RapidDeploy Service Definition

RapidDeploy is the leading cloud-native platform for public safety. We provide Next Generation 911 solutions that deliver intelligent information throughout the emergency response journey to drive better outcomes in mission critical situations. With a curated partner network, our platform combines locations signals, critical datasets, and call information into a single operating system to support agencies and first responders in their life-saving mission.

Solutions that Matter - Reduce response times, drive better emergency response outcomes, and improve 911 operations

- Radius Mapping: Reduce response times and drive better emergency response outcomes with unified communications and integrated data in a single map.
- Lightning App: Drive faster, more effective, and safer incident response by delivering 911 call data and critical information directly to field responder's mobile devices
- Eclipse Analytics: Make smarter data-backed decisions, plan and forecast, and improve performance and operations with on-demand, actionable intelligence

Radius

Radius Emergency GIS Mapping Services Product Specifications

States, counties, and cities developing advanced cloud GIS services have a need to deliver location data securely and reliably to PSAPs for emergency calls alongside supplemental data call data and situational awareness data, available now and in the future.

When seconds count, Emergency Services need a single pane of glass to fuse all available integrated to the 9-1-1 Call Processing Equipment providing a full view of the emergency and the risk to first responders to route the right resources quickly and efficiently.

Radius 9-1-1 Call Taking Map

Integrated with 9-1-1 Call Processing Equipment Radius connects directly with the Cloud Hosted GIS Services ensuring the most current and accurate data is used to determine the location of callers. Radius provides a statewide platform to deliver authoritative GIS data, commercially available GIS data, and supplemental call-taking data and supports legacy 9-1-1 networks, ESInet core services, and compatibility with advanced ESInet capabilities such as PDIF LO ingestion and plotting the event on the map seamlessly.

Radius Call-Taking Experience

Radius provides a seamless experience for call takers by automatically indexing the map to the location of the 9-1-1 call being answered to display the location of the caller, available supplemental data and situational awareness data quickly and automatically. When seconds matter Radius seamlessly fuses together all available information and modern communication tools in a single pane of glass.

Situational Awareness Data

- **Live traffic** integration, Waze Data, Waze Alerts
- **Satellite Imagery** from both commercial data partners such as Google, Esri, and Microsoft as well as authoritative aerial imagery via Esri integration.
- **Indoor floor plans** can be displayed automatically with caller location plotted directly on the map in either Esri GIS or Geo Tiff file formats for improved situation awareness.
- **CCTV Video feeds** are easily displayed by Esri interface that shows the location and one click streaming directly on the map in relation to 9-1-1 calls.
- **Esri native integration** tools enable agencies to quickly and easily integrate public and private Esri content such as trail maps, critical infrastructure locations, and resource status.

Advanced Mapping Tools

- **Forward/Reverse Geocoders** – unlimited number of geocoders can be configured and ranked enabling the use of both authoritative and commercial geocoders simultaneously.
- **Map Discrepancy Reporting** – users can quickly and easily flag map discrepancies which automatically route to GIS managers for review and validation.
- **Temporary Map Markups** – Users can identify and annotate areas and regions within the map specifying the time the temporary map markups should be visible to all users in the agency. This enables agencies to quickly communicate large-scale emergency events, public events such as parades, or disasters such as wildfires, and floods.

Supplemental Caller Location Data

- **Supplemental Mobile Device Location** Integration, allowing call-takers and Dispatchers to see supplemental location information from Apple EED and Google ELS including caller in motion.
- **Integration with ANI/ALI** via patented Emergency Data Gateway Device to capture and transmit CAD Spill data securely to the cloud.
- **Abandoned mobile call visibility** - Mobile Caller location is displayed on the map and signals queue even when the voice call is not connected.
- **Visualize misrouted calls** – Radius state-wide deployments enable each PSAP to see the location of mobile callers on the map and identify if that caller has been routed to an adjacent PSAP to see which PSAP answered the call.

Modern Communication Tools

- **RapidLocate** feature allows the call taker to send an SMS to a smartphone via Radius and return that phone's exact latitude and longitude (mobile phone data connection required).
- **RapidVideo** feature allows the call taker to send an SMS to a smartphone via Radius and turn the phone into a live recorded video stream that plays back to the Dispatcher, as well as returning the exact latitude and longitude.
- **Two-Way SMS Texting** with native translation services built-in, allowing call-takers and dispatchers to communicate directly with callers outside of traditional text-to-9-1-1. Preconfigured messages can be configured by the agency.

Vehicle Crash Telematics Data

- Correlated with ANI/ALI and Mobile Location Caller Data, Vehicle Telematics data is displayed as additional data which provides detailed location, vehicle propulsion data, condition, number of passengers, and, when available, calculated Injury Severity Prediction.

School Emergency Data

Radius provides an advanced, fully integrated, school and public building emergency workflow that allows agencies to connect and automatically correlate, authoritative GIS, caller location, Panic Button Data, Indoor Floor Plans, and mass communication tools.

- Audible alerts and display are configurable enabling agencies the flexibility to configure emergency data per their SOPs.
- Radius integration to PSAP CPE ensures that Panic Button Callers are immediately identifiable, and their location is plotted on indoor floor plan data when available saving valuable seconds in those most critical calls.
- Radius Modern Communication tools include the ability to text from 9-1-1 with translation and initiate streaming video services to see what the caller sees providing critical situational awareness.

Esri Native, Public Safety Grade, Secure platform to ingest and correlate an agency's authoritative GIS data with commercially available Esri GIS Services and Supplemental Data to provide a comprehensive situational awareness for every 9-1-1 call.

- Ability to integrate and natively display more than 20 base maps and feature layers, including ESRI, Google, Waze, TomTom, Azure Location Services, Bing, OpenStreetMap, and others.
- Deep ESRI integration with the ability to utilize agency REST service base maps and feature layer metadata natively within Radius.

- Esri Data can be deployed state-wide or by individual agencies ensuring the most relevant and critical data is available for the specific needs of the individual agency.
- In the event of a PSAP evacuation or outage, call takers can log into the Radius platform from any accessible internet-accessible computer and access data specific to their county and region.

The Power of the Cloud

- **Redundancy** – Supplemental mobile caller location (ELS & EED) data is delivered outside of the 911 network and correlated with 911 call data when received at the CPE. In the event of a 911 network failure, Mobile 9-1-1 callers will remain visible on the map and in the signals queue, enabling PSAPs to initiate contact with 9-1-1 callers even when their voice call is not routed to the PSAP.
- **Resiliency** – In the event of a PSAP evacuation or outage, call takers can log into the Radius platform from any accessible internet-accessible computer and access data specific to their county and region.

Lightning

Lightning Mobile Application

Lightning is a unified communications mobile app built for first responders, powered by RapidDeploy's Radius Mapping solution. Lightning delivers 911 call data and critical information directly to the first responder's mobile device, reducing response times, improving outcomes, and supporting safety in the field. PSAPs and ECCs leveraging Radius Mapping can automatically send call data to first responders, ensuring they get the information they need as quickly as possible.

9-1-1 Caller Location

Map-based view of active 9-1-1 calls and Radius Signals enables first responders to visualize nearby caller location and access critical call data powered by Radius.

- **Route to 9-1-1 Call Location:** Select a 9-1-1 Call Location and utilize integrations with Apple Maps, Google Maps, or Waze for turn-by-turn directions.
- **Supplemental Call Data:** Field access to supplemental call data such as Apple ELS and Google EED, including the location of callers in motion.
- **9-1-1 Call Notifications:** First responders automatically receive a notification when a 9-1-1 call is answered by the PSAP within proximity of the Lightning pp user.

Situational Awareness for the Field

Lightning provides first responders with access to mission-critical situational awareness information.

- Lightning displays Radius Signals with additional data, including Car Crash Signals and Panic Button Signals.
- Lightning enables first responders to join RapidVideo calls initiated by the PSAP, connecting them directly with citizens.
- Responders can access and view the text exchanges between the 911 call center and the caller during an emergency call.

Responder Location

Lightning provides real-time location visualization of first responders in the field.

- Lightning pinpoints the exact location of first responders using the mobile app, providing Radius Users with a real-time view of their location directly within Radius Mapping.
- First responders leveraging the mobile app will be able to visualize the proximity of nearby responders and navigate to them utilizing mobile applications for turn-by-turn directions such as Apple Maps, Google Maps, or Waze.

Esri Authoritative, Supplemental and Partner Data

- Agency Authoritative Address Data, Commercial Maps configured in the PSAP can be provisioned and visualized by first responders directly in Lightning.
- Partner data such as PulsePoint AED Locations, indoor floor plans, and CCTV camera feeds are accessible in Lightning.

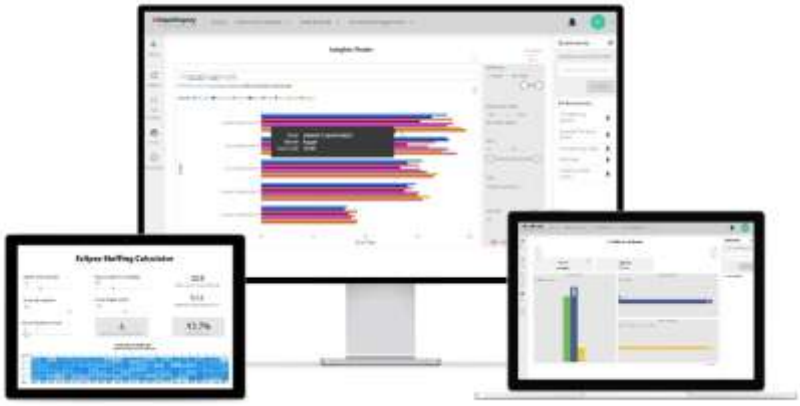
Technical Requirements

- Activation and utilization of Lightning requires an active Radius mapping subscription for the PSAP administering the Lightning user access credentials.
- The mobile device should be GPS enabled (i.e. support location services).
- Android devices must have Google Play services enabled.
- Android or iOS Mobile Smartphone Devices with the latest OS updates with backward compatibility of up to two prior releases. Lightning users must maintain the most current available version and cannot operate a version of Lightning that is less than 2 prior revisions.

Eclipse

Eclipse Analytics Product Specifications

Eclipse Analytics is RapidDeploy's cutting edge analytics platform that ingests your phone system (Call Data Record/CDR) into the cloud and generates unique insights and reports, including predictive and prescriptive analytics. The solutions are built on Microsoft Power BI and can be deployed alongside the agency's current 9-1-1 system. Eclipse Analytics goes above and beyond the standard PSAP reporting capabilities by offering a powerful, easy-to-use data discovery platform that assists PSAPs in addressing challenges such as workforce management and staffing or the lack of quality insights into call volumes and call transfers.



The following highlights the key capabilities and differentiators with Eclipse Analytics:

- Natural Language Query – access data quicker and more efficiently
- Staffing Analytics and Planning – make data-driven staffing decisions
- Call Detail Search – review the data behind every call
- Standard Reports Suite – easy access to frequently needed information
- Automated Report Scheduling and Electronic Delivery – get the information in your inbox
- Self-Service Analytical Reports – get quick answers to questions
- Interactive and Drillable Analytics – dive deeper for more information

Increase Understanding and Awareness of PSAP Performance

- User-friendly, flexible reporting with the ability to view key PSAP metrics including Answer Time, Hold Time, Process Time, Talk Time, Answer Time Compliance to Standard, Abandoned Calls and Transfer Calls
- Visualize individual performance metrics for a call taker
- Understand different variables that affect the overall time to process an incoming call
- Ability to explore data in depth

Call Reports

- Voice and General Text report, by ESN, Trunk, PSAP, Shift, Call Taker, Position, Class of Service and Time Period
- Complete call history from beginning to end
- Data export capabilities
- Search by call taker, address, date or phone number

Natural Language Querying

- Allows the user to easily create new reports by typing in what they want to see and how they want to see it, like internet search engines
- Eliminate the need for hundreds of standard canned reports with the use of on-demand reports
- No programming skills required

Staffing Forecast

- Visualize volume trends and optimize staffing levels easily
- Model based on call volume variations, changes to answer time goals, etc.
- Forecast call compliance to meet NENA or state requirements
- Reduce telecommunicator burnout by anticipating demand

Technical Requirements

- Procurement and installation of RapidDeploy approved web browser is out of scope for RapidDeploy.
- Internet connectivity to access the Eclipse platform is out of scope for RapidDeploy.
- Customer will provide necessary workstation hardware required to run the Eclipse web application at all PSAPs.
- EDG installations will require URL Whitelisting and IP Whitelisting.

- Features and Reports might not be available to all Client or Client locations. CPE/CHE deployment types and whether RapidDeploy can reliably and consistently get data will affect the availability of any feature at one or all Client locations. In order to deliver the intended behavior for each report, the required attributes listed for each report will need to be provided by the CDR/i3 feed. Some reports, filters, and features will be unavailable in the event not all required attributes are available. For clarity, Client must have Integrated Text-to-9-1-1 provided in the CDR or i3 logging feed to leverage for features and reports.
- All data in Eclipse is retained for 5 years unless otherwise required by applicable law, rule, regulation, or the terms and conditions of Client's contract with RapidDeploy.