

# Automatic emergency caller location saves valuable time in South Australia



South Australia Computer Aided Dispatch (SACAD) is vital to the state's police, fire, and ambulance services. Managed by the South Australia Attorney-General's Department, it supplies the systems on which the state's three emergency communications centers depend. SACAD receives more than one million calls for service in a year.

In South Australia, approximately 78% of emergency calls now come from mobile devices. However, SACAD was challenged to locate Triple Zero emergency callers accurately and automatically from these devices, relying instead on callers to verbally give their locations, which could be difficult, dangerous, and inefficient. Lack of familiarity with the location, the nature of the call, possible injuries, and the stress of the situation can inhibit callers' ability to describe where they are with sufficient detail for emergency services to respond.

Needing to improve the speed and accuracy of locating calls from mobile devices, SACAD turned to Hexagon to deploy advanced mobile location (AML) services for its computer-aided dispatch (CAD) system.

## Locating service calls faster

Prior to AML, call-takers located Triple Zero mobile callers using a technology known as Push MoLI (Mobile Location Identification). Push MoLI provided a polygon of the mobile caller's possible location based on the cell tower to which the phone was connected and the configuration of the tower's antenna array. However, the location was only accurate to within several hundred meters, and it was not always available — especially in remote areas with sparse mobile coverage.

AML allows smartphones to send an automatic location estimate when a call is placed, leveraging the same location capabilities used for consumer applications, like maps and directions. With AML services integrated into SACAD's existing workflows, call-takers and dispatchers can see a caller's location to within a 5-meter radius outdoors (25 meters indoors). Dispatchers can confidently relay information to emergency responders and save precious time previously spent asking questions. Responders can arrive at emergency locations faster, rendering life-saving aid sooner and improving outcomes in dangerous situations.



## One of the first agencies to implement AML in Australia

The AML service enhancements were designed around technical requirements for an Australia-wide implementation. After a year and half of implementation and testing, South Australia Police deployed AML services in December 2020. The state's police were one of the first agencies in the country to deploy this service.

Because of the seamless integration, dispatchers were able to adapt quickly, and little training was required. The changes to standard operating procedures were minimal.

South Australia Police was able to leverage its existing technology by easily incorporating enhancements into existing workflows. In addition call-taking has been streamlined, minimizing harm to South Australian citizens by saving valuable time in emergency response situations and reducing the risk of serious injury and death.

Now that AML automatically provides more accurate smartphone locations, dispatchers, emergency responders, and residents throughout South Australia are seeing the life-saving benefits of quicker and

more accurate response. Within days of turning on the capabilities, it helped save the lives of two kayakers who were caught in rough waters in a remote location offshore.

“Saving lives is the number one priority for our police and emergency services. This technology further enhances the capability of SAPOL to respond to emergency situations quickly and precisely,” Police Minister Vincent Tarzia said.

“SAPOL Water Operations officers had clear-cut information to work from, allowing them to locate the kayakers quickly and return them home without injury. AML is a game-changer that ensures help will be on the way as fast as possible.”

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Our technologies are shaping production and people-related ecosystems to become increasingly connected and autonomous – ensuring a scalable, sustainable future.

Hexagon's Safety & Infrastructure division provides software for smart and safe cities, improving the performance, efficiency and resilience of vital services.

Hexagon (Nasdaq Stockholm: HEXA B) has approximately 21,000 employees in 50 countries and net sales of approximately 3.8bn EUR. Learn more at [hexagon.com](http://hexagon.com) and follow us @HexagonAB.

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