RapidDeploy

Location Accuracy

Description

In an effort to improve 9-1-1 location accuracy to the statewide 9-1-1 system, the Governor’s Office of Emergency Services’ 9-1-1 Emergency Communications Branch (Cal OES) has procured a cloud-based Mapping and Analytics solution from service provider RapidDeploy.

More than 80% of 9-1-1 calls in California are made from wireless devices. This project will help 9-1-1 dispatchers accurately locate callers, so that they can quickly dispatch emergency responders, even if the caller doesn’t know their location.

Local dispatchers across all Public Safety Answering Points, or 9-1-1 call centers, in California will have access to an advanced mapping solution that displays faster and more accurate caller location, as well as live data feeds from different sources, creating enhanced situational awareness and interoperability.

This service is being piloted at four PSAPs in California to validate deployment of the technology and connectivity requirements. The current project plan is to complete statewide deployment in the Fall of 2019.

This initiative is part of the broader project to facilitate the transition to Next Generation 9-1-1 and will improve location accuracy faster than the Federal Communications Commission (FCC) mandate.

CalOES will also be able gain valuable insights into how to advance the accurate routing of 9-1-1 calls based on location in a Next Generation 9-1-1 environment, as well as identify other trends in 9-1-1 call data and statistics.

California is leading the nation by providing a future-proof platform to 9-1-1 PSAPs that leverages modern technology. RapidDeploy’s cloud-native solution is easy to deploy, affordable, and provides enhanced cybersecurity protections and resilience especially for large scale emergencies and uses data provided by the RapidSOS Clearinghouse.
Contract info

The contract was awarded to AT&T as a reseller for RapidDeploy at no cost to the PSAPs. Cal OES will provide the software and IP connection for the web interface. AT&T will provide this solution to 438 PSAPs for $3,348,360 per year until 11/2/2021

DGS Software License Program – search RapidDeploy in Description

More info

RapidDeploy