



# ALABAMA 911 BOARD

**September 10, 2024**  
**Talk About It Tuesday!**



@alabama911board



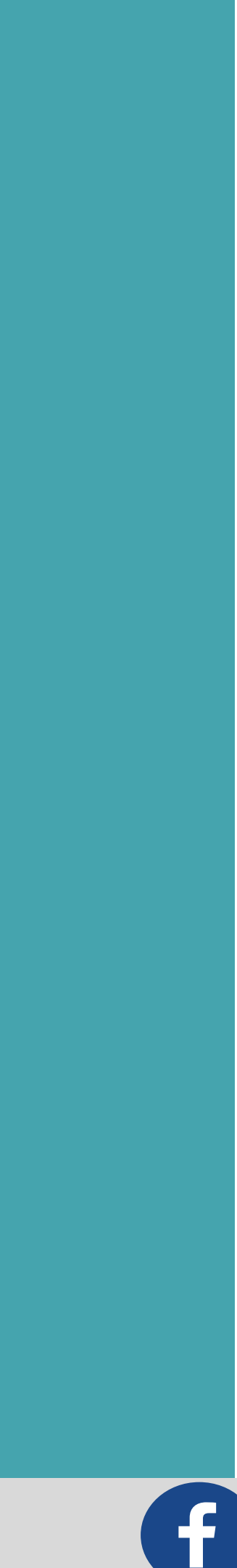

Alabama 9-1-1 Board



@al911board



[al911board.com](https://al911board.com)

- 
- 
- 01 Our Team
  - 02 Training & ABC
  - 03 Rapid SOS
  - 04 Reminders
  - 05 Questions





# Our Team

(334) 440-7911



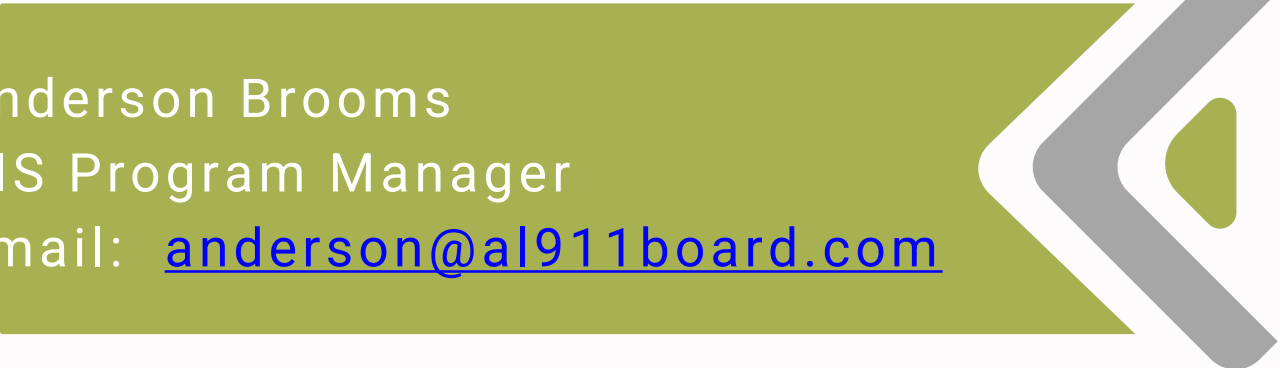
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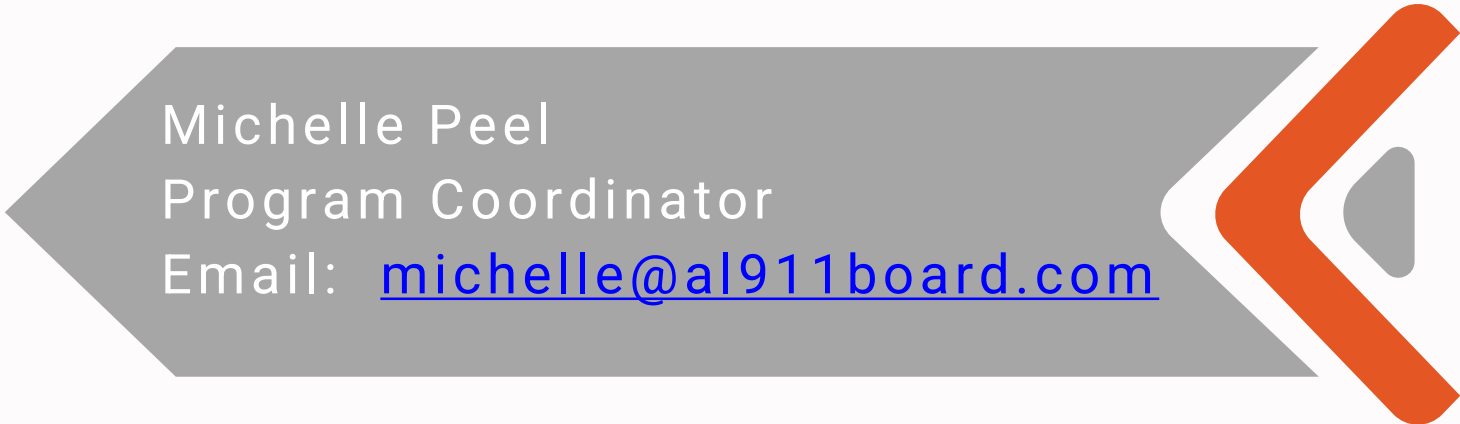
Anderson Brooms  
GIS Program Manager  
Email: [anderson@al911board.com](mailto:anderson@al911board.com)



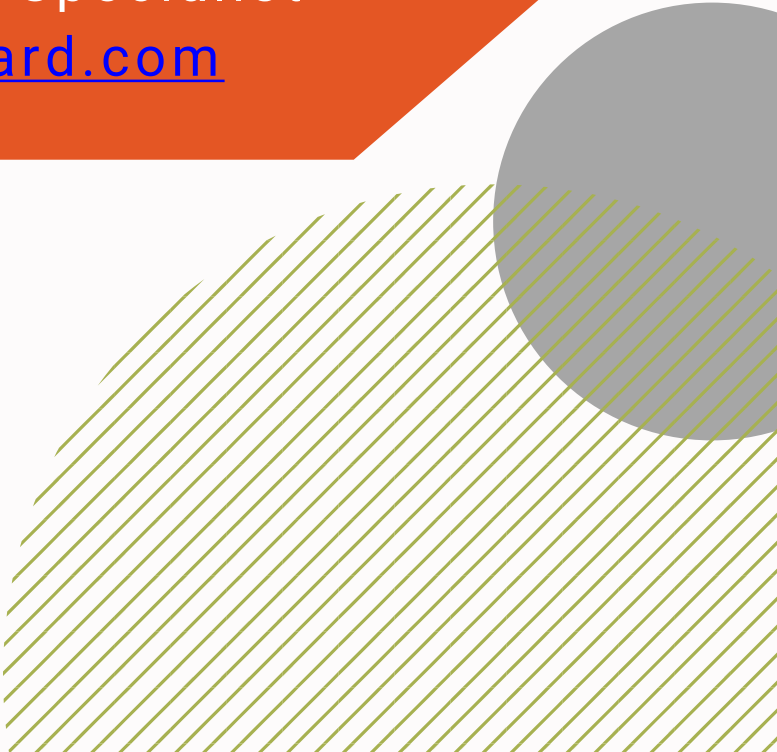
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Michelle Peel  
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Email: [michelle@al911board.com](mailto:michelle@al911board.com)

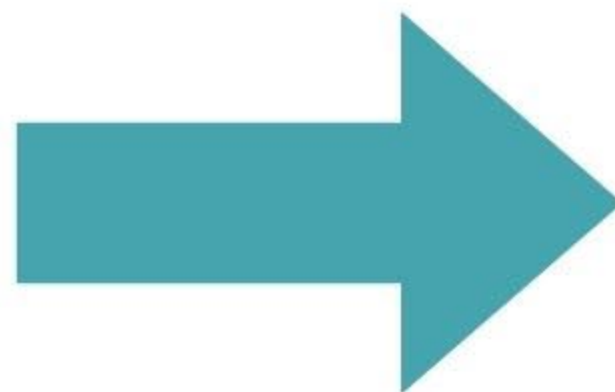




Are YOU one of the  
**44 PSAPs**  
who haven't joined the ABC app?



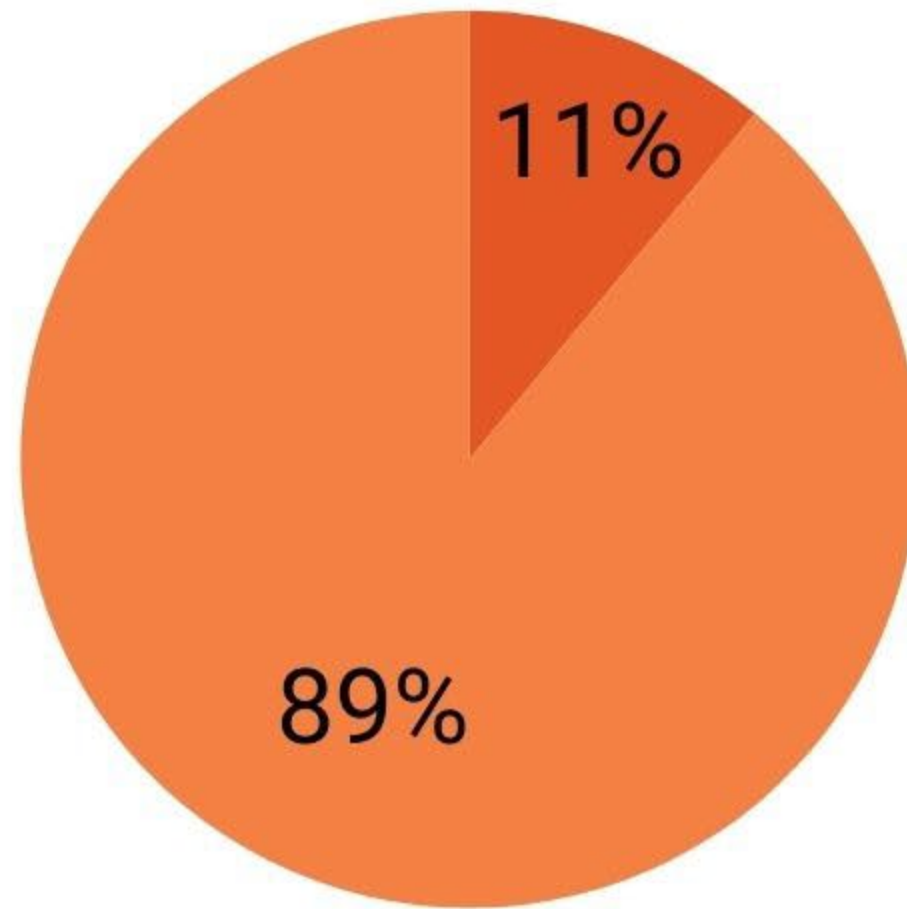
**DEADLINE**







Of the 1,622 PSTs,  
170 require only Reciprocity to  
meet compliance standards.



Certified and Compliant

Lack Reciprocity only

# 170 PSTs

## ONLY need

# Reciprocity

## to become compliant!





8:00 – 4:00 P.M.



**FREE TO ATTEND  
FOR PUBLIC SAFETY  
PERSONNEL,  
FIRST RESPONDERS,  
AND GOV'T EMPLOYEES**

# **Bridging Generational Gaps: Service, Retention, and Leadership**

**SEPT 16, 2024**

231 Montgomery St.  
Montgomery, AL

**TROY MONTGOMERY  
WHITLEY HALL**



Kristin Scroggin  
Founder, GENwhy Communications

**SEPT 17, 2024**

2513 7th St.  
Tuscaloosa, AL

**TUSCALOOSA COUNTY  
COURTHOUSE ANNEX**

**Step into the genWHY experience, where we're rewriting the playbook on generational diversity and communication. Join us for immersive training that fosters understanding across generations, reshaping your organization's narrative for lasting success.**



ALABAMA 911 BOARD

# RESOURCE ROOM

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Whether you have questions, suggestions, need direction,  
or simply want a one-on-one conversation, come connect with us  
and let us support you where you need it most.

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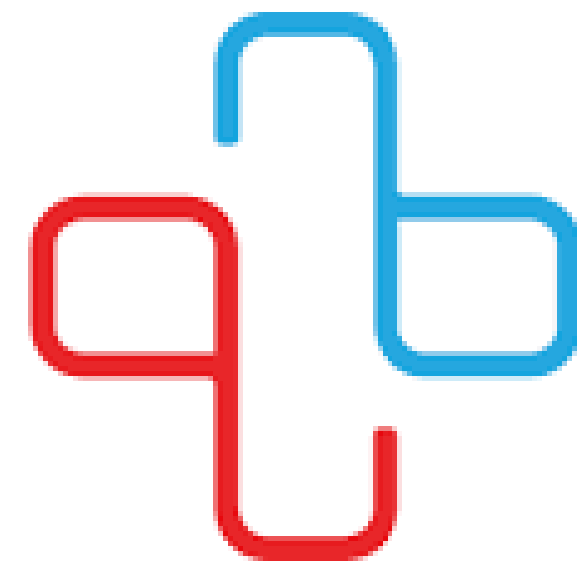


**OCTOBER 16, 2024**  
**10:00 - 4:00 P.M.**



**PERDIDO BEACH RESORT**  
**SAND CASTLE II**

# RapidSOS



@alabama911board



Alabama 9-1-1 Board



@al911board



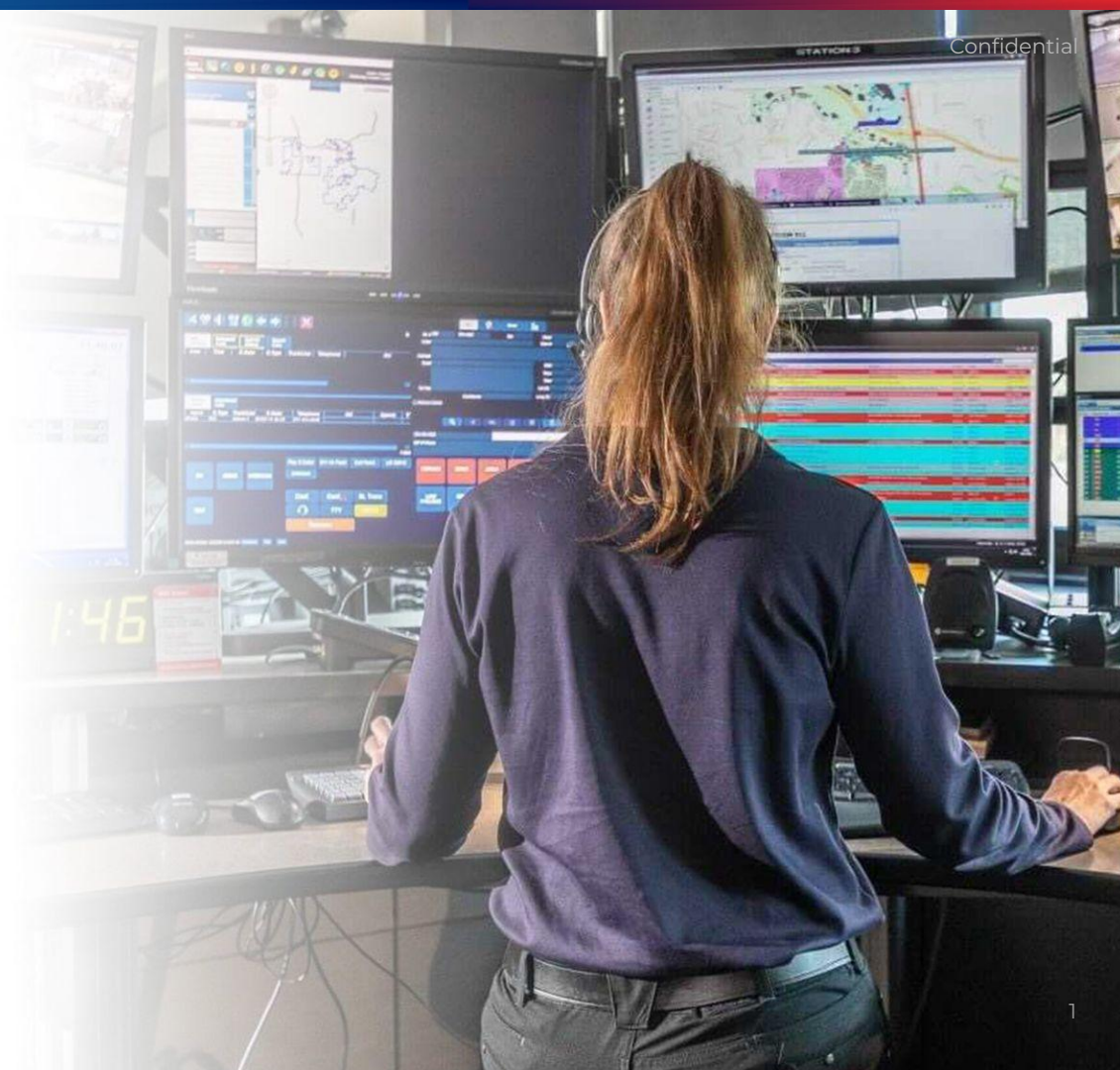
<https://al911board.com>

RapidSOS 

# Talk About it Tuesday

*Welcome*

9/10/24



Confidential



# Today's Agenda

- Estimated Floor Level
- Agency Share and Chat
- Multi-Agency Routing
- Norfolk Southern

[Training@RapidSOS.com](mailto:Training@RapidSOS.com)

# Introductions

## Leslie Whitham



## Lea Harms



# Estimated Floor Level (Z-Axis) Location Information

## The Z-Axis Challenge

Normally, altitude data for caller location is expressed in meters – either via orthometric height or a Height Above Elevation.

## Terrain and Floor levels

Altitude data isn't easily actionable by call takers, because the same altitude measurement could represent vastly different estimated floor levels, depending on a building's location and the terrain it sits upon.

## RapidSOS and GeoComm

The Estimated Floor Levels feature uses Geocomm's service to convert that altitude reading into more actionable information for ECC personnel.

9-1-1 was built on  
**Voice**

and it's colliding with a  
shift in society and in  
the market toward  
**Data.**



By 2027, IoT-initiated 911 calls will surpass  
human-initiated calls.

1

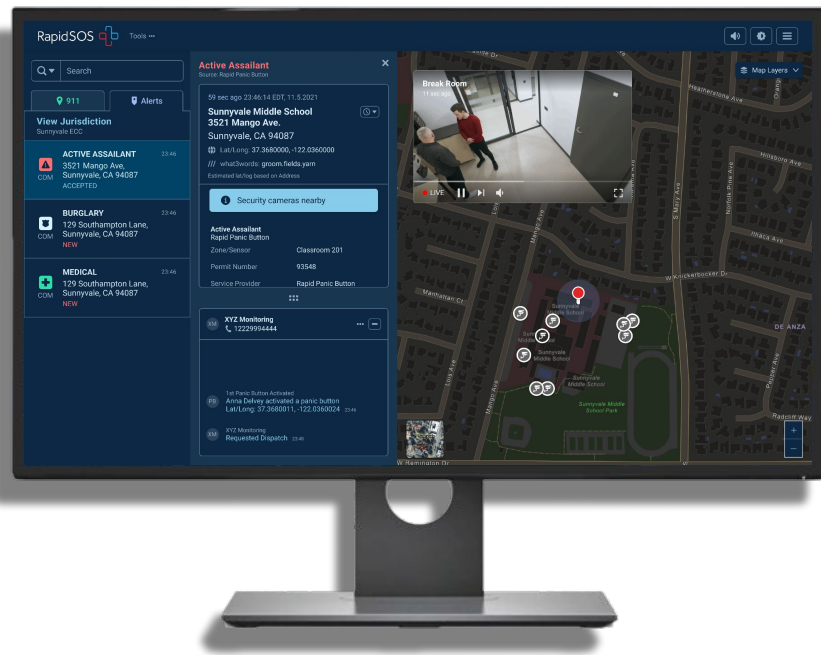
Telecommunicators are **caught in the middle** of this  
shift.










# How does RapidSOS UNITE help?

21,000+ fragmented response systems now united on one intelligent safety platform for NG911 data.

- Develop and deploy a suite of offerings that meet the data-needs of ECC
- Integrated into 4,400+ public safety software systems
- Location information and more



# UNITE Core Modules

	Scope	Highlighted Features
 <b>Call Data</b>	View and map all 911 calls to your agency, including estimated floor level; Redundant pathway even in a 911 network outage	<ul style="list-style-type: none"> <li>• Device-Based, Est. Floor Level &amp; ALI Location</li> <li>• Redundant pathway if voice fails</li> </ul>
 <b>Text Data</b>	Reach out to callers via embedded SMS capabilities	<ul style="list-style-type: none"> <li>• Send Outbound SMS</li> <li>• Request User's Location via SMS</li> </ul>
 <b>Video Data</b>	Seamlessly access video from callers and partners, while maintaining necessary controls for access	<ul style="list-style-type: none"> <li>• Request Video via SMS</li> <li>• Inline Video with Blur Controls</li> </ul>
 <b>Sensor Data</b>	Instantly deliver rich data without needing a call	<ul style="list-style-type: none"> <li>• Digital Alerts</li> <li>• Multi-Agency Routing</li> </ul>
 <b>Mapping Data</b>	Visualize data in Google Maps-based experience	<ul style="list-style-type: none"> <li>• Google Maps</li> <li>• Google Street View</li> </ul>
 <b>Tools and Administration</b>	Configure access and settings for your agency	<ul style="list-style-type: none"> <li>• Role-Based Access Control</li> <li>• Training Center</li> </ul>
 <b>RapidSOS Partner Data</b>	Gain context from industry-leading platform connected to more than 540 million devices	

# Estimated Floor Level

## What is Estimated Floor Level?

Estimated Floor Level is a feature within RapidSOS UNITE designed to provide first responders with more precise location information during emergencies, specifically in multi-story buildings.

## How does Estimated Floor Level work?

The technology uses a combination of barometric pressure sensors, Wi-Fi signals, GPS data, and other inputs from modern smartphones and connected devices to estimate the altitude or vertical position of a device within a building.

## How to use Estimated Floor Level in your ECC.

Whether it's a medical emergency, fire, or security incident, Estimated Floor Level can guide responders directly to the correct floor, significantly improving the efficiency and effectiveness of the response.

# Training Plan

This training for Agents (ECC end-users) will outline the following:

- How to access Estimated Floor Level information
- Understanding the Estimated Floor Level data
- How Estimated Floor Level works
- Using Estimated Floor Level location information
- FAQs about Estimated Floor Level

# Accessing Estimated Floor Level

The screenshot shows the RapidSOS interface. On the left, a list of calls is displayed. The call with number 1-241-373-3729 is selected. On the right, a map shows the location of the call. A blue arrow points from the 'Estimated Floor Level' option in the call details to a new browser tab titled 'Vertical Location Services'.

**Vertical Location Services**

**Back** **GEOCOMM**

**Building detected at this location:**

Showing results near 32.7030, -117.1590 → 33 feet

**Building:** Hilton Bayfront Hotel

**Address:** 1 Park Boulevard San Diego Floor 24

**Height:** 330.57 feet above ground 116 feet

**Floor:** Caller is estimated to be on Floor 24 (Likely range: Floor 23 - 25)

**Accuracy:** This is a low accuracy estimate

**Feet per Story:** 14 **Update**

[Provide Feedback](#)

[ABOUT THIS SERVICE](#) [TERMS OF SERVICE](#) [GEOCOMM.COM](#)

The Estimated Floor Level feature equips telecommunicators with actionable caller location data.

The option will appear under the available Altitude information for supported calls.

Selecting Estimated Floor Level will open GeoComm's Vertical Location Service in a new tab and will display available data.

**Note: Currently supported for Google Wireless calls.**



# Estimated Floor Level

By clicking on the **Estimated Floor Level** option for a Google call, RapidSOS will take the location information for that call – including its latitude and longitude, available z-axis data, and vertical uncertainty – and automatically open GeoComm's Vertical Location Service to do the translation.

The screenshot shows a dark-themed location card for a Google call. At the top, the phone number '1-241-373-3729' is displayed in green, with 'Share' and 'Copy All' icons to its right. Below this, the timestamp '59 sec ago 13:48:14 EDT, 11.5.2021' is shown. The source 'Source: Google' is highlighted with an orange box. The address '1 Park Boulevard, San Diego, California' is listed. Below the address, several location details are provided: 'Lat/Long: 37.3610000, -122.0320000', 'what3words: groom.fields.yarn', 'Uncertainty Radius: 5.0m', 'Google Street View', 'Altitude: .0m', and 'Vertical Uncertainty: 3.0m'. At the bottom, the 'Estimated Floor Level' option is highlighted with an orange box. A footer at the very bottom reads '• Most Recent Location | Estimated Address'.

1-241-373-3729 Share Copy All

59 sec ago 13:48:14 EDT, 11.5.2021

Source: Google

1 Park Boulevard  
San Diego, California

Lat/Long: 37.3610000, -122.0320000

what3words: groom.fields.yarn

Uncertainty Radius: 5.0m

Google Street View

Altitude: .0m  
Vertical Uncertainty: 3.0m

Estimated Floor Level

• Most Recent Location | Estimated Address

# GeoComm Powered Data

GeoComm's Vertical Location Service translates the caller's location information into more actionable data, including Estimated Floor and Estimated Floor Range, as well as building information if available.

General access to GeoComm's Vertical Location Service performs this conversion based on a global set of open-source building information.

The screenshot displays the GeoComm mobile application interface. At the top, there is a 'Back' button and the 'GEOCOMM' logo. Below the logo, a message states 'Building detected at this location:'. Underneath, it shows 'Showing results near 32.7030, -117.1590' and a distance of '33 feet'. The main data section lists 'Building: Hilton Bayfront Hotel' and 'Address: 1 Park Boulevard San Diego Floor 24'. A highlighted box contains the following details: 'Height: 330.57 feet above ground ± 16 feet', 'Floor: Caller is estimated to be on Floor 24 (Likely range: Floor 23 - 25)', and 'Accuracy: This is a low accuracy estimate'. Below this box, there is a 'Feet per Story' field set to '14' with an 'Update' button. At the bottom of the main content area is a 'Provide Feedback' link. The footer contains three links: 'ABOUT THIS SERVICE', 'TERMS OF SERVICE', and 'GEOCOMM.COM'.

Height:	330.57 feet above ground	± 16 feet
Floor:	Caller is estimated to be on <b>Floor 24</b> (Likely range: Floor 23 - 25)	
Accuracy:	This is a low accuracy estimate	

Feet per Story:  Update

[Provide Feedback](#)

[ABOUT THIS SERVICE](#) [TERMS OF SERVICE](#) [GEOCOMM.COM](#)

# Using Estimated Floor Level Information



The Estimated Floor Level information will provide an accuracy estimate and a likely range of floors.



Follow your agency's address verification policy when utilizing Estimated Floor Level information.



# Estimated Floor Levels FAQ's and Use Cases



# Does the feature cost anything?

The Estimated Floor Level feature is available to RapidSOS users at no cost.

The image shows a screenshot of the RapidSOS interface. On the left, a list of 911 events is displayed, including phone numbers and timestamps. The 'Estimated Floor Level' feature is highlighted in the list. An arrow points from this feature to a detailed view on the right. The detailed view shows the location '1 Park Boulevard San Diego, California' and provides various data points including altitude, uncertainty radius, and estimated floor level. The 'Estimated Floor Level' is shown as 'Floor 24' with a likely range of 'Floor 23 - 25'. The interface also includes a 'MEDICAL PROFILE' section with caller information and emergency contacts.

**RapidSOS** Tools ...

Search Phone Number

911 Alerts

**All 911 Events**  
Sunnyvale ECC

Phone Number	Time
1-241-373-3729	23:46
1-241-695-3837	23:46
1-243-383-4930	23:45
1-241-472-4829	23:45
1-241-473-6895	23:44
1-759-797-5548	23:44
1-241-363-4393	23:43
1-243-797-7232	23:43
1-241-242-4322	23:42
1-759-969-3733	23:42
1-243-253-5849	23:41

**1-241-373-3729** Share Copy All

59 sec ago 13:48:14 EDT, 11.5.2021

Source: Google

**1 Park Boulevard**  
San Diego, California

Lat/Long: 37.3610000, -122.0320000

what3words: groom.fields.yam

Uncertainty Radius: 5.0m

Google Street View

Altitude: 10.0m  
Vertical Uncertainty: 3.0m

**Estimated Floor Level**

• Most Recent Location | Estimated Address

**MEDICAL PROFILE**  
Source: Partner, 50 sec ago

**Caller Profile**

First Name	Joe
Last Name	Smith
Age	73
Pre-Existing Conditions	Asthma
Allergies	Penicillin

**Emergency Contacts**

First Name	Jane
------------	------

**Vertical Location Services**

Back **GEQCOMM**

Building detected at this location:

Showing results near 32.7030, -117.1590 ↔ 33 feet

Building: Hilton Bayfront Hotel

Address: 1 Park Boulevard San Diego  
Floor 24

Height: 330.57 feet above ground 16 feet

Floor: Caller is estimated to be on  
Floor 24 (Likely range: Floor 23 - 25)

Accuracy: This is a low accuracy estimate

Feet per Story: 14 Update

Provide Feedback

ABOUT THIS SERVICE TERMS OF SERVICE GEQCOMM.COM



# Will the GeoComm conversion data always have every field populated?

The Estimated Floor Level conversion relies on the underlying global dataset when performing a conversion. So, if no building information is detected for a certain location – or that location only has a subset of information available – some fields will not show complete values.

The screenshot shows the GeoComm mobile app interface. At the top, there is a '< Back' button and the 'GEOCOMM' logo. Below the logo, a message states 'Building detected at this location:'. Underneath, it says 'Showing results near 32.7030, -117.1590' with a distance of '33 feet' and a help icon. The main content area displays the following information:

- Building:** Hilton Bayfront Hotel
- Address:** 1 Park Boulevard San Diego  
Floor 24
- Height:** 330.57 feet above ground ± 16 feet (with a help icon)
- Floor:** Caller is estimated to be on **Floor 24** (Likely range: Floor 23 - 25) (with a help icon)
- Accuracy:** This is a low accuracy estimate (with a help icon)
- Feet per Story:** 14 (with an 'Update' button)

At the bottom of the main content area, there is a 'Provide Feedback' link. The footer contains three links: 'ABOUT THIS SERVICE', 'TERMS OF SERVICE', and 'GEOCOMM.COM'.

# Consider the multi-story buildings in your jurisdiction

How could Estimated Floor Level enhance emergency response?

- Emergency in a hotel, dormitory or office building
- Fire in an apartment complex
- Active Assailant on college campus
- Natural disaster in a high rise building



 Search

 911


 Alerts (19)


**View Jurisdiction**  
Denver ECC

 **1-973-555-0027** 15:41  
TEXT-TO-911

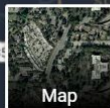
 **1-404-555-0027** 15:41  
TEXT-TO-911

 **1-408-555-5557** 15:41

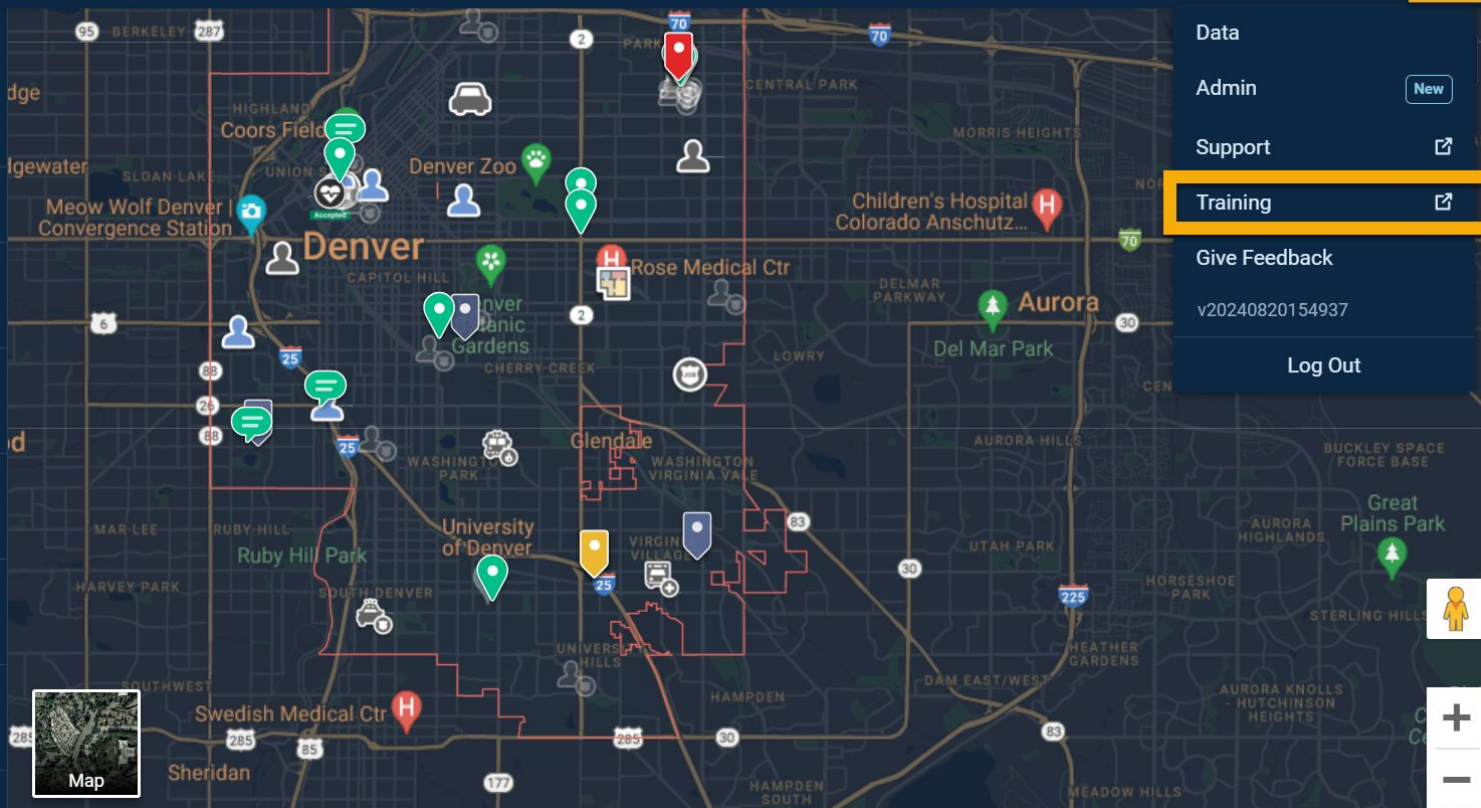
 **1-303-555-0149** 15:40

 **1-303-555-0141** 15:40

**1-303-555-0140**



Map



Data

Admin

New

Support

Training

Give Feedback

v20240820154937

Log Out

 Admin Knowledge Assessment optional

 Admin Course Summary optional

# Agency Share & Chat

## WHY

### Interoperability

Agencies need to relay information during a dual, mutual aid, and interjurisdictional response to neighboring or non-primary agencies

## HOW

### Mastery

Discover how to configure, then activate, and effectively manage Agency Share & Chat inside RapidSOS.

## WHEN

### Use Cases

Explore when to utilize Agency Share & Chat through real-world scenarios and impactful conversations.



# 240M

Calls made a year in the USA

# 80%

From wireless devices.

# 100K+

Call transferred to the wrong jurisdiction a year.

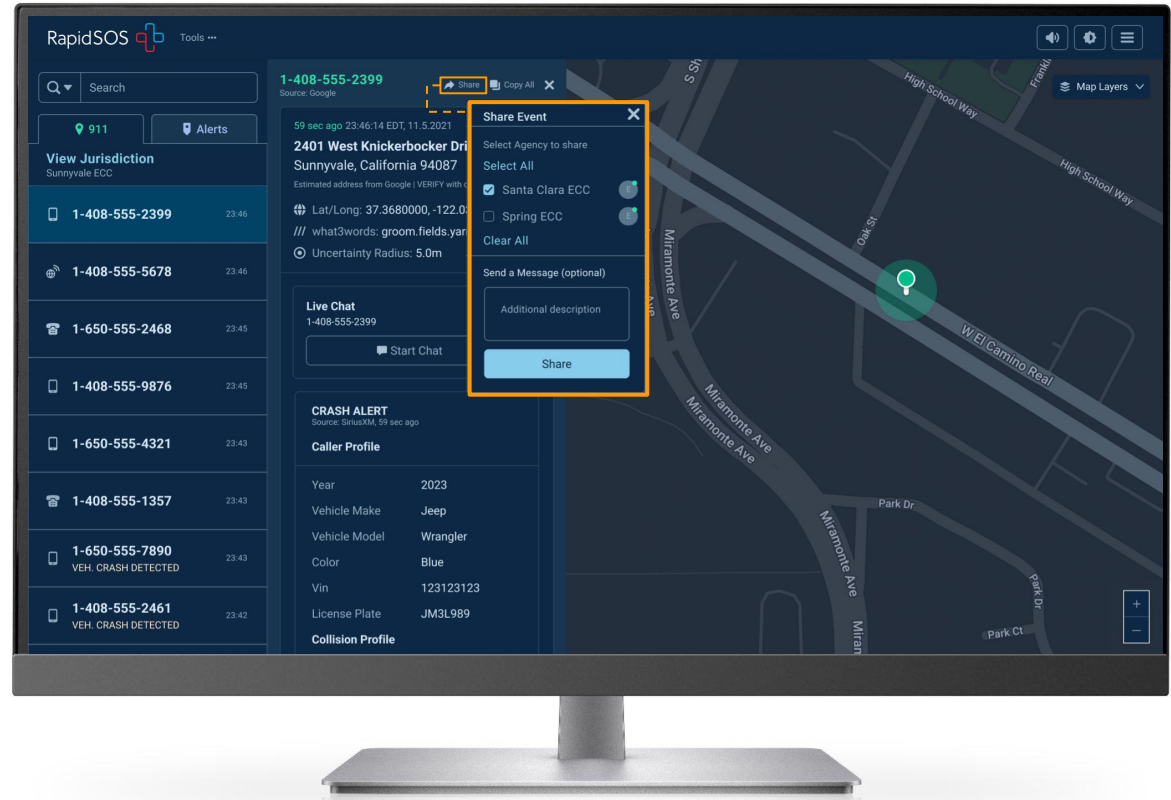


# Agency Share & Chat

Agency Share and Chat allows telecommunicators to share an incident and communicate with paired ECCs for mutual aid requests or in other scenarios requiring collaboration with peer agencies inside RapidSOS.

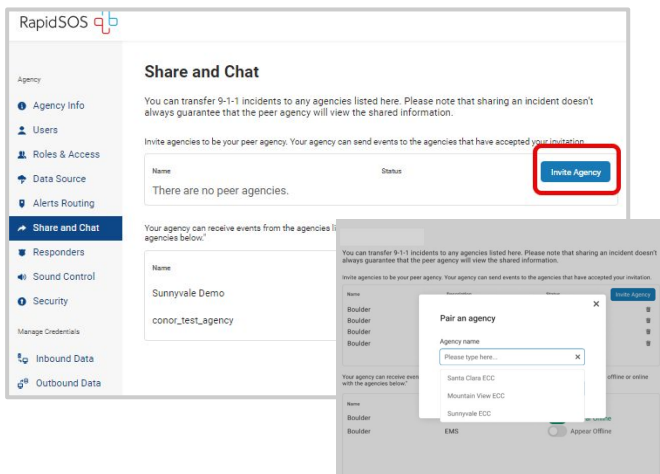
With Agency Share and Chat, ECCs can:

- **Quickly share incident location and data** with surrounding ECCs from directly inside RapidSOS
- **Digitally communicate** with those peer agencies inside RapidSOS



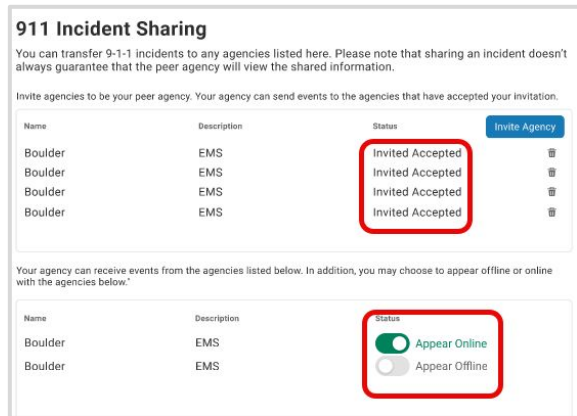
# Admin Enablement Steps

## Pair with Peer Agencies via the Admin Menu



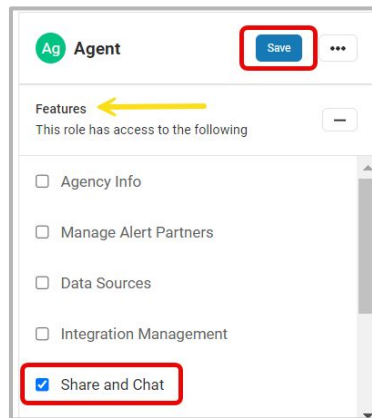
### Invite Agencies

Paired agencies can be within 100 miles of jurisdictional boundaries and across state lines.



### Online Status

When online, your agency will be available for share and chat functions with paired agencies.



### Data Source Enablement

Configure ECC roles in accordance with agency SOP.

RapidSOS Tools ...

Search

911 Alerts

View Jurisdiction  
Sunnyvale ECC

1-408-555-2399 23:46

1-408-555-5678 23:46

1-650-555-2468 23:45

1-408-555-9876 23:45

1-650-555-4321 23:43

**1-650-555-7890**  
Source: Google

59 sec ago 23:46:14 EDT, 11.5.2021

**4824 El Camino Real**  
Sunnyvale, California 94087

Estimated address from Google | VERIFY with caller

Lat/Long: 37.3680000, -122.0360000  
what3words: groom.fields.yarn  
Uncertainty Radius: 5.0m

**VEH. CRASH DETECTED**  
Source: SiriusXM, 59 sec ago

**Caller Profile**

Year	2023
Vehicle Make	Jeep
Vehicle Model	Wrangler

**Collision Profile**

Share Copy All X

Share Event

Select Agency to share

Select All

alle Jackson County ... J  
109 Kanawha County ... K

Clear All

Send a Message (optional)

Share

# Agent Steps

## Interoperability in 3 clicks

### Share

Click the share arrow at the top of the event pane.

### Select Agency

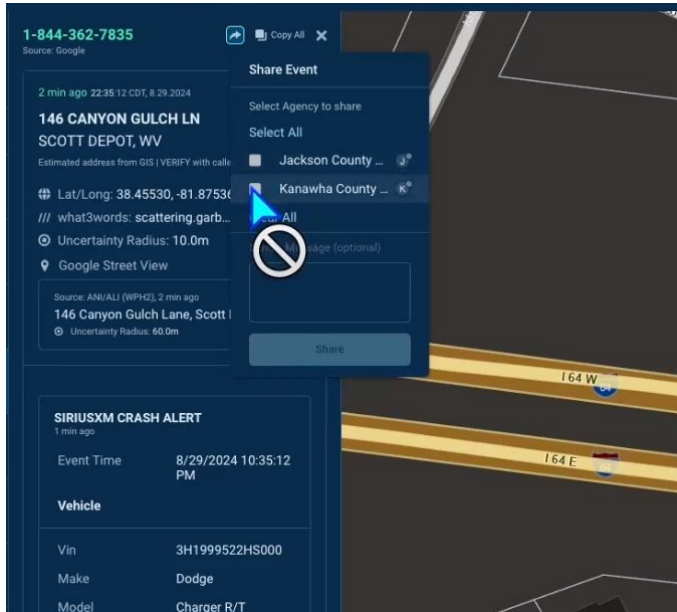
A drop down list of paired ECC's displays. Choose one, multiple or all.

### Chat

Optional- Send a message for situational awareness.

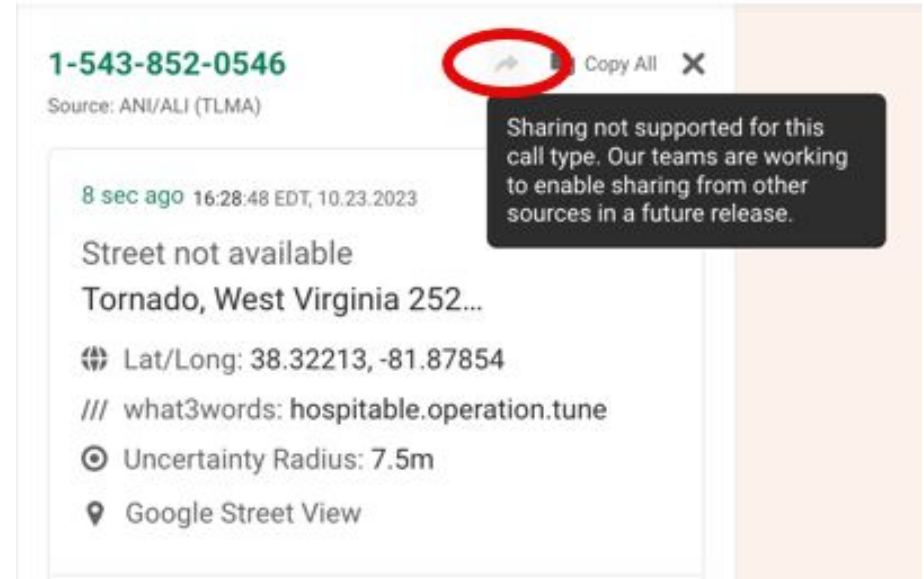


# When Sharing is not Caring



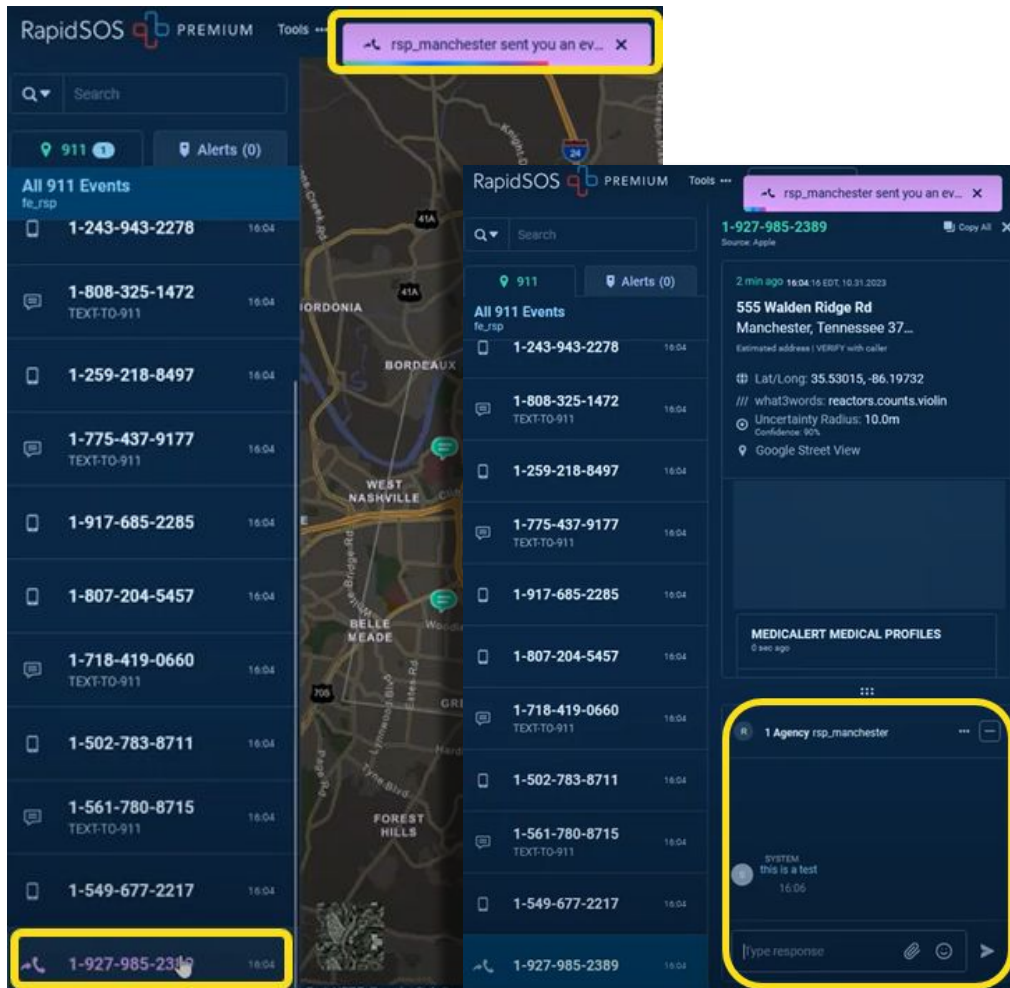
## Cannot Select Pair

ECC is not in online status



## Cannot Select Share

Only Apple or Google device 911 calls can be shared using this feature.



# Paired Agency Mutual Aid in 3 Clicks

## Notifications

A purple banner & matching 911 queue number indicate a shared event. Click either to view details.

## Event Information

Opening the call details reveals location, additional data and live chat option.

## Chat

*Optional-* Send a messages for situational awareness.

# Streamlined Crisis Response

Several calls are received at the primary ECC regarding a multi-vehicle accident. One of the involved parties has vital health data information attached to their wireless device.

Agency Share and Chat allows the ECC to quickly share all the associated data from the health profile without having to pick up a phone or take up radio transmission time. The chat option allows ECC's to communicate with each other directly as they coordinate response.



# Dynamic Incident Management

An open line 911 call is received at your ECC. From information displayed inside RapidSOS, it appears the caller is moving. There are sounds of a disturbance as the call continues to travel toward your agency's border.

Agency Share and Chat allows the call-taker to share the location and associated incident information with the neighboring jurisdiction while still maintaining the open line on the original call. The chat option allows ECC's to communicate with each other directly as they coordinate response.



# FAQs

**Q. Does my ECC still need to reach out to surrounding ECCs when using Agency Share and Chat?**

This will vary depending on ECC policy & procedure.

**Q. Can I disable the chat feature of Agency Share and Chat?**

No.

**Q. Can chat data be recovered for compliance or legal purposes?**

Yes. 7 year retention. Reach out to support for recovery.

**Q. What if the incident has been shared with multiple ECCs?**

Everyone gets the data. Group Chat.

**Q. Can my ECC “re-share” an incident to another ECC?**

Agency A can share an event with Agency B, but Agency B can not share the event with Agency C.

# Learn how to use RapidSOS today.

New to RapidSOS Training Center and ready for an introduction?

[Click Here](#)



## International Catalogs

Click Here to Access Training Materials for Canada, Mexico and the UK.



## Share your RapidSOS Save

Click here to tell us your RapidSOS success story.

What's New



What's New

01:33:27

RapidSOS Basics\*

RapidSOS Basics

2 Courses

User Training\*

User Training

01:49:39

Admin Resources

Admin Resources

04:51:26

Quick Tips  
Data Sources

QuickTips

Six Courses

Spotlight  
Agency Share & Chat

Product Spotlight - Agency Share  
& Chat

00:56:00

Spotlight

RapidSOS

02:38:28

Spotlight

Taker Mode

00:35:32

Spotlight

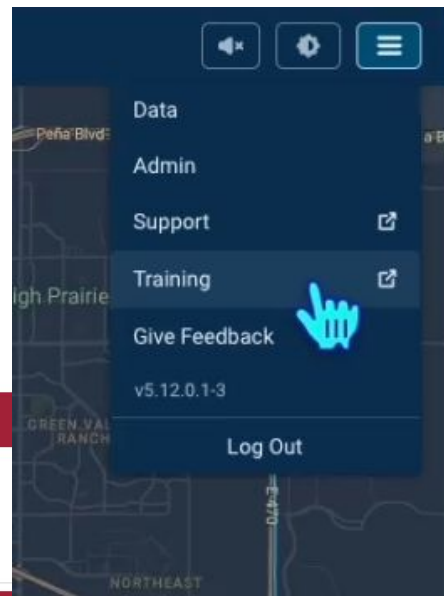
Floor Level

00:31:10

Spotlight

Product

00:38:45



# Multi-Agency Routing

## DATA

### Transformation

Fundamental shift towards an information-driven economy, necessitating that public safety systems evolve from analog to digital.

## DISTRIBUTE

### Interoperability

Multi-Agency Routing allows quick, secure communication across agencies, leading to faster and more coordinated responses, ultimately improving community safety.

## DISCUSS

### Use Cases

Analyze real-world examples to understand how MAR improves response times and coordination across different agencies.

# Then

911, where is your emergency?



# Now



Weapons  
detection



Fire sensors



Telematics



Personal  
medical  
devices



Wearables



Live video



Panic  
buttons



First  
responders



Home  
alarms



Those manual workflows are  
**straining an already  
overburdened system**

**49%** ECC vacancy rate<sup>1</sup>

**40%+**  
Of ECCs fail to meet  
NENA answer time  
SLAs<sup>2</sup>

**65M+**  
Monitored / IoT  
Initiated calls to 9-1-1;  
no ability to prioritize  
real vs. false alarm<sup>3</sup>

1. ["9-1-1 Dispatch Response Time Grow with Staff Shortfall"](#) (GovTech, June 2022)

2. ["An Analysis of Public Safety Call Answering and Event Processing Times"](#) (Fire Protection Research Foundation, 2022)

3. ["Understanding the Data Gap in Emergency Response: Evidence from U.S. 9-1-1 Agencies"](#) (SSRN, June 2020)

# Digital Alerts: Fully Digitized Alarms

**RapidSOS** Tools ...

Search

911 Alerts

View Jurisdiction  
Sunnyvale ECC

**ACTIVE ASSAILANT** 23:46  
COM  
3521 Mango Ave,  
Sunnyvale, CA 94087  
ACCEPTED

**BURGLARY** 23:46  
COM  
129 Southampton Lane,  
Sunnyvale, CA 94087  
NEW

**MEDICAL** 23:46  
COM  
129 Southampton Lane,  
Sunnyvale, CA 94087  
NEW

**Active Assailant**  
Source: Rapid Panic Button  
59 sec ago 23:46:14 EDT, 11.5.2021  
**Sunnyvale Middle School**  
3521 Mango Ave.  
Sunnyvale, CA 94087  
Lat/Long: 37.3680000, -122.0360000  
what3words: groom.fields.yarn  
Estimated lat/long based on Address

**Active Assailant**  
Rapid Panic Button  
Zone/Sensor Classroom 201  
Permit Number 93548  
Service Provider Rapid Panic Button  
Site Phone +1(408)-555-5510

XYZ Monitoring  
12229994444

1st Panic Button Activated  
Anna Delvey activated a panic button  
Lat/Long: 37.3680011, -122.0360024  
23:46

XYZ Monitoring  
Requested Dispatch 23:48

Map Layers

Sunnyvale Middle School

Map

36

# Leading Network of +540M Devices

School Safety

Commercial Fire

Residential Safety

Train Safety

Connected Cameras

Telematics

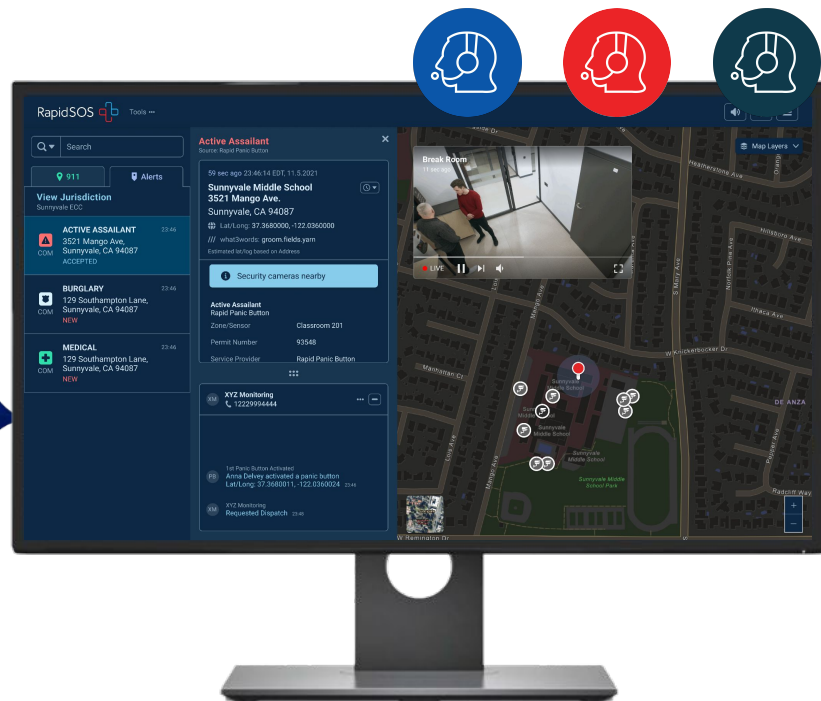
Weapons Detection

Medical Profiles

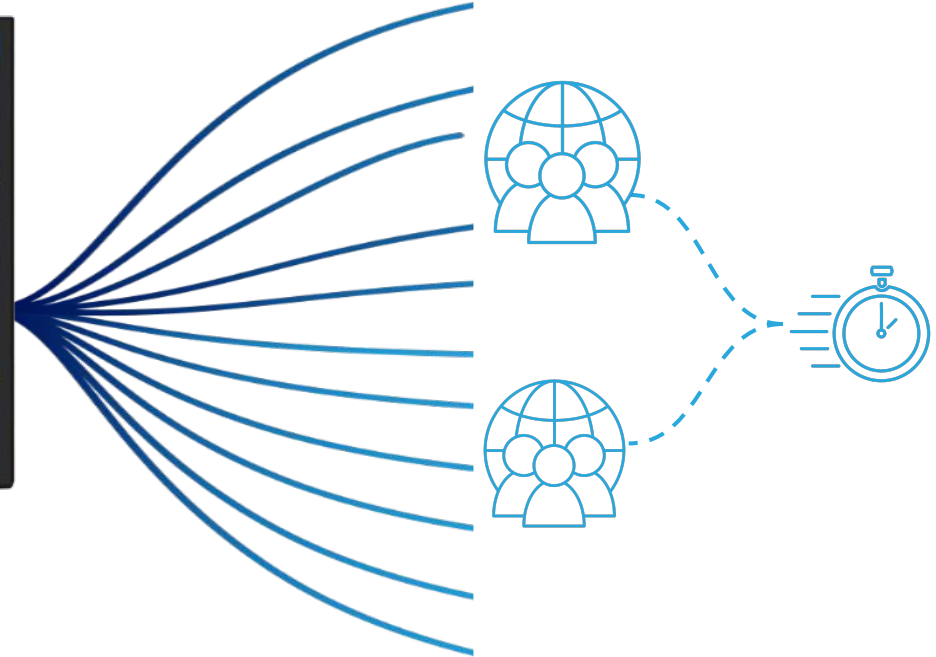
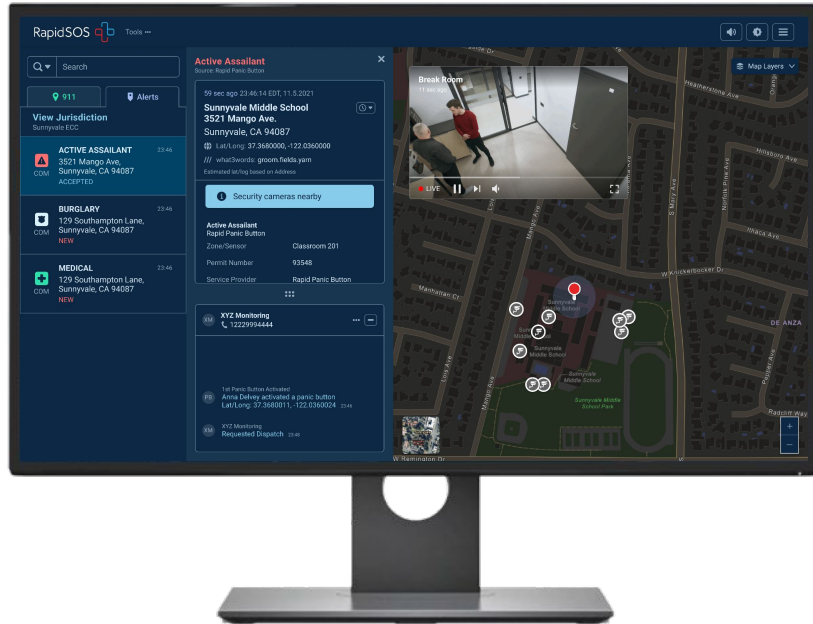
Indoor Maps + Connected Buildings

Interactive AEDs

First Responder Locations

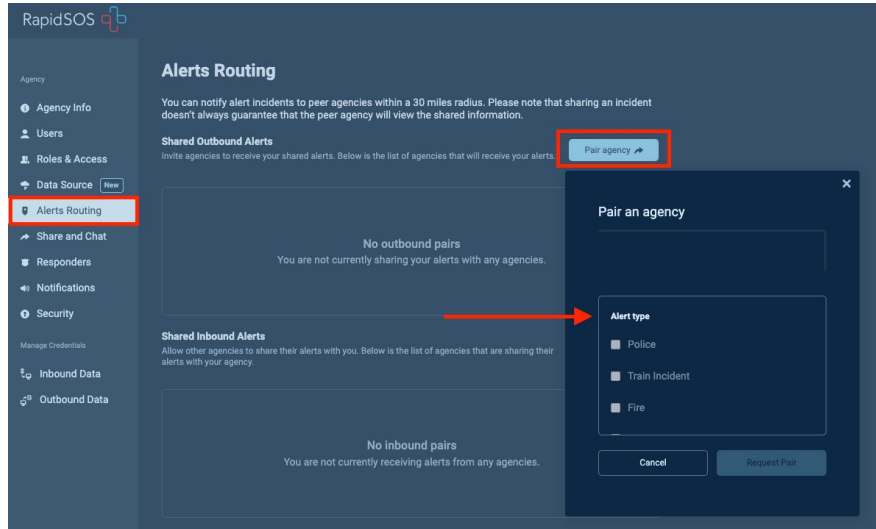


# Multi Agency Routing: Share Alarm Data



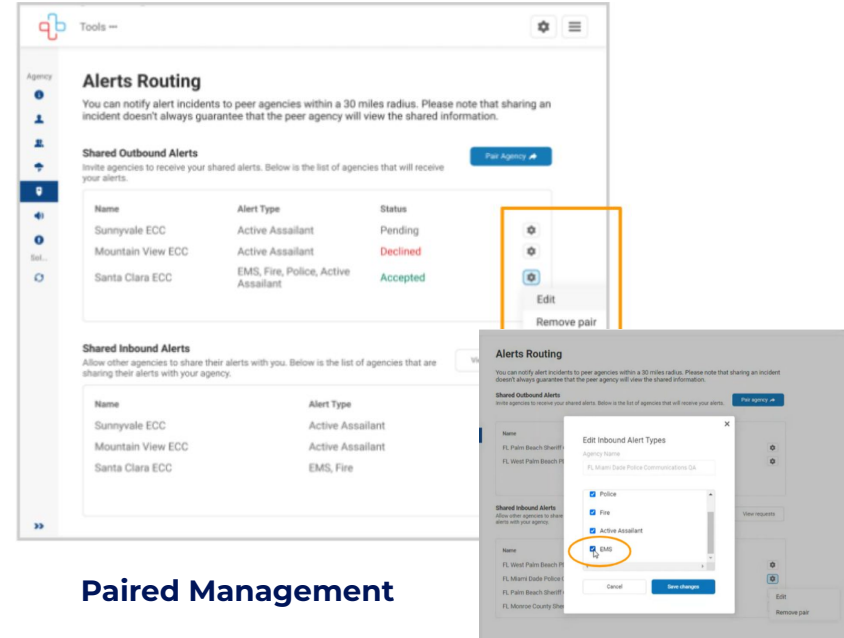
# Admin Enablement Steps

## Pair with Peer Agencies via the Admin Menu



### Routing for Paired ECC

Invite paired agencies within a 30-mile radius and across state lines to receive information-only copies of your ECC's alerts, categorized by emergency type.



### Paired Management

Admins can dynamically configure pairings by agency or emergency type.

# Responsible ECC Receives Actionable Digital Alert

## Accept Banner

Banner notification  
displays across RapidSOS  
data screen

## Alerts Tab

Alerts tab lights up

## Paired Share Status

At the top of the Alert  
a confirmation  
showcases the  
information has been  
shared with paired  
ECCs

The screenshot displays the RapidSOS interface. On the left, the 'Alerts' tab is highlighted in red. The 'Active Assailant' alert is selected, showing details for 3590 Jasmine Street, Denver, CO 80207. The alert includes a 'Paired Share Status' confirmation at the top, indicating it has been shared with paired ECCs. The map on the right shows the location of the alert, with a red dot marking the address. Other alerts visible on the map include 'New Fire Alert' and 'New Train Derailment Alert'.

**Alerts Tab**

**Active Assailant**

Source: Rapid Panic Button

You are sharing Active Assailant Alerts with your paired agencies

**3590 Jasmine Street**  
Denver, CO 80207

Location: 39.76698, -104.91850  
What3words: hint.sketch.newly  
Estimated Address based on Lat/Long

**Active Assailant**  
Rapid Panic Button

Incident Time: 8/30/2024 9:51:30 AM  
Zone/Sensor: Classroom 201  
Alarm Permit Number: 93548  
Service Provider: Rapid Panic Button

**Emergency Contacts**

Name: Maria Brody

**Rapid Monitoring**  
1555555555

**Active Shooter at large**  
Dispatch Requested

A copy of this chat may be created and stored in accordance with our [Privacy Policy](#)

**TIMEOUT**  
Remove from Queue

**Alerts**

**ACTIVE ASSAILANT**  
3590 Jasmine Street  
Denver, CO 80207

**TRAIN DERAILMENT**  
4300 Colorado Center Dr...  
Denver, CO 80224

**MEDICAL**  
1614 South Linden Way  
Denver, CO 80224

**BURGLARY**  
2255 West Ohio Avenue  
Denver, CO 80223

**ACTIVE ASSAILANT**  
3590 Jasmine Street  
Denver, CO 80207

**FIRE**  
385 Gilpin Street  
Denver, CO 80218

**FIRE**  
385 Gilpin Street  
Denver, CO 80218

**New Active Assailant Alert at 129 Southampton Lane, Sunnyvale, CA 11...**

**New Fire Alert at 129 Southampton Lane, Sunnyvale, CA 11233**

**New Train Derailment Alert at 129 Southampton Lane, Sunnyvale, CA 11...**

**Harvest Church**

**Church of Christ at Forest Street**

**Skylark Park**

**Shiloh Baptist Church**

**East Denver Church Of God**

**Hallett Academy**

**Map**

**Google**



# Notified ECC

## Receives Information Only Alert

**Alerts Tab**  
Alerts tab doesn't light up

**Paired Status**  
A banner at the top of the Alert confirms it's an information-only alert shared with paired ECCs.

**Information Only Banner**  
Information Only banner displays without action to accept.

**ACTIVE ASSAILANT**  
Sunnyvale High School  
129 Grant Street  
Sunnyvale, CA 11233  
NEW - SUNNYVALE ECC

**ACTIVE ASSAILANT**  
Sunnyvale High School  
129 Grant Street  
Sunnyvale, CA 11233  
ACCEPTED - SUNNYVALE ECC

**ACTIVE ASSAILANT**  
Sunnyvale High School  
129 Grant St.  
Sunnyvale, CA 11233  
Lat/Long: 37.3480000, -122.0860000  
what3words: groom.felds.yarn  
Estimated lat/long based on Address

**Commercial Fire**  
SAMP/SAFE  
Zone/Sensor: Zone 165  
Permit Number: 889-123-45678  
Service Provider: XYZ  
Site Phone: +1(555)-555-5510  
Cross Street: Williamson  
Comments: Gate code is 456

**Keyholder Profile**  
Name: Anna Rodriguez  
Phone: +1(555)-555-5510  
Email: anarodriguez@jail.com  
Address: 123 Main St, Sunnyvale, TX 11233





# School Safety

## Multi-Agency in action...

- 1 ECC is instantly alerted of panic button activation
- 2 Nearby agencies also receive an alert, so they're poised to offer mutual aid
- 3 Telecommunicators can set up response efforts for success

**RapidSOS** Tools ...

**911** Alerts

**ACTIVE ASSAILANT** 23:46

**COM** Sunnyvale Middle School  
29 W Knickerbocker Dr  
Sunnyside, CA 11233  
**NEW**

**1**

**Active Assailant** Source: Defender Company **2**

Notification sent to your paired agencies

59 sec ago 23:46:14 EDT, 11.5.2021

**29 W Knickerbocker Dr**  
Sunnyvale, California 94087

Lat/Long: 37.3680000, -122.0360000  
Estimated Address based on Lat/Long

**Incident Information**

Full Name	Ms. Aletha Jones
Phone Number	13035555560
Room Number	104

**Sunnyvale Middle School SROs**

Live chat with school resource officers available 15:08

Security Officer - Bill Jones  
Students evacuating toward south 15:08

Officers en route 15:08

Type response

**First Floor Hallway**  
11 sec ago

**LIVE**

Map showing Sunnyvale Middle School and surrounding streets (Manhattan Ct, Lois Ave, Mango Ave). Rooms 101-107, Lobby, Office, Lounge, Library, and Sunnyside Middle School Park are visible.

# Learn how to use RapidSOS today.

New to RapidSOS Training Center and ready for an introduction?

[Click Here](#)



## International Catalogs

Click Here to Access Training Materials for Canada, Mexico and the UK.



## Share your RapidSOS Save

Click here to tell us your RapidSOS success story.

<p>What's New</p> <p>What's New</p> <p>01:33:27</p>	<p>RapidSOS Basics*</p> <p>RapidSOS Basics</p> <p>2 Courses</p>	<p>User Training*</p> <p>User Training</p> <p>01:49:39</p>	<p>Admin Resources</p> <p>Admin Resources</p> <p>04:51:26</p>	<p>Quick Data S</p> <p>QuickTips</p> <p>Six Courses</p>
<p>Spotlight Agency Share &amp; Chat</p> <p>Product Spotlight - Agency Share &amp; Chat</p> <p>00:56:00</p>	<p>Spotlight Alerts*</p> <p>RapidSOS Alerts</p> <p>00:28:28</p>	<p>Spotlight ANI / ALI + Call-Taker Mode</p> <p>Product Spotlight - ANI/ALI + Call-Taker Mode</p> <p>00:35:32</p>	<p>Spotlight Estimated Floor Level</p> <p>Product Spotlight - Estimated Floor Level</p> <p>00:31:10</p>	<p>Spotlight Text-From-911</p> <p>Product Spotlight -Text-From-911</p> <p>00:38:45</p>



Data

Admin

Support

Training

Give Feedback

v5.12.0.1-3

Log Out

# Norfolk Southern and Rail Safety

## **Railroad Emergencies**

Railroad emergencies can encompass a wide range of situations that require immediate attention and response to ensure the safety of people and property.

## **Norfolk Southern**

The rail industry is dedicated to ensuring that the most efficient and sustainable way to move freight over land is always the safest. Norfolk Southern is committed to becoming the gold standard of safety in the industry.

## **RapidSOS & Norfolk Southern**

RapidSOS and Norfolk Southern strengthens the coordinated effort of local law enforcement, fire departments, emergency medical services, and railroad companies.

# RapidSOS Powers Emergency Response for 97% of US; including 99% of Norfolk Southern rail in the U.S.

**+500 Million**



**Connects data from over 500 million devices**

Telecommunicators have access to location and rich data from 500M+ devices

**+15,000**



**Directly Used in over 15k 911/Response agencies**

RapidSOS empowers ECCs to protect over 97% of people in the US, and reach more every day

**+165 Million**



**Managing over 165 million emergencies annually**

RapidSOS supports critical emergency operations for 165 million emergencies each year

**+20 Thousand**



**Over 20k hours spent with public safety annually**

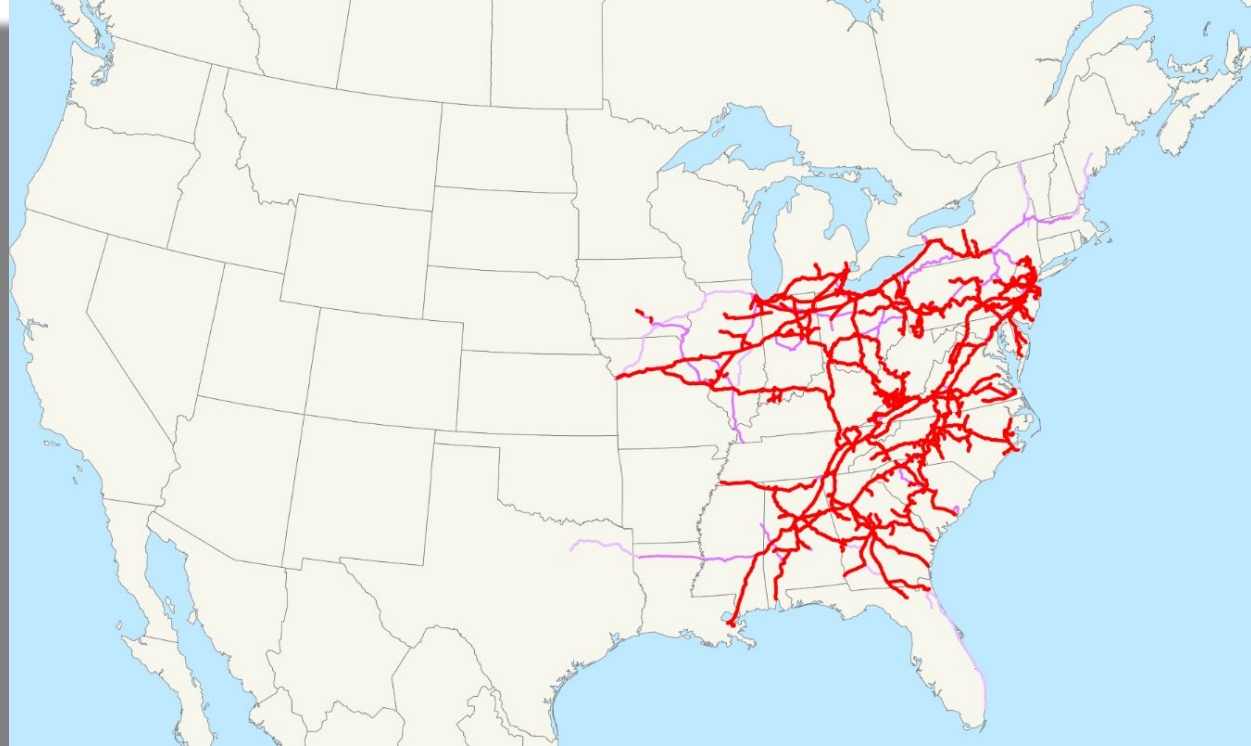
RapidSOS has trained hundreds of thousands of first responders

# Route Map

Norfolk Southern railway lines in **RED**

Trackage lines in **PURPLE** (owner of track allows others to use it)

Haulage lines in **LIGHTER PURPLE** (owner of track operates power)





# East Palestine Derailment

Feb. 3	8:12 PM	Train seen on fire via surveillance footage 20 miles from eventual derailment site
	8:54 PM	Norfolk Southern freight train derails. 38 rail cars derailed and a fire ensued that damaged an additional 12 cars. 20 total hazardous materials cars on the train, 11 of which derailed.
	9:53 PM	Shelter in place issued for surrounding area, evacuation orders issued for 1-mile area around derailment
Feb. 4	6:00 PM	Fire continues to burn at derailment site with ongoing firefighting efforts
Feb. 5	6:30 PM	EPA Officials confirm vinyl chloride onboard train and firefighters were instructed to step back from the scene
Feb. 6	9:15 AM	Norfolk Southern crews and first responders continue trying to stabilize tank cars
	4:30 PM	Norfolk Southern crews perform 'controlled release' to burn off toxic chemicals in one of the cars and prevent a deadly explosion

## Legacy Public Safety Infrastructure Significantly Hampered Response

! 20:57:31 Feb 3, 2023

37-FIRE- OTHER  
973 E TAGGART ST  
MCKIM'S  
EAST PALESTINE  
TRAIN ON FIRE NEAR ALICE

Actual responder  
dispatch after East  
Palestine derailment on  
2/3/2023



# First Responders Asking for Train Info Inside RapidSOS

Senate congressional testimony on  
hazardous material train derailment — 2023



Source: <https://www.youtube.com/watch?v=lvhGVL4BxO4>

*There are apps that I have on my phone that when a car flips [the information] will be relayed to [a first responder] app. **One example is lamResponding / RapidSOS...** En route to a motor vehicle accident I know that the car has flipped three times, the airbag has gone out... **I should be able to get that information about trains.***

**– Chip Comstock**  
Chief of Western Reserve Joint Fire District

# RapidSOS and Norfolk Southern



The screenshot displays the RapidSOS web application interface. On the left, a sidebar lists various emergency alerts: TRAIN DERAILMENT (1600 Marietta Rd NW #6, Atlanta, GA 11233), BURGLARY (49 Pacific Avenue, Atlanta, GA 11233), MEDICAL (23 Culliecan Court, Atlanta, GA 11233), CARBON MONOXIDE (129 Southampton Lane, Atlanta, GA 11233), and HOLDUP (552 Grove Road, Atlanta, GA 11233). The main panel shows details for the 'Train Derailment' alert, including the time (59 sec ago), location (No Address Available), and coordinates (Lat/Long: 37.3680000, -122.0360000). It also provides train information: Train ID RAIX 1102, Number of Cars 132, Length 5,347 ft, Loaded Railcars 120, and Empty Railcars 12. A section titled 'Hazardous Car Information' lists two cars: CAR 23 - TTGX706984 (Petroleum Crude Oil, ERG Guide: 113) and CAR 24 - WVUM34762 (Petroleum Crude Oil, ERG Guide: 113). The interface includes a map on the right showing the location of the derailment and a 'Train Company PCC' contact number (800) 453-2530.

The partnership between Norfolk Southern Corporation and RapidSOS helps equip emergency communications centers and field responders with critical information to safely respond to a rail emergency.

Through the partnership, ECCs and field responders can quickly access cargo and hazardous materials information, efficiently notify mutual aid agencies and receive ongoing training.

# RapidSOS: Transformation in Response

## Legacy Public Safety Infrastructure

**ANALOG 512 bytes**

20:57:31 Feb 3, 2023

37-FIRE- OTHER  
973 E TAGGART ST  
MCKIM'S  
EAST PALESTINE  
TRAIN ON FIRE NEAR ALICE

Actual responder dispatch after  
East Palestine derailment on  
2/3/2023

Legacy public safety infrastructure  
significantly hampered response

## RapidSOS: 10 yrs & \$255M+ Building Dedicated Digital Infrastructure

**DIGITAL 1M+ bytes**

*Example ECC Mockup*

Precise Location

Mapping Tools

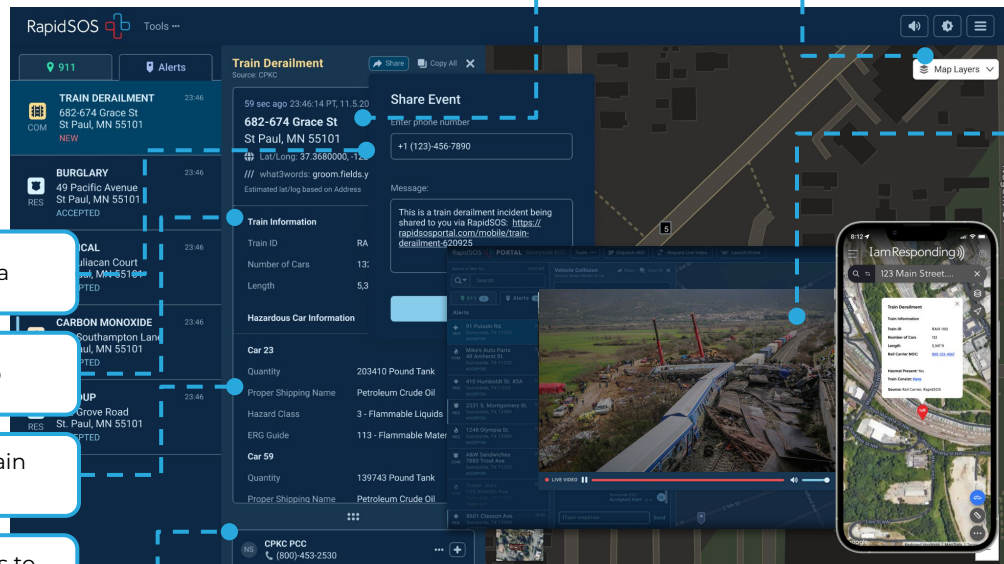
Video  
(if applicable)

Share Data

Train Info

Detailed Train  
Consist

Direct Access to  
EOCC / NOC



Note: Depicts example public safety user experience (UX); UX will vary based on each agency's tech stack, RapidSOS integration, configuration, and available data feeds

# Train Incidents Alerts Workflow and Delivery

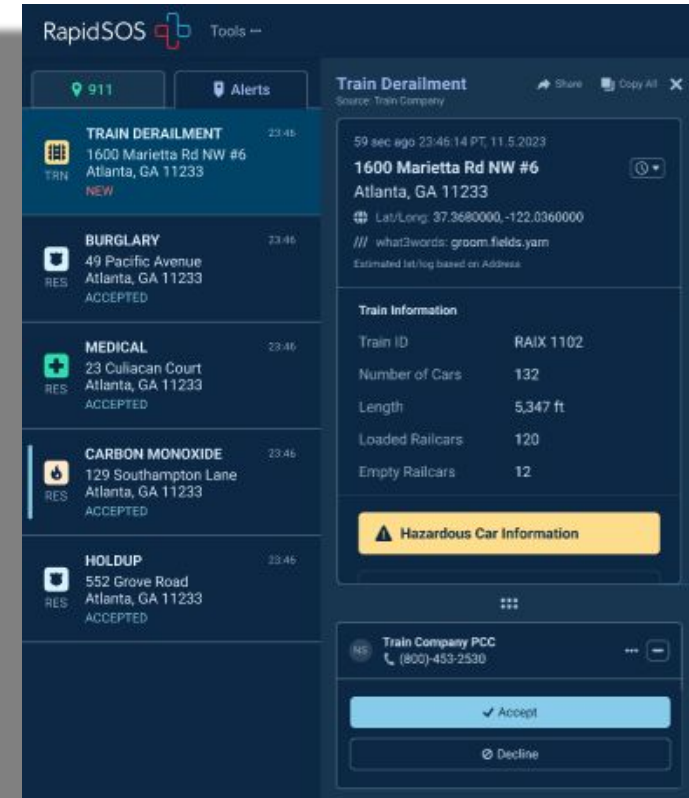
## Train Incidents Alerts

When a train incident is detected, the Norfolk Southern Network Operations Center (NOC) will automatically be notified and will create an Alert inside RapidSOS Portal/RapidSOS Premium.

## Train Incident Alerts Delivery

***All JV-ECC's along a Norfolk Southern rail line will be enabled with Digital Alerts.*** This allows ECC personnel to accept and action the alert immediately.

- A chat with the Norfolk Southern NOC will be available, however, a voice call on a priority line may also be received, given the importance of the incident.

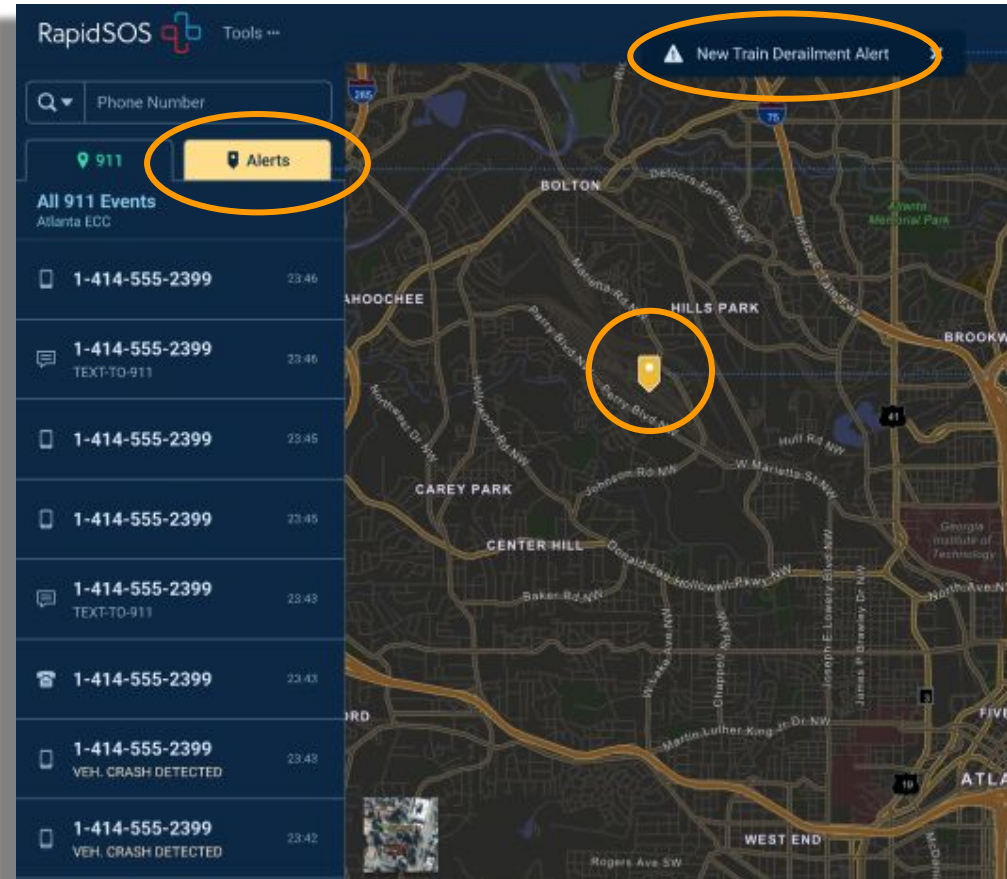




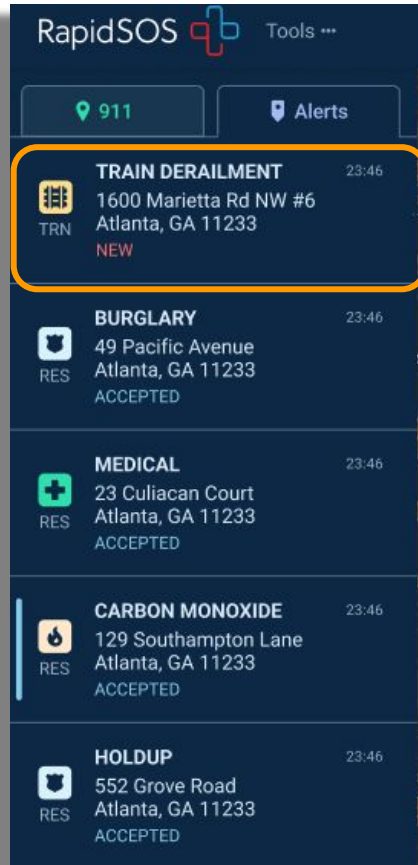
# Alerts Workflow and Norfolk Southern

The ECC will receive the Alert, including enhanced noticeability features, and may also receive a phone call from the monitoring company and/or the Norfolk Southern NOC to ensure a timely response to the train emergency.

- The the monitoring company call (on a priority line) will provide line with location information and type of event.
- A call from the Norfolk Southern NOC will provide in depth information regarding the train and its contents.



# Train Emergency: Alerts Queue

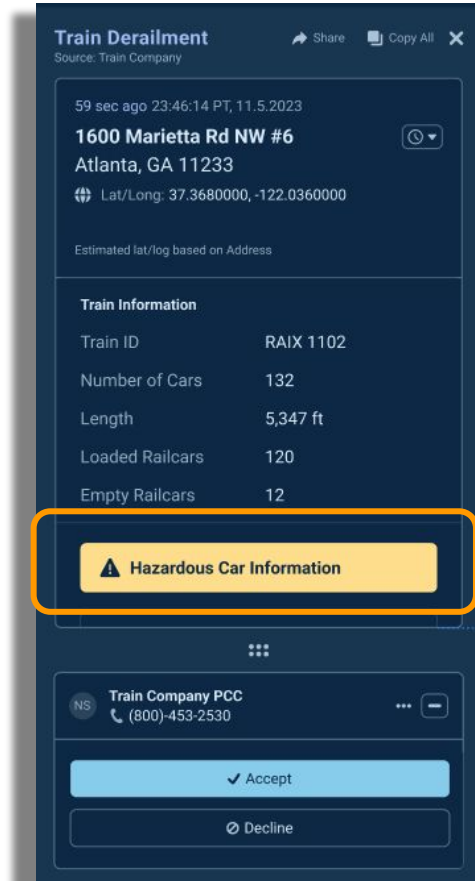


The Train Emergency in the Alerts Queue will display the

- Emergency Type (TRAIN DERAILMENT)
  - A new train track icon will display in yellow
- Location of the event
- The status (NEW, ACCEPTED, TIMED OUT)
- Time Stamp

*Due to the nature of train emergencies, a street address may not always be available. In the event a specific address can not be provided, the nearest latitude and longitude coordinates will be displayed in the Alerts queue.*

# Train Incident: Event Pane



The Train Emergency Event Pane will display

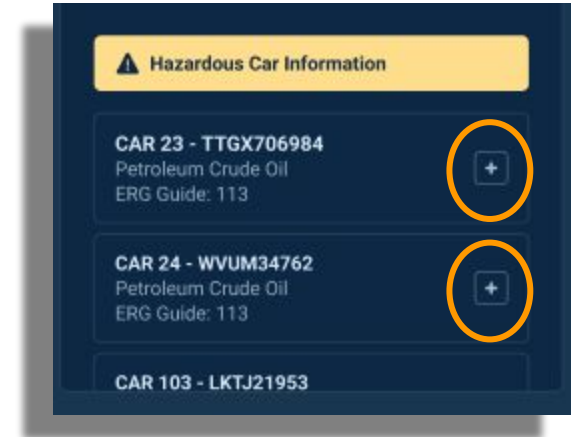
- The Emergency Type (Train Derailment)
- Time Stamp
- The location information, including lat/long
- Train Information
  - Train ID
  - Number of cars
  - Length of train
  - Loaded Railcars
  - Empty Railcars
- Hazardous Car Information will be highlighted by a YELLOW BANNER
  - Scrolling beyond the banner will display additional information

# Hazardous Car Information

Information from the Hazardous Car Information pane may include:

- Railcar sequence (counting back from engine)
- Equipment ID (number on the side of the rail car)
- Chemical cargo
- Emergency Response Guide reference number
- Quantity of the hazardous material
- Hazardous materials class

Access to additional information is made using the “+” sign on each railcar tab.



# Emergency Response Guide (ERG) Number

<b>GUIDE</b> <b>113</b>	<b>FLAMMABLE SOLIDS - TOXIC</b> <b>(WET/DESENSITIZED EXPLOSIVE)</b>	<b>ERG2008</b>
<b>POTENTIAL HAZARDS</b>		
<b>FIRE OR EXPLOSION</b>		
<ul style="list-style-type: none"><li>• Flammable/combustible material.</li><li>• May be ignited by heat, sparks or flames.</li><li>• <b>DRIED OUT material may explode if exposed to heat, flame, friction or shock; Treat as an explosive (GUIDE 112).</b></li><li>• <b>Keep material wet with water or treat as an explosive (GUIDE 112).</b></li><li>• Runoff to sewer may create fire or explosion hazard.</li></ul>		
<b>HEALTH</b>		
<ul style="list-style-type: none"><li>• Some are toxic and may be fatal if inhaled, swallowed or absorbed through skin.</li><li>• Contact may cause burns to skin and eyes.</li><li>• Fire may produce irritating, corrosive and/or toxic gases.</li><li>• Runoff from fire control or dilution water may cause pollution.</li></ul>		
<b>PUBLIC SAFETY</b>		
<ul style="list-style-type: none"><li>• <b>CALL Emergency Response Telephone Number on Shipping Paper first. If Shipping Paper not available or no answer, refer to appropriate telephone number listed on the inside back cover.</b></li><li>• Isolate spill or leak area immediately for at least 100 meters (330 feet) in all directions.</li><li>• Keep unauthorized personnel away.</li><li>• Stay upwind.</li><li>• Ventilate closed spaces before entering.</li></ul>		
<b>PROTECTIVE CLOTHING</b>		
<ul style="list-style-type: none"><li>• Wear positive pressure self-contained breathing apparatus (SCBA).</li><li>• Structural firefighters' protective clothing will only provide limited protection.</li></ul>		
<b>EVACUATION</b>		
<b>Large Spill</b>		
<ul style="list-style-type: none"><li>• Consider initial evacuation for 500 meters (1/3 mile) in all directions.</li></ul>		
<b>Fire</b>		
<ul style="list-style-type: none"><li>• If tank, rail car or tank truck is involved in a fire, ISOLATE for 800 meters (1/2 mile) in all directions; also, consider initial evacuation for 800 meters (1/2 mile) in all directions.</li></ul>		

The Emergency Response Guide Number is listed on the data link as well as the event pane.

This reference number provides information about potential hazards and public safety response specific to the type of cargo being transported by rail, road, air, water or pipeline.



# Review of the Alerts Workflow and Delivery

## What are Alerts?

Alerts are often alarm activations that are triggered by security solutions, personal safety and other public safety solutions that may not rise to the level of a priority or 911 call. Most Alerts are displayed in the Alerts queue inside RapidSOS Portal/Premium.

## Alerts Delivery into the ECC

Alerts can be pushed through RapidSOS Portal/Premium for JV accounts as a supplemental or digital Alert.

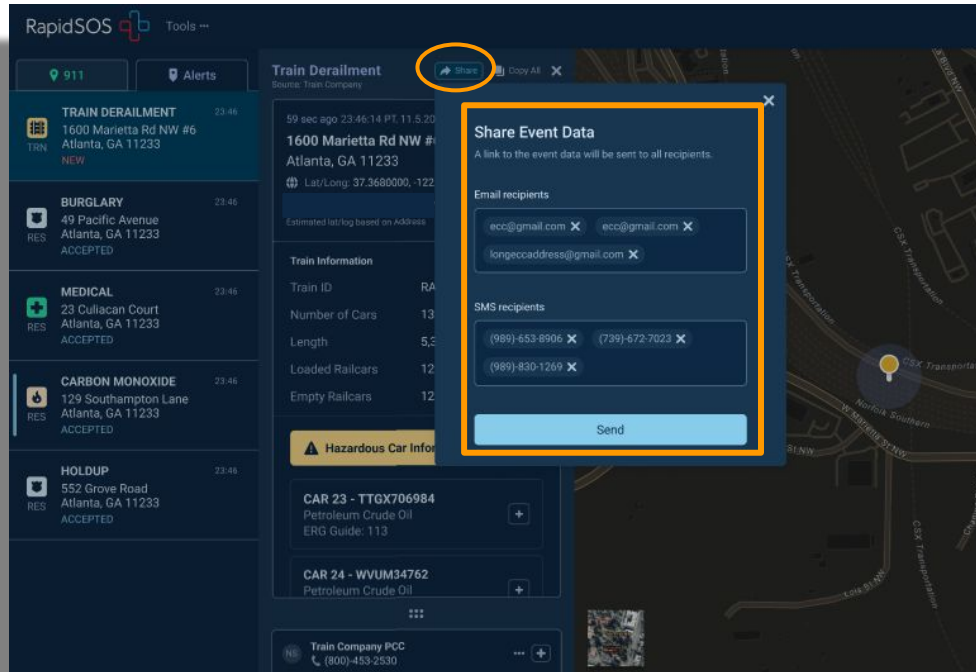
- **Supplemental Alerts** include a phone call from the monitoring company
- **Digital Alerts** include the ability to chat with monitoring agents as the event unfolds.

# Sharing Data - Field Responders & ECCs

Train Incidents



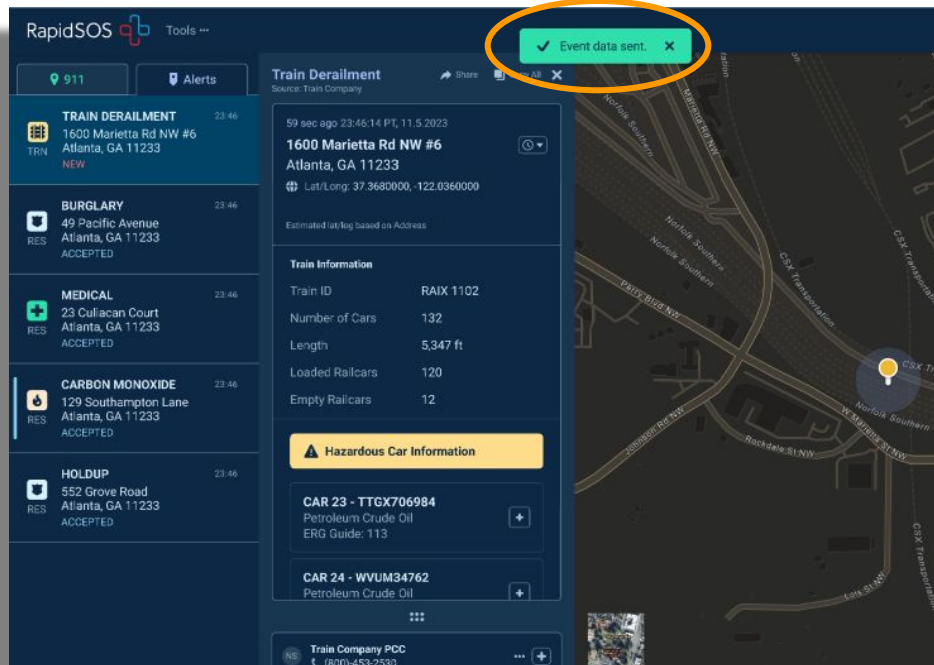
# Notifying Field Responders



ECC personnel with appropriate permissions can share Train Incident Alert information with field units and/or other emergency service organizations using emails and/or phone numbers by clicking on the share icon at the top of the event pane.

Information shared with external users will include the “information only” SMS notification as well as the data link with specifics about the event.

# Ensuring Delivery of Train Emergency Alert

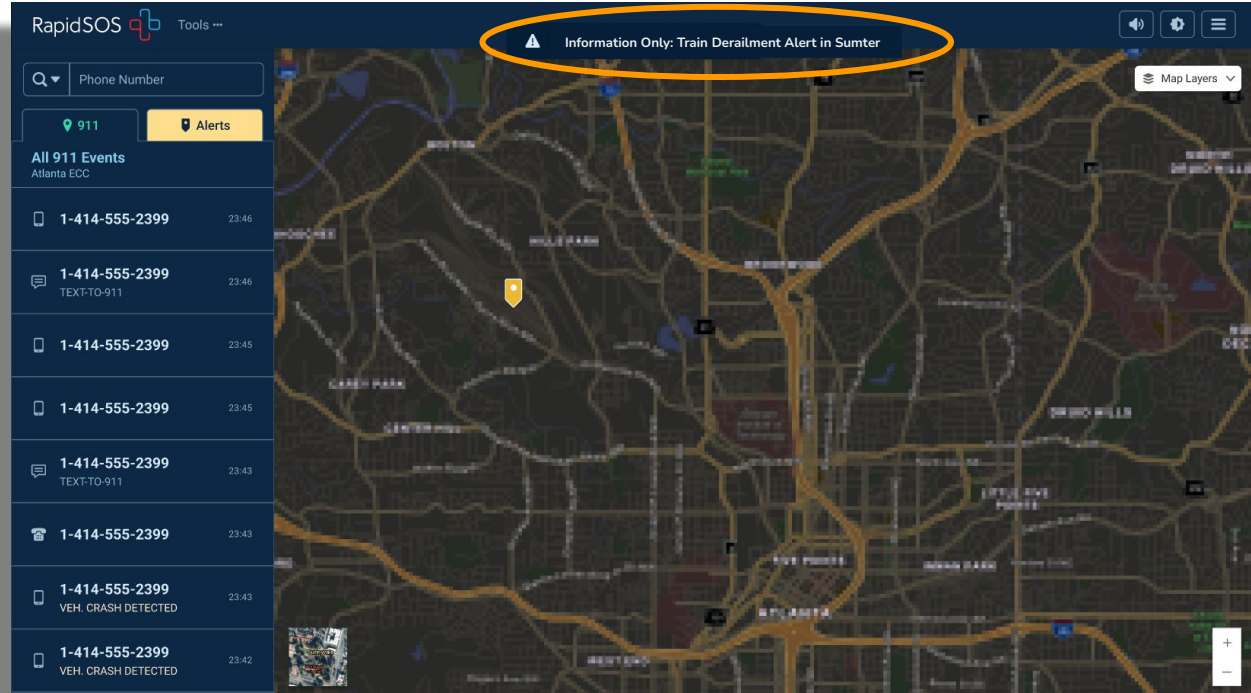


A success banner will appear at the top of the data screen (map view) when a Train Emergency Alert has been successfully shared with field responders, using email and/or phone numbers.

# Multi-Agency Routing - Notified Agency

The ECC receiving the notification will see a banner on their map screen indicating the type of incident and the responsible jurisdiction.

*Clicking on the share icon at the top of the event pane allows notified ECCs to share alert data with their field units*







### International Catalogs

Click Here to Access Training Materials for Canada, Mexico and the UK.



## Norfolk Southern Train Safety

Norfolk Southern

Curriculum

About this course

### Course Overview (01:01:39)

#### ▼ Norfolk Southern + RapidSOS Alerts Overview

[Norfolk Southern - QuickTip](#) (00:01:30)

#### ▼ For AGENTS (Line-Level)

[AGENTS - Start Here \(Understanding the WORKFLOW for Train Incidents\)](#) (00:06:23)

[AGENTS - Understanding DATA for Train Incidents](#) (00:03:59)

[Production Test Mode - Testing Norfolk Southern Digital Alerts](#) (00:10:40)

[FAQ - Norfolk Southern + RapidSOS](#) (00:06:19) *optional*

#### ▼ For ADMINS (Responsible for configuring and permissions)

[ADMINS - Start Here \(Understanding Train Incident Workflow\)](#) (00:07:00)

[ADMINS - Understanding DATA for Train Incidents](#) (00:06:11)

[Production Test Mode - Testing Norfolk Southern Digital Alerts](#) (00:10:40)

[FAQ - \(ADMINS\) Norfolk Southern + RapidSOS](#) (00:07:34) *optional*

[Understanding Multi-Agency Routing \(for Admins\)](#) (00:01:23) *optional*

**Visit the Training Center inside RapidSOS**

# Thank you

[Training@RapidSOS.com](mailto:Training@RapidSOS.com)



# DEADLINES AND REMINDERS

Are you hiring?

We can post your job openings to our website.  
Email [Michelle](#) the job description including closing date.



Are you looking for a job?

Check our [website](#) for openings.

FY24 Legacy 9-1-1 Cost Reimbursement submissions are due by the 10<sup>th</sup> of each month. The FY24 form is [here](#).



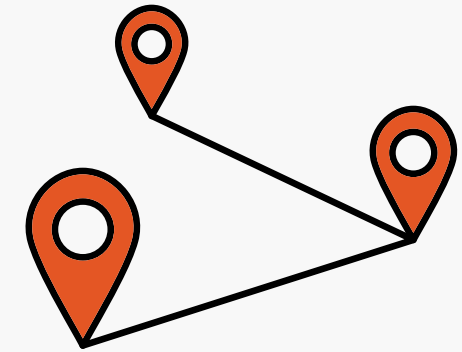
## PST CERTIFICATION REIMBURSEMENT

Request for Payment for PST

Certification submissions made by the 10th will be paid out at the end of the month. Anything submitted after the 10th will be paid at the end of the following month. You can find more information [on our website](#).

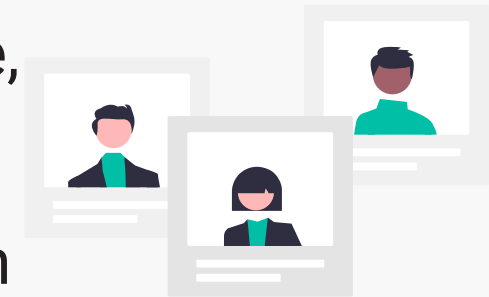


Upload, validate, aggregate your GIS data to the State office VEP.



## STAFFING CHANGES

Have you had a staffing change, please log into the ABC App and make the needed changes. Haven't signed up yet? You can by clicking [here](#).



@alabama911board



Alabama 9-1-1 Board



@al911board



[HTTPS:// al911board.com](https://al911board.com)



# Questions?



@alabama911board



Alabama 9-1-1 Board



@al911board



[al911board.com](https://al911board.com)



# Contact Us

(334) 440-7911



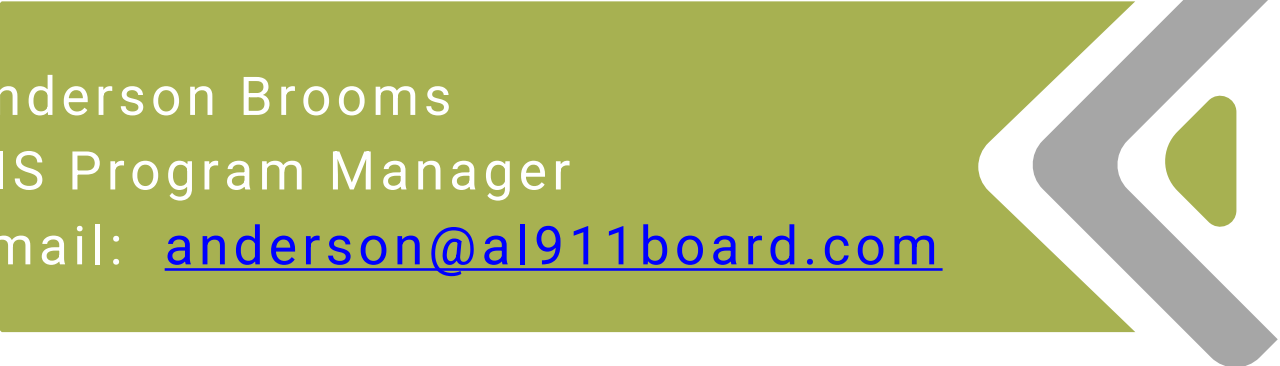
Leah Missildine  
Executive Director  
Email: [leah@al911board.com](mailto:leah@al911board.com)



Adam Brown  
Deputy Director  
Email: [adam@al911board.com](mailto:adam@al911board.com)



Nida Jackson  
Senior GIS Specialist  
Email: [nida@al911board.com](mailto:nida@al911board.com)



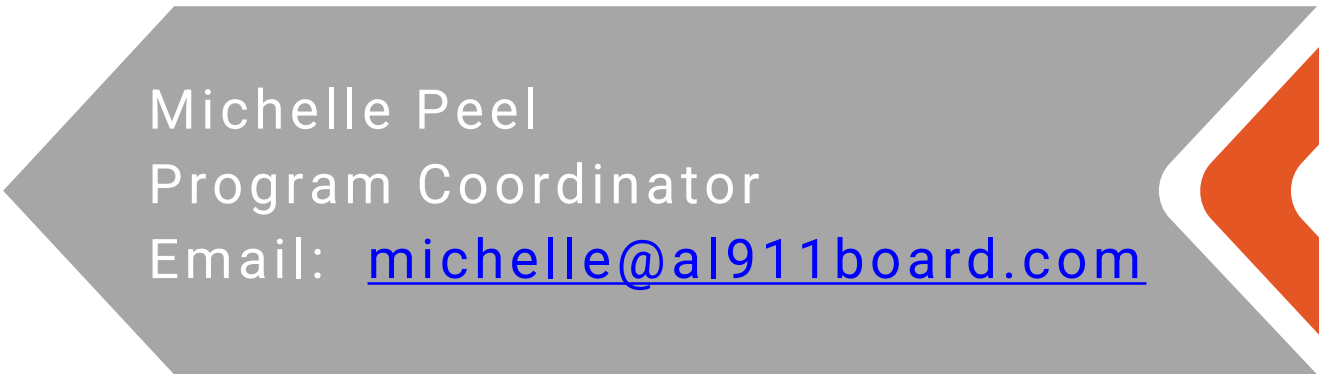
Anderson Brooms  
GIS Program Manager  
Email: [anderson@al911board.com](mailto:anderson@al911board.com)



Laura Ehrhart  
Education & Outreach Program Manager  
Email: [laura@al911board.com](mailto:laura@al911board.com)



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Michelle Peel  
Program Coordinator  
Email: [michelle@al911board.com](mailto:michelle@al911board.com)

