



Macomb County Sheriff's Office

Anthony M. Wickersham

"Determined to keep your trust. Working to keep you safe."

MEDIA ADVISORY

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RapidSOS for 911

Mt. Clemens, MI. – The Macomb County Dispatch Center has recently implemented RapidSOS for 911. RapidSOS is an enhancement to current technology which allows a wireless device caller's location to be pinpointed within a three meter radius, while in motion, and for fifteen minutes after the call has been disconnected.

Traditionally, location information from 911 calls comes from the wireless device connecting to three separate cell towers, known as triangulation. Triangulation provides dispatch with a location, however, that location could be as far as one thousand meters away from the actual caller.

RapidSOS has partnered with Apple, Google, and Smart911 to deliver better location data for wireless calls received from iPhones with iOS 12 and Android phones version 4.0 and up. When an Apple or Google customer makes a 911 call the traditional location information is transmitted to the dispatch center. Simultaneously, enhanced location data is transmitted to the RapidSOS NG911 Clearinghouse. Recent and historical location information is displayed on the dispatch center map, allowing a 911 call taker to track the device within three meters even if it's moving. The location information is captured even when the caller's wireless device location services are turned off. This information on a wireless device may be only be obtained if that device has called 911. Once the 911 call is disconnected, the location remains available to the dispatch center for fifteen minutes. This is extremely useful in situations where a victim is attempting to call for help and a suspect intervenes.

"The Macomb County Sheriff's Office continues to seek tools that will improve our abilities and response times. RapidSOS is one of those tools. In the event of a life threatening situation every second counts" stated Macomb County Sheriff Anthony Wickersham. "Recently our Dispatch received a call for a citizen having

This report is a summary of activity and incidents reported to the Macomb County Sheriff's Office over the previous week. It is not inclusive of all incidents that have been reported. The Sheriff's Office reserves the right to withhold certain information if its release is not in the community's best interest, or if we feel it will compromise an investigation.

a seizure, the caller gave the correct digits for the address but the wrong street name. When EMS arrived at the address given by the caller, there was no patient. Dispatch then used RapidSOS which gave a location on one street south with the same digits. Dispatch relayed this information to EMS who were able to locate the patient at the location from RapidSOS. This tool potentially saved minutes of Dispatch attempting to call the caller back, risking them not answering, and trying to get an updated location.”

RapidSOS does not cost the Sheriff’s Office anything at this time, as it is interfaced with Smart911 which is currently state funded through 2020.

Macomb County Sheriff’s Office Dispatch is leading the way in 9-1-1 technology to improve emergency response,” said RapidSOS CEO, Michael Martin. “We are thrilled to provide Macomb County Sheriff’s Office call-takers and dispatchers with the information they need to get citizens help quickly in an emergency, saving lives and property.”

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