



SHASCOM-911

 RapidDeploy

**RadiusPlus helps  
locate callers in rugged  
Northern California**



## THE CUSTOMER:

# Shasta Area Safety Communications Agency (SHASCOM)

Part of the CalOES system, SHASCOM is a joint powers agency that provides 9-1-1 and dispatch services for Shasta County, including the Anderson Police Department, the Redding Police and Fire Departments, the Shasta County Sheriff's Office, and the County's EMS providers.

Shasta County is located halfway between Sacramento and the Oregon border. Its terrain includes giant redwoods, mountains and caverns, as well as Lassen National Park and multiple lakes and trails popular for recreation. Most notable is Shasta Lake — with 365 miles of shoreline. And as all of California does, the area faces frequent threat of wildfires.

## THE CHALLENGE:

### Locating tourists on water and land

The diversity of the terrain in Shasta County can make location accuracy a particular challenge. Add to that the fact that the beauty of the terrain draws thousands of tourists to the area — people who are unfamiliar with exactly where they are — and the ability to locate people is made even more difficult.

"If we don't know where you are, we can't help you," says Stacy Miller, Supervising Public Safety Dispatcher from the Shasta Area Safety Communications Agency (SHASCOM 9-1-1), "It seems so basic, but it's the biggest piece of the puzzle."

"Most of our visitors to the lake that end up needing help are not from here. They don't have any idea where they are," Miller says. "They rent a houseboat, they're handed a map, and they're on their way. On most calls they usually give us the marina they launched from and then say, 'I drove under the bridge and went into a cove,' so it is not specific at all.

## THE SOLUTION:

# RadiusPlus improves location accuracy, situational awareness and response times

As part of the California Governor's Office of Emergency Services 9-1-1 Branch (Cal OES) has been deploying RapidDeploy's RadiusPlus tactical mapping solution across all of their statewide PSAPs. SHASCOM was part of this statewide effort, deploying RadiusPlus in May of 2019.

Since then, SHASCOM has experienced a marked improvement in location accuracy and situational awareness.

- **Location accuracy.**

Miller recounts being able to use RadiusPlus to accurately update and direct units to a fatal boating accident on Shasta Lake, as well as effectively respond to call from lost hikers.

"A family was hiking and the father became separated from the mother and child. The deputies found the mother and child based on directions, but were having difficulty finding the father," Miller says. "We were able to keep him on 9-1-1, see his latitude and longitude based on the RadiusPlus information. We had instructed him to stay put to wait for deputies and were able to see him moving on RadiusPlus. We then could instruct him again to stay put so deputies could find him. All parties were rescued safely."

- **Potentially lifesaving supplemental information.**

Miller describes how SHASCOM was able to use RadiusPlus to quickly find and locate an address when the caller wasn't able to provide one. "The 9-1-1 call was received with a female yelling, unable to provide an address. The call taker created and routed a call based on the Radius address and officers were en route within one minute and on scene within five minutes." said Miller. Based on what the call taker could hear, combined with satellite map option that showed many pools in the area, they determined it to be a potential drowning.



Not only did they find the location more quickly, they knew to dispatch a medical team. While the call had a tragic outcome, Miller says the responders reported they never would have found the address as quickly or known to send medical if they hadn't had the information provided by RadiusPlus.

Another important supplemental data layer for California is wildfire data: Miller describes this as being invaluable to dispatchers and first responders during the recent Zogg fire that burned more than 56,00 acres in Shasta County.

- **Device language displays.**

RadiusPlus enables Telecommunicators to understand the situation at a glance and be able to make the best decisions in terms of what units to send to the scene. "The device language that displays from Google is a great feature. It really helps the dispatchers with open line calls to determine if a response is needed," says Miller. "We are so trained to listen to all aspects of the call, tone, background noise etc. Knowing the language just adds to the situational awareness."

- **Partner data integrations.**

RadiusPlus enables SHASCOM's 9-1-1 Telecommunicators to locate callers quickly by displaying ALI/ANI location side-by-side with supplemental location data. RadiusPlus' real-time data integrations, including traffic and weather among others, enable Telecommunicators to understand the situation at a glance. "With RadiusPlus we have so much confidence in the accuracy of the location being provided with the enhanced location information. We can more confidently dispatch units rather than just the general area we used to be able to with just ANI/ALI and WPH2," says Miller.

One example of data that has helped SHASCOM Telecommunicators is RapidDeploy's integration with what3words. what3words has been a partner of RapidDeploy since the very beginning, providing the precision of GPS coordinates but in a more human-friendly



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**STACY MILLER**  
SUPERVISING PUBLIC SAFETY DISPATCHER, SHASCOM

format. what3words exists as a free mobile app, as an online map, and is integrated into RapidDeploy RadiusPlus map. This allows call takers and dispatchers to communicate precise GPS coordinates to first responders or citizens that don't have access to GPS enabled technology.

- **Intelligence in a single view.**

With RadiusPlus, SHASCOM Telecommunicators can see all the information about a 9-1-1 caller in a single map view, without having to switch between different windows on their consoles.

- **Easy roll-out, immediate results.**

The California Governor's Office of Emergency Services 9-1-1 Branch (Cal OES) has been deploying RapidDeploy's RadiusPlus tactical mapping solution across all of their statewide PSAPs. RapidDeploy's cloud-native platform makes it easy for state agencies like California to achieve a consistent rollout, training, and management experience across all state PSAPs in just weeks or months.



## THE RADIUSPLUS DIFFERENCE: New levels of real-time situational awareness

RadiusPlus provides best-in-class mapping that optimizes the contextual and informational view of a location, within seconds, by integrating the most trusted and diversified data in the industry. To find out what RadiusPlus can do for you, visit [www.rapiddeploy.com](http://www.rapiddeploy.com).

**Learn about our robust Unified Critical Response platform.**

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