

9-1-1 Jurisdiction Questions

During 2012, APCO and NENA created a joint document that explains the basic concepts of public safety communications and how 9-1-1 Centers generally operate. The document targeted the major app developers who market smartphone applications and/or review them before they are openly sold to the public. During this process it became apparent that 9-1-1 Centers are being approached by numerous app developers who are asking for input on their products. In some cases the developers are asking the 9-1-1 Centers to participate in a test of the app and in others they are just seeking insight into their development efforts.

Until recently, 9-1-1 Centers have not routinely engaged in development discussions with software vendors unless they were involved in a contractual test of a selected product such as CAD, CPE or mobile data, etc. The software development environment however is rapidly changing and public safety/9-1-1 related smart apps are being created on an unprecedented scale. It is therefore more likely that the 9-1-1 Center may be approached to “weigh in” on the viability or design of a specific product that is being marketed locally or that is being made available at a regional/national level. It is important that 9-1-1 Center Managers determine, ahead of time, how requests such as this should be handled and whether or not the request should be forwarded to a higher authority. In some circumstances, 9-1-1 Centers and their regional authority may not have time to accommodate inquiries from app developers or they may be prohibited from doing so by local laws.

This document has been drafted for 9-1-1 Centers / 9-1-1 Authorities should they decide to respond to inquiries and provide insight to app developers. It has been created for the 9-1-1 Centers / 9-1-1 Authority to provide to an app developer prior to initiating a discussion about the technical aspects and potential operational impacts of their product. This questionnaire allows a 9-1-1 Centers / 9-1-1 Authority to become familiar with the capabilities of the mobile app and complimentary software. This document may also assist the 9-1-1 Centers / 9-1-1 Authority to identify specific benefit(s) of the application (i.e. quicker processing times, better location, etc.) and how to avoid potential pitfalls by gaining insight into the product being described. App developers should keep in mind that anything that interfaces with 9-1-1 comes with an inherent expectation of security and reliability.

At a high level, some issues that the 9-1-1 Center / 9-1-1 Authority should consider include: has the application developer considered any potential unintended consequences of interfacing with a 9-1-1 or emergency services system? Has the developer worked with any public safety entity while developing this application?

A cooperative approach between the application developers and the public safety community is desirable. The willingness to share information with the 9-1-1 Center / 9-1-1 Authority and to seek information from 9-1-1 Center / 9-1-1 Authority personnel should or could assist the application developers in creating a marketable product which provides a valuable service and can provide financial opportunity to the developer.

When responding to each question, please address the associated bullets. If you have any questions, please refer back to the Public Safety Considerations for Smartphone App Developer’s document,

located at <http://apcointl.org/resources/app-developers.html> or <http://www.nena.org/?page=SmartphoneApps>.

Final documents will be made available to current APCO and NENA members.

1. **Have you reviewed the Public Safety Considerations for Smartphone Application Developers document posted on the APCO and NENA website?**
 Yes
 No – Please review this document prior to answering the following questions. The document may be located at www.apcointl.org or www.nena.org.
2. Have you ever visited a 9-1-1 Center?
 Yes
 No
3. If the app will provide text, pictures or video to a 9-1-1 Center – how will it be delivered?
 - a. How will the telecommunicator receive the data?
 - b. What type of data will the app developer attempt to send to the 9-1-1 Center (i.e. photos, texts, video or all?)
 - c. Most 9-1-1 Centers currently **CANNOT** directly accept text, pictures or videos nor can they receive additional data such as personal information, medical history or building floor plans. Does your app take this into consideration?
 Yes, if yes, how does your app accommodate this?
 No, if no, please explain
 - d. 9-1-1 Centers may not currently have policies and procedures that support receiving these types of messages. Have you taken this into consideration?
4. Does the app require the 9-1-1 Center to have an **Internet** interface to receive information?
 - a. Telecommunicators may not have access to the Internet or 9-1-1 Centers may have policies that prohibit Telecommunicators from accessing the Internet. How will the 9-1-1 Center access this information without the Internet?
 - b. Does the app need a specific type of browser (if used)?
 - c. Is the app developer willing to provide the workstation and any infrastructure needed to access the internet without charge?
 Yes
 No, if no, please explain
5. Is there any charge to the application user or the 9-1-1 Center to use the application?
 No
 Yes, if yes, please explain
6. How does the app ensure the emergency call is delivered to the jurisdictionally appropriate 9-1-1 Center – what is the routing process?

a. Is the call routed through:

9-1-1

Is the call routed using dialed digits through the existing mobile network?

Is the call routed through an API to 9-1-1?

If it is not routed by these methods, is it routed by some type of web service?

Does the service require a Wi-Fi connection?

No

Yes, if yes, please explain

10-digit

Is so, where does it get the caller location data and how it is routed?

What is your source for the 10-digit emergency number for the 9-1-1 Center?

Third Party Call Center

What methodology does that third party call center use to identify the proper 9-1-1 Center?

Is the call transferred/conferenced to 9-1-1 or a ten digit number by the third party call center?

Web Service

If it is not routed by one of the three methods above, is it routed by some type of web service? Please explain

7. Will this app provide location information and if so, what location is it providing?

a. If location is provided – is it a requirement of the user's device to enable GPS / Location Services?

Yes

enabled

If yes, Please state the specific location requirements needing to be

No, if no, please explain

b. How is the mobile app generating location (e.g. cell ID, GPS, AGPS, Wi-Fi, other)

c. Is location provided 2-D (XY) or 3-D (XYZ) or a specific address?

8. Is the app initially routing to a third party call center?

No, continue to question 9

Yes, if yes, please answer the following questions:

a. Is the third party call center transferring the call or will they be processing the call and relaying information?

b. Is the third party call center providing nationally recognized Emergency Medical Dispatch (EMD) services?

No Yes Please explain

c. Does the third party call center follow the NENA or APCO Best Practices Model for Emergency Medical Dispatch Services?

No Yes Please explain

- d. What type of training is provided for Fire and Police related calls?
- e. Is there a notification to the user that there will be a delay, due to the call going to a third-party center prior to the appropriate 9-1-1 Center?
 No Yes What type of notification?
- f. Does the third party call center record calls with the 9-1-1 Center?
 No Yes What is the retention period?
- g. How does the third party call center deal with an open line or hang up call?
- h. How does the third party call center handle a caller that has a speech or hearing disability?
- i. What is the third party call center's procedure if they are unable to identify the correct 9-1-1 Center to route the call to?
- j. Does the third party call center provide foreign language services?
 No Yes If yes, does the call center have the ability to translate, use in house translation or an outside service?
9. Does the app developer retain written or audio documentation of the interaction between the user and the 9-1-1 Center?
 No Yes if yes, how is the information retained and for what time period?
10. Is it a feature of the app to notify individuals other than the 9-1-1 Center?
 No Yes if yes, please explain
- a. If the app notifies friends and family, does the app also include a message encouraging the receiver not to call 9-1-1?
 No Yes if yes, what is the message?
- b. If the app notifies friends and family, what is the content of the message?
- c. If the app notifies friends and family, is the app providing some method for those individuals to obtain additional information?
 No Yes if yes, please explain
- d. Does the app block incoming phone calls when the app is in use?
 No Yes
 If yes, how does the app allow the 9-1-1 Telecommunicator uninterrupted communication with the caller.
- e. What information does the app provide to the friends/family, i.e. GPS coordinates of last location?
- f. Is the app developer recording any interactions between the app during friends and family notifications?
 No Yes if yes, please explain
- g. Is the developer aware of the fact that such transactions may be evidentiary in nature and subject to subpoena?
 No Yes if yes, please explain your plans for retention of data and contact for subpoena/testimony.
- h. Do you advise app users that any friends or family cannot call 9-1-1 or local authorities for more information if they are not in the same Public Safety jurisdiction and that making such calls disrupt the 9-1-1 Center operations?
- i. No Yes if yes, please explain
11. Does this app require special or proprietary hardware or software at the 9-1-1 Center?

- No
- Yes, please explain what hardware or software is required, keeping in mind Internet access may not be available at the 9-1-1 Center – see question #3 and #4. Is there an additional cost involved?

12. Is there any type of interface with ancillary programs located in the 9-1-1 Center (i.e.: CAD, mapping, etc.)?

- No
- Yes, Please explain the interface

13. What type of training would the app require the 9-1-1 Center to conduct and maintain?

a. Does the app developer provide training for the 9-1-1 Center?

- No
- Yes, please explain the method of training

14. Is there a 24/7 number to contact an app point of contact?

15. How is the app downloaded?

- App store
- Developer's site
- 9-1-1 Center website
- Other, Please explain

16. If the app attempts to contact a 9-1-1 Center and is unsuccessful, is a message relayed to the user indicating such?

- Yes, what is the message?
- No, is there any feedback to notify the user that the attempt was unsuccessful or is an alternate method, such as a voice call attempted?

App Developer Contact Information

Name – Primary point of contact:

Company Name:

Phone Number:

Email:

Company Mailing Address: