

# State of 911

Webinar Series

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NATIONAL 911 PROGRAM  
February 13, 2018

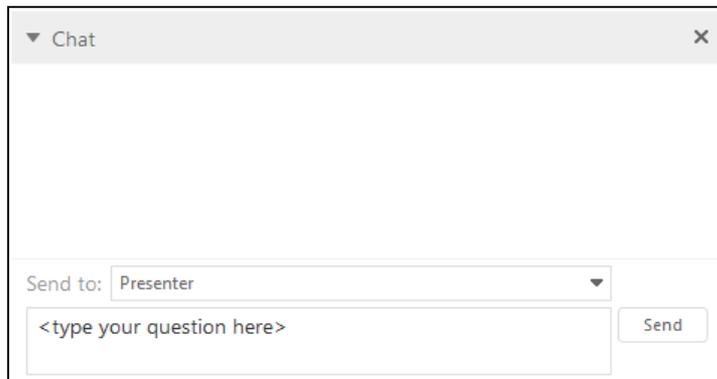
# State of 911 Webinar Series

- Designed to provide useful information about Federal and State participation in the planning, design, and implementation of Next Generation 911 (NG911) coupled with real experiences from leaders overseeing these transitions throughout the country
- Webinars are held every other month and typically include presentations from a Federal-level 911 stakeholder and State-level 911 stakeholder, each followed by a 10-minute Q&A period
- For more information on future webinars, access to archived recordings and to learn more about the National 911 Program, please visit [911.gov](https://911.gov)
- Feedback or questions can be sent to: [National911Team@mcp911.com](mailto:National911Team@mcp911.com)

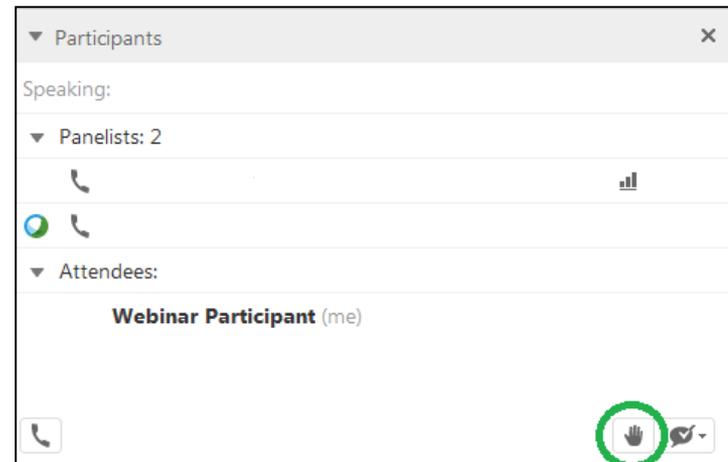
# Questions?

For WebEx Technical Assistance, please call: (866) 229-3239, Option 1

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During the Q&A portion of the webinar, please click on "Raise Hand" and your phone will be unmuted.



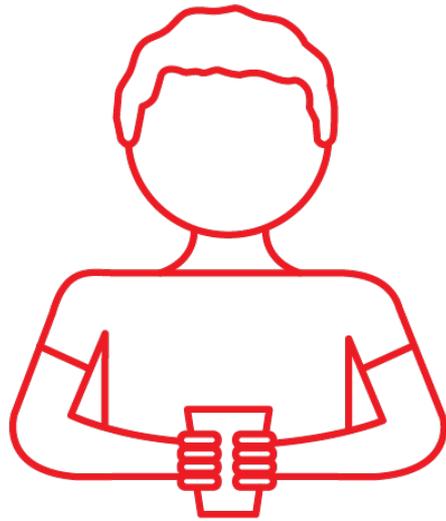
# CRISIS TEXT LINE |

Understanding Crisis  
Text Line & Protocols  
for PSAP's

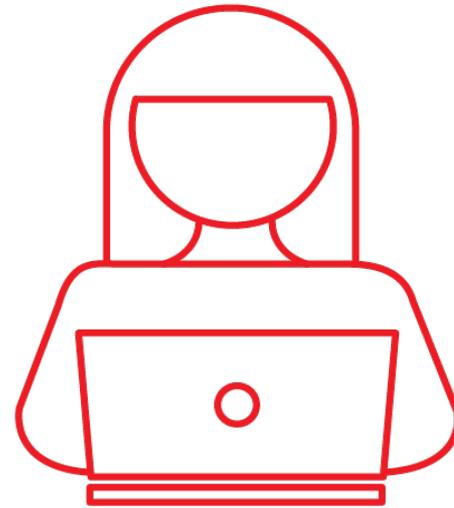
# Presenter

- Garrett Shotwell, MSW, LSWAIC, is a licensed social worker and Head of Supervision/Active Rescue Lead at Crisis Text Line. He has been practicing social work since 2014 and has completed over 600 active rescues with Crisis Text Line.

**741741**



**Texter**



**Crisis Counselor**



# Texting People in Crisis

## Geography

Launched in Chicago and El Paso

Every area code (295) within 4 months

## Time of Day

$\frac{2}{3}$  of conversations in  $\frac{1}{3}$  of the day (8pm - 4am)

## Demographic

Young, poor, rural

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# Crisis Text Line is Everywhere

## Top Issues

Depression, Suicide, Self-Harm, Family, Relationships

## Top Locations

School, Home, Bedroom, Class, Car

## Immediate

Mention “today” 6x as often as any other time period

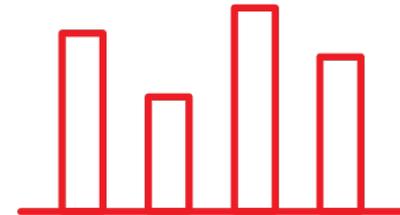
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# We Use Data to Make The World Better

**54,414,069**

messages exchanged since August 2013

Crisis Trends aims to empower journalists, researchers, school administrators, parents and all citizens to understand the crises Americans face so we can work together to prevent future crises from happening.



[CrisisTrends.org](http://CrisisTrends.org)

Open Data Collaborations

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# We Use Data to Make Us Better

Anon	GGB -- I'm suicidal and depressed	waiting a few seconds	▼
Anon	Hello -- I want to kill myself	waiting a few seconds	▼
Anon	Hey -- im just really sad right now	waiting 3 minutes	▲
Anon	Go -- feeling really lonely and sad	waiting 2 minutes	▲
Alex	Hello -- I want to cut again	waiting 1 minute	▲
Maria	Hi? -- I need to talk to someone	waiting 1 minute	▲

 **stats** APP 6:30 AM ☆  
-- Active Rescues --  
Total: 9661  
Yesterday: 24  
7 day avg: 18.6  
28 day avg: 20.4

 **stats** APP 6:30 AM ☆  
-- Active Rescue Insights --  
Average AR Duration (in min.): 107  
Top 5 PSAPs:  
Alpena Police (2)  
Fitchburg Police Department (2)  
South Gate Police Department (2)  
Westmoreland County Department of Public Safety (2)

## Stack Ranking

"Ibuprofen" is 16x more likely to occur in an AR convo than the word "Suicidal"

## Active rescue slack channel

Updated daily at 7am

## Active rescue insights

Updated daily at 7am

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# Active Rescues

1%

**Of conversations result in the need for emergency service intervention**

We've completed 11,000 + active rescues

**Texter is at Imminent Risk AND unwilling to safety plan**

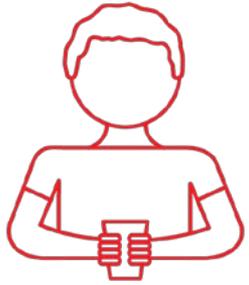
Desire

Plan

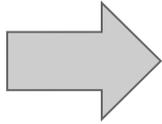
Means

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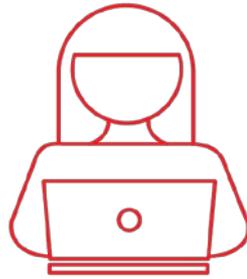
Timeframe



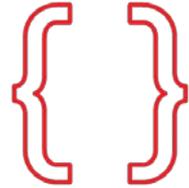
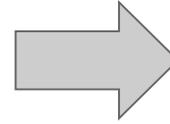
**Texter**



**Crisis  
Counselor**



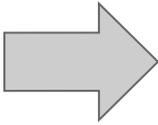
**Supervisor**



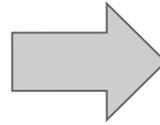
**Search**



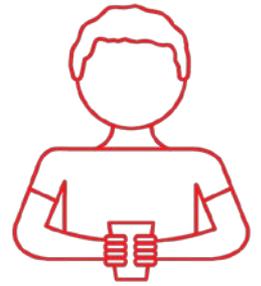
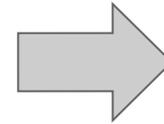
**PSAP**



**Supervisor**



**Local PSAP**



**Texter**

**exigent**

**circumstances**



# Our Procedure

- Crisis Counselor flags for Supervisor
- Supervisor ensures: texter is at imminent risk of suicide or homicide and unwilling to safety plan
- If texter provides location: Supervisor looks up contact info for local PSAP and calls with ask to dispatch a safety check
- Crisis Counselor converses with texter ongoing
- If texter does not provide location:
  - Supervisor pulls texter's cell phone number
  - Looks up area code to find general location
  - Looks up PSAP located in general location

# Our Procedure

- Contacts PSAP
- Explains with ask to execute exigent circumstances with wireless carrier to obtain location
- If within jurisdiction - asks to dispatch a safety check
- If not within jurisdiction, asks for contact info of PSAP local to texter
- Looks up PSAP local to texter
- Calls PSAP with ask to dispatch safety check

# Challenges

- Time (60+ mins)
- Telecommunicators need permission to execute exigent circumstances
- Often told cannot be helped because we cannot guarantee a texter is within a jurisdiction
- Not every PSAP has a standard operating procedure for this type of call
- Unknown Location of Texter

# Thank you!

[Garrett@crisistextline.org](mailto:Garrett@crisistextline.org)

[EmergencyServices@crisistextline.org](mailto:EmergencyServices@crisistextline.org)

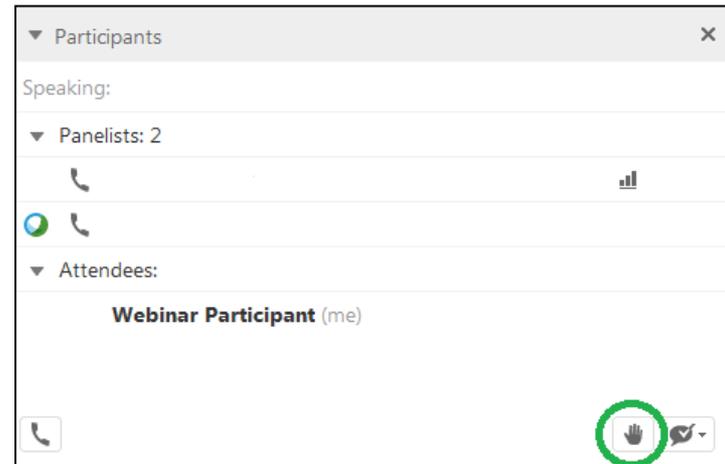
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# Q&A Period

WebEx's "Chat" feature located on the right-hand side of your screen.



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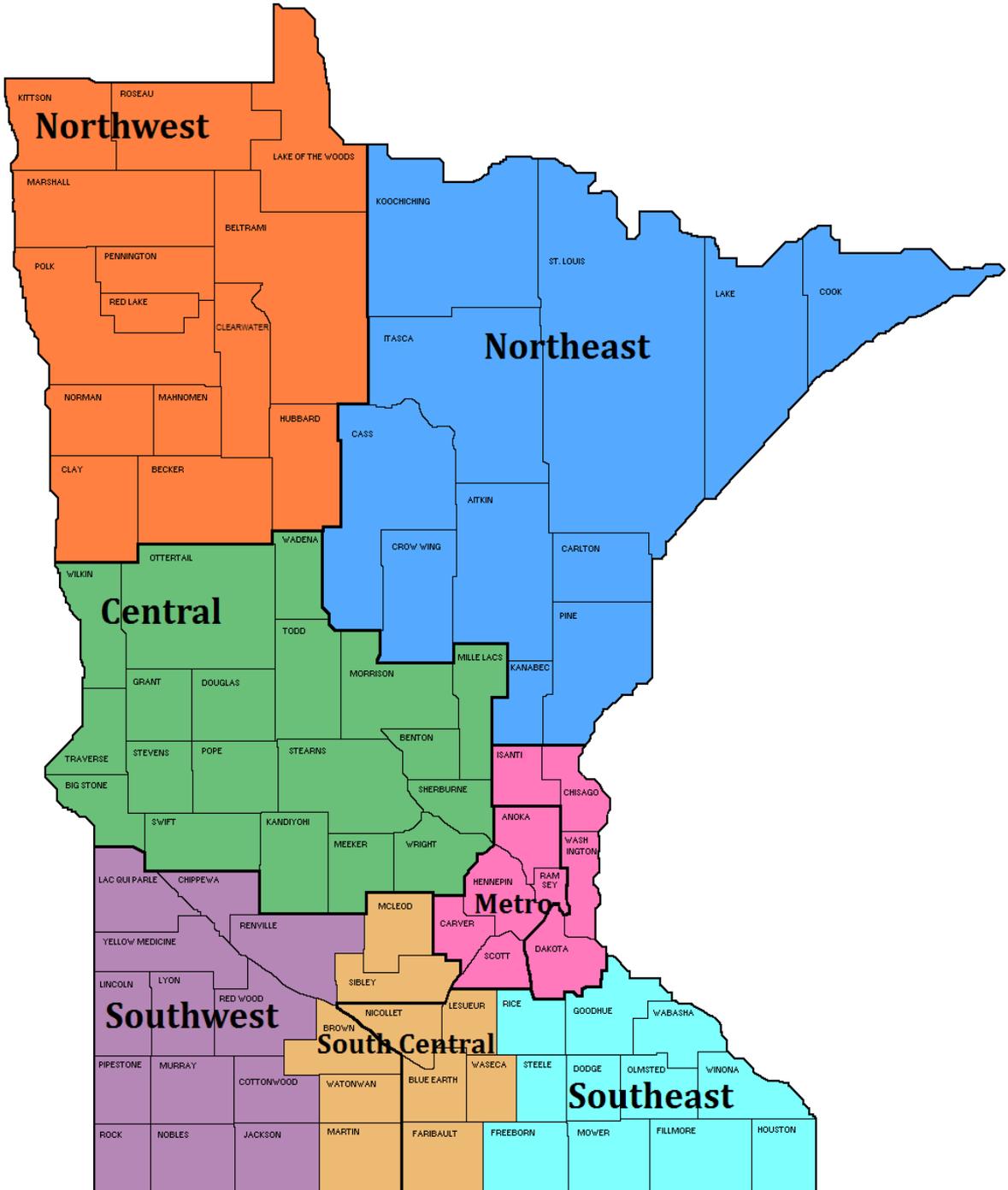
# Statewide Text-to-9-1-1

Presenter: Dana Wahlberg, Director  
Minnesota DPS/ECN



# History

- **Obtained PSAP support in 2015 to:**
  - pursue a coordinated deployment through ECN
  - use a single vendor
  - follow a regional deployment model
  - Utilize existing seven radio regions
- **Goal:**
  - Achieve statewide Text-to-9-1-1 by 4Q 2017





# History

- **Text Control Center (TCC) contract awarded to West Safety Systems in December 2016**
- **Other collaborative vendors**
  - CenturyLink (call answering system vendor)
  - IES/Airbus (call answering system vendor)
  - Comtech (other TCC Vendor)



# Planning

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- Completed **PSAP Survey** to assess readiness
    - Selected the 7 regional PSAPs
  - Created a **Technical Requirements** document
    - Identify pre-requisites
  - Created a statewide **Deployment Plan**
    - Project timeline
  - Created a **Carrier Test Plan**
    - Documented results and anomalies
-



# Stakeholder Communication

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- Created comprehensive **Communication Plan**
    - Included speaking points from NENA Public Education Reference Document
  - Distributed **FAQs** to 7 regional PSAPs
  - Provided monthly updates to NG9-1-1 Committee
  - Held regular meetings with Deaf and Hard of Hearing community partners
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# Stakeholder Communication

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- Regular meetings with regional PSAPs
  - Call with each PSAP the week prior to testing
  - Provided regional PSAPs with media talking points prior to deployment
  - Provided regional PSAPs with media packets prior to official “Go Live” announcement
  - **There is no such thing as overcommunication!**
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# Deployment Process

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- **TCC Connectivity and Testing**
    - Network connections between 9-1-1 call center and TCC were configured
  - **9-1-1 Dispatcher Training**
    - Text-to-9-1-1 **Operational Standard** completed by statewide workgroup
    - Short code testing offered to dispatch staff following TCC connectivity
  - **Carrier Provisioning**
    - 4 major carriers completed network configuration to accommodate proper text-to-9-1-1 routing
  - **Carrier Testing**
    - Comprehensive live testing conducted as each 9-1-1 call center turned up to ensure routing was accurate and inclusive
    - State of MN was in a soft launch status prior to making official announcement
    - Press conference held on December 5, 2017
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# Text-to-9-1-1 Successes

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- **Central** – Report of shots fired
  - **Southeast** – Intervention provided for person with mental health issues
  - **Metro** – Domestic calls where callers felt unsafe placing a voice call to 9-1-1
  - **Southwest** – Underage drinker texting 9-1-1 inappropriately as a hoax who challenged law enforcement to find him. They did!
-



# Text Statistics

County	September	October	November	December	Total
Ramsey	0	0	0	39	39
Waseca	0	2	1	7	10
Mille Lacs	0	32	18	41	91
Hennepin	0	0	70	82	152
Lyon	0	0	0	1	1
U of M	0	0	0	2	2
St. Louis	37	58	16	69	180
RRRDC	0	0	0	10	10
Airport	0	0	8	20	28
Beltrami	0	3	5	7	15
Edina	0	1	5	3	9
Minneapolis					446**
Nobles	0	0	1	0	1
Olmsted	0	0	0	25	25
STATE TOTAL	37	93	119	229	1009

\*\*Estimated  
75% test calls  
performed by  
dispatchers



# Public Education

- **Objective**
  - Mix of earned media and paid media
  - Statewide reach and impression
- **Tactics**
  - Billboards
  - Bar Media
  - Indoor skyway lighted signs
  - Social media
  - Digital video

# Public Education



**TEXT-TO-911**

**CALL if you can**

**Text if you CAN'T**



<https://dps.mn.gov/divisions/ecn/programs/911/Pages/text-to-911.aspx>



# Lessons Learned

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- TCC connectivity took longer than expected
- Call handling equipment needed upgrades to support text transfers and took longer than expected
- Involve CAD/Mapping vendors in testing
- Procure test phones from all carriers
  - Don't use flip phones
- Interstate text transfers
  - Between MN and ND PSAPs

# Thank You





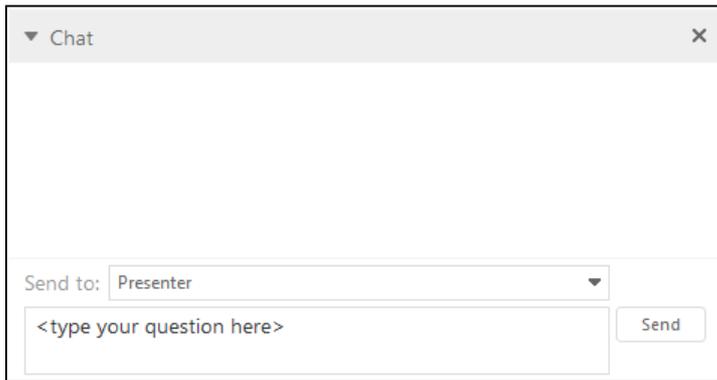
# Contact

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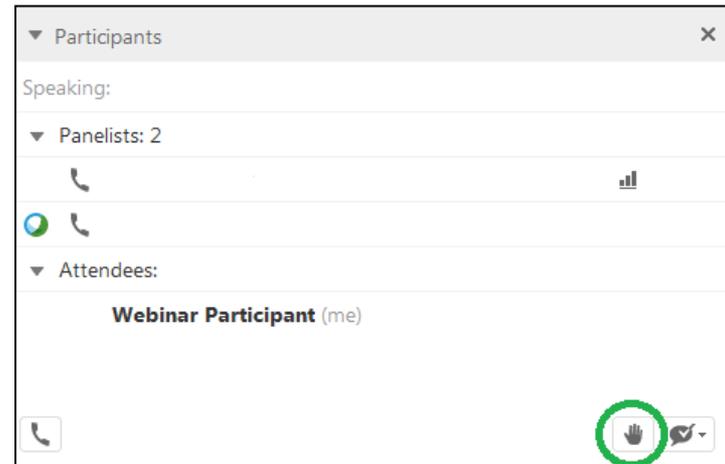
- Dana Wahlberg, Director Emergency Communication Networks  
[dana.wahlberg@state.mn.us](mailto:dana.wahlberg@state.mn.us)
  - Amber Schindeldecker, Public Information Officer Department of Public Safety  
[amber.schindeldecker@state.mn.us](mailto:amber.schindeldecker@state.mn.us)
-

# Q&A Period

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# National 911 Program

- Laurie Flaherty  
Program Coordinator  
202-366-2705  
[laurie.flaherty@dot.gov](mailto:laurie.flaherty@dot.gov)
- Feedback or questions can be sent to:  
[National911Team@mcp911.com](mailto:National911Team@mcp911.com)