

OETS

Update

August 2010

More than ever the PSAP calltaker has to LISTEN to the caller before making a decision about how to handle the call. Some operators will push the Non Emergency button the moment they hear the word “test” or the sound of a pre-recorded message.

Wireless providers testing with the PSAPs

With the constant changes and improvements being made by the wireless providers it is a necessity that they ensure that routing to the PSAPs is correct and that Phase II information is available. Most of the time they will only require 1 or 2 calls, with ALI rebids, to verify that it works correctly. OETS requires the wireless providers to call the PSAP on the administrative number before doing this testing. When this happens please make every effort to accommodate the testing if the current activity level permits. If you are truly busy ask them to call back in a reasonable amount of time. You set the call back time based on what’s going on, not shift change.

If the change is more extreme and requires numerous calls then OETS will work with the PSAP and the provider to schedule a time to conduct the testing. In these cases a representative from OETS will be present in the PSAP to ensure the testing does not overburden the PSAP.

Location of missing persons using wireless technology

In the past, pre-recorded message usually meant that the call was from a telemarketer or the like. This has changed with the implementation of a new service provided by a company known as “EmFinders”.



They provide the ability “to locate persons with mental or other disabilities who may become disorientated and/or wander off from their caregivers and are otherwise unaware of their situation or unable to help themselves.”

Their product is worn like a wrist watch and when activated, will place a 9-1-1 call like any cell phone.

When the PSAP answers they will see an ALI screen just like any other wireless call but the calltaker will NOT be able to speak with the person wearing the device. Instead the calltaker will hear a pre-recorded message announcing the activation of a device worn by a “critical missing person/child” and provide the phone number to the “EmFinders Operations Center”.

Keep the call on the line, do not hang up. If the call is received “Phase I”, you will have to re-bid to get” Phase II” location information. As long as the call is active you can re-bid the ALI screen and obtain current location information.

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*WRLS PH2* LAT/LONG NOT AVAILABLE
609-783-4216 19:14:04 02-12-06
AT&T WIRELESS
0000000655          ABSECON
                        BLVD SE
RADIUS 04 MILES
ATLANTIC CITY                XX
+039.371060  -074.430250
UNC:           %             WPH1

ESRD # 609-511-6545      ESN 5935
ATLANTIC CITY PD
F1=EGG HRBR CITY 609    235-1000
F2=PLEASANTVIL  609    933-0555
F3=AC EXPRESSWAY 609    969-3128
                        LEC ATT
```

Phase I, Cell Tower Location

Phase 2, Caller’s Location

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*WRLS PH2*
609-783-4216 19:15:24 02-12-06
AT&T WIRELESS
0000000655          ABSECON
                        BLVD SE
RADIUS 04 MILES
ATLANTIC CITY                XX
+039.365560  -074.424450
00000100          67%             WPH2

ESRD # 609-511-6545      ESN 5935
ATLANTIC CITY PD
F1=EGG HRBR CITY 609    235-1000
F2=PLEASANTVIL  609    933-0555
F3=AC EXPRESSWAY 609    969-3128
                        LEC ATT
```

Use another phone to call the “EmFinder Operations Center”. Give them the phone number of the device, this will allow them to provide you with the information about the person and the agency looking for them.

The device cannot be activated by the person wearing it. The caregiver must first call local police to report the person missing. Once the report is made the caregiver or the police dispatcher can call EmFinders Operations Center to activate the device.

If you receive such a call it would be best for you to place the call to EmFinders Operations Center and conference in the caller to request the activation. This way you can provide the case number, person description and preferred contact number. Then if the device contacts a different PSAP, when they call the EmFinders Operations Center the PSAP will be directed directly to you to coordinate locating the person. You can also activate any “missing persons alert” programs you have access to.



EmFinders has stated that they will contact the local PSAP each time they provide one of these devices to a customer. When this happens you will want to “flag” the address somehow for future reference. Also you may want to arrange a demonstration of the device with the customer and EmFinders. This way your people in the PSAP and the field can see how the system works.

More information is on their website at www.emfinders.com which includes PSAP specific Q & A and a generic Standard Operating Procedure for 9-1-1 Dispatch Centers.

