

text and 9-1-1
moving public safety forward

Michigan spring 911
emerging technology forum
14-April '14 | Lansing

NOTE: content has been updated

This presentation was given at the MI Emerging Technology forum on 14-April, 2014, and updated on 1-May, 2014 with current information.

The reader is advised there was a verbal and live demonstration component of this presentation that is not present in this .pdf

review of key dates (1)

- December 6, 2012 – four carriers announce voluntary text to 9-1-1 initiative
- March, 2013 – ATIS/TIA publishes J-STD-110
- January, 2013 – INdigital launches text FROM 911 at Kosciusko County
- April, 2013 – Indiana statewide 911 board sends statewide “request for service” letter to the carriers, (VZW is first to respond)

key dates (2)

- Oct 1, '13 TCS + INdigital complete i3 / ATIS text to 911 platform
- Feb, 2014 VZW / TCS / INdigital launch text TO 911
- April 11, INdigital completes interop tests with two other carriers
- May 15, 2014 – nationwide availability of text to 911



shown above:

C. Wysong, textTTY system architect; K. Claussen CTO;
D. Rosenberry, Director – Kosciusko County 9-1-1

texTTY naming conventions & background

- texTTY series **13** is text **FROM** 9-1-1 (launched in 2013)
- texTTY series **14** adds text **TO** 9-1-1 with Verizon Wireless (and T-Mobile) via TCS
- texTTY series **15** includes administrative text to 9-1-1 **TO / FROM** legacy 10 digit number

how is it deployed ?

- modular, standards based approach means one common interface for all text providers
- the web interface gives us instant upgrade capability
- we are working on direct integration to i3 compliant systems (call taking and CAD)

(live demo to follow)

texTTY footprint

- 61 agencies in 41 counties are active on series-14
- 5 counties are taking text messages
- additional counties come online later this month



what has happened ?

- with 61 of 91* counties active, we have hit critical mass
- PSAPs have quickly adopted text as a tool
- the agencies find new ways to use text everyday

* Warren and Fountain counties operate as a combined dispatch center

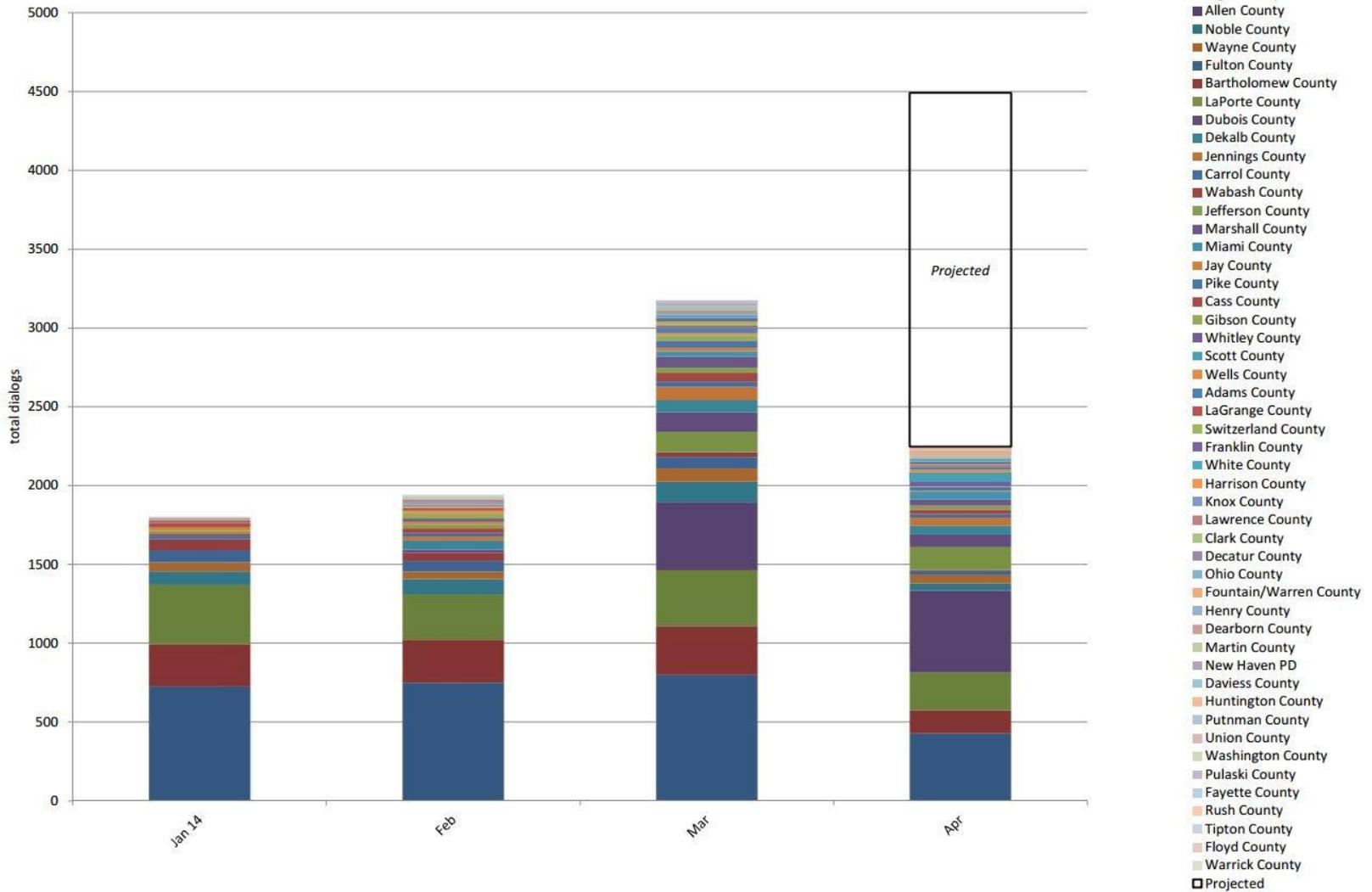
what about the PSAPs ?

Is new technology accepted?

One story about text FROM 911 leaked out, and it had this quote:

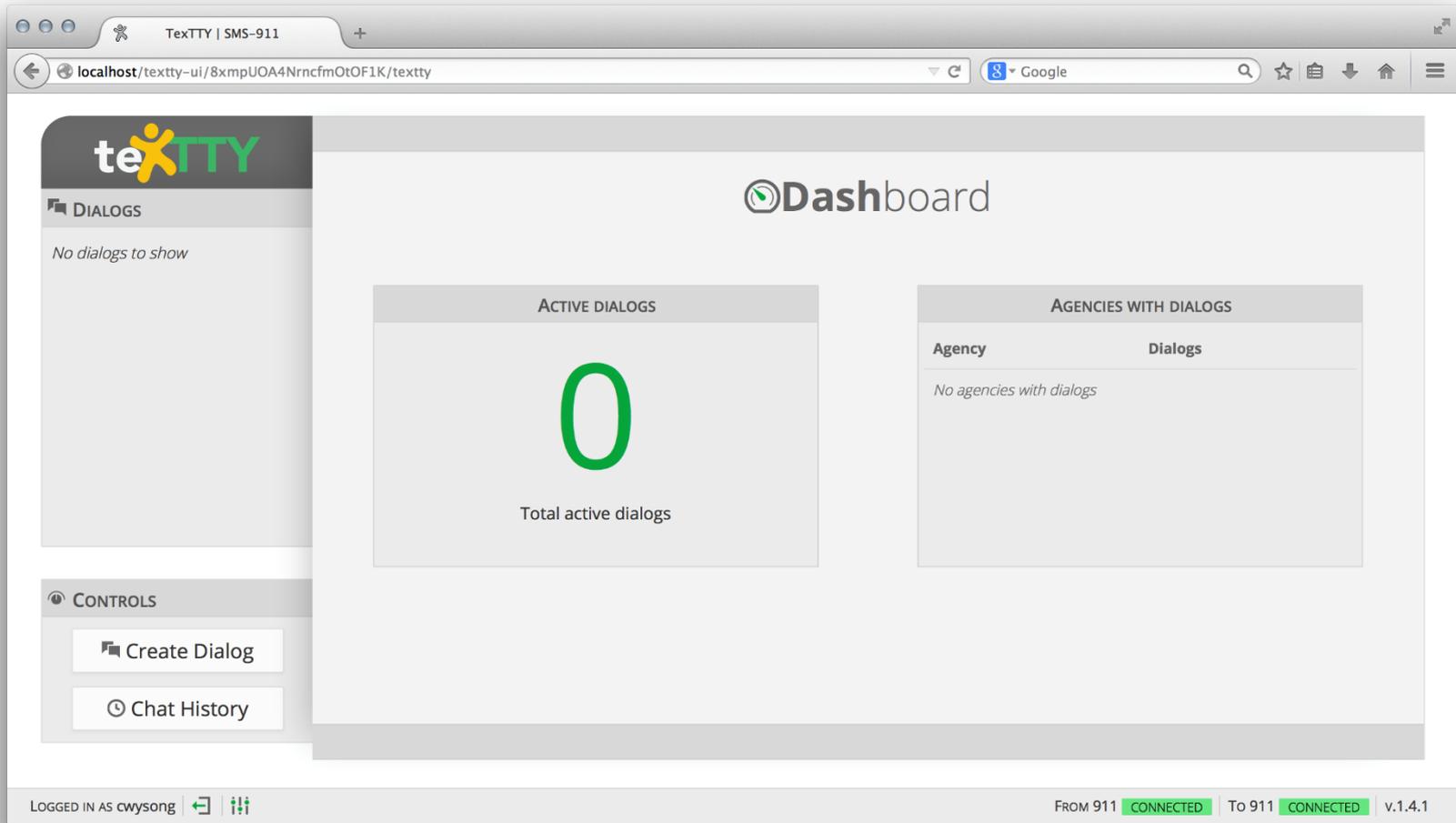
Dispatcher, Roy Bridges, says day one of the new service has been a success. *"It's extremely user friendly. It didn't take any time today training or anything like that."*

texTTY FROM 911 totals 2014 YTD

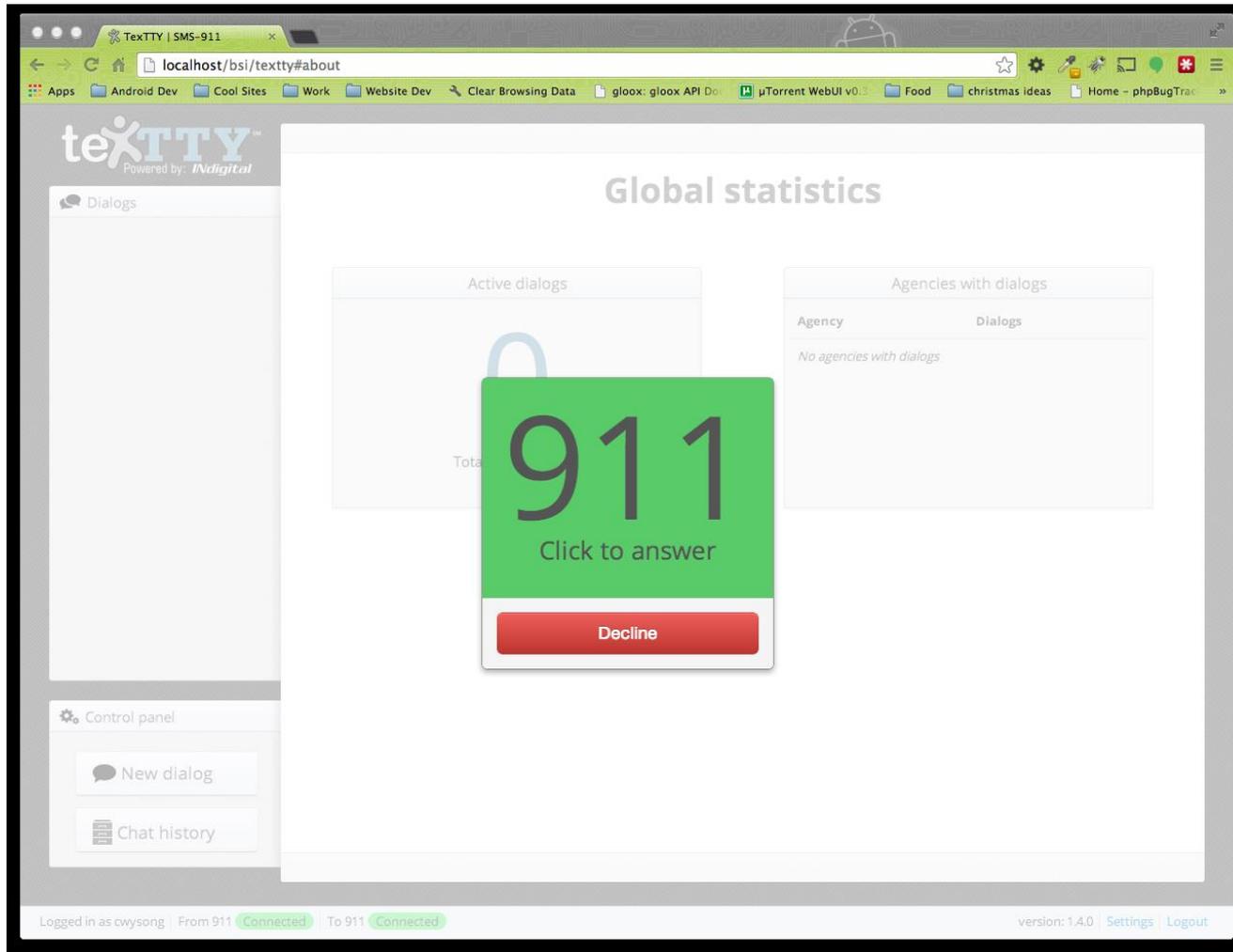


texTTY live demo

What does the PSAP see: texTTY administrator view



'ringing call'



14-104 (14-April '14 - updated
1-May '14)

updated text update report

Call taker session

Field Value

Address	1616 Directors Row
City	Fort Wayne
Township	Washington
County	Allen County
State	Indiana
Country	United States
Zip Code	46808

118-085-5061
What is your emergency? SENT @ 16:32:16

text
Help me! I'm blown away by this new Textty! RECEIVED @ 16:32:31

1616 Directors Row, Fort Wayne, Indiana RECEIVED @ 16:32:43

Location received - 1616 Directors Row, Fort Wayne, IN 46808, USA 16:32:44
lat: 41.11877 lon: -85.16374000000002

911: Type here, use enter to send text. 155

LOGGED IN AS cwysong FROM 911 CONNECTED TO 911 CONNECTED v.1.4.1

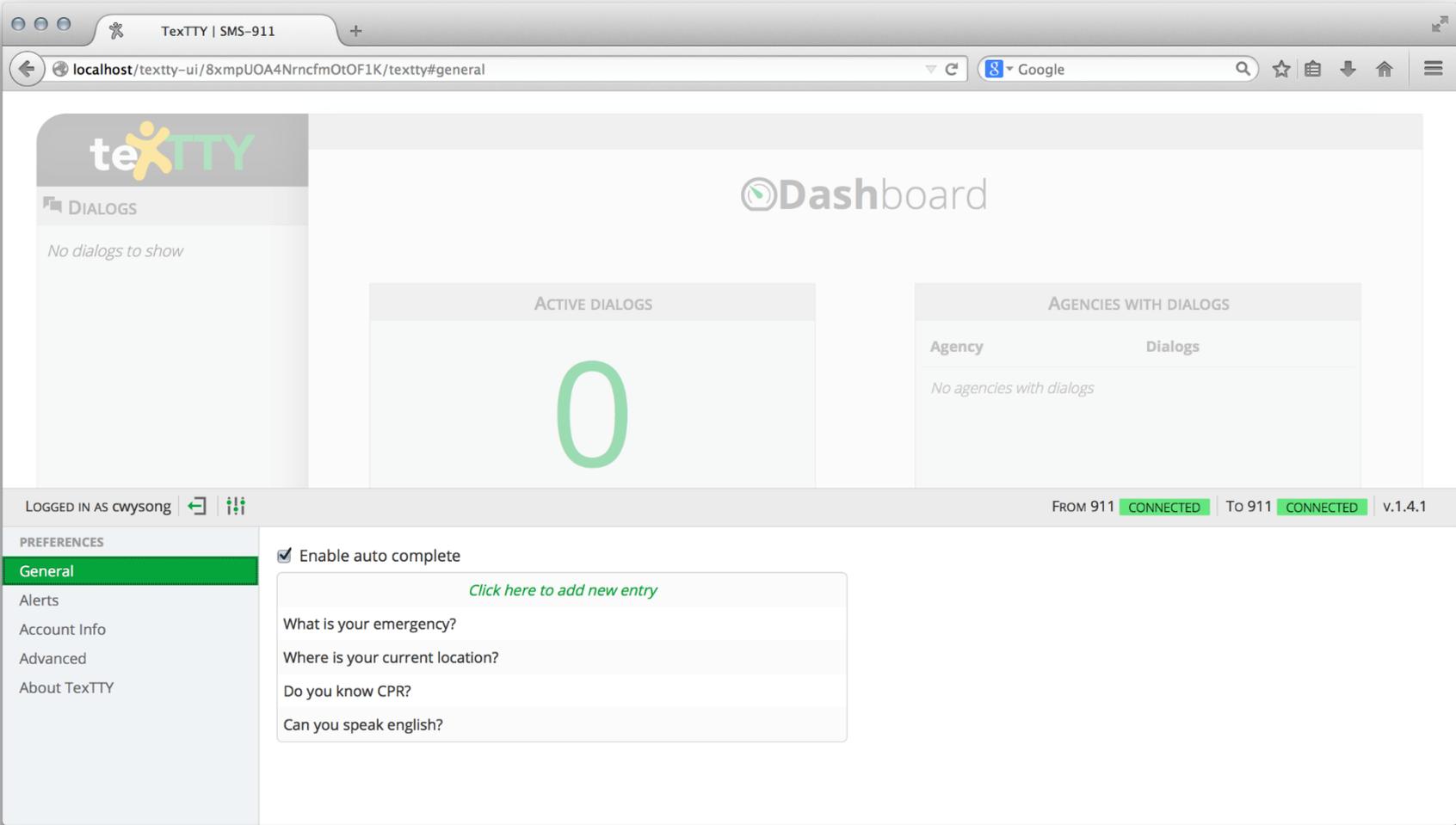
session logs

The screenshot shows a web browser window with the URL `localhost/textty-ui/8xmpUOA4NrcfmOtOf1K/textty`. The page is titled "TextTTY | SMS-911" and features a "Dashboard" header. On the left, there is a "CHAT HISTORY - LAST 30 DIALOGS" section with a table of messages. The message at 16:38:55 is highlighted in green. Below the history is a "CHAT VIEWER" section with an "Export to PDF" button and a message from "text @ 12:38:35" and a response from "118-085-5061 @ 12:39:32". The main dashboard area shows "DIALOGS" with "No dialogs to show", "ACTIVE DIALOGS" with a large green "0" and "Total active dialogs", and "AGENCIES WITH DIALOGS" with "No agencies with dialogs". A "CONTROLS" section at the bottom left has "Create Dialog" and "Chat History" buttons. The footer shows "LOGGED IN AS cwysong" and connection status for "FROM 911" and "TO 911" as "CONNECTED", along with the version "v.1.4.1".

FROM 911	TO 911
APR 29TH 2014	
04-29-2014 16:41:39	
04-29-2014 16:40:34	
04-29-2014 16:38:55	
04-29-2014 16:33:34	
04-29-2014 16:00:17	
04-29-2014 15:40:15	
04-29-2014 15:39:21	

Agency	Dialogs
No agencies with dialogs	

settings



additional considerations

- the texTTY platform supports text **FROM** 9-1-1 for text backs and non-emergency *[J-STD-110 does not require this feature]*
- text **FROM** the PSAP to the public has no public education requirement
- text **TO** the PSAP will require PSA's



what are they saying ?

Elkhart County 911: WHAT IS YOUR EMERGENCY ?

SMS: Yes my name is [clipped] I live at [clipped] East pike and my wife is trying to start @&(% again after the officer told her to go to the bedroom and relax an

SMS: d instead of arguing back I just want to let you know so you can do something about it

Elkhart County 911: I HAVE AN OFFICER ON THE WAY, ARE THERE ANY WEAPONS? IS ANYONE INTOXICATED?

SMS: No there's not tell the officer I'll be on the front porch

Elkhart County 911: AN OFFICER IS THERE.

what are they saying ? (continued)

Elkhart County 911: YOUR CELL PHONE CALLED 911. DO YOU HAVE AN EMERGENCY?

SMS: There is a young man walking down bristol street near bay street. he is walking in the middle of the road.

SMS: I wanted to report a young man with shoulder length hair walking down the middle of bristol street. we almost hit him. cross road is bay street.

Elkhart County 911: Thank you. We also had another call about this, and Elkhart Police will send an officer to look for him. Thanks again.

summary

- the goal is statewide coverage by Q2 '14
- like the IN911 network, texTTY supports:
 - all wireless text service providers
 - any PSAP using any equipment, as an OTT (web) or integrated solution
 - all Indiana residents and visitors
- our goal is equal and open access to 9-1-1 for the public and 911 agencies

QUESTIONS AND DISCUSSION

contacts and resources

- Eric Hartman – Ricardo Martinez – Phil Bates
- call or text 877-469-2010
- info (at) INdigital (dot) net

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