Smart911

Critical new data for today's 9-1-1 call takers

"Rave Mobile Safety is delivering today what the promise of NextGen 911 holds. When the citizens are using IP and mobile devices at a greater rate than landlines, it is essential that solutions like Smart911, which deliver critical supplemental data, are utilized by Public Safety organizations."

Walt Magnussen
Telecommunications Director
Texas A&M University
Director (ITEC)
Co-Principle Investigator
USDoT NG911 Initiative

"Consumer expectations for accurate and timely response to 911 calls are based on the advanced features available on most communications devices, not on the reality of a faltering legacy system."

Emergency Communications:
The Future of 911
Congressional Research Service,
Sept 28, 2009

"Simply put, the 9-1-1 system has not kept up with technology and is badly in need of modernization."

A Policy Maker Blueprint for
Transitioning to NextGen 911
NENA, Sept 2008

Calls without Smart911

Call taker gets ANI and ALI data; potentially a premise or hazard flag note is associated with some landline phones. This results in:

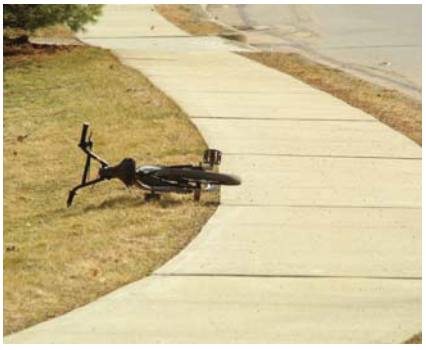
- Lengthy conversations clarifying location and nature of condition, often with a caller who is difficult to understand
- Unreliable premise notes that have not been maintained, resulting in dispatching complexity
- Time consuming and error prone processes for additional data collection
- Costly and liability-ridden management of citizen provided custom hazard data

Calls with Smart911

Call taker gets ANI, ALI, and supplemental ALI provided in real-time with a call from any device. This results in:

- Reduced call handling times with simple, quick confirmation discussions, e.g. "Are you calling from your home at 123 Main St" and no transcription errors
- Immediate identification of important dispatching details such as the need for a special lift, a hidden driveway, known medical conditions, or lost child photo
- Citizen provided data that is managed to ensure it is current and accurate
- Accurate physical addresses on mobile phones

Real world examples



Missing child

With Smart911, the 9-1-1 center can see a high quality photo of the missing child, issue an Amber Alert and forward the photo to field officers immediately after the call. A map of the child's last known location, overlaid with known sex offenders can also be included.

Confused or disabled caller

With Smart911, the 9-1-1 center can view the medical profile of a confused or disabled caller. If an Alzheimer's sufferer cannot remember his/her home address or an Asthma sufferer is unable to speak, the 9-1-1 center will still be able to effectively dispatch help.

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"Now that we've deployed Smart911, we expect it will improve the effectiveness of our call takers and first responders by instantly providing new and vital caller data. As an example, I'm personally comforted that Smart911 provides the ability to associate secondary contact information with my home address, enabling call takers to contact me at work if there is an emergency response to my home – or to my parents' home."

Richard Price
Fire Chief, San
Ramon Valley, CA

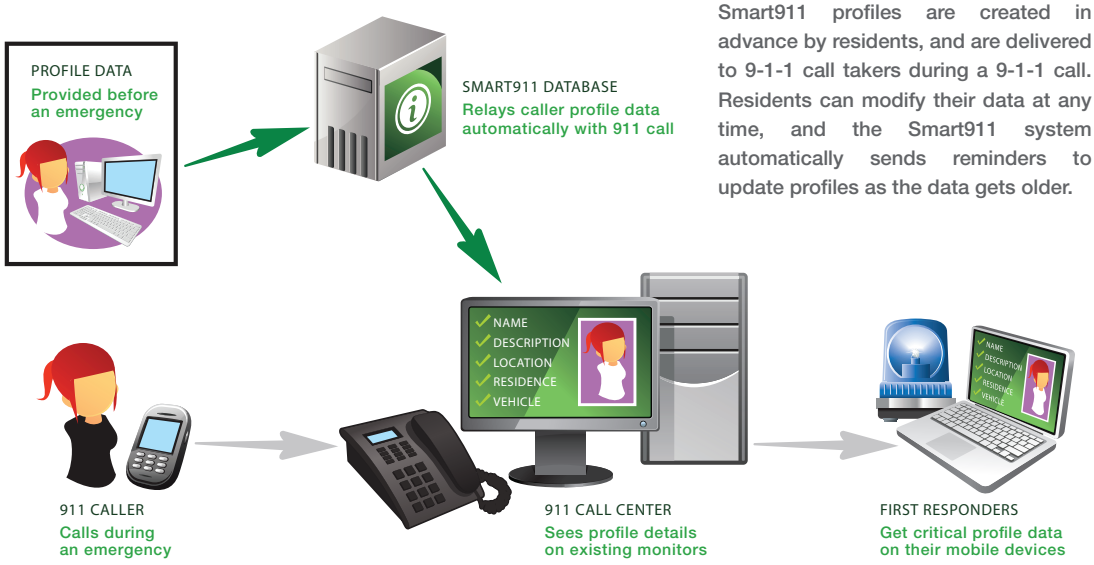
"A 30 second shorter response to a heart attack increases survivability by 20%."

Improving EMS System Performance, 2007 National Highway Traffic Safety Administration Report

"Everyday over 60,000 people are helped by local domestic violence shelters & programs. When victims call 911 every second counts and police need detailed information immediately to respond effectively."

Cindy Southworth
Director of Technology
The National Network to End Domestic Violence

Smart911 Process Flow



Smart911 profiles are created in advance by residents, and are delivered to 9-1-1 call takers during a 9-1-1 call. Residents can modify their data at any time, and the Smart911 system automatically sends reminders to update profiles as the data gets older.

Fully Interoperable

Smart911 delivers rich profile information utilizing today's infrastructure and seamlessly migrates to a NextGen IP based system. Secure web services-based interfaces enable simple integration into any environment, as well as delivery of profile information to chosen first responder data devices.

Secure and reliable

Smart911 is designed with the redundancy and reliability necessary for emergency operations. The hosted components of the service reside in redundant, secure, and geographically dispersed data centers across the United States.

Data security is also of critical importance. Smart911 utilizes the latest in data security measures to protect resident information. Additionally, when Smart911 is implemented, the connection methods between your PSAP and the Smart911 database are secured, as well.

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