



# Situational Awareness for First Responders



Transform the data and information available to 9-1-1 and first responders to better prepare for the unknown, greatly accelerate response times and ultimately save lives.

Three enhancements to Rave's critical collaboration and communication platform will help gather accurate and comprehensive details when the unexpected hits – enhancing the level of insight for those who need it most and significantly improving response.

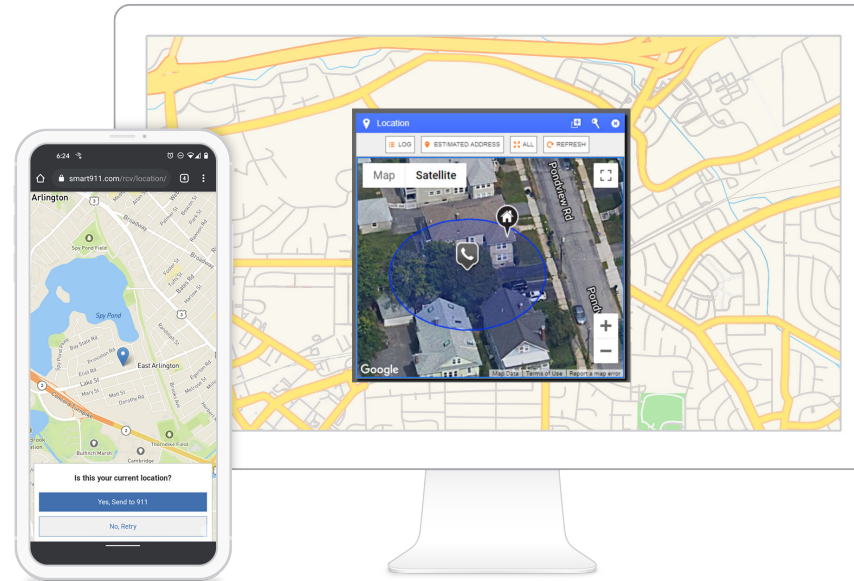
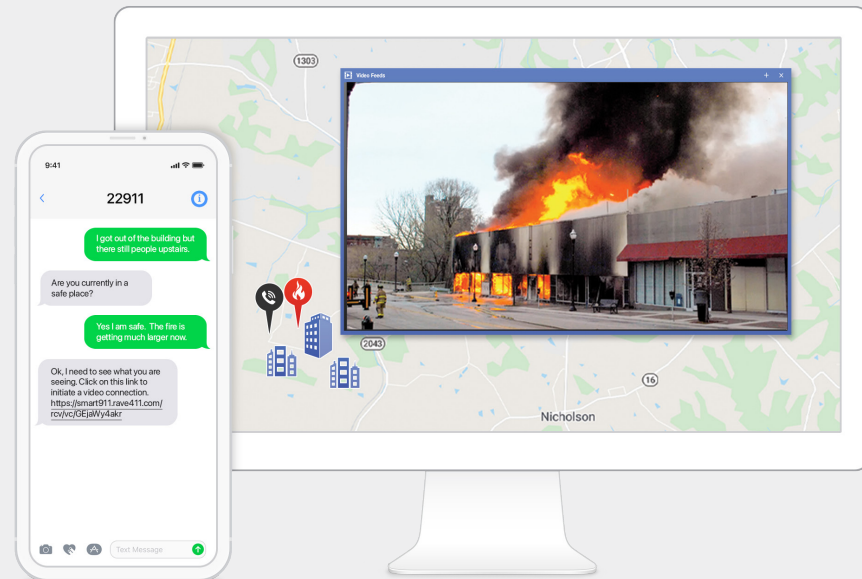
- 1 Live Video Streaming** – a real-time, on-scene look for 9-1-1, first responders and authorized users.
- 2 Chat Location Query** – initiated location requests from telecommunicators to any mobile phone for detailed location sharing.
- 3 Georeferenced Floor Plans** – greater visibility into the details of a building's layout during an emergency.

# VIDEO FROM THE SCENE

Anyone in the field with a smartphone can initiate a live video stream – whether the 9-1-1 caller, a bystander, or first responder. With one click, those on-site can send video to a telecommunicator, police chief or responder en route.

Video comes through Rave's system in real-time, visually showing the situation and also opening up two-way audio communication for further discussion or question answering.

- Enables PSAPs to have greater and faster insight into a situation.
- Eliminates missing important details and delay of relaying information via radio.
- Video is encrypted by industry standard practices allowing Public Safety to always be in control of the video session.



# PRECISE LOCATION INFORMATION

One of the most effective and efficient tools a 9-1-1 center can have in its repertoire is also one of the simplest. With Rave, any call taker or first responder can initiate a text conversation with a mobile caller who may not be able to speak.

This is extremely helpful in situations when calling is not an option like domestic abuse cases, language barriers, access and functional needs, remote locations, and more.

- If ALI is poor, a telecommunicator can initiate a chat to request location in one click via a web link.
- If 9-1-1 has minimal information, responders can be dispatched more quickly and accurately.
- If a call is dropped, instantly follow up via chat to save responders valuable time.

# EXEMPLIFIED BUILDING DETAILS

By overlaying geo-referenced floor plans directly on a map, you can prevent first responders from entering a facility blind and allow 9-1-1 to more effectively plan emergency response.

A higher degree of site situational awareness provides everyone a healthier and safer physical environment with more context for how floor plans align with the larger map, nearby roads or parking lots.

- Share room information, floor layout and exit points or critical structures before entering a facility.
- Increase response and situational awareness with better maps and details.
- Seek the context you need for emergency commanders to drive decisions and response.





For over 16 years, across thousands of cities and towns, Rave has helped distressed callers feel connected; allowed families, friends or neighbors to communicate silently; and saved lives with the details of personal safety profiles and facility information.

Do all you can to protect your community and buildings. Assist 9-1-1 centers, first responders, and emergency managers with critical and accurate information during chaotic times when they need it most.



**FIRSTNET**  
Built with AT&T

“I love that we can enable that text conversation with people that need help. Lots of people out here take county roads and get lost, so they are able to send us their location and we can keep that conversation going. So user friendly.”



**KATHRYN OLMSTED**  
PUBLIC SAFETY E911 COMMUNICATOR  
SWEET WATER COMBINED COMM. CENTER

“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, MI 911

