



# Resident Assisted Friend In Danger Thanks to Rave 911 Suite

Often, an emergency situation may be reported because someone knows a loved one is in danger. Without text or location tracking, it can be extremely difficult to find the parties in danger or even connect with them for long enough to be able to send help.

In Kern County, California, a 9-1-1 call came in from a resident who reported her friend was being held against her will inside her own home. The female victim felt too unsafe to call 9-1-1, so she texted a friend to call on her behalf. While gathering information on the emergency from the reporting party, the 9-1-1 dispatcher asked if she could text the female victim directly. The dispatcher hoped to communicate with the female through a direct line, but wanted the conversation to stay discreet from the male subject holding the woman captive.



## Customer

- The Bakersfield Police Department is dedicated to the delivery of quality professional service in all activities that promote community safety, security, and public trust.

## Challenges Solved

- 9-1-1 Response
- Safety & Protection

## Solutions

- Rave 911 Suite



## The Solution

The dispatcher was then able to initiate a SMS texting conversation with the female and obtained first-hand information on the situation. It turns out the male subject was wanted on a felony warrant and had prior arrests for domestic violence. The female said there were other occupants, as well as informed 9-1-1 of possible weapons present in the home.

## The Result

Local law enforcement was able to arrive on scene quickly and take the male suspect into custody. Thankfully, the female victim and all other occupants inside the home were recovered safely.

“Rave’s capabilities have revolutionized our response process. The chat feature alone is lifesaving in all situations in which the caller is unable to speak.”

– Tim Smith, E-911 Director, Ottawa County, Michigan

To learn more, visit: [www.motorolasolutions.com](http://www.motorolasolutions.com)



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