Active911

Active response for the modern first responder

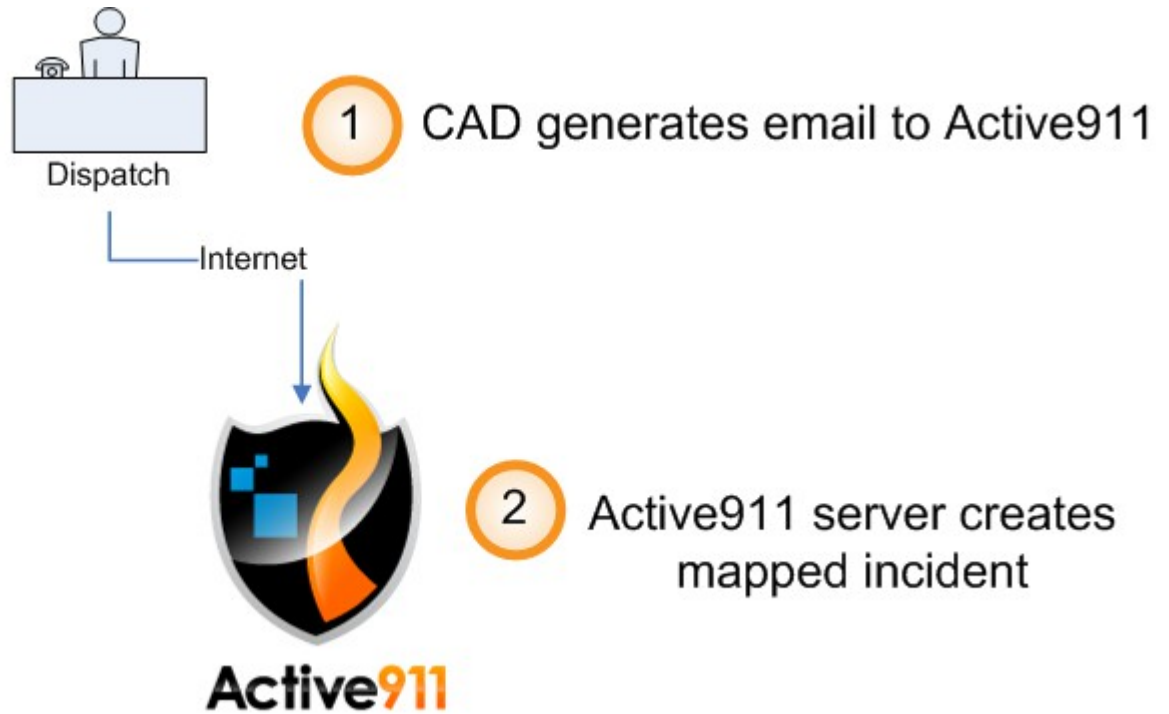# How it works: Step 1

Dispatch

Internet
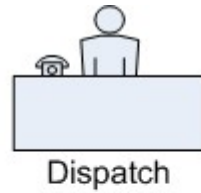
1 CAD generates email to Active911
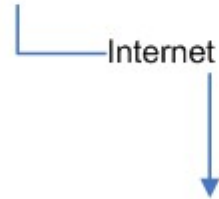
- 99% of CAD systems can do this without modification
- Email is sent to a unique email address for your agency
- Example: 1234-nDhWorjDjw@alert.active911.com

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How it works: Step 2

① CAD generates email to Active911

Dispatch — Internet

② Active911 server creates mapped incident

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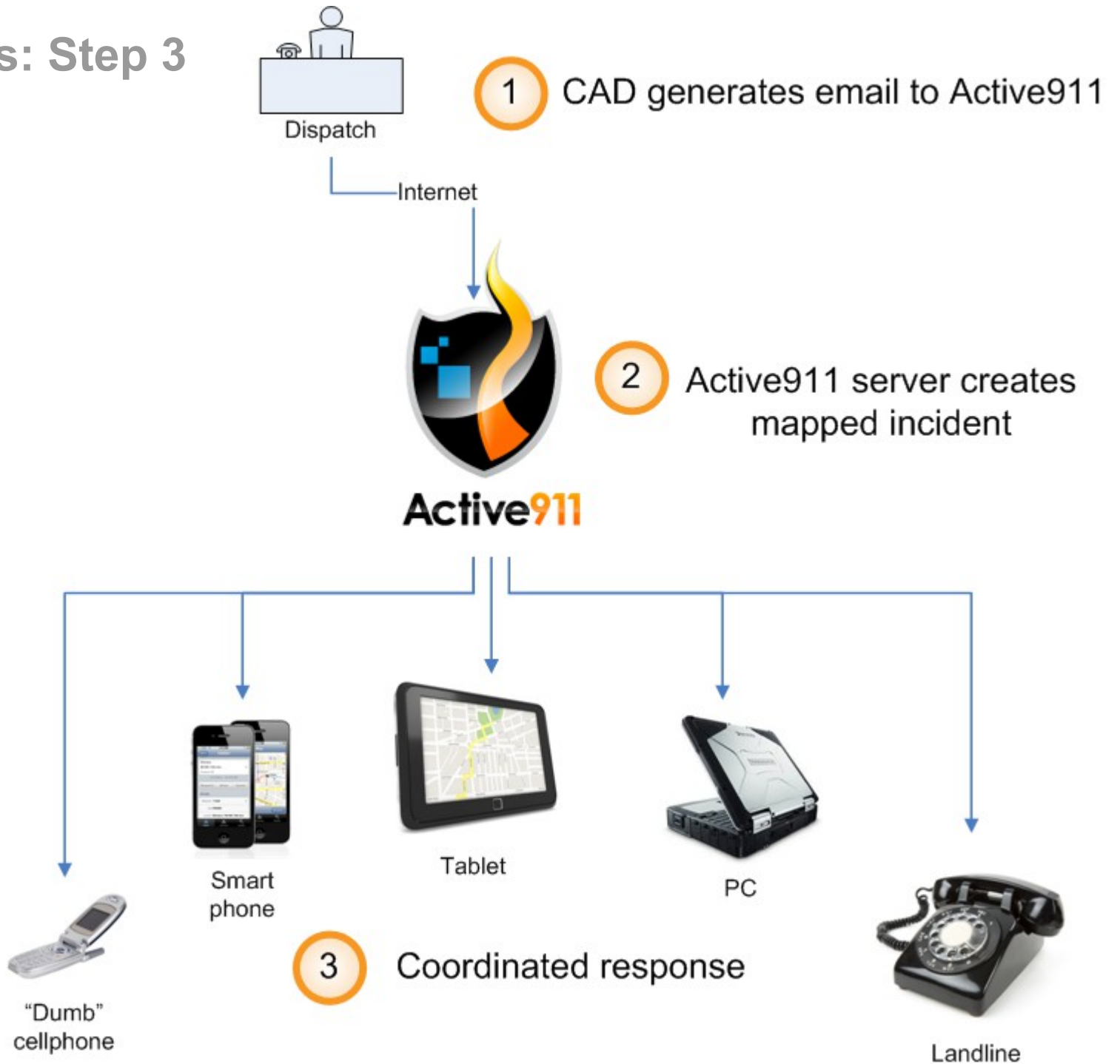
- Message is cleaned up
- Acronyms expanded: "BCRI" → "Bravo Crash Response, Injuries"
- Mapping is performed and GPS coordinates generated

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How it works: Step 3

Dispatch — Internet

(1) CAD generates email to Active911

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(2) Active911 server creates mapped incident

"Dumb" cellphone

Smart phone

Tablet

PC

Landline

(3) Coordinated response

Paging notes

- **Extremely fast** – Active911 server usually takes *< 10 seconds* to process, map, and page all devices (!)
- **Versatile** – Can page almost any device:
  - iPhone, iPad – Apple Push message
  - Android phones – Google Push message
  - Blackberry
  - "dumb" phones
  - Landlines – Synthesized voice call
  - Toughbooks, PCs ("Webview")

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Example page (iPhone)

Tap address to see map

Action buttons transmit intention in real time

Easy access to details

Instant mapping and routing, plus live position of all responders in real time

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Example page (PC)

Large format map showing entire district at a glance.

- Alarms in real time, just like a phone
- Responders position in real time
- At-a-glance tasking report
- Everything updating in real time as you watch
- Access preplans, hydrants, etc

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Reporting tools

- Data available to all permitted personnel via web interface

- Details included for report writing

- Custom report generation features (coming 2013)

Feature list

- **Supports all phones** and most tablets

- **Easy to read details** and instant access to mapping and routing

- **Map layers to access custom data**. For example, hydrant locations, pre fire plans, staging areas, etc

- **Tracks response**. Smartphone users press a button, "dumb" phone users reply with a text message

- **Watch moving-map style realtime response** from command. Uses phone GPS.

- **PC view** for "live overview" (Webview client)

- **Report data** available via web interface

- **Shift scheduler** so you don't get pages off-duty

- **Page filters** so you can control what kind of pages you get (MCI, Fire, etc)

- **Page groups** control paging to units, teams, etc

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Common questions (1/3)

➔ **How secure is Active911?**

- Web interface uses 256 bit TLS encryption

- iOS apps use 256 bit TLS encryption for data transfers

- Database-to-database transfers (for the CDN server network) are encrypted

- All passwords are SHA hashed

- All Active911 personnel with access to the data have passed criminal
  background checks

➔ **Can I send HIPAA data over Active911?**

   Not at present.

![Active911 logo]

Common questions (2/3)

➔ **Is there a free version?**

When you sign up, you are given a trial account. Trial accounts are free and unlimited, but at the end of the trial you must choose either a paid or free account. Free accounts cost nothing but are limited to 5 phones.

➔ **How much does the paid service cost?**

If individuals pay for their own phone it costs $12 per year. If departments purchase in bulk, prices are about $10 per year per phone.

➔ **Why so cheap?**

We want everyone to be able to use this technology, and we don't want price to be an issue.

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Common questions (3/3)

➔ **How do I get started?**

Go to www.active911.com/signup . We will review your request and send you an approval letter within a few days.

➔ **Can MY dispatch work with Active911?**

Almost all CAD systems are able to send alerts, though sometimes the IT staff is not aware of this capability. We are happy to assist if there is any diffuculty.

➔ **What's next?**

Once your dispatch is sending us alerts, we review your message format and formally "activate" your department by programming the server to understand your messages. Until your account is fully "activated", mapping and call details may not work perfectly.

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