

Executive Summary

Nashville Emergency Communications Center (NECC) is a consolidated center providing all call taking and dispatch services for Law Enforcement, Fire and EMS in Nashville and Davidson County (TN). Protecting a population of nearly 650,000 individuals, NECC takes over 500,000 calls for service per year.

Following a historic flood, NECC needed to improve emergency communication and sought out a solution to provide additional information about 9-1-1 callers. NECC recognized the value of supplemental data in the Smart911 Safety Profile to help responders more quickly identify the location of a mobile caller.

Once contracted, Smart911 was installed and running in NECC within 30 days. Within 14 days of Smart911's public launch, Smart911 had already played a role in saving the life of a young child.

The Challenge

Following a historic flooding in Nashville, NECC took the opportunity to evaluate ways to further improve their emergency communications.

NECC utilized PlantCML (Cassidian) call taking equipment and Motorola PremierOne CAD. The primary center had 38 positions with a fully redundant back-up center providing an additional 38 positions. In addition, NECC was looking for ways to provide telecommunicators with additional information on callers.

The Solution

Smart911 provided NECC with the opportunity to allow citizens to provide information about themselves that would be immediately made available to the 9-1-1 call taker upon an emergency call.

Specifically, NECC recognized the value of additional structure related information that would help responders more quickly identify the location of a wireless caller (e.g. home address, physical description of structure, access specifics).



THE CHALLENGE

Following a historic flood, Nashville had an immediate need to improve their emergency communications to serve their 650,000 residents.



THE SOLUTION

The Nashville Emergency Communications Center implemented Smart911 in 30 days and within 2 weeks Smart911 saved the life of a young child.



THE RESULTS

650,000 **30 days**
individuals protected to implement
by Smart911 Smart911



THE TRUST

Smart911 has transformed our call center and improved emergency response by providing our first responders with more information before arriving at an emergency.

Duane Phillips
Director
Metro Nashville ECC

Implementation Process

Once contracted, Smart911 was installed and running in NECC within 30 days. The solution was implemented seamlessly to integrate into the existing ALI spill produced by the 9-1-1 call taking equipment and to display additional information to the call taker. Smart911 met all networking and security requirements and fully complied with CJIS requirements.

While the technical deployment was in process, the Smart911 community marketing team engaged with the Public Information Officer for NECC and began to coordinate a roll out program. Marketing materials were customized for Nashville community events, and a web page was quickly developed for deployment upon the Nashville community web page and linked to the Nashville Facebook site. Key special interest group leaders and school districts were briefed on the benefits of Smart911.

The Results

Within 14 days of go live, Smart911 had already played a role in saving the life of a young child. The child's Spanish speaking Nanny called 9-1-1 from a landline, said "Help Me! Help Me!" and then hung up. Normally this would have triggered a lower priority health and wellness check by law enforcement, but luckily the parent had registered with Smart911 and noted that the child at the residence had a rare breathing disorder. The parent listed the disorder as well as specific pre-arrival instructions that were immediately displayed to the telecommunicator.

In addition to local police, the telecommunicator also dispatched EMS with the pre-arrival instructions. The Smart911 Safety Profile used by the alert telecommunicator is credited with helping to save the child's life.

Shortly thereafter, Smart911 played a critical role in helping identify the correct response to an open line with an unresponsive caller. The Smart911 Safety Profile displayed to the telecommunicator answering a 9-1-1 call from a mobile

mobile caller noted a long history of heart disease and illness with the caller. The telecommunicator immediately dispatched appropriate EMS resources.

About Smart911

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



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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