



ARAPAHOE COUNTY
COLORADO'S FIRST

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Lifesaving Location Data Now Available to Arapahoe County 9-1-1 Authority

Ability to easily confirm the location of mobile callers made possible with access to and integration of RapidSOS NG911 Clearinghouse

LITTLETON, CO – April 25, 2019 – Easily confirming the location of mobile callers is now possible for local emergency responders as a result of the Arapahoe County 9-1-1 Authority's implementation of the RapidSOS NG911 Clearinghouse.

"The first and most important question in every 9-1-1 call is, 'what's the location of your emergency?'," said Executive Director Bruce Romero. "With the portability of mobile phones, it has been difficult to accurately pinpoint exactly where someone is located, costing critical minutes in response times. Through the NG911 Clearinghouse, our coordinated 9-1-1 centers are now able to receive fast and accurate caller location data placed from an iPhone with iOS 12 or from Android phones version 4.0 and up."

This capability is integrated into Arapahoe County Sheriff, Englewood Police, Glendale Police, Greenwood Village Police, Littleton Police and South Metro Fire Rescue's existing 9-1-1 computer-aided dispatch software, providing invaluable information seamlessly to call-takers and 9-1-1 telecommunicators as they work to quickly send callers appropriate help.

"Being able to locate a citizen's 9-1-1 call for emergency services, via a cellular phone/device, has been a top priority for our Authority Board, said John Jackson, Arapahoe County 9-1-1 Authority Board chairperson and Greenwood Village city manager. "Serving the most populous county in Colorado, this integration will truly make a difference to our citizens at what might be the most critical moment in their life."

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Within days of going-live on the product integration, the South Metro Fire Rescue (SMFR) received a 911 call from a patient exhibiting signs of a stroke and was unable to relay their location to the 9-1-1 telecommunicator. While SMFR could identify that the caller was in a large community park, the agency had no idea where in the park the caller was located. By using the the RapidSOS NG911 Clearinghouse, the 9-1-1 call-taker could - within seconds - pinpoint the caller's exact location and direct responders to the caller, resulting in life-saving service.

Arapahoe County 9-1-1 Authority is leading the way in 9-1-1 technology to improve emergency response,” said RapidSOS CEO Michael Martin. “We are thrilled to provide agency partners with the information they need to get citizens help quickly in an emergency, saving lives and property.”

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ABOUT THE 9-1-1 AUTHORITY

About The Arapahoe County E9-1-1 Emergency Communications Service Authority (ACE9-1-1) includes all of Arapahoe County, with the exception of the City of Aurora and encompasses small sections of Jefferson and Douglas Counties within the City of Littleton. The Authority consists of six (6) Dispatch Centers or Public Safety Answering Points (PSAPs). The Public Safety Answering Points are; Arapahoe County Sheriff’s Office, Englewood Police Department, Glendale Police Department, Greenwood Village Police Department, Littleton Police Department, and South Metro Fire Rescue (MetCom).

The Authority covers approximately 712 square miles and serves over 288,000 citizens. Additional member agencies include: Bennett Fire Protection District, Town of Bow Mar, Byers Fire Protection District, City of Centennial, City of Cherry Hills Village, Columbine Valley, Cunningham Fire Protection District, Town of Deer Trail, Deer Trail Fire Protection District, City of Foxfield, Littleton Fire Rescue, Sable-Altura Fire Protection District and the City of Sheridan.