

Grand Traverse County Central Dispatch

Smart911

12.9

POLICY BOARD APPROVED: September 10, 2015

REVISION DATE:

REVISED SECTIONS: New

REVIEW PERIOD: Bi – Annual

12.9 Smart911

A. Definition and Overview

Smart911 is a program created by Rave Mobile Safety and is designed to provide citizens the free opportunity to register information they would like shared with Grand Traverse Central Dispatch. This information may include name, address, family names, pets, and much more. It is dependent upon the phone numbers associated with the users account. Registered citizens are solely responsible to the accuracy of information within this database. The information is provided to Grand Traverse Central Dispatch by Rave Mobile Safety via the Smart911 software installed in the Center.

Smart911Facility is a program created by Rave Mobile Safety and is designed to provide organizations the free opportunity to register information they would like shared with Grand Traverse Central Dispatch. The information may include employees, building plans, evacuation routes, AED information, key holders, and much more. It is dependent on the phone numbers associated with the users account and any cellular call initiated within the geofence the user has created. The registered administrator(s) of the organization are solely responsible to the accuracy of information within this database. The information is provided to Grand Traverse Central Dispatch by Rave Mobile Safety via the Smart911Facility software installed in the Center.

B. Policy and Procedure

a) General Guidelines

- i) It shall be the policy of Grand Traverse County Central Dispatch to review and when possible, make use of the additional data made available through Smart911 where:
 - (1) The information is deemed directly relevant to the call and effective response

- (2) The additional data does not contradict other sources of firsthand information available to the call taker (e.g. information provided by the caller during the call, or information provided by first responders)
- (3) The call taker believes that utilizing the information will not jeopardize the safety or privacy expectations of the registered user.

b) Telecommunicator Training

- i) Each Telecommunicator will be trained on the Smart911 application and the types of additional data available and presented. Telecommunicators will also be trained on what situations dictate the sharing and transmitting of additional data provided by Smart911 or Smart911Facility.

c) Equipment and Operation

- i) Technical procedures will be implemented to ensure each Telecommunicator has access to the additional data available within Smart911 or Smart911Facility when there is Smart911 data available on a caller.
- ii) Back-up positions should be equipped to view the available data.
- iii) Internet access will be monitored and efforts made to restore connectivity to Smart911 hosted service as quickly as possible if there is a service interruption.
- iv) In the event desktop systems are powered down or re-booted, procedures will be put in place to ensure the Smart911 client application comes back online automatically.
- v) Smart911 CPE Servers shall be configured to auto-restore service if there is a power failure or other issue causing a re-boot. PSAPs shall ensure that connectivity is automatically restored to the call taking equipment and correctly processing calls.

d) Testing

- i) All Smart911 client applications shall be tested at least weekly, and that testing shall be documented in the on duty supervisor's daily report. Test calls can be placed from individual mobile phones or local landlines.

e) Call Handling

i) Identification of Additional Data availability

- (1) When answering the emergency calls, Telecommunicators shall follow established call-taking procedures. The pop-up display of Smart911 data is configured such that telecommunicators will immediately recognize when additional data is available from Smart911, but not so as to interfere with their standard call handling processes.

ii) Use of Data

- (1) Any additional data made available through Smart911 is secondary or supplemental to information communicated verbally by the caller. Every effort must first be made to collect real-time situational information from the caller. When effective verbal communication is not possible, or the situational timeline allows, the telecommunicator should reference additional data sources as needed.
- (2) Any additional data made available through Smart911Facility is secondary or supplemental to information communicated verbally by the caller. Every effort must first be made to collect real-time situational information from the caller. Smart911Facility is a searchable feature in Smart911, and should be used as an additional resource in the event an incident is located at, or in close proximity to, a registered facility. When effective verbal communication is not possible, or the situational timeline allows, the telecommunicator should reference additional resources as needed.
- (3) Telecommunicators should be aware that additional/supplemental data provided by Smart911 may be up to 6 months old or out of date. Additionally, the person calling may not be the primary maintainer of the data provided to Smart911 and may not know or understand what data the system has (e.g. a child calling on the family phone may not know what Smart911 is).
- (4) Telecommunicators should be aware of the sensitivity of the data provided. While registered users have signed terms and conditions acknowledging and allowing any data provided through Smart911 to be used and transmitted as part of the emergency response, use of sensitive information when not required for handling the emergency should be restricted.
- (5) Existing call handling scripts and procedures should be followed. Just as other situational data may dictate an adjustment to call taking procedures (e.g. the caller is unintelligible so standard questions scripts may not work), additional data provided by Smart911 should only be used to supplement existing best practices and practical experience.
- (6) Where the data is referenced and used in a call, telecommunicators should reference use of the Smart911 data in the CAD notes for that call. The ticket number will be entered in CAD remarks as a reference to Smart911.
- (7) Telecommunicators should rely upon the mapping program within the CAD system as primary over that provided by Smart911. If evidence suggests the primary mapping system has failed or is providing inaccurate data the operator should default to the Smart911 mapping feature.
- (8) During an in-progress text to chat conversation, Telecommunicators must strive to keep the line limited to a single Telecommunicator. The program, by design, will provide text to chat capabilities to the Telecommunicator whom most recently

was on the line. Allowing more than one Telecommunicator on the line that has an active text to chat session will cause the initial operator to lose the chat connection. The chat may be reinitiated by that operator by placing the call on hold and the initial operator picking the line back up and clicking on the “Initiate Chat” button.

- (9) When a text to chat conversation has taken place telecommunicators shall copy the conversation to the CAD call. Due to limitations within CAD it may be necessary to copy and paste in pieces. This can be accomplished by first copying the conversation to a Word document as a whole then copy/pasting in pieces to CAD.
- (10) Telecommunicators must be aware some cell phone designs prevent the phone from texting while in emergency mode. Upon determining the person must text for safety reasons, cannot do so after dialing 911 due to phone design, and there is no other means to allow the caller to communicate with 911 except through the text to chat feature, the Telecommunicator shall instruct the caller to disconnect the line and reset their phone. This may include powering down and restarting the phone but it is purely based on the manufacturing design and operators must use discretion when directing a caller to disconnect for this purpose.

iii) **Open line/No Response Cellular Calls**

- (1) Upon receiving a cellular based 911 call from a registered citizen and not receiving any verbal response from a caller, telecommunicators should attempt communication utilizing the “*Initiate Chat*” feature to rule out the possibility the caller is nonverbal, hearing impaired, or circumstances have forced the caller into remaining nonverbal. This feature is only available to citizens whom have registered their number with the Smart911 Database and will not work for phone numbers that are not registered.
 - (a) Telecommunicators shall type: “This is 911, do you have an emergency?”
 - (b) Telecommunicators shall pause a reasonable time before disconnecting to give opportunity for the caller to respond
 - (i) If the caller does respond via text, the telecommunicator will immediately ask if they are able to call 911 to speak with a dispatcher.
 - (ii) If the caller refuses and it is a Phase 1 wireless call WITH a Smart911 profile, the telecommunicator may use the mapping system within the Smart911 program and send law enforcement to the address registered within the Smart911 profile.
 - (iii) If the caller refuses, and it is a Phase 1 wireless call WITHOUT a Smart911 profile, the chat conversation will be documented in the CAD system, and no further action shall be taken.
 - (iv) If the caller refuses to call 911 and it is a Phase 2 wireless call, law enforcement will be sent to the location indicated by the CAD mapping program.

- (c) If a caller does respond affirming there is an emergency standard call taking procedures shall apply while remaining in text based communication with the caller
- (d) In the event of an actual text based emergency conversation telecommunicators shall copy and paste the conversation into the corresponding CAD call jacket.