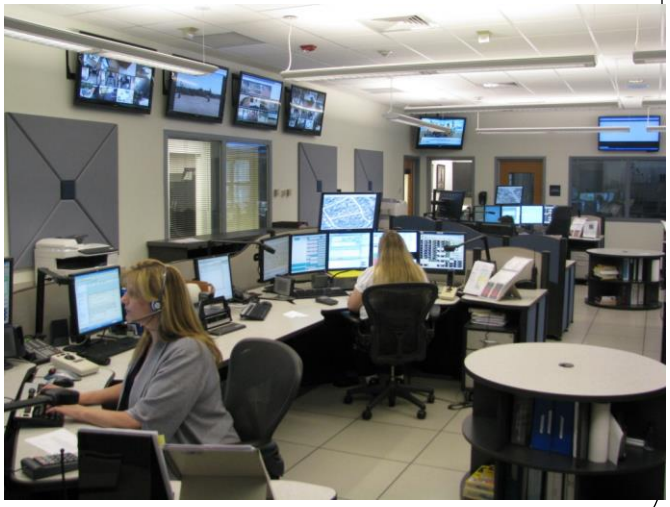
York - Poquoson Williamsburg 9-1-1 Emergency Communications

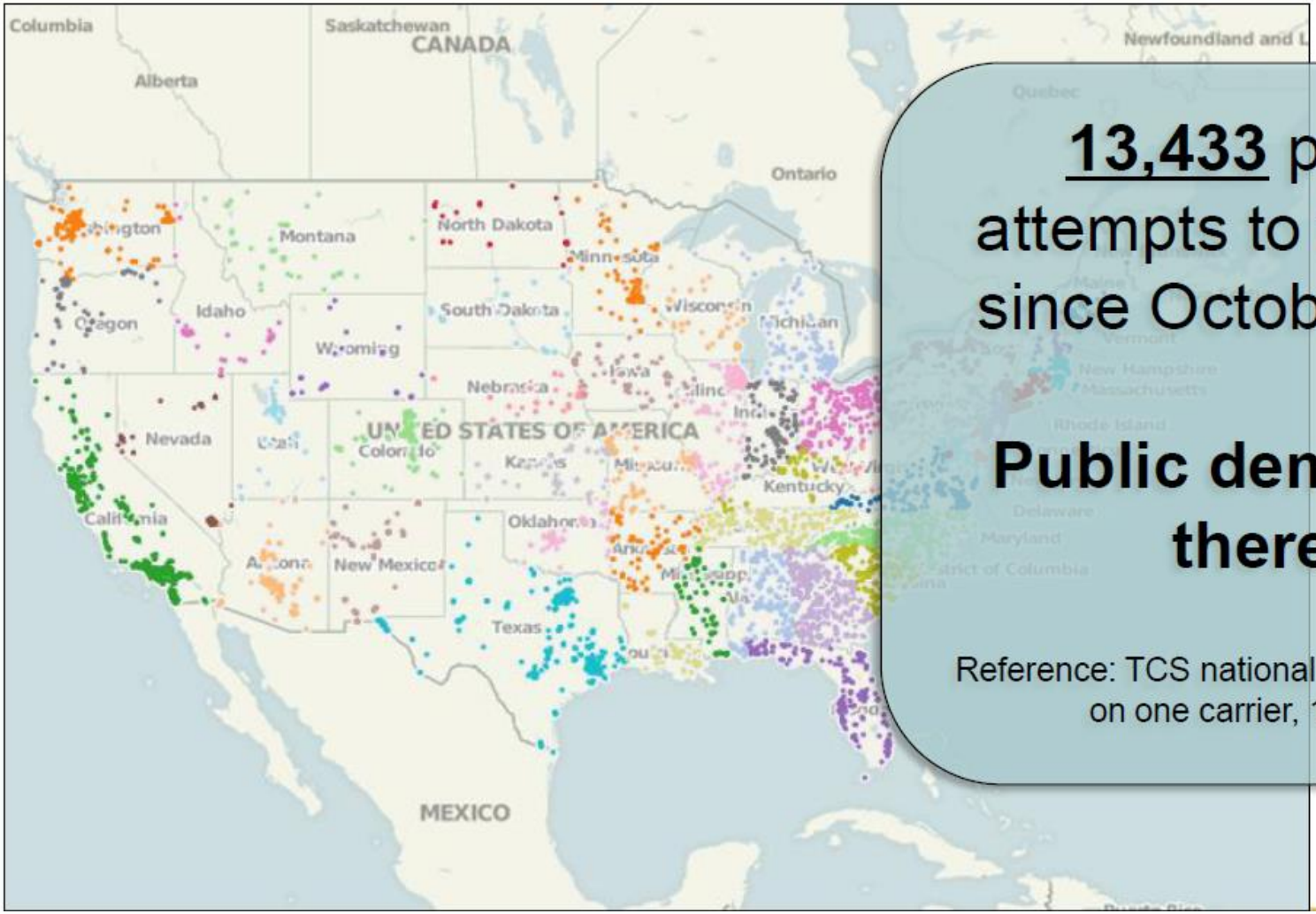
York-Poquoson-Williamsburg Regional Emergency Communications Center

Texting to 911 is Here!

- Standards based Interconnection options
  - Legacy PSAP - TTY
  - Transition PSAP – Web Services
  - NextGen PSAP - ESInet



Current Text to 911 Stats



<u>13,433</u> public attempts to text 911 since October 2012

Public demand is there!

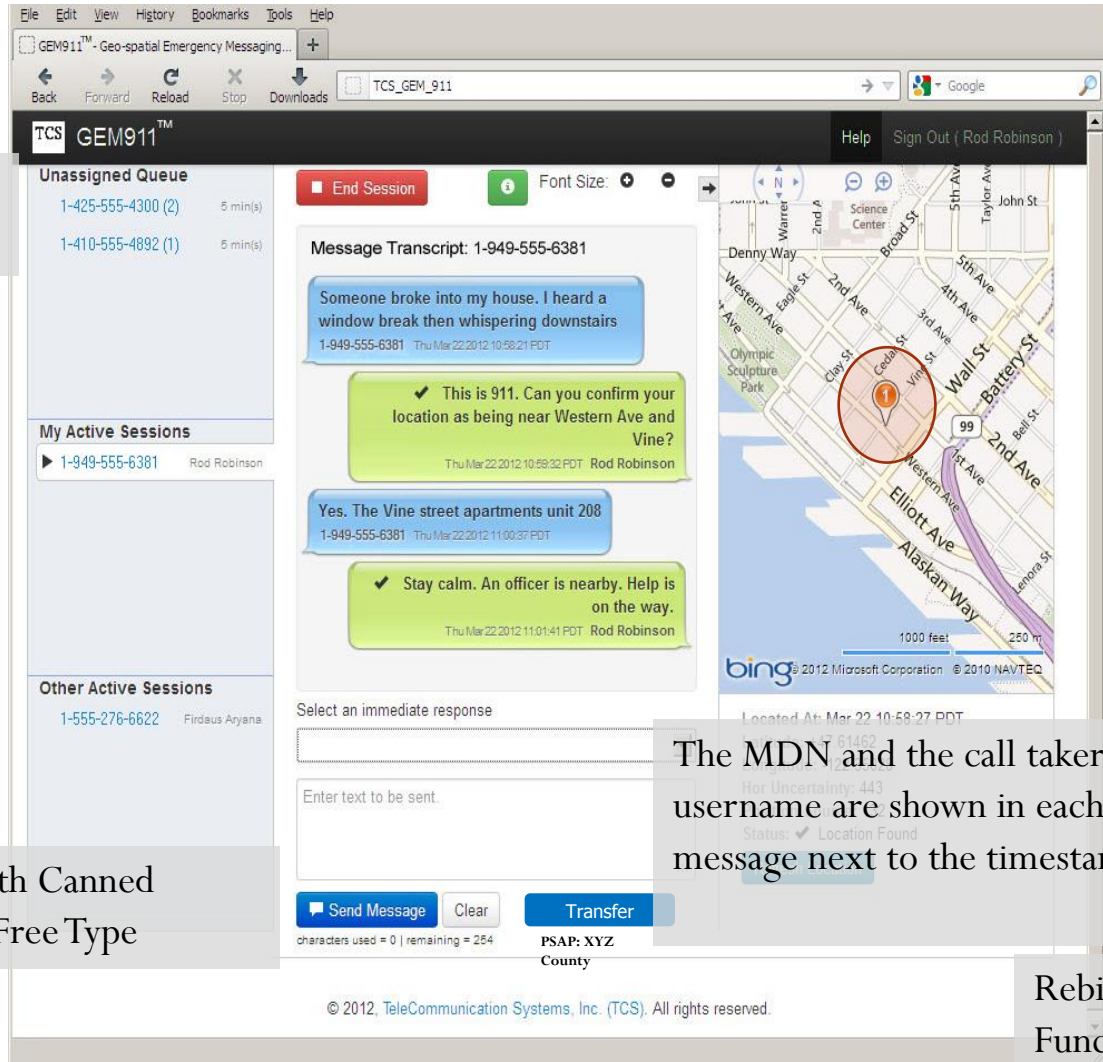
Reference: TCS national 911 report based on one carrier, 12/26/12

York - Poquoson Williamsburg 9-1-1 Emergency Communications

Transition PSAP Option (Web)

- Benefits
  - Easy to deploy – easy to training
  - Can be a single screen – intuitive interface
- Challenges
  - Internet connectivity can pose Service Level Agreement and security constraints
  - Additional screen can add to the growing screen real estate a telecommutor needs to monitor/manage

TCS GEM911™ User Interface



New Incoming Messages

Active Sessions

Other Call Takers' Sessions

Drop-down with Canned Responses, or Free Type

Graphically Represented by the Size of the Circle

The MDN and the call taker's username are shown in each message next to the timestamp

LAT/LON

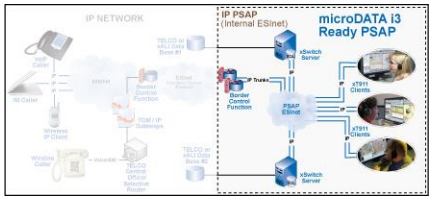
Rebid Functionality

NG9-1-1 (i3) PSAP Option

- Benefits
  - Direct seamless integration into i3 capable CPE
  - No additional third party screens to monitor or manage
  - Future scalability

Challenges

- PSAP can incur additional CPE costs
- Need to ensure that existing logging systems can capture text messaging



York - Poquoson Williamsburg 9-1-1 Emergency Communications

TEXT to 9-1-1 Fears & Concerns (Staff)

- Learning a New Language
- Abbreviations/Generation Differences
- Slang/Cultural Differences
- Multi-tasking/Real Estate
- Prank text
- Text vs. 9-1-1 priority
- Conversation Recall
- Subpoena/FOIA
- Logging
- CAD Dump
- Text hang-ups
- Location accuracy
- Increased processing time for calls
- Transfer to other PSAP
- Call accounting for Statistics Purposes
- Training
- Overwhelming/no bounce back

Pre-Deployment Challenges (Test Mode prior to Launch)

- No audible notification of a text received
- Limited pre-canned messages
- Plain language
- Policy on when to end and start land line
- No confirmation when session ends
- Real estate issues
- Deactivated phones
- Cannot tell wireless carrier

Going Live

- Audible tones resolved
- Mapping resolved
- Generating test calls
- Multiple pre-canned messages
- 160 characters
- TCS NOC info added to CAD

- Multiple Vendor Challenges
- Must leave session live until help arrives on scene
- TCS NOC/Information retrieval
- Public Awareness

1. WHERE is the Emergency? WHAT is the emergency?
2. We prefer to talk to you? Is it safe for me to call you on your cell?
3. Please text to plain language
4. We cannot use language translation services while texting

York - Poquoson Williamsburg 9-1-1 Emergency Communications

Going Live

- Policy
  - When to end the session
  - How to process pranks and hang ups
  - How to handle transfers
  - How to handle non emergency calls
  - How to use language line
  - What is priority voice 9-1-1 or txt 9-1-1
  - Do txt 9-1-1 have to have 2 call takers on the txt just as voice 9-1-1 calls
  - How to handle EMD calls
  - How to handle when system goes down and what to do
  - When and who makes the authorization to turn the system off
  - How to turn text to 9-1-1 off
  - If a session is closed when is it authorized to call back via voice
  - Need to confirm address with caller and the ABC's of call taking

York - Poquoson Williamsburg 9-1-1 Emergency Communications

1 Active Session

GEM911 - Geo-spatial Emergency Messaging for 911 - Windows Internet Explorer

https://gem911.com/gem_ui#

File Edit View Favorites Tools Help

TCS GEM911™ Help Sign Out (Brien Lee)

Unassigned Queue

757-897-4522 (1) 1 min(s)

My Active Sessions

No active sessions assigned to Brien Lee.

Other Active Sessions

804-815-9854 Shannon Polston

End Session Font Size:

Message Transcript: 757-897-4522

York Poquoson Williamsburg Regional Emergency Communications Center

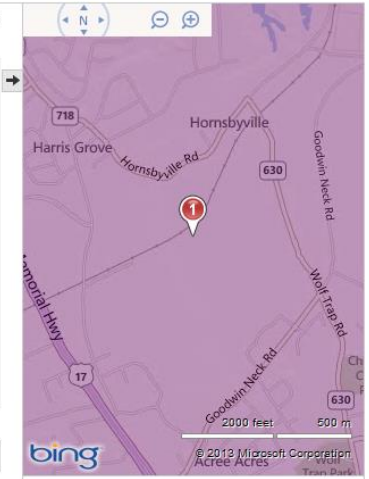
757-897-4522 Thu Feb 21 2013 10:51:17 EST

Select an immediate response

Send Message Clear

characters used = 0 | remaining = 254

Transfer



Located At: Feb 21 10:51:19 EST
Latitude: +37.18830
Longitude: -76.47258
Hor Uncertainty: 4434
Position Source: 132
Status: ✔ Location Found

Refresh Location

© 2013, TeleCommunication Systems, Inc. (TCS). All rights reserved.

Start | Instant Retrieval - Adva... | Real-Time Voice Monitor | GEM911 - Geo-spatial... | 10:51 AM

York - Poquoson Williamsburg 9-1-1 Emergency Communications

Multiple Active Sessions

GEM911 - Geo-spatial Emergency Messaging for 911 - Windows Internet Explorer

https://gem911.com/gem_ui#

TCS GEM911™

Help | Sign Out (Brien Lee)

Unassigned Queue

Message queue empty.

My Active Sessions

No active sessions assigned to Brien Lee.

Other Active Sessions

- 757-897-1878 (1) Garrett Opp
- 804-815-9854 Shannon Polston
- ▶ 757-897-4522 Kayla Smith
- 757-508-0911
- 757-719-2595 Shannon Polston

End Session

Font Size:

Message Transcript: 757-897-4522

York Poquoson Williamsburg Regional Emergency Communications Center

757-897-4522 Thu Feb 21 2013 10:51:17 EST

✔ **WHERE is the Emergency?**
WHAT is the emergency?

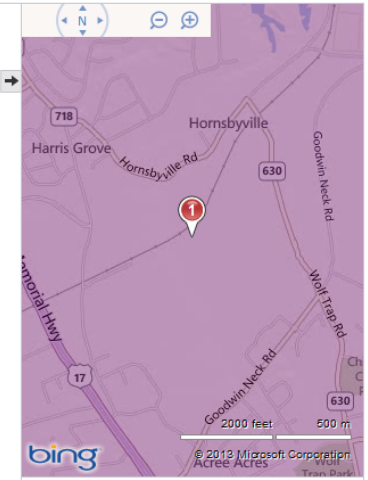
Thu Feb 21 2013 10:51:54 EST **Kayla Smith**

Select an immediate response

Send Message | Clear

characters used = 0 | remaining = 254

Transfer



Located At: Feb 21 10:51:19 EST
Latitude: +37.18830
Longitude: -76.47258
Hor Uncertainty: 4434
Position Source: 132
Status: ✔ Location Found

Refresh Location

© 2013, TeleCommunication Systems, Inc. (TCS). All rights reserved.

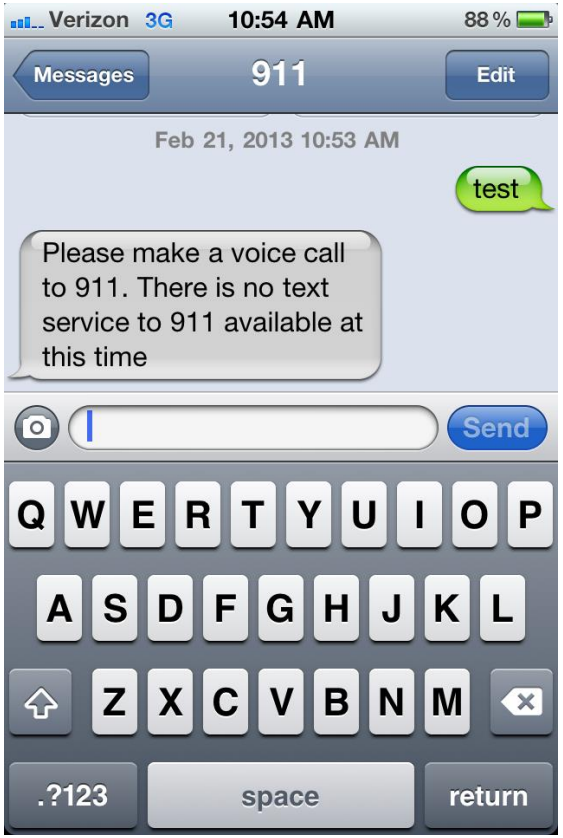
York - Poquoson
Williamsburg

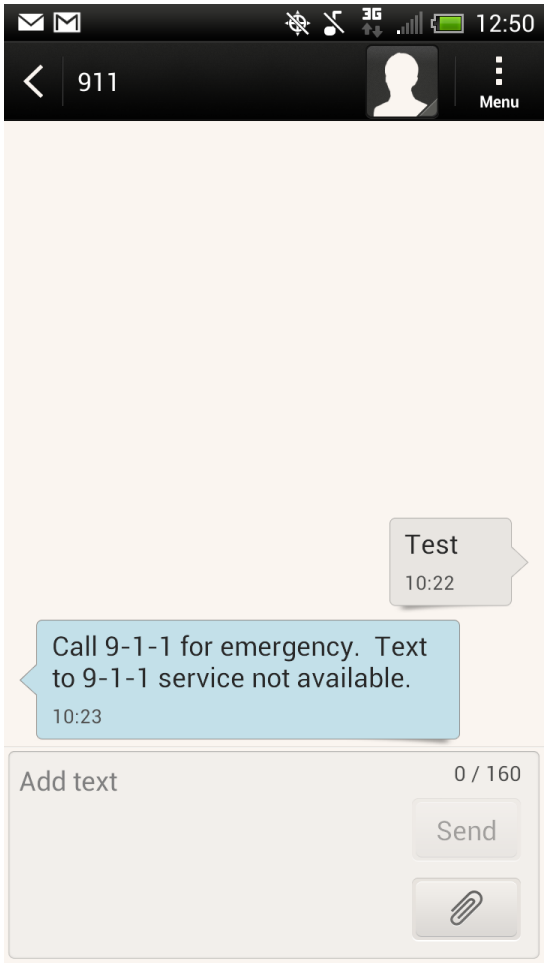
9-1-1

Emergency
Communications

York - Poquoson Williamsburg 9-1-1 Emergency Communications

Bounce back Message





York-Poquoson-Williamsburg Regional Emergency Communications Center

York - Poquoson
Williamsburg
9-1-1
Emergency
Communications

Q & A

York - Poquoson
Williamsburg
9-1-1
Emergency
Communications