THINK GIS®   RAPIDSOS

WTH ALI Forwarder Service (AFS) Enhancements

Think GIS® Map Display Icons for 911 Calls

The Auxiliary 911 Call Display Source brings many features to your Think GIS® map display. Among those are the inclusion of call type specific icons. These will be displayed on your map based on the class of service call type.

- **WPH1 or WRLS**
- **WPH2**
- **RESD**
- **BUSN**
- **VOIP**
- **All other Classes of Service**

Improved Location Accuracy with RapidSOS Integration

WTH customers are now able to integrate their AFS software with RapidSOS. This requires an account with RapidSOS so that proper credentials can be obtained. When an enabled device is used to call 911 this interface will make an additional query to the RapidSOS Clearinghouse to retrieve enhanced location information and supplemental caller data. This enhanced location will be displayed on your Think GIS® map in addition to the traditional ALI location.

This icon will indicate the enhanced caller location from RapidSOS

Configuration Options Available for RapidSOS Integration

The RapidSOS interface is configurable in both the ALI Forwarder Service and in your Think GIS® software. These options allow your administrators and users to take advantage of the robust feature set while making the user experience suit your individual work flow.

Contact WTH to learn more
1-888-225-5984 (Call WTH)

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Visually Identify Call Types

The AFS Auxiliary Source allows for several new map display features. This example shows a 911 call with a class of service of RESD. The other call icons shown on the opposite page will allow telecommunicators to easily identify calls from other classes such as cell phones including whether they're Phase I or Phase II. The VOIP icon will allow call takers to quickly know the caller location may not be what is shown in ALI.
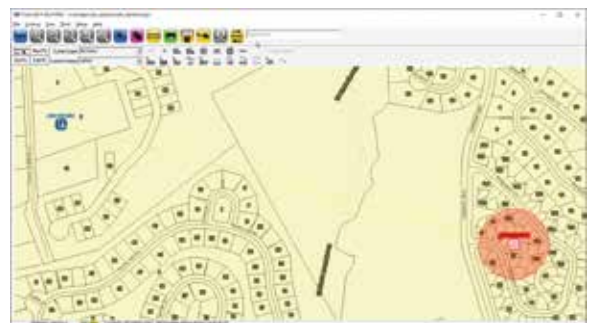

Uncertainty Radius & Confidence Display

The AFS Auxiliary Source can now display the uncertainty radius and confidence precentage if they'represent in the ALI and/or RapidSOS data streams. The uncertainty radius represents the area within which the caller is likely located. The confidence percentage is the percentage of accuracy that the system has calculated. For example, the system could show that it's 95% confident that the caller is located somewhere within the displayed circle diameter of 90 meters.

Increased Location Accuracy

The enhanced location determination technology of RapidSOS can provide a significant increase in the location accuracy of the 911 caller. This example shows that RapidSOS has located the caller a long distance away from the location in traditional ALI. The system also shows the uncertainty radius for the RapidSOS location as well as a connecting line to ensure the operator knows these icons are for the same call.

Enhanced Caller Information

Selecting an icon on the map reveals detailed information in the left info pane. Icons are configured to remain in view for 4 minutes by default before expiring. The time limit is configurable and may vary. A rebid or ALI request will reset the timer. The expiration time is shown when the icon is selected. A link is also included that will allow the operator to view any enhanced information available in RapidSOS.

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