Android Emergency Location Service + Additional Data

A PSAP Center Manager's Overview

ELS is an Android service built to assist PSAP calltakers in locating and helping mobile callers

What it is: The Emergency Location Service (ELS) is a free, default-on system service on nearly every Android phone in use today. It sends highly accurate location additional information directly to PSAPs.

Where it is available: The service is enabled on a country-by-country basis. Google pioneered this service in 2014. Today, it helps handle hundreds of millions of calls per day for billions of users across 60+ countries.

How it works: When a user places a call or SMS to an official emergency number in a supported region, ELS activates on the phone and sends information to an endpoint (usually operated by a government, cellular carrier, or third party vendor). The information is then displayed in the PSAP by either native or over-the-top solutions. Learn more about ELS and how it works: android.com/els.

ELS provides more than just location: Additional Emergency Information (AEI)

We've worked with organizations like NENA and EENA as well as hundreds of PSAPs to make the service more useful. When available, ELS may also send additional information designed to support calltakers. We've outlined the types supported today in the table below - and your input will shape what we build next.

AEI Type	What it is and how it helps	Example data display
Device language	Users' system interface language setting, to assist in identifying an appropriate translator if needed	Device language is Mandarin
Emergency type	On some devices, buttons allow caller to silently select emergency type (medical, fire, or police)	User selected medical assistance
Car crash detection	The time of any detected car crash; 30 min validity	Device detected car crash at 3:01pm
Fall detection	The time of any detected severe fall; 30 min validity	Device detected fall at 3:01pm
Medical information [user opt-in]	Medical Information such as date of birth, blood type, allergies, medications, medical conditions	Allergies: latex, penicillin, peanuts; Medications: ibuprofen 200mg daily
Emergency contacts [user opt-in]	The user's emergency contacts, including name, phone number, relationship	John Doe, +1 123 456 7890, father; Jane Doe, +1 222 333 4444, mother

How to enable AEI for your calltakers

Getting ELS data in your center is simple. To make this data available to your calltakers, you'll need to:

(1) Contact the authority that runs your ELS endpoint (usually a cellular carrier or federal authority). They should support ELS over HTTPS and relevant types of AEI in their ELS configuration.

(2) Contact your software vendor(s). They must support the ingestion and display of AEI to your calltakers. ELS is provided by Google free of charge, and in turn your vendors must *never* charge you for access to the data. They may, however, charge you to modify any relevant software to display it.

(3) As appropriate, create and implement policy and training to support AEI use.

Questions or ideas? Get in touch

We are a very small team, but we want to help. Reach out any time for new ideas or feedback: android-emergency-location@google.com. **Thanks to you and your staff for all you do.**