

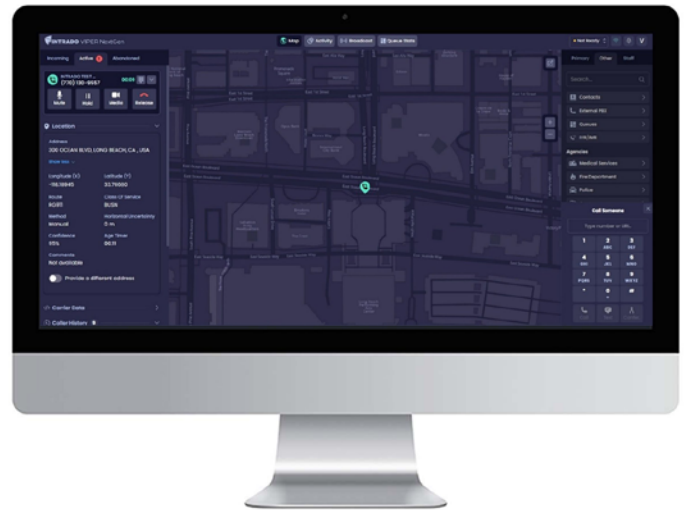


Spatial Insight

Product overview for the Spatial Insight mapping solution

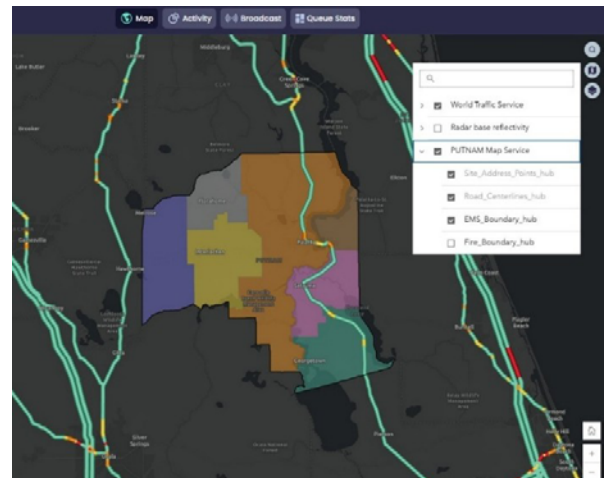


Spatial Insight is a real-time mapping experience for public safety that helps telecommunicators and responders make faster, better-informed decisions by bringing authoritative location, supplemental device data, and GIS context into a single, configurable view. Spatial Insight supports integration with on-premise call-handling equipment and is seamlessly embedded in Intrado's cloud-based call-handling application. Using Spatial Insight provides location intelligence while aligning with basic operational needs, such as sharing location and related data between applications and workflows. For example, with Spatial Insight, call takers can effortlessly send updated locations from the CHE (call handling equipment) to CAD (computer-aided dispatch) applications.



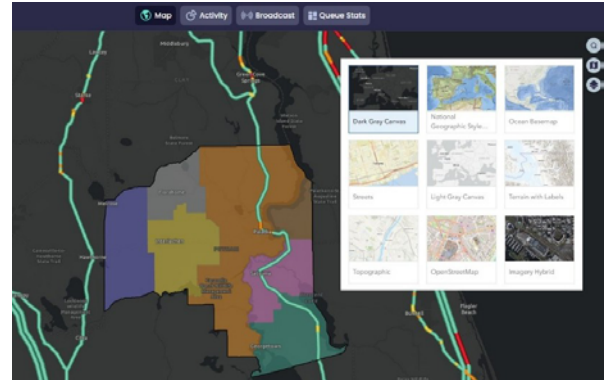
Intrado Spatial Insight Benefits:

- **Share location data between applications:** supports integrated call handling with mapping (VIPER call handling) and embedded map-centric call handling (VIPER NextGen) for a single-pane-of-glass experience.
- **Pre-answer awareness:** view certain location sources before the call is answered (unlike solutions that only show location after answer).
- **Single location view:** correlate device-based and network-based sources (for example, Wireless Phase 2, DBH, E911/i3 network data).
- **Differentiated CAD workflow:** send an updated address using authoritative source data directly from CHE to CAD.
- **Direct GIS integration:** securely connect to Esri web maps and use commercial base maps to supplement existing map data.
- **Richer incident context:** support supplemental data sharing (crash notifications, caller self-registered medical info, Apple EED, Android ELS) and workflow facilitation via mapping integration.
- **Roadmap:** Map Data Services (MDS) for NGCS to simplify data management cycles for PSAPs and states and improve visualization.



Core capabilities

- **Access & usability:** single sign-on; light/dark mode; streamlined zoom controls (zoom to current call, other agents' calls, previous caller locations, map extents).
- **Real-time situational view:** dynamic map that updates location data in real time; view calls by call state (ringing, answered, released, etc.).
- **Location intelligence:** view call location before answering (where available); plot calls with an estimated address; display call location history (breadcrumbs).
- **Authoritative data to operations:** call location updates based on authoritative GIS data can flow from VIPER to CAD.
- **Advanced searching:** search commercial and customer GIS data in the map.
- **Multimedia:** supports multimedia (images and video) when available.
- **Supplemental incident data:** support Apple and Android emergency location service features, including crash notifications (with telematics vehicle sensor data), caller self-registered medical information, AED locations (PulsePoint), alarm information, DBH (including Z-axis caller), and school facility data.



Data sources and integrations

Customer-provided GIS data (Esri)

- **Direct GIS integration:** securely connect Spatial Insight to an Esri web map using customer-hosted GIS data.
- **Customer-controlled updates:** Spatial Insight uses customer-hosted GIS data, allowing map updates to be performed on demand by the customer.

Why it matters

Public safety teams need actionable context—fast. Spatial Insight helps telecommunicators in the PSAP see clearer location and richer incident detail so they can better triage calls and pass relevant information to responders before they arrive. It is understood that NG9-1-1 must have specific and accurate GIS data to work with Next Generation Core Services, such as address points, streets, and emergency response polygons, but Spatial Insight allows PSAPs to go further. With Spatial Insight, PSAPs can couple the map with many other useful GIS layers, such as water bodies, trails, schools, medical facilities, mile markers, weather, and traffic, to improve decision-making and reduce risk.

Key data sources

- **Smartphones and IoT devices**
- **Automotive telematics**
- **Building floor plans and emergency contact information**

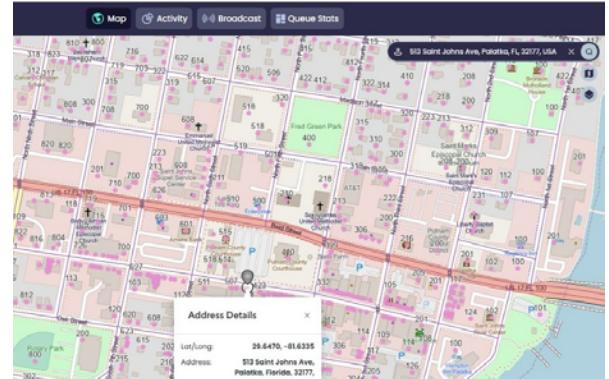
Examples of available context can include device-sourced Medical ID details (blood type, medications, allergies/reactions, medical notes, emergency contacts), vehicle telematics (make, model, color, airbag status, fuel type), subscriber billing address and proximity, building layouts, and Z-axis information. The exact data varies by provider and manufacturer implementation, but the common outcome is better, clearer insight for responders before arrival.

Benefits

- **Fast, easy deployment:** designed for quick rollout with flexible integration options.
- **System-agnostic:** integrates with Intrado call handling solutions (for example, Power 911) as well as major third-party systems.
- **Easy, intuitive workflow:** adds insight without adding complexity for PSAP telecommunicators.

Use cases and outcomes

- Better triage and preparation for every call through improved understanding of the situation on the ground.
- More consistent location interpretation by bringing multiple sources into one view.
- Faster handoff of actionable details from PSAP to field responders.



Examples of extended data sources

- **Apple EED:** fast, accurate location estimates plus Medical ID, additional information, and emergency contacts transmitted from the Apple device.
- **Android ELS:** quick, accurate location detail plus critical medical and emergency contact information sourced from the device.
- **Bosch Service Solutions:** vehicle crash data collected during an emergency and made available to public safety to aid response (services extended to more than 13 million connected vehicles in the US).
- **Toyota Connected:** vehicle location, vehicle description, and supplementary incident data from automotive telematics during emergencies (more than 10 million vehicles).
- **GeoComm:** detailed indoor maps for 5,000+ buildings (schools, airports, courts, hospitals) across 28 states.
- **Subscriber billing address:** billing address associated with the wireless phone number and the caller's proximity from that address.

Don't let information overload hinder response time. With Spatial Insight, agencies can elevate the standard of emergency response by bringing precise location, clearer context, and efficient call handling into one mapping experience.

More information: go.intrado.com/spatial-insight