Improve 9-1-1 Efficiencies and Outcomes

Critical Data and Communication for a Faster, More Effective Response

Rave 911 Suite provides 9-1-1 telecommunicators and first responders powerful capabilities for handling, dispatching and responding to emergency calls more efficiently and effectively.

- **Improve outcomes with community-provided personal and medical information**

- **Protect responders with greater insight into the people and buildings involved in the incident**

- **Resolve abandoned calls faster with text-from-911**

- **Dispatch assistance more accurately with improved mobile caller location**

IMPROVED E911 LOCATION
Locate mobile callers with additional location information

DISPATCHER-INITIATED TEXTING
Call takers can initiate two-way text messaging with mobile phone callers

SMART911® CALLER DATA
Community members can provide key information, including addresses, photos, medical conditions and much more, through Smart911

FREQUENT CALLER MONITORING
Flag callers and leave secure notes for greater insight and decision-making

SEARCHABLE CRITICAL INFRASTRUCTURE DATABASE
Facility managers provide critical facility information, including floor plans, alarm information, utility shutoffs, AED locations and much more, through Rave Facility™

RAVE
MOBILE SAFETY
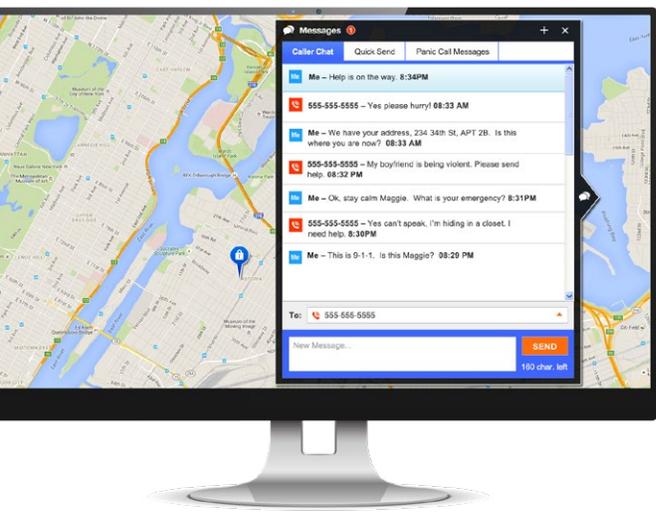
TEXT-FROM-911 FOR FASTER CALL RESOLUTION

Call takers can initiate two-way text-from-911 conversations with any mobile caller. If an emergency caller is nonverbal and disconnected, or has poor coverage, 9-1-1 call takers can easily contact them to send help or verify accidental dials.

Text-from-911 has been especially effective in dangerous situations where the victim was afraid to talk, such as incidents of domestic violence, a home invasion or a suicidal caller. Two-way text messaging capabilities in these incidents provided additional information to safely send first responders to the scene before further escalation.

ENHANCED MOBILE CALLER LOCATION

Rave 911 Suite provides more precise and actionable caller location data than any other technology in the country. Call takers and first responders can view device location or citizen-provided addresses on incoming mobile emergency calls through facility data, Smart911 Safety Profiles and a partnership with RapidSOS.

"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, EXECUTIVE DIRECTOR
OTTAWA COUNTY, MICH. 911 (RETIRED)

PROTECT RESPONDERS WITH COMMUNITY PROVIDED DATA

First responders are better equipped to respond to an emergency when they have key information about the response. Community members can create free online profiles for their family or a facility, which provides crucial additional information to call takers.

Community members can create a safety profile to provide phone numbers, home and work addresses, family member information, photos, medical conditions, disabilities and even pet information. Facility managers can create a Rave Facility profile to provide accurate site details, such as floor plans, key personnel, utility shutoff locations, hazardous material and AED locations during 9-1-1 calls, as well as part of a searchable critical infrastructure database.
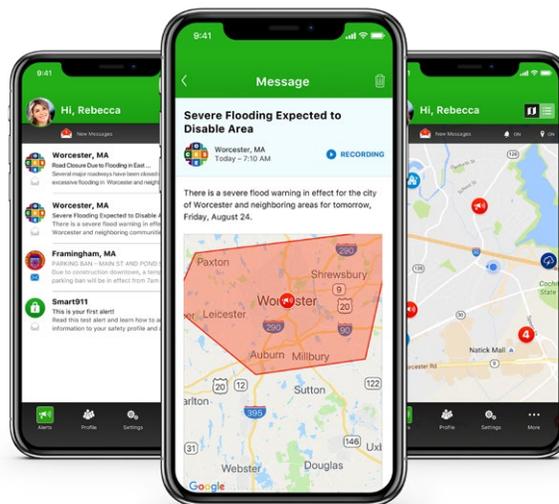
GREATER REACH WITH A MOBILE APP

Residents can download the Smart911 app for free to create a safety profile and receive targeted alerts. In the app, community members can update their information in real time and receive community and weather alerts based on their location, including alerts from the National Weather Service.

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