

State of 911

Webinar Series

NATIONAL 911 PROGRAM
July 9, 2019

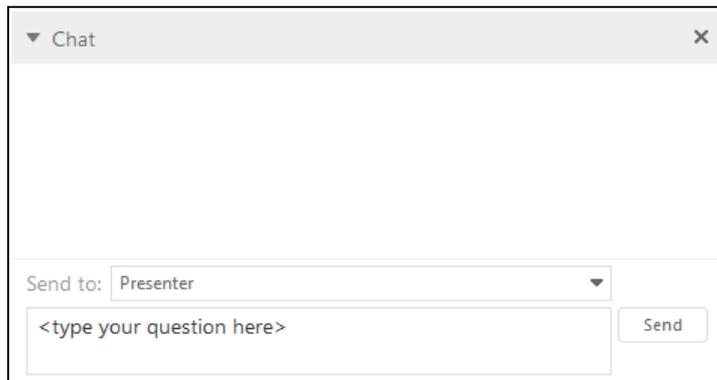
State of 911 Webinar Series

- 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 typically held every other month and 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, to access archived recordings and to learn more about the National 911 Program, please visit 911.gov
- Feedback or questions can be sent to: National911Team@mcp911.com

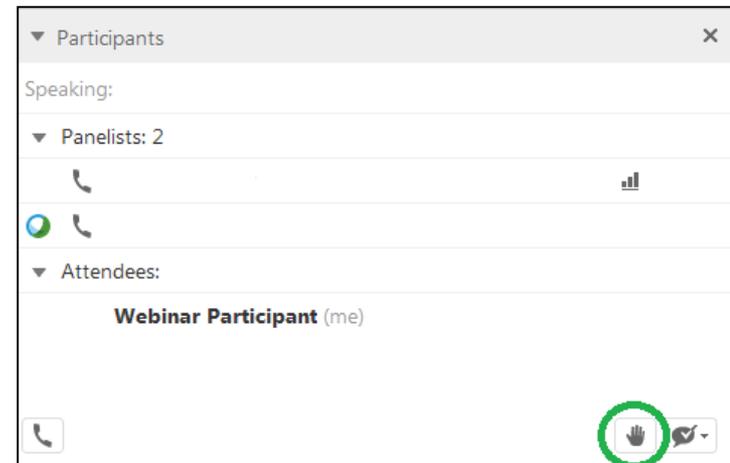
Questions?

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

To ask a question, please use WebEx's "Chat" feature located on the right-hand side of your screen.



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





Using Supplemental 911 Location Data to Improve Emergency Response

- Jeff Robertson, SVP & General Manager Public Safety, RapidSOS (Representing iCERT)
- John Snapp, VP of Technology, Carrier Services, West Safety (Representing iCERT)



iCERT is the exclusive trade association championing commercial public safety response technology and software providers and related organizations.



@iCERT1st

www.theindustrycouncil.org

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Attendees are encouraged to review the companion document, "*Recommended Best Practices for Supplemental 911 Location Data*" posted at <https://bit.ly/2YwIVSE>

Thanks to NENA and NASNA for their cooperation and support in the production of the document & presentation.

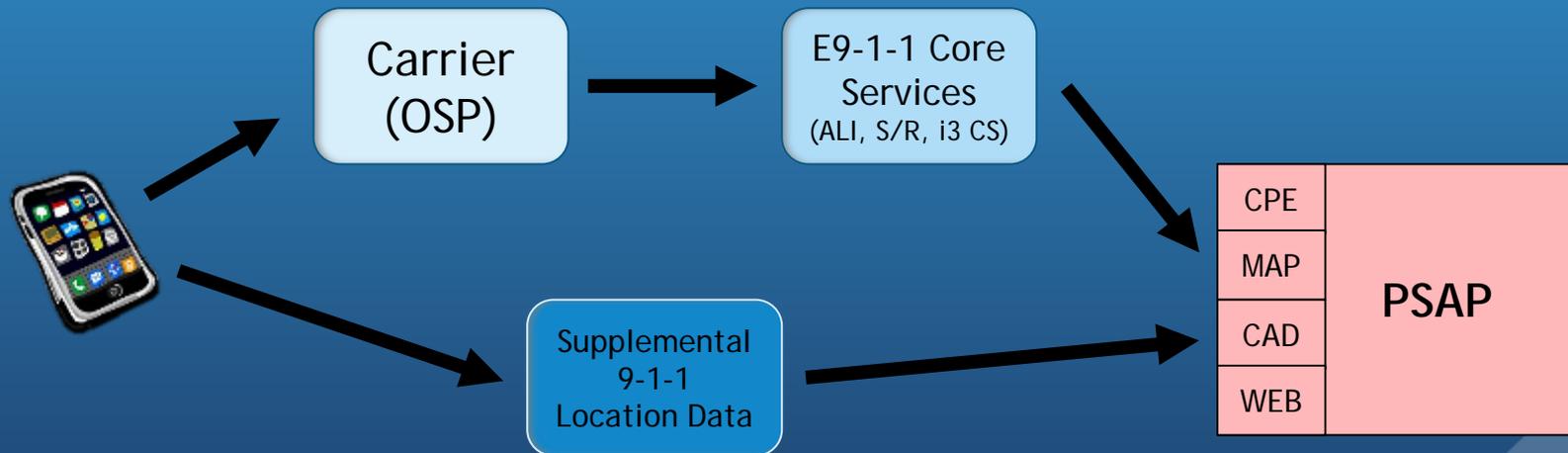
Thanks to the National 911 Office for providing this webinar.

Thanks to the many iCERT Members who participated in the *Best Practices* Working Group and to our expert presenters.

Members are listed on the iCERT website.
<https://www.theindustrycouncil.org/memberlist>

Supplemental 9-1-1 Location Data

“Any location data associated with a 9-1-1 call that is provided to a PSAP without the involvement of the originating carrier.”



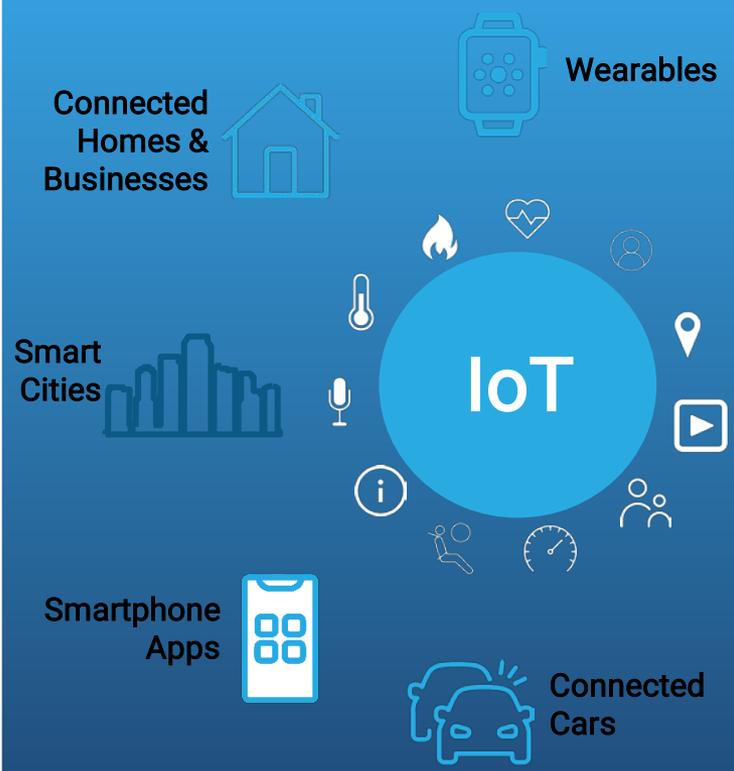
How to Use Supplemental Location in the PSAP

- Not intended to replace carrier location
- Handset based location “supplements” carrier derived location
- In many cases provided prior to the call
- Can be integrated into 911 or CAD solutions PSAPs are using today
- Each PSAP should consider policy on how to handle

The future of Supplemental Data

- Traditional ALI versus industry standard Additional Data Repository (ADR) allows for more
- It is expected that IoT calls will increase over the coming years
- In the emergency dispatch process the call takers / dispatchers do not need to see everything, but it should be available

What Data? / To Whom? / For What Purpose?

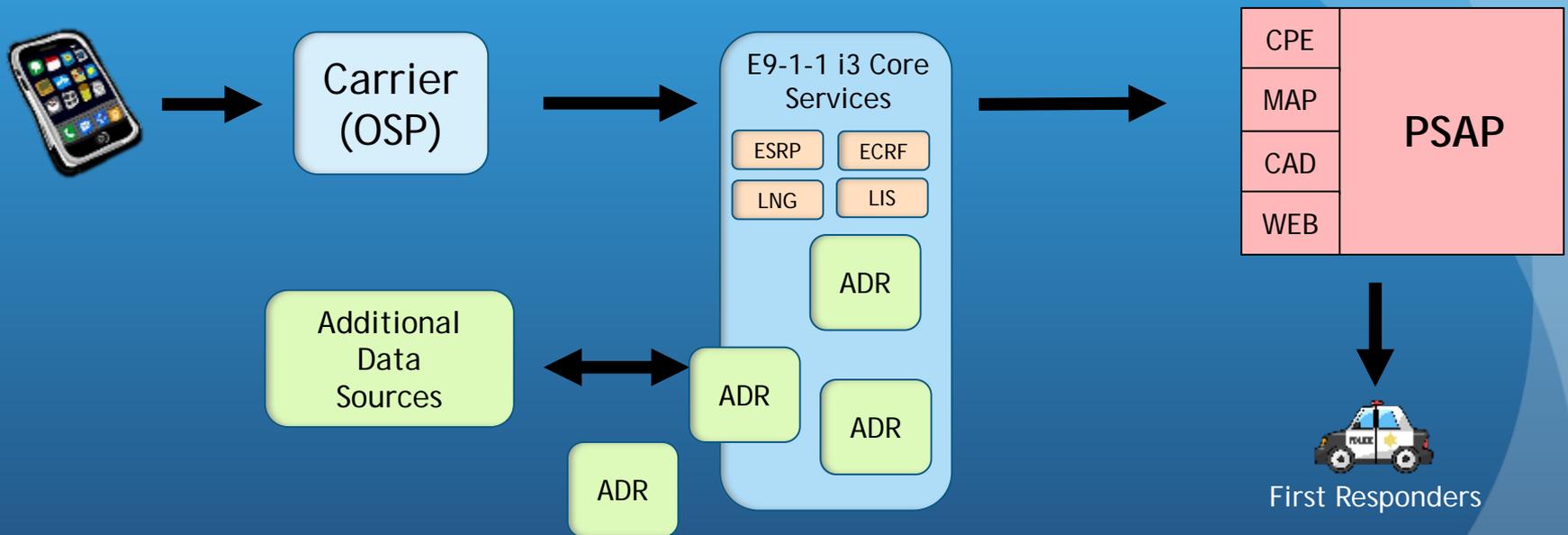


Situational Awareness

Request for Emergency Services



Supplemental Data in Standards



Thank You

Questions?

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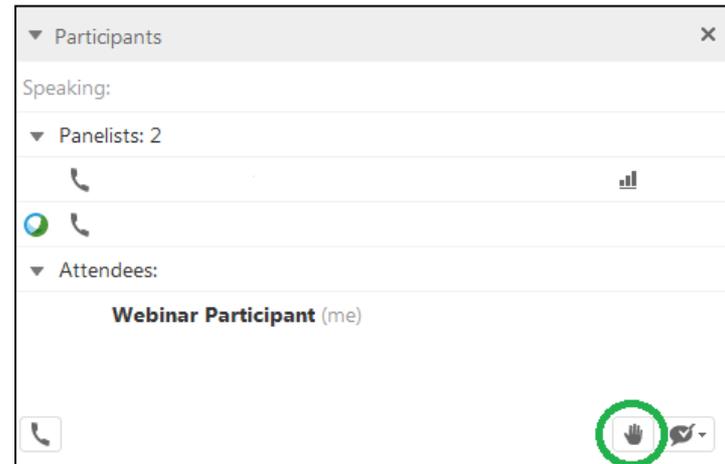
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Q&A Period

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Charleston County 9-1-1 Experience

**Using Supplemental 911 Location Data to
Improve Emergency Response**



How We Receive Hybrid-Handset Location

RAPIDSOS 



Smart911™



Smart 911 Screen Shot

The screenshot displays the Smart911 Console interface. At the top, the window title is "Smart911 Console" and the header includes "RAVE MOBILE SAFETY". The main interface is divided into several sections:

- TICKETS:** A list of recent 9-1-1 calls. The first entry is: "9-1-1 CALL", Start: 12/08/2017 09:51:14, Ticket: 12082017-129185-12, 843 670-4089.
- Notes:** A section for managing notes for the current case. It shows "Calls: 1" and "Notes: 0". There is an "ADD A NOTE" button.
- Location:** A map view showing the caller's location. A popup window displays the following information:
 - Type: RAPID SOS
 - Time: 09:52:42 12/08/2017
 - Phone: 843 670-4089
 - Caller Address: 5500 International Blvd, North Charleston, SC 29418, USA
 - Lat / Long / Acc: 32.881456 / -80.03452 / 165m
 - Altitude: 4m

At the bottom of the screen, there is a copyright notice: "© 2017 Rave Mobile Safety. All rights reserved." and a timestamp: "09:53:33 12/8/2017".



TriTech CAD Screen Shot



Every Day Use

- Abandoned & Hang Up Calls
- 911 hang up was called back with no answer
 - Citadel Police
- 911 hang up from cell phone, stayed Phase I
 - MUSC Police



Domestic Violence Situations

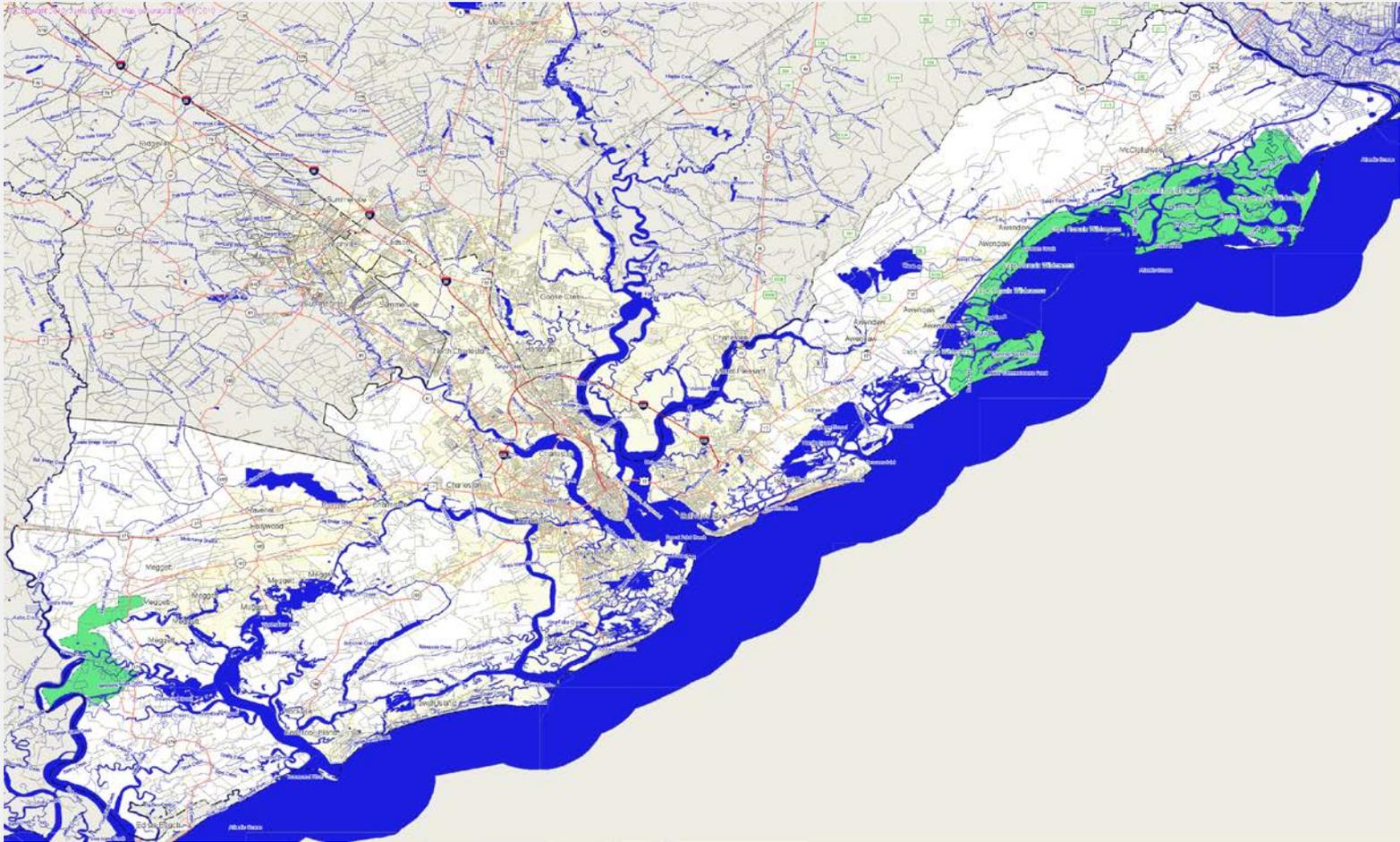
- 911 open line with male and female voices in the background. Female said "Hello" on the line and call taker also noted that there was a possible disturbance in the background. After this, the call remained an open line with disturbance in the background.
- First and only detail that caller gave call taker was that a man walked into the house that doesn't live there and that the subject was her child's father. The line then disconnected.
- Upon answering, the call taker noted that there was talking, possibly arguing, in the background and then the line disconnected. On call back, the complainant advised of a physical disturbance between herself and her mother's boyfriend and disconnected.



Edisto Island Structure Fire



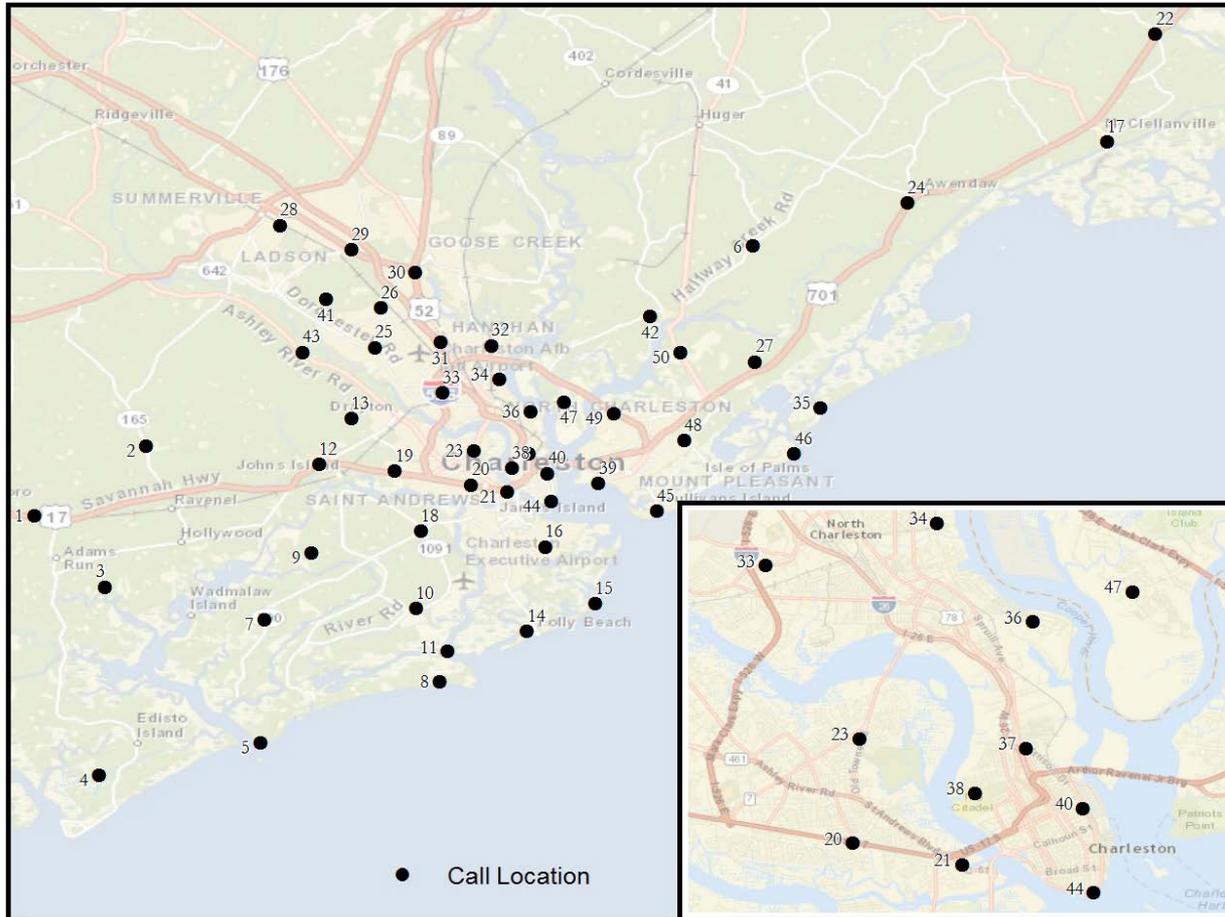
Charleston County Waterways



Kiawah Island & PGA



Wireless Accuracy Testing



Questions???

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Email: jlake@charlestoncounty.org

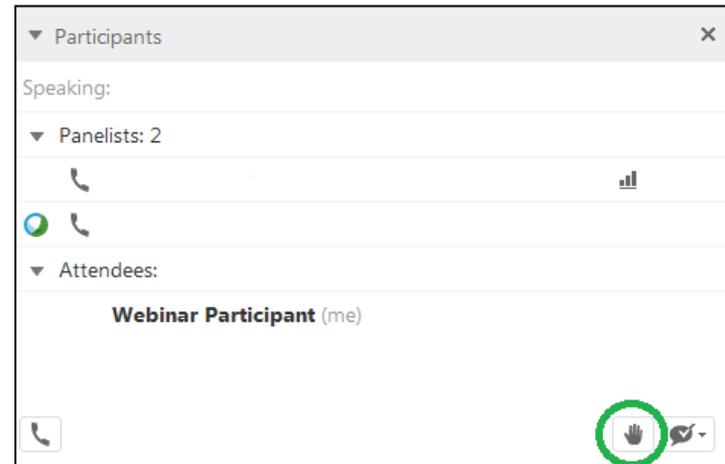


Q&A Period

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911.gov Website

[911.gov](https://www.911.gov) includes a great selection of resources helpful for all members of the 911 community. The resources range from reports and infographics to websites and brochures.

Go to https://www.911.gov/documents_tools.html and you'll find 6 categories of resources. They are collected from other organizations, colleagues and leaders in the community, and are available for anyone to download, share and use. Additional resources are added regularly.

To get the latest news from the Program about additional resources, upcoming webinars and newsletters, go to [911.gov](https://www.911.gov) and click the "sign up" button on the right-side of the homepage.

Future Webinars

- Tuesday, September 10, 2019 at 12 noon ET
- To register, visit: <https://tinyurl.com/2019Stateof911Webinars>
- Previous State of 911 webinars are available at: www.911.gov/webinars.html

National 911 Program

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National911Team@mcp911.com