

Text-to-9-1-1 for Automatic Call Distributor (ACD) PSAPs

ECW CallStation and DDTi ResponseAssist

Login:

1. Locate the DDTi ResponseAssist icon on your desktop and double-click it.
2. Locate the Emergency CallWorks – Primary icon on your desktop and double-click it.
3. When the login screen displays, enter your User ID and password.
Select the **Login** button.

Be sure to log in with the correct User ID to receive text, as applicable.

Logout:

1. Close ResponseAssist.
2. Logout of CallStation by selecting the **Logout button** or logout option from System menu.
3. After logging out of CallStation, select the **close** button (red x) in the upper right corner to close the application.

CallStation and ResponseAssist should be logged out each shift.

Handling Text-to-9-1-1 Sessions

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 call table 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: SMS sessions are not distributed by the ACD and will ring at **all** positions logged in within the assigned dispatch group. When your ACD status is "Ready", voice calls will be delivered automatically to your position, and you must **manually answer ringing SMS sessions**. Clicking the **Answer** button on the dial pad or Genovation keypad will answer the **longest ringing** call from the ACD queue, which may be voice or SMS.

SMS sessions will timeout if not answered within 30 seconds. No abandoned indicator is received.

2. **Verify ANI** from the ALI display. *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 provided on the incident tile and ALI display.
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 can occur once every 20 seconds 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.

Softphone (2) Directory Call Logs						
My Calls						
User ID	Status	Duration	Type	Name	Callback	Pin ALI
Group Calls						
User ID	Status	Duration	Type	Name	Callback	Pin ALI
wwbus2	Connected	12:59	+911	GENERAL DYNAMICS CO	781-326-6308	101 STATION DRIVE
westwoods-text	Ringing	0:06	SMS		339-203-1228	

Figure 1: ACD Softphone Call Table

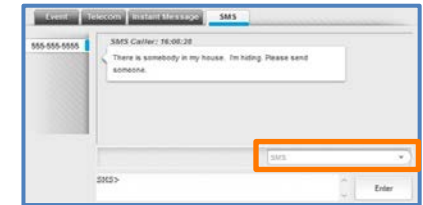


Figure 2: Text (SMS) Conversation Tab

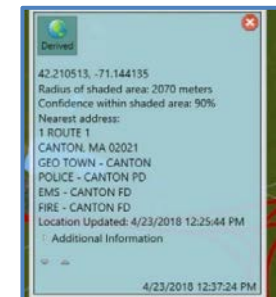


Figure 3: Incident Tile Coarse Location

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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 local PSAP using the **PSAP Directory** or **speed dial** options available in CallStation, or manually dialing using the dial pad. *A voice call will occur simultaneously and appear as a second connected call in the Softphone Call Table. You do not put the text session on hold. You will be able to talk and continue typing in the text session simultaneously.*
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. For example:
6. **Information Gathering:** When possible and as call volume permits, maintain two-way communications with the texter to collect pertinent information regarding the incident. *An audible tone will sound every 30 seconds to remind you that the session is still active and connected. Connected sessions with no message activity will timeout when the TCC's Message Idle Timer is reached (times vary by carrier).*
7. **Silent Text/No Response:** If a silent text/no response scenarios exist, it shall be handled using the silent text/no response procedure. *Please see page 4 for information on a Silent Text/No Response.*
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"

A session is released by clicking the **Release** button on the dial pad or Genovation keypad, or **right clicking** the text session within the My Calls section of the Softphone Call Table and selecting **Release**. *When a session is terminated, the telecommunicator cannot initiate a new outgoing text session. Only a voice call can be made back to the reporting party.*

A session can 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, 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.

When you release the session, the texter receives a message. The messages vary by carrier. Seen here is one example.

Type	Description	Contact	Dial
PSAP Directory	ABINGTON 911	781-279-6636	[Phone Icon]
PSAP Directory	Abington Admin	781-871-8716	[Phone Icon]
PSAP Directory	ACTON 911	413-582-8568	[Phone Icon]
PSAP Directory	Acton Admin	978-266-1799	[Phone Icon]

Figure 4: PSAP Directory

Figure 5: SMS Command Line

- A single text conversation "bubble" can hold up to 150 characters.*
- Conversation bubbles sent by the texter can appear out of order.*
- Messages exceeding the character limit will be broken into multiple bubbles.*
- Emojis, pictures and videos are not accepted. Random characters, blank conversation bubbles, or system errors may be received when they are attempted.*

-
- Answer
 - Redial
 - Conference/Transfer
 - Conference Release
 - Release
 - Retry ALI
 - View Details

Figure 6: Call Table Right Click Menu

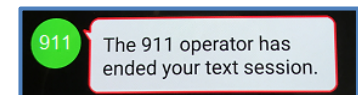


Figure 7: Sample Carrier Message

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Text-to-9-1-1 Locations

Coarse Location is the location information, specifically latitude and longitude, received during a text-to-9-1-1 session. The latitude and longitude received is the center point for the area the caller may potentially be in, using commercial obtained location services. It is not the exact latitude and longitude, as is seen with Phase 2 wireless calls. You will verify address/location information provided by the texter, compared to incident tile and ALI display, to confirm the dispatchable location.

The coordinates (x,y) shown in the ALI Results of the NG 9-1-1 system will be plotted to the map to display the area the caller may be within, as well as an Incident Tile.



If the dispatchable location is within your PSAP jurisdiction, process the session following your PSAPs associated procedures.

If the dispatchable location is determined to be outside of your PSAP jurisdiction, contact the local jurisdiction and operate as a voice relay for the session.

Tracking Moving Texters

To update the location information available about the texter, select **Retransmit** button in the ALI Results of CallStation.

Retransmits can occur once every 20 seconds.

Due to the technology, retransmitting a SMS coarse locations takes much longer compared to rebidding a wireless voice call.

Misdirected Text

PSAPs will not have the ability to transfer the text-to-9-1-1 session to another PSAP.

If the dispatchable location or retransmit indicates it is outside of your jurisdiction, all incident information is relayed through a **voice call** to the proper agency. Use of the speed dials on CallStation is preferred.

Voice Relay Calls to PSAPs

It is possible to make an outgoing voice call from the same position as a connected text session. You should use the "Town Name" Directory entry of the **PSAP Directory**.

An outgoing call will appear in the Softphone Call Table. The call will be received by the local PSAP of jurisdiction on the designated emergency line of their NG9-1-1 system.

Calls placed to out-of-state agencies or to manually dialed numbers will be received on applicable applications.

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 PSAPs local policies, exceptions are acceptable, such as when no other communication option is available and/or it is believed that texter's safety, or the safety of another, is in question.

To place a voice callback:

1. From the Call Logs tab, select the **My In** tab.
2. Right click the appropriate SMS session/ANI and select **Redial**.

Review a Text Session Conversation

To review a text conversation:

1. From the Call Logs tab, select the **My In** or **Group In** tab.
2. Right click the appropriate SMS session/ANI and select **Call Review**. *The conversation from the text session will appear the Events tab.*

If the texter sends another message from the same ANI within **30 minutes of being released**, the NG9-1-1 application retrieves the previous conversation and displays it within the active session of the SMS tab. 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 as a silent text/no response:

- **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 TCCs “message idle timer” setting (either 30 minute or 24 hours).

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 to 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 coarse 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 situation which requires swift action to prevent imminent danger to life or property, it is **exigent circumstance**, and you shall initiate the Exigent Circumstances and 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 situation 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.