



# Media Release

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NORCOM 911 Deploys Caller Location Tool;  
Software Enhancement Pinpoints 911 Callers

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Bellevue, WA - NORCOM 911 call center has started using a new software tool, Call Location Query, to assist with location accuracy challenges. Call Location Query, or CLQ, is a feature of the TriTech dispatch software that NORCOM uses.

Currently, cellphone technology uses cellphone towers to gather a call's location. While the phone mapping technology is a help to dispatch centers, it can also be off by up to three miles. It is common for hikers to not know their precise location, which greatly slows rescue efforts. By using CLQ, NORCOM dispatchers will be able to pinpoint a caller's location within a ten-foot radius.

Eastside Fire & Rescue Deputy Fire Chief Richard Burke explains "This will absolutely save time and save lives."

NORCOM Executive Director Thomas Orr noted that installing CLQ "cost about \$5,000 and, going forward, we will pay an annual \$2,500 maintenance fee. By comparison, one trail rescue can cost over \$3,000 in time and resources."

The mechanics of CLQ are fairly straight forward: the caller will receive a text message from NORCOM asking them to click on a link. They'll redirect to a URL with a button that says "send GPS to 911." After the user clicks the button, they will receive a confirmation that their location was successfully sent and it will display a map of where the system believes they are located.

Callers do not need to download any applications in order for CLQ to work. They will, however, need to have location services turned on. Android and iPhone users will also need to enable location services for their phone's browsers, e.g., Safari or Chrome.

CLQ was utilized in last week's cougar attack in North Bend.

"It was one of the first times NORCOM was able to put CLQ into action," noted Jami Hoppen, NORCOM Training Coordinator. "While we noticed that CLQ did not update the caller's movements as quickly as we had hoped, CLQ proved to be invaluable in helping rescuers locate the second victim and the cougar."

There are currently less than ten call centers in the nation that are utilizing CLQ.

"We are at the forefront of this technology," noted Orr. "We will continue to test CLQ to look for potential weaknesses. At the end of the day, our mission is to get help to those in need as quickly as possible and CLQ is another tool in our toolkit to save lives."

NORCOM's 911 call center employs 54 full time telecommunicators to handle an average 841 calls per day. NORCOM is one of 12 public safety answering points (PSAP) in King County. Its service area covers over 700 square miles.

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