

Our Ref: CC/MF/Brookes

06 July 2021

Councillor Adam Brookes
By email

Dear Councillor Brookes,

I am writing to thank you for your further letter to the PCC, dated 22 June 2021, following on from the Public Assurance Meeting, seeking clarification on some of the information that was provided. The PCC has forwarded your letter to me and has asked me to respond.

I have asked my ICT Technicians to provide some further details, and they have advised me that when an **emergency call** is made with a smartphone **where AML is enabled**, the phone automatically activates its location service during 20 seconds in order to establish its position. It sends this information to the 999 service (i.e. BT), with a radius of 50 meters or less for most calls. For that the service uses GPS or Wi-Fi – whichever is best at the given instance. Answers to the specific questions you have raised are as follows:

1. I would therefore ask that if you might be able to confirm whether the force's control room is equipped to receive AML location information?

The AML location is included in the data made available by BT EISEC for 999 calls, with the capability of an automated re-query for more accurate location details when available. This information is populated into our Command and Control system (which is what we use to run incidents)

2. If operators are trained on how to access this?

Yes. The EISEC data is automatically added to the related 999 incident. This then can be used by the operator to identify the location via the integrated maps.

3. Can you confirm that where AML is used, this does provide a more accurate location than only a "generalised area"?

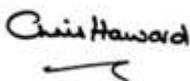
The EISEC data provides a level of confidence and where available a direction and speed, and if a better location is to be available, this is provided by the automated re-query.

It is worth noting that the new EISEC integration will also handle two new EISEC information types, these being telematics and eCall, both of which being automated systems from vehicles.

W3W is more granular than AML, so the use of both can give the force greater information regarding a caller's location. W3W can be used for any call, whereas AML via EISEC is currently for 999 emergency calls only.

I trust this response provides you with the further information you were seeking.

Yours sincerely



Chris Howard
Chief Constable