



Joint Emergency Communications Center

News Release

To: All Local Media Outlets

From: Tom Jones, Executive Director

Date: September 27, 2018

RE: JECC deploys RapidSOS for more accurate location information of wireless callers

Iowa City, IA, September 27, 2018 – This month both Apple and Google announced their ability to provide accurate device location data for 911 calls via the NG911 Clearinghouse by RapidSOS.

The Joint Emergency Communications Center (JECC) has deployed new technology to support connecting to the RapidSOS NG911 Clearinghouse to help 911 call takers locate wireless callers quicker and more efficiently through our GeoComm 911 mapping system.

By having access to the NG911 Clearinghouse, the JECC will receive faster and more accurate device-based caller location for 911 calls from Apple and Android devices. There are no applications to install for users running iOS12 or newer, or Android devices running version 4.0 or newer. The service is automatically enabled. Callers don't need to do anything for it to work.

“Seconds save lives in an emergency response and with more than 80 percent of our 911 emergency calls originating from cell phones, obtaining fast and accurate location information is essential to dispatching help quickly to save lives and property,” said Tom Jones, JECC Executive Director. “This technology is going to give our responders access to additional information that we have not had available to us in the past. This information will be greatly beneficial for locating callers who could possibly be lost or injured out in a wooded area or the middle of a corn field.”

This technology is not a replacement to the traditional carrier location information that Public Safety Answering Points (PSAPs) already receive. It will be used as a supplemental source of data to help dispatchers quickly and securely access a caller's location in addition to the location information that is already received.

This service also transmits a more reliable emergency location both indoors and outdoors by fusing Wi-Fi, GPS, cell tower data and other sources to emergency services during a 911 call.

The JECC is proud to be at the forefront of technology and strives to provide the best possible 911 service to the residents and visitors of Johnson County.

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