

Handling Text-to-911 Sessions (for ACD PSAPs)

Motorola CallWorks CallStation and DDTi ResponseAssist

To Start Your Shift – Logging In:

1. Locate and double-click the DDTi ResponseAssist icon.
2. Locate and double-click the ECW CallStation - Primary icon.
3. Within the login dialog box, enter your User ID and password.
Be sure to use the correct User ID for the Dispatch Group to receive text.
4. Select the **Login** button, and CallStation NM from the selection menu.
(ACD Only) – To begin receiving voice calls, change the ACD status to “Ready”.

At the End Of Your Shift:

1. **Close out of ResponseAssist:** Select the **close** button (red X) in the upper right corner to close the browser.
2. **Logout of CallStation:** Select the **Logout** button located above the Dial Pad or logout option under System menu.
3. **Close out of CallStation:** After logging out, select the **close** button (red X) in the upper right corner to close the browser.

SOP for Handling a Text Session

1. **Answer and greet the texter.** To answer a text (SMS) session, **right-click** the SMS session within the **Group Calls** section of the Softphone Call Table and select **Answer**. *Once connected, the SMS session will appear in the My Calls section and the SMS tab will display the text message received from the texter.*

Greet the texter by sending a standard greeting from the predefined message list of the SMS tab.

“9-1-1, this session is recorded. What is the address and town of your emergency”

PLEASE NOTE: When your ACD status is “Ready”, voice calls will be delivered automatically, and **you must manually answer the ringing SMS session**. SMS sessions are not distributed by the ACD and will ring at **all** positions logged in to the dispatch group. Clicking the **Answer** button on the Dial Pad or Genovation keypad will answer the **longest ringing request** (voice call or text session) from the ACD queue. SMS sessions have a **Ring No Answer (RNA) timer** and will timeout if not answered within 30 seconds. No abandoned indicator is received.

2. **Verify ANI from the display screen.** *If there is no immediate response, continue to the next step.*
3. **Determine the Dispatchable Location:** Verify address/location information provided by the texter, compared to the coarse location and supplemental location provided on the Incident Tile and ALI display.

PLEASE NOTE: Supplemental location information may be available for a text. If so, more than one map icon will be shown within the Incident Tile. *Please see Page 3 for detailed information on coarse location.*

- a. If you are unable to verify the location, rebid the location information using the Retransmit button. Retransmits will occur automatically every 30. Stay connected until one of the following occurs: a better location is received; the probable location circle size decreases; help arrives; or the session is released.
- b. **If the dispatchable location is within your PSAP’s jurisdiction, determine and confirm the nature of the incident with the texter, process the session using known emergency call handling procedures, and follow your PSAPs associated procedures.**
- c. If the dispatchable location is determined to be outside of your PSAPs jurisdiction, proceed to Step 4.

User ID	Status	Duration	Type	Name	Callback
acdu3c1	Connected	1:43	911		508-243-9687
ra3u1	Ringing	0:12	SMS		339-203-1228
ra1u1	Ringing	0:19	Outbound		781-123-2565

ACD Softphone Call Table

9-1-1, (this session is recorded) What is the address and town of your emergency

What is your telephone number

What is your emergency

Do you need Police Fire or Ambulance

Help is on the way

Do not use abbreviations please use full simple words

Ending text session, if you need more help contact 9-1-1

Text-to-9-1-1 is available. Call if you can - Text if you can't

Emojis pictures and videos cannot be received by text-to-9-1-1

Are you in a vehicle

Do not text and drive please pull over

Get out now if it is safe to do so

Predefined SMS Messages

SMS>

SMS>

Enter

SMS Conversation Tab Messages

GPS SDXY

42.077722, -71.613081

Radius of shaded area: 21 meters

Confidence within shaded area: 95%

Nearest address:

58 HECLA STREET

UXBRIDGE, MA 01569

GEO TOWN - UXBRIDGE

POLICE - UXBRIDGE PD

EMS - UXBRIDGE FIRE RESCU

FIRE - UXBRIDGE FD

Callback number: tel: +13392031228

Location Updated: 06:39:31

Additional Information

Sample Incident Tile for Text Location

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4. **Contact Local Jurisdiction:** If the dispatchable location is outside of your PSAPs jurisdiction, place a voice call to the appropriate PSAP advising of the active text session. **You must manually dial the phone number for the other agency using the Dial Pad, Genovation keypad, or Polycom phone.** *You do not put the text session on hold. A voice call will occur simultaneously and appear as a second connected call in the Call Table, allowing you to talk and continue typing in the text session at the same time.*

PLEASE NOTE: The PSAP Directory can be referenced for the phone number. An error will occur if you attempt to use the Directory or Softphone buttons to make a call in any way. **Text sessions cannot be transferred.**

5. **Confirmation:** Once dispatch has occurred, inform the texter that the requested assistance is being sent.

Type a message into the SMS command line and click Enter to send the message, like this example:

“Help is on the way. (Police) (Fire) (Ambulance) is being sent to (address).”

6. **Information Gathering:** When possible and as call volume permits, maintain two-way communications with the texter to collect pertinent information regarding the incident. Predefined or free type text messages can be sent. *An audible tone will sound every 30 seconds to remind you that the session is still connected. Connected sessions with no message activity will timeout when the Message Idle Timer is reached (30 minutes).*

PLEASE NOTE: If the text session is connected but the conversation is not visible, a **blue dot** will appear next to the corresponding tab or subtab when a new message is received and needs to be reviewed.

7. **Silent Text/No Response:** If the texter is no longer actively communicating, and a silent text/no response scenario exists, it shall be handled using the **Silent Text/No Response Procedure**, outlined on page 4.

8. **Ending a Session:** Every text session is concluded by **sending the texter the standard message** from the predefined message list of the SMS tab and then releasing the session:

“Ending text session, if you need more help contact 9-1-1”

To release a session, click the **Release** button on the Dial Pad or Genovation keypad, or **right-click** the text session within the Softphone Call Table and select **Release**. The texter receives a message from the carrier (like what is pictured to the right). *When a session is terminated, a new outgoing text session cannot be initiated. Only a voice call can be made back to the texter using one of the redialing options.*

A session should be released once confirmation is received that continued communication with the texter is no longer needed and upon confirming one of the following:

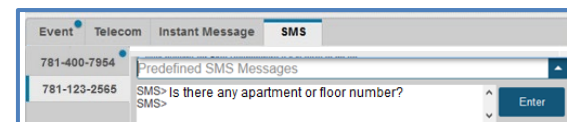
- The dispatchable location is within your PSAP jurisdiction, the nature of the incident is confirmed with the caller, and the request for assistance is processed following the PSAP’s associated procedures.
- The texters request for assistance is successfully relayed to the PSAP of jurisdiction.
- The previously listed and necessary actions of this procedure have been completed, and the session can be classified as a Silent Text/No Response session or Unintentional Text session.



Type	Description	Contact	Dial
PSAP Directory	ABINGTON 911	781-279-6636	
Special Services	PSAP Directory	ACTON 911	413-582-8568
Law Enforcement	PSAP Directory	ACUSHNET 911	781-279-6541
Fire Services	PSAP Directory	ADAMS 911	508-389-0510
Medical Services	Other Resources	AGAWAM 911	508-389-0527
Utilities	PSAP Directory	ALFORD 911	508-389-0510

Directory Destinations for Telephone Number Reference

- A single text conversation “bubble” can hold up to 150 characters. Messages exceeding the character limit are broken into multiple bubbles.
- Conversation bubbles sent by the texter can appear out of order.
- Emojis, pictures and videos are not accepted. Random characters, blank conversation bubbles, or system errors may be received when they are attempted by the texter.
- If the texter sends another message within 30 minutes of it being released, the previous conversation is retrieved during the new text session. After 30 minutes, a new session conversation is created.
- The notification (blue dot) appears next to the texter’s telephone number (ANI) on the call subtab.



Event | Telecom | Instant Message | **SMS**

781-400-7854

781-123-2565

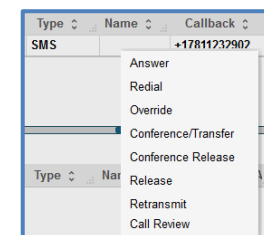
Predefined SMS Messages

SMS> Is there any apartment or floor number?

SMS>

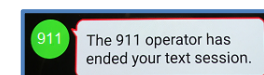
Enter

SMS Conversation Tab Command Line and Message (blue dot) Notification



Type	Name	Callback
SMS		+17811232902
	Answer	
	Redial	
	Override	
	Conference/Transfer	
	Conference Release	
	Release	
	Retransmit	
	Call Review	

Text Session Right-click Menu Options



911

The 911 operator has ended your text session.

Sample Carrier Message (messages will vary by carrier)

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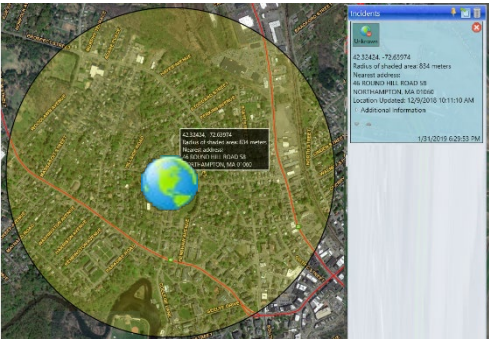
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Text-to-911 Locations

Coarse Location is the location information received during a text-to-911 session. The latitude and longitude coordinates (x,y) generally shows the center point for the area the texter may be within, using commercial obtained location services. The nearest address (when available) is displayed within the Incident Tile and location will be mapped with a probable location circle. **Coarse location is not necessarily a device driven latitude and longitude, and an UNKNOWN (globe) map icon will likely be present on the map and Incident Tile.**



In some cases, a more accurate location may be available. The map icons on the Incident Tile will represent the location method used obtaining it. **This may be device driven GPS or supplemental location, and more accurate – in a similar fashion and with similar map icons/details to voice calls.** For all locations received, you will verify address/location information provided by the texter, compared to Incident Tile, to confirm the dispatchable location.

Tracking Moving Texters/Retransmits

Updates to the location information available about the texter are available. **Retransmits will happen automatically every 30 seconds.** When the Retransmit is returned, the mapped location and Incident Tile location will change, as applicable. **Due to technology, retransmitting a coarse location can take longer rebidding compared to a voice call, and may result in increased probable locations temporarily.**

Unanswered Text Sessions

If a text is not answered before the RNA timer is reached, the carrier’s Text Control Center (TCC) withdraws the session. An error message is displayed on the CallStation screen advising that the **“SMS Call with number XXX-XXX-XXXX was released by the TCC due to timeout.”** The texter is notified that text-to-911 is not available. PSAPs may attempt a voice callback.

Voice Relay Calls to Other PSAPs

An outgoing voice call can be made from the same position as a connected text session. PSAPs will not have the ability to transfer the text session to another PSAP. **You must manually dial the phone number for the other agency using the Dial Pad, Genovation keypad, or Polycom phone.** The PSAP Directory can only be referenced for the phone number and cannot be used as a speed dialing option.

CALLWORKS System Action Help						
Softphone (2)		Directory	Call Logs			
User ID	Status	Duration	Type	Name	Callback	Pre ALI
ra3u1	Connected	5:49	SMS		339-203-1228	
ra3u1	Connected	0:19	Outbound	NORTHAMPTON	781-123-2565	

Voice Callback to Texters

IMPORTANT NOTE: Due to the limitations of service plans for some deaf, hard of hearing and speech impaired individuals, as well as the safety of the texter or others involved in the incident, **a voice callback to a texter should not be attempted** until all other resources for communicating have been exhausted. At the discretion of the PSAP’s local policies, exceptions can be made, such as when no other option for communication is available and/or it is believed that safety of the texter or another, is in question.

- To place a voice callback** do one of the following:
- From the Dial Pad, click **Redial**.
 - From one of the Call Logs tabs, locate and right-click the telephone number and select **Redial** from the menu.

View or Review a Text Conversation

To view an active text conversation: From the Call Table, **right-click** the SMS session and select **Call Review** from the menu.

To review a disconnected text conversation: From the Call Logs tab, select the **My In** or **Group In** tab. Located and **right-click** the appropriate SMS/telephone number and select **Call Review**. *The conversation will appear on the Events tab.* If the texter sends another message within 30 minutes of it being released, it will be joined with the previous conversation when reviewed. After 30 minutes, a new session conversation is created.

Silent Text/No Response Procedure

Handling of a non-responsive texter will depend upon the initial message received or no response from the texter once the session is connected.

If any of the following silent text/no response scenarios exist, you shall handle this using the Silent Text/No Response Procedure, outlined here:

- Initial need for emergency assistance

- If there is language within the initial SMS messages indicating the need for emergency assistance.

- **Misdialed or accidental text**

- If the language within the text is garbled and/or might indicate a “misdialed or accidental text”.

- Inactive or “gone dark”

- If the texter was actively communicating, but has now “gone dark”, meaning the texter is no longer actively sending text messages or responding to the efforts of the telecommunicator.

Terminating Text Sessions

Sessions with no continuous communications will timeout according to the Message Idle Timer (30 minutes).

The following procedures should be followed in the case of a silent text/no response:

- a. If, after receiving one of the scenarios outlined, the standard message below will be sent TWICE:

“Do you need Police Fire or Ambulance”

- b. If there is still no response, the standard message below will be sent:

**“Text to 911 is available.
Call if you can - Text if you cant”**

- c. You must afford the texter the opportunity to make a positive response to the requests. You shall **wait a minimum of ten (10) seconds** without receiving a response before sending subsequent messages or proceeding to additional steps.

- d. **If dispatchable location information is available and confirmed**, you will process the session following your PSAPs associated procedures.

If the location information available indicates that this text session/incident may be located outside of the PSAPs jurisdiction, you will use any available location information to contact the PSAP of jurisdiction and operate as a voice relay for the session.

- e. If you believe this text session to be an emergency which requires swift action to prevent imminent danger to life or property, it is an exigent circumstance, and you shall initiate the Call Trace procedures.
- f. If the text messages indicate that the text was an Unintentional Text or otherwise states there is no emergency, AND based on the totality of the circumstances you have determined that this is a non-emergency text session, you may release the session after the necessary actions of this procedure have been completed.
- g. After 15 minutes of no response from the texter, the telecommunicator may **release** the session. *Remember that the TCC will terminate a session when the message idle timer limit is reached.*

Unintentional Text

A text-to-9-1-1 session received by a PSAP that is determined to be accidental or inadvertent in nature after it 1) shows no immediate need for emergency services; and 2) does not indicate an emergency after being thoroughly investigated by a telecommunicator; or 3) is confirmed as a test of the text-to-9-1-1 solution or misdial by the texter.