

Appendix G

Interim SMS Text-to-9-1-1 Operational Experiences

Monroe County 9-1-1 New York - City of Rochester (handles calls for the entire county including City of Rochester)

Interface: TCS Gem 9-1-1 Web Portal on separate terminal, also includes their mapping, etc.

Population served with text? – 747,813

How long have you had text? June 20, 2013 tested about a month & did press conference on 7/17/2013. (Verizon only) Monroe County will test and deploy with T-Mobile on April 21, 2014.

Public Education/PR

During Press release they announced it was Verizon only & if possible call 9-1-1 because it's faster & easier. There is a large Deaf & Hard of Hearing community in area that they worked with and they were in attendance at the press conference. In addition, the Deaf and Hard of Hearing community came to the center to help with training and to educate call takers on what they would see if Deaf person were texting. They gave tips on how to communicate better with Deaf community.

Statistics:

In that time how many texts have come into your center? 73 texts from citizens

30 resulted in CAD events

10 of them were secondary calls on an event already in the system, they did add info to the event.

6 requesting info – it was 9-1-1 but no response needed

10 of them did then hang up & make a 9-1-1 call

17 were inappropriate

For December, 2013 they had 13 texts not including tests.

They have also had some texts (not sure how many) related to suicide but they weren't from the person attempting suicide, but a friend.

Do you have statistic on the length of time a text is taking your call takers to handle?

1/13 – 00:29 text regarding friend that was going to commit suicide & 00:50 conversation ended

Domestic violence – 8:32, job entered at 8:34 and with officers at 8:47. That’s a little longer than a phone call, but not too much.

Calltaker Feedback:

At first calltakers were afraid to be bombarded, thought they’d need a whole console just for texting. They were worried they wouldn’t be able to provide level of service to either phone or text; now it’s pretty run of the mill for them.

Monroe County has the supervisor at the beginning of each shift do a test text to make sure all call takers have volume turned up on their web portals. The volume must be turned up in order for the call taker to hear the text come in. Everyone logged in to the portal gets the sound.

At the end of a text session they have call taker “print screen” because once the session is ended the conversation disappears. TCS has upgraded the administrative functionality and the Monroe County administrator now has access to search, view, and download SMS conversation logs via the GEM Admin website- no need to email TCS and request activity log.

State of Vermont – one PSAP is taking all SMS text messages for the 8 PSAPs in the state

Interface: i3/IP into equipment

Population serving: 90% coverage with AT&T & Verizon

Launched with Verizon in April 2012, did a trial with Sprint for 4 months in December 2012, and launched a trial with AT&T in August 2013.

Public Education/PR

Vermont has utilized the “9-1-1: Call if You can, text if you can’t” tag line. They have now done several radio and TV Public Service Announcements (PSAs). They have a YouTube page with all of the PSAs. One of the PSAs is targeted to the Deaf and Hard of Hearing community and provides information on how to text 9-1-1.

Statistics:

Between April 2012 and November 8, 2013, 257 texts to 9-1-1 have been processed and received. Of those 257 texts, 124 were tests conducted as part of establishing and maintaining the service. Of the remaining 133 texts, 10 were actually continuations of a previously received text, the session for which ended unexpectedly. The remaining 123 texts are categorized as follows:

- 54 appear to be accidental texts, intended for another recipient (for example, “whasup?”, “do you still like me?”). Attempts to confirm the existence of an emergency by the 9-1-1 call taker went unanswered.

- 28 were confirmed to have been accidental, as a response to that effect was received by the 9-1-1 call taker following a query of “Vermont 9-1-1, where is your emergency”.
- 7 were contacts regarding a crime that were not deemed to be an emergency (report of stolen property, for example) and the individual was able to take a voice call to complete the report.
- 34 were legitimate emergencies that required some type of response. Those emergencies are broken down as follows:
 - 2 automobile accidents
 - 1 burglary in progress, other location
 - 1 intruder in residence
 - 1 attempt to enter residence
 - 1 burglary in progress at location of citizen
 - 1 child left alone in vehicle
 - 2 erratic operation of other vehicle
 - 4 involving domestic violence
 - 2 involving the sale or use of drugs, including a report of over 40 college students who were celebrating 4/20, otherwise known as national “weed” day
 - 6 non-life threatening medical emergencies of various types
 - 1 overdose, unknown whether drugs or alcohol involved
 - 1 operation of damaged vehicle
 - 1 stabbing incident
 - 1 suspicious person
 - 1 theft in progress
 - 1 violation of conditions of release (parole)
 - 1 threatening male refusing to leave premise
 - 1 cutting, self-injury
 - 4 suicide threat
 - 1 request for police – unknown reason

State of Maine - Two of the 26 PSAPs for Maine are taking Interim SMS text-to-9-1-1 for the state. These PSAPs were already used to being back-ups for the others, so are familiar with handling Maine-wide 9-1-1 calls.

Interface: TTY interface, no modifications, but did shut off auto-answer since text needs the opposite interaction

Some adjusting of audio volumes required.

They do not have Internet at PSAP positions, so TTY interface is attractive vs remote webserver

Started service May 2013

No costs other than staff time, minimal training since TTY already in place

Public Education/PR

Joint press release with Verizon Wireless and they did public education through the Deaf and Hard of Hearing groups and their newsletters

Statistics:

Texting very low volume, and Calltakers do testing among themselves for practice

Texting is not just nice to do, it is a need in the community. Please don't be afraid of it.

North Central Texas Council of Governments –

Program Information: The NCTCOG Regional 9-1-1 program has 44 PSAP in 13 county's surrounding the Dallas Fort Worth Metroplex. Our program does not include Dallas, Tarrant, or Denton County. We have a population of 1.6 million and 10,000+ square miles coverage area.

Out of the 44 PSAP in our program, 33 are Text ready. The project began in January 2013 with Verizon Wireless. T-Mobile deployment began on April 7, 2014. As of April 15, 2014, 19 PSAP have been deployed with both carriers. By June 2014, all 33 Text ready PSAP will be active with Text to 9-1-1.

Interface: GEM 911 over ESInet with core services on 9-1-1 workstations.

Public Education: 30 days after each county has deployed we hold a public announcement where we invite the local newspapers, city officials, business owners, and first responder personnel to attend. During these public announcements we provide information on how to use Text to 9-1-1, give a live demonstration of what the Telecommunicators see when a text message comes in, and then open the floor for questions. Due to the complexity of the region, NCTCOG 9-1-1 is taking a grassroots approach when doing additional public education outreaches. Promoting the service only in the areas where it has been deployed. NCTCOG 9-1-1 has created a public service announcement and pamphlets to be used when back into the PSAP cities and counties to do more informative training after the public announcement.

Statistics: Since deployment, we have received 9 requests for help via SMS – Text.

Training: All Telecommunicators are required to attend a 2 hour training, which encompasses not only training on the product, but also covers components of Next Generation 9-1-1. Each PSAP by Interlocal agreement are required to process 20 test requests for help via text per month.