

Executive Summary

The national Insurance Services Office (ISO) assessed the City of Dubuque's risk of fire damage and emergency response and preparedness over the summer of 2015. ISO evaluates areas including staffing and training, the community's water supply, the efficiency of local emergency communications and fire-prevention efforts. A factor of the local emergency communications evaluation was the Smart911 program that launched in 2013.

Fire departments can be rated from Class 1 to 10, with 1 being exemplary and 10 being inadequate. Dubuque's rating improved from Class 3 to 2. The new rating also places Dubuque among the top 3 percent of fire departments in the nation and will result in lower property and insurance costs for homeowners and businesses.



The Challenge

Eighty percent of 9-1-1 calls to the Dubuque County Communications Center are from mobile phones. Unlike landlines, mobile 9-1-1 calls do not provide an exact address resulting in time wasted trying to locate the caller and dispatch help to the appropriate address.



THE CHALLENGE

Eighty percent of 9-1-1 calls to the Dubuque County Communications Center are from mobile phones, which do not provide an exact address to dispatch emergency response.



THE SOLUTION

The City of Dubuque's fire-protection rating has been upgraded to the second-best rating possible resulting in lower property insurance costs for homeowners and businesses.



THE RESULTS

2nd

the City of Dubuque received the second best fire-protection rating possible.

Class 2

Dubuque's rating improved from Class 3 to Class 2.



THE TRUST

The additional information Smart911 provides on mobile 9-1-1 calls improves emergency response time and helped upgrade Dubuque's fire-protection rating and could result in lower property insurance costs.

Mark Murphy
Emergency Communications Manager
Dubuque County Communications Center

The Solution

In 2013, Dubuque County implemented Smart911 to use the latest technology to better respond to emergency situations.

With Smart911, fire crews can arrive at a house fire knowing how many people live in the home and the location of bedrooms, ambulance staff can be advised of allergies or specific medical conditions, and police can have access to a photo of a missing child in seconds rather than minutes or hours.

In Dubuque County, more and more people are relying on mobile phones to communicate during emergencies. Smart911 provides additional information on mobile 9-1-1 calls enabling 9-1-1 to respond faster and more efficiently.



The Results

Thanks in part to emergency communications and fire-prevention efforts like Smart911, the City of Dubuque's fire-protection rating has been upgraded to the second-best rating possible resulting in potential lower property insurance costs for homeowners and businesses.

About Smart911

Smart911 is an emergency communication and additional data platform that has proven to help save lives and improve responder safety.

Smart911™



Smart911 helps 9-1-1 call takers and dispatchers make faster and better decisions, shortens response times, and helps save lives.

About Rave Mobile Safety

Rave Mobile Safety creates innovative data and communication software that public safety agencies trust to help them save lives. Our award-winning portfolio of Rave Panic Button, Rave Alert, Rave Guardian, Rave Eyewitness, and Smart911 enables millions to feel safe, secure, and connected. To learn more, contact us today, or visit us on the web at www.ravemobilesafety.com.

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