



COMMUNICATIONS OPERATIONS

Policy No. 7402 **Date Issued:** November 18, 2020
Section: 7000 Miscellaneous **Date Revised:**

SUBJECT: USE OF RAPID DEPLOY

APPROVED: <signed copy on file>
Dennis Kidd, General Manager

1.0 Purpose

- 1.1 RapidDeploy's RadiusPlus solution provides situational awareness tools that aids dispatchers in locating callers and communicating when voice isn't an option. Specifically, RadiusPlus:
- Provides a visual display of the location as well as closest actual address of any voice call (Wireline, wireless, and VoIP 9-1-1) using traditional location services such as landline ANI/ALI and Phase 1 and Phase 2 wireless ANI/ALI.
 - Displays automatic supplemental 9-1-1 locations from smart devices with a data plan in real time.
 - Visually compares locations from various sources by displaying the correlation of traditional ANI/ALI and supplemental 9-1-1 locations to help determine the current location of the device/caller location and efficiently track caller location.
 - Initiate a text conversation with a caller from the center and query them for their location information.

2.0 Policy

- 2.1 All incoming 9-1-1 calls received should be handled according to existing policies and procedures.
- 2.2 All dispatchers shall log into their RadiusPlus environment at the beginning of their shift and remain logged on until the end of their shift.

- 2.3 Dispatchers will not use RadiusPlus technology except for purposes specifically related to daily operations, in accordance with our policies and CJIS protocols.

3.0 Procedure

- 3.1 RadiusPlus data is provided during every 9-1-1 call and should be considered when determining a caller's location. Situations where RadiusPlus may be the most accurate tool, but not limited to:
 - 3.1.1 Nonverbal caller
 - 3.1.2 Hysterical caller
 - 3.1.3 When there is conflicting information about the caller's location
 - 3.1.4 A caller who is moving

- 3.2 An attempt to fetch RadiusPlus location information from callers can be used when location information is not provided with the phone call and/or the caller is not able to provide a location. Situations where RadiusPlus information may be asked of a caller, but not limited to:
 - 3.2.1 Phone call initiated from within the center
 - 3.2.2 7-digit emergency call
 - 3.2.3 Text caller