapidDeploy and a cloud-native solution. RapidDeploy made a seemingly difficult challenge suddenly very simple, affordable and easy to deploy.



***What RapidDeploy provides us is a very fast and accurate location that allows us to immediately deploy resources to the incident. It's an intuitive solution. It's one click, and that is critical. If it takes too long or it's too complicated the dispatchers won't use it. So RapidDeploy has been a very effective solution.***

**CHARLES CULLEN**  
TECHICAL SERVICES DIRECTOR AT THE PALO ALTO POLICE



#### **DEPLOYMENT:**

## **PSAP up and running, users trained within one hour**

RapidDeploy started by enabling 5 new PSAPs every day, with an ambitious timeline to complete the roll-out across California before the end of the year. On the day of the installation, a RapidDeploy Emergency Data Gateway (EDG) device was installed in the PSAP's backroom. The EDG device has mission-critical connectivity with the Azure Government Cloud, using a Next Generation 9-1-1 IP circuit or public safety LTE connection. The EDG device connects the ANI/ALI spill automatically with the RapidDeploy cloud environment, allowing the caller's location data to be displayed in real-time within the RadiusPlus web-based application. In many of the installations, it took less than an hour to get the PSAPs up and running with full use of the new RapidDeploy technology.

Training was just as simple and fast. On average it took less than an hour for the dispatchers to become versed and comfortable with the new technology. Our team of experts sat down with each dispatcher and manager to make sure they understood the new intuitive platform. RapidDeploy provides an online training platform with intuitive user-friendly material that gets staff up to speed at their own pace.

# Immediate Benefits



## Enhanced location

Immediately, the PSAPs were able to access an enhanced location of the callers (that could be as precise as a 5 meter radius, whereas the carrier's location could have an uncertainty radius of more than a mile).



## Data on the move

Another useful feature noted by dispatchers was that they could see a breadcrumb trail of the caller's location — even if they were on the move — to be able to update the responders regarding the caller's location to get them on scene that much faster.



## Integrated live weather data

Real-time weather data for hazmat or fire incidents with wind speeds, helped to inform teams to keep responders safer and more aware of the situation at every moment. Live traffic and Waze data empowered the team to find the fastest route, useful in motor vehicle accidents.

***One of the advantages of the RapidDeploy solution that we really think is going to be a benefit is the fact that the location information is automatically provided to the PSAP. What that means is that they don't have to enter into a secondary screen a phone number and do a look up. The information is simply there on the screen for them to display. It's a huge game changer.***

**BUDGE CURRIER**  
9-1-1 BRANCH MANAGER AT CAL OES

## IMPROVED RESPONSE

# Upgrade to RadiusPlus improves domestic violence response

During the COVID-19 stay-at-home orders, 9-1-1 calls from victims of domestic violence declined nationwide. Yet experts believe this didn't reflect what was likely happening behind closed doors during a time of intense stress and change — rather, victims were quarantined at home with their abusers, with no safe way to alert authorities. Two-way SMS, or Text-from-9-1-1, can help victims of domestic abuse as it provides a safer way to interact with 9-1-1 first responders.

California officials responded quickly to this challenge: Cal OES turned to RapidDeploy to implement two-way SMS. With RadiusPlus, two-way SMS — in any language — can be initiated by a 9-1-1 Telecommunicator following a 9-1-1 call hang-up or if the caller appears distressed and uncommunicative.

Facilitating precise location accuracy is also critically important to victims of crime and domestic violence as they may not be able to provide specific details easily to 9-1-1 via text. RadiusPlus enables 9-1-1 communication centers to locate callers more accurately than ever before, thanks to supplemental location data integration.



### THE RADIUSPLUS DIFFERENCE: New levels of real-time situational awareness

RadiusPlus provides best-in-class mapping that optimizes the contextual and informational view of a location, within seconds, by integrating the most trusted and diversified data in the industry. To find out what RadiusPlus can do for you, visit [www.rapiddeploy.com](http://www.rapiddeploy.com).

**Learn about our robust Unified Critical Response platform.**

NIMBUS DISPATCH | ECLIPSE ANALYTICS | RADIUSPLUS MAPPING

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