9-1-1 Technical Operations Committee

Meeting Notice

**Thursday
May 18, 2017
10:00 AM**

**MESB Office
2099 University Ave W
St. Paul, MN 55104**

Mark Your Calendars

Metropolitan Emergency Services Board

9-1-1 Technical Operations Committee
Tentative Agenda
May 18, 2017

1. Call to Order

2. Approval of Minutes / Agenda

3. Action Items
   a. Telecommunicator Training Curriculum Development RFP Draft (attached)
   b. CAD-to-CAD Interoperability RFP Draft (attached)
   c. Text-to-9-1-1 Call Processing Standard (attached)

4. Unfinished Business
   a. Next Generation 9-1-1
      i. Text-to-9-1-1 implementation
      ii. Firewall implementation
   b. PSAP Operations Round Table Work Group
      i. Training Standard Implementation Guide
      ii. Training Standard Skills Verification Process

5. Pending Business
   a. Implementation of Non-dialable 9-1-1 Routing Numbers
      i. Who would this adversely affect?
   b. GIS Address Point Layer Development Grant Request (Update)
   c. EMD Guidelines – Metro Standard? (see attached examples)

6. Reports
   a. Wireless Issues
      i. Wireless Work Group
   b. GIS Issues
   c. Data Issues

7. Adjourn

Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Draft Meeting Minutes
March 16, 2017

Committee Members

X	Nancie Pass, Ramsey (Chair)	X	Kathy Hughes, Hennepin
X	Bob Dowd, Isanti (Vice-Chair)		Lisa Lovering, Isanti
X	Val Sprynczynatyk, Anoka		Heather Hunt, Minneapolis
	Mike Utecht, Bloomington PD	X	Jonathan Rasch, Ramsey
	Tim Walsh, Carver	X	Angie Iverson, Scott
X	Jon Eckel, Chisago	X	Darlene Pankonie, Washington
X	Cheryl Pritzlaff, Dakota		Doug Anschutz, Washington
	Troy Ruby, Dakota		

Alternates

	Susan Bowler, Carver		Kyle Blum, Anoka
	Tom Folie, Dakota	X	Christine McPherson, Minneapolis
	Vicki Nelson, Dakota		Denise O'Leary, Ramsey
	Deb Paige, Carver		Bob Shogren, Isanti
	Jill Martens, Scott		Jeff Schlumpberger, Hennepin

Others Attending

Jill Rohret, MESB
Troy Tretter, MESB
Kay Simons, MESB
Marcia Broman, MESB
Martha Ziese, MESB
Chris Kummer, MAC
Lauren Petersen, MAC
Matthew Hoffer, CenturyLink
Jake Jacobson, CenturyLink

Georgine Bohl, Airbus
Joe Fick, Airbus
Tony Martin, Edina
Scott Wosje, NBS
Heidi Hieserich, MAC
Victoria Peckman, Allina
Dan Swiderski, CenturyLink
Frank Jarman, Solacom

1. Call to Order

Nancie Pass called the meeting to order at 10:00.

2. Approval of Minutes / Agenda

Nancie asked for a motion to approve the draft February 16, 2017 minutes if there were no corrections or additions.

Motion (Hughes / Sprynczynatyk) to approve the draft February 16, 2017 Minutes as distributed and the agenda for today's meeting. Approved.

3. Action Items

a. National Weather Service Standard Work Group Representative Appointment

Troy Tretter said the SECB is requesting a representative from the metro PSAP community to sit on the state's National Weather Service Standard Workgroup. A workgroup has been formed to work on a revision of this standard. The state has requested representation from technical, PSAP and emergency management personnel. Scott Haas was appointed as the technical and emergency management member by the Radio TOC. The details of the meetings have not been established yet. The goal is for the revision to be implemented prior to the 2018 weather season.

The most recent revision to the state standard proposed required the National Weather Service channel be programmed at every PSAP and potentially be monitored. The concern is whether telecommunicators have the capacity to monitor another, potentially active, talk group.

Jill Rohret said it is important that the PSAPs are represented since the monitoring will affect all PSAPs.

Motion (Pritzlaff / McPherson) to appoint Doris Lake of Dakota Communications Center to the State's National Weather Service Standard Workgroup. Approved.

b. FCC Mandated Service Provider PSAP Notification

Jill said that Pete had forwarded Dana's email to the 9-1-1 TOC members regarding how outages were being reported. There was a link in that email that outlined the reporting procedure.

4. Unfinished Business

a. Next Generation 9-1-1

i. Text-to-9-1-1 Implementation

Jill said that the NG 9-1-1 committee met yesterday. Dar Pankonie said there was no quorum initially, but when enough members arrived to form a quorum they did not go back to items previously discussed. Instead, they discussed four documents related to the state 9-1-1 plan that will eventually be brought before the full board. The committee is still missing representation from the Southwest region.

The first document the committee has been working on is a revision to the State of Minnesota Next Generation plan written in 2011.

The second is a progress report to that plan.

The third is an amendment to that plan showing how PSAPs are moving toward direct SIP. With Pete's help the document was changed by taking out the diagrams making it a higher-level document saying that all PSAPs will be direct and direct SIP. Wording was changed from recommended to required.

The fourth document is the Text to 9-1-1 implementation which states how it will be deployed in the seven regions in the State of Minnesota as a type of pilot project. Seven designated PSAPs, one in each region, will initially take all text messages on behalf of the other PSAPs in their respective regions. All PSAPs are expected to eventually take their own text messages as they upgrade, replace, or modify their 911 equipment and software. By December 31, 2018, all PSAPs in the state are expected to either be taking their own text messages or to have an agreement in place with another PSAP to take their text messages on their behalf. This will eliminate the need for the designated regional PSAPs in the original deployment to provide that service.

The documents will go before the NG9-1-1 Committee again in April and then at the SECB in May at the public safety conference in St. Cloud.

Dar will send these four documents out to TOC members. Jill said more specific information is needed to go to each PSAP. Jake Jacobson said documentation is being gathered from each PSAP so that a document can be returned to them that outlines the scope and state of the project.

Nancie asked if anything has been heard from the state's consultant, MCP. Dar said 85% of the surveys came back. The state is being cautious about the information they send out. Kathy Hughes reached out to Dana last week and was told the state is working on completing a checklist and a summary of the plan, a more definite timeline and FAQs to be ready for the April TOC meeting.

ii. Firewall Implementation

Dar said the RFP went out on March 3rd. They have some questions from possible vendors they will answer before the March 31st deadline.

b. PSAP Operations Roundtable Work Group
i. Designated Regional Text-to-911 PSAP Call Handling Procedure

Heidi Hieserich said that they have met several times and still have some questions. They had a very helpful demo on the Viper and the Vesta last week. They are still not sure how some things like transfers will work, but a good draft is started. They are borrowing a lot from the NENA and Red River Regional PSAP SOPs. The group has two more meetings and should be able to push it out for feedback after that.

ii. Training Standard Implementation Guide
iii. Training Standard Skills Verification Process

The group took the training standard, broke apart the main headlines and are looking to develop a resource list.

iv. Telecommunicator Training Curriculum Development Grant Request

Heidi will check with Pete if the workgroup is to be involved in this grant RFP. Jill said the SECB approved the grant and the allocations to the regions. There is some work to do in the state's online grant system before the MESB can go in and apply. Once the application is approved, the contract will be generated. Jill estimates it will be no earlier than the end of March before the state's contract is forthcoming. The grant terminates June 1, 2018.

c. PSAP Notification Process
i. Emergency Alert E-mail Address for Each Metro PSAP

Jill said that Pete stated he has heard back from all the PSAPs except for Scott, North Memorial and White Bear Lake.

5. Pending Business
a. Implementation of Non-Dialable 9-1-1 Routing Numbers
i. Who Would Be Adversely Affected?

Jill said there was not much to discuss on this topic. Red River had been receiving some telemarketing sales calls to 9-1-1 on their 9-1-1 sessions. It is believed the calls are getting into the 911 system by the telemarketer's dialing carrier routing numbers used to send the carrier's customer 911 calls into the system. These numbers are supposed to be non-dialable, but it appears that some of the routing numbers are dialable. The state is working with Level 3. CenturyLink has been doing test calls from the state patrol and has concluded they are not the source of the problem.

Jill said that the robo calls are dialing those numbers that are then going to 9-1-1 and the PSAP sees the telemarketer's telephone number, which is typically blocked from receiving incoming calls or is routed to an automated attendant preventing the PSAP from being able to identify the telemarketing company.

Matthew Hoffer said they have been working with Clay County. The next step is to isolate and correct those other carrier routing numbers for Clay County. Then apply it at some other location to see if the behavior changes.

a. GIS Address Point Layer Development Grant Request and ESInet Security (Firewall) Grant Request

Jill said that as with the previous grant, the SECB approved the grant allocation for this project. The MESB has to go through the same process previously discussed in order to obtain a grant agreement for both the GIS grant and the firewall grant. Each of those grants will require the MESB to enter into a sub-grant agreement with each PSAP/agency for both grants. ECN will

also require a MOU to be signed between PSAPs and ECN in relation to the firewall grant. PSAPs which are direct SIP before October 2017 will qualify for the grant.

6. Reports
a. Wireless Issues

Jill said that WERM is live and working. Verizon is starting a project to provide better location accuracy, which results in a unique lat/long to be assigned to each sector at a tower site. MESB is working with ECN and Verizon on the process so that each sector does not have to be touched.

b. GIS Data Issues (written report was provided)

Marcia Broman provided a written report. Agencies are in different stages. There are several counties under 1% mismatch. Those are the areas that will go forward with CenturyLink and West to transition to a full GIS-based MSAG in the live system. A bit has been done in Anoka County. Mid-year ALI will be pulled for the whole metro and geocoding will be done to the aggregated nine county MRCC centerline and the county address points to see what error rates are.

Joe Fick of Airbus asked members if they wanted Airbus to come to each site for the new software release for VESTA sites. It was agreed to do the training after the next 9-1-1 TOC meeting at the MESB.

Dan Swiderski said that CenturyLink has been working with the state to make sure abandonment routing is set up the way it needs to be. There were some PAD discounts made available with the RFP.

Members shared their PSAP news.

Motion (Hughes / Eckel) to adjourn. Carried.

METROPOLITAN EMERGENCY SERVICES BOARD

REQUEST FOR PROPOSALS (RFP)

Minimum Training Standard for Emergency Communications Professionals – Training Curriculum Development

DUE DATE:
JULY 14, 2017

ISSUED BY:
METROPOLITAN EMERGENCY SERVICES BOARD

The Metropolitan Emergency Services Board (MESB) is soliciting proposals from qualified independent contractors to research and create training curriculum content for each of the topic areas identified in the metro region Minimum Training Standard for Emergency Communications Professionals (**Attachment A**). It is expected that the successful contractor will work cooperatively with the MESB and a designated group of metro area Public Safety Answering Point (PSAP) training coordinators in the development of the curriculum content.   When complete, the curriculum content will belong to the MESB and be made available to all PSAPs in the nine-county Minneapolis / St. Paul metro area for their use in training personnel to the level of proficiency required to meet the Minimum Training Standard.

Additional information about the MESB and the metro region 9-1-1 system may be found at www.mn-mesb.org.

Scope of work:

Proposals should include the resources necessary to prepare the following deliverables, and may include additional deliverables you feel are necessary to the success of the project:

1. A kick-off meeting with the MESB and designated PSAP training coordinators to review:
    a. The Minimum Training Standard for Emergency Communications Professionals and how it was developed.
    b. The type and format of the training material currently in use by the metro area PSAP training coordinators.
2. Development of a plan for:
    a. Identifying the required curriculum content.
        i. The curriculum content must identify and include material:
            1. Applicable to all PSAPs
            2. Content that can be customized to meet agency specific needs
            3. Consistent with existing industry best practices and standards
    b. Review of the draft curriculum content by the designated training coordinators for comment and approval.
    c. Organization of the curriculum content to correspond to the Minimum Training Standard sections.
3. Preparation of the training curriculum material in the following formats:
    a. Hard copy in two 3-ring binders, including a table of contents with sections corresponding to the Minimum Training Standard sections.
    b. Soft copy of the same curriculum contents created using Microsoft Office applications that have been converted to a PDF format.
    c. Soft copy of the same curriculum contents created using Microsoft Office applications that remains editable.
    d. Curriculum content that is obtained from other organizations (e.g. NENA, APCO, NFPA, FEMA, etc.) must include attribution identifying where the content came from.
    e. Curriculum materials created by the contractor for the MESB shall be considered "works made for hire" as defined in the U.S. Copyright Act. All right, title and interest in all copyrightable material which the contractor may conceive or originate either individually or jointly with others, and which arises out of the performance of the services herein, will become the property of the MESB. All copies of the

curriculum contents must clearly state that copyright protection is in effect and that no copies of the curriculum content may be made, distributed, or sold without the agreement of and express written permission of the MESB.
4. Recommendations on how the curriculum content can be updated and kept current as the role of the emergency communications professional evolves in the future.
5. Any additional deliverables that the contractor feels would enhance or be vital to the success of this project.

Submission Requirements:

1. Experience of your organization in relation to other training curriculum development projects, particularly any experience with public safety communications training.
2. Identity and qualifications of the person, or persons, your organization would assign to the project.
3. A project timeline from the contract award to the presentation to the MESB of your draft curriculum.
4. A list of three references from similar projects.
5. Known potential conflicts, if any.
6. Submissions shall be on standard 8.5x11 paper, not to exceed 10 pages.
   a. An electronic copy of the submission must be included utilizing MS Office applications.
7. Project pricing
   a. Pricing options for portions of the project, in case the total project cost proposed exceeds the amount of grant money available.
   b. Pricing information should be submitted separately in a sealed envelope

Selection Process:

The final decision of the selection of the contactor to prepare the specified training standard curriculum development project deliverables will be made by the Metropolitan Emergency Services Board, with recommendations from the MESB 9-1-1 Technical Operations Committee. The final agreement will be in the form of a written contract between the successful organization and the MESB. The MESB reserves the right to reject any, or all, proposals, and to request additional information from all proposers.

All questions and correspondence should be directed to Jill Rohret, Executive Director, in writing at 2099 University Ave. W., St. Paul, MN 55104 or via telephone at (651) 643-8394. Contact with MESB personnel other than Jill Rohret regarding this RFP may be grounds for elimination from the selection process.

Proposals are due by 4:00 p.m. on Friday, July 14, 2017, delivered to: Jill Rohret, Executive Director, 2099 University Ave W, St. Paul, MN 55104.

PUBLIC DATA

Proposals submitted become a matter of public record. Information supplied by any proposer is subject to the Minnesota Government Data Practices Act, Minnesota Statutes, Sections 13.01 et seq.

Public Record: Under Minnesota law, data submitted by a business to a government entity in response to a request for proposal are private and nonpublic until the responses are opened. Once the responses are opened, the name of the proposer becomes public. All other data in a proposer's response to a request for proposal are private or nonpublic data until completion of the evaluation process. Completion of the evaluation process means that the government entity has completed negotiating the contract with the selected proposer. After a government entity has completed the evaluation process, all remaining data submitted by all proposers are public with the exception of trade secret data as defined and classified in Minn. Stat. Section 13.37. A statement by a proposer that submitted data are copyrighted or otherwise protected does not prevent public access to the data contained in the response if such data does not qualify as trade secret data.

Attachment A:

METRO REGION
9-1-1 Standards, Protocols, Procedures

Document Section:	**1 - Training**	911 TOC Approval:
Sub-Section: Procedure Title:	**METRO** **Minimum Training Standard,** **Emergency Communications** **Professional**	Date: 09/15/2016 MESB Approval:
Effective Date: Replaces Document Dated: Date Revised:	**01/01/2017**	Date: 11/09/2016

1. Purpose or Objective

To provide a minimum training requirement for individuals that will serve as a public safety emergency communications professional also referred to as telecommunicator, public safety call-taker and/or dispatcher, in the Minnesota Metro Region. The training topics here provide the basic foundational knowledge and skills necessary to fulfill the role of an emergency communications professional.

2. Background:

Emergency communications professionals make life and death decisions on a daily basis and must be highly trained and skilled professionals due to the consequences of their actions or inactions. The safety of the communities and responders served is dependent on their ability to effectively gather and communicate critical information while maintaining situational awareness of incident response and responders. Minimum training requirements and standards ensure the public receives the highest quality of service in their time of need regardless of jurisdictional boundaries.

3. Operational Context:

This standard outlines the minimum basic training requirements only. It is imperative that all emergency communications professionals receive supplemental training that will enable them to process emergency calls that are specific to their agency. It is strongly encouraged that line public safety emergency communications professionals be required to demonstrate understanding of the knowledge and concepts included in this standard through practical application as part of an on-the-job training process. The length of time and depth of training with a particular topic must correlate to the needs and services rendered within the agency.

4. Definitions:

Emergency communications professional - A person employed by a public safety answering point (PSAP) who – after receiving supplemental training that will enable them to process emergency calls specific to their respective PSAP – is qualified to handle emergency calls and/or provide for the appropriate emergency response in a live environment. Basic training by itself does not qualify one to take calls in a live environment, rather it provides a baseline level of knowledge.

5. Recommended Protocol/ Standard:

Requirements:
> Highly recommended for entry level public safety emergency communications professional
> ☐   Recommended for _____
> ☐   Optional for _____

6. Training Topics:
A) Roles and Responsibilities: Public safety emergency communications professionals must understand the roles and responsibilities of their position as it relates to the agency's stakeholders. Stakeholders include the public, response and ancillary agencies, as well as other PSAPs that might be involved in the incident. The level of professionalism exemplified is a direct reflection upon the agency and the public safety industry.

Recommended Training Topics – Roles and Responsibilities
- Introduction to agency mission, vision and terminology
- Duties and responsibilities of the position
- Explanation of the communities and agencies served
- Roles and responsibilities of public safety partners (police, fire, EMS, emergency management, etc.)
- Ethics, professionalism, values, personal conduct, image
- Local, regional, state and industry wide policies, procedures, rules, regulations and standards
- Role of the emergency communications professional as it relates to responder safety
- Structure of local governance

B) Legal Concepts: The emergency communications professional must be aware that every action taken could be scrutinized within a court of law, as well as by the community served. Preparation for the role of emergency communications professional should cover the rules and regulations that govern the emergency communications profession at both the local and federal level.

6

- Liability, confidentiality, negligence, duty
- Overview of criminal and civil law as it pertains to agency response
- Documentation, MN Data Practices Act, recording, and records retention
- Media/information dissemination
- Health Insurance Portability Accountability Act (HIPAA)

C) Interpersonal Communications: The techniques used by the emergency communication professional could have a drastic impact on the outcome of the incident. This section focuses on the knowledge, skills, and abilities that every emergency communication professional should have to perform effectively in their role.

Recommended Training Topics – Interpersonal Communications
- Communication and de-escalation techniques
- Active listening techniques
- Information processing, communications cycle
- Internal and external customer service and interactions with others
- Diversity/demographics
- Non-Native-Language Callers
- Communication-Impaired callers

D) Emergency Communications Technology & Information Systems: Each PSAP within the U.S. faces a constantly changing landscape of communications technologies and advancements. It is important that emergency communication professionals understand the terminology associated with call delivery, call processing, and dispatch infrastructure. Each subtopic is intended to be customized to meet the instructing agency's needs, with the understanding that the technology component serves as a building block for future learning environments.

Emergency Communications Technology & Information Systems:
- Telephone technologies (selective routing, wireline, wireless, multi-line telephone systems, private branch exchange, voice over internet protocol, class of service, etc.)
- Basic and enhanced 9-1-1, NG 9-1-1
- Automatic Number Identification (ANI)/Automatic Location Identification (ALI)
- Wireless Phase I and Phase II
- Telecommunications Device for the Deaf (TDD)/Teletypewriter (TTY)/Telephone Relay Service (TRS)
- Text to 9-1-1 capabilities
- Telematics and enhanced third party call delivery capabilities
- Computerized mapping/geographic information systems (GIS)
- Logging recorders

- Computer-aided dispatch (CAD) Systems
- Mobile data systems (MDS), automatic vehicle location (AVL), paging, alarms, etc.
- Call transfers, alternate and default Routing, etc.
- Mass notification systems and procedures
- Criminal justice information systems (CJIS)/National Law Enforcement Telecommunications System (NLETS)
- Agency department information technology operations
- Interagency networks and databases

E) **Call Processing:** This section covers many of the most essential skills that an emergency communication professional needs to possess. They must be able to process a variety of incident types and sizes. The management of the call from delivery through categorization, prioritization, pre-arrival instructions, and dispatch of appropriate resources is the core of the emergency communication professional's position. Even when PSAPs are discipline specific (i.e., law enforcement only), the reality of multidiscipline incidents is evidence that working knowledge of other disciplines is necessary. The development of a local curriculum that includes all response disciplines is in the best interest of the responder and the public.

Recommended Training Topics – Call Processing
- Call receiving (hang-up, abandoned, open line, call tracing and records retrieval procedures)
- Interviewing/interrogation techniques
- Structured call-taking protocols and standards overview
- Maintaining control of the call
- Escalated incidents and managing high-risk calls (domestic assault, active shooter/hostile events, suicidal, mass casualty incident, etc.)
- Managing specialty calls (children, elderly, mentally or emotionally challenged, communications impaired)
- Call categorization/prioritization
- Homeland security/terrorism/weapons of mass destruction (WMD)
- Aircraft/rail incidents/marine
- Hazardous materials incidents
- Missing/exploited/trafficked Persons
- Discipline specific call processing and dispatching (law, fire, EMS)
- Responder-initiated calls
- Amber Alerts

F) **Emergency Management:** The emergency communications professional plays a pivotal role in the management of emergency incidents, especially as the scope of an incident grows in complexity. Having a minimum-level understanding of Incident Management and Incident Command Systems is necessary to ensure they can effectively serve small incident response to disaster-level events.

Recommended Training Topics – Emergency Management
- Introduction to Incident Command System (ICS) – IS 100
- ICS for Single Resources and Initial Action Incidents - IS 200
- National Response Framework an Introduction - IS 800
- National Incident Management System (NIMS) – IS 700
- Emergency management roles and responsibilities
- Disaster preparedness
- Mutual-aid/Telecommunicator Emergency Response Taskforce (TERT) – IS 144
- Governmental and private resources
- Local emergency operation plans

G) Radio Communications: With the majority of emergency calls coming from mobile devices, it is important to understand radio systems play a lead role in both call delivery and dispatch functions. The emergency communications professional should possess an understanding of the rules, regulations, abilities, and limitations of the local radio system and how this can affect the response.

Recommended Training Topics – Radio Communications
- ARMER system and state standards; at a minimum State Standard 1.11.3 – Training Radio Telecommunicators and State Standard 1.11.4 – Training ARMER End Users
- Minnesota Dispatchers Communications Best Practice Guide
- Radio communication techniques (rate of speech, terminology, formulating communication)
- Radio technology and equipment (system information and coverage, malfunction and failure procedure)
- Rationale for radio procedures and protocols
- Radio discipline (professionalism, controlled communication, etc.)
- Interoperability and role of emergency communications professional in coordinating multi-agency communications (COML, COMT, etc.)
- Federal Communications Commission (FCC) Rules

H) Stress Management: All members of the public safety family experience intense levels of stress. It is important for an emergency communications professional to understand the effects of stress on their job performance and life outside of work. A well-designed stress-management program, accounting for both personal and organizational needs, results in a better quality of life for the emergency communications professional and a higher level of service for the responder and citizen.

Recommended Training Topics – Stress Management
- Definition, Causation, Identification

- Strategies for dealing with stress/accumulative stress and burnout (peer support, lifestyle changes)
- Critical Incident Stress Management (CISM)
- Post-traumatic stress disorder (PTSD)
- Employee assistance program (EAP)

I) Quality/Performance Standards Management: To ensure a training program is effectively meeting the needs of the emergency communications professional and the organization, metrics should be put in place to measure the success of the program. Items such as daily observation reports (DOR) and skills performance testing are recommended to track progress and identify areas of performance needing improvement. The same process should be applied to all emergency communications professionals to ensure that the organization is providing a uniformly high level of service to its customers.

Recommended Training Topics – Quality Management
- DOR/Skills Performance Testing/Performance Standards
- Acceptance of feedback
- Attendance
- Quality Assurance (QA)/Quality Control (QC)/Quality Improvement (QI)

7. Recommended Procedure:

It is highly recommended that Public Safety Answering Point managers ensure that their training programs meet or exceed this standard as the minimum competency-based training for entry level emergency communications professionals.

8. Management

PSAP Management will ensure that emergency communications professionals demonstrate minimum competencies in accordance with this standard and that all training is conducted by qualified personnel.

9. References[1]

"Model Statute for the Regulation of Minimum Training Guidelines for Telecommunicators", NENA International, Alexandria, VA, 2016
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[1] *Disclaimer: Portions of this document contain text taken verbatim from the references listed.*

"2015 Report Professional Communications Human Resource Committee ProCHRT", APCO International, Daytona Beach, Florida, 2015
Retrieved from https://www.apcointl.org/doc/conference-documents/resources/619-2015-prochrt-report/file.html

APCO ANS 3.103.2.2015, "Minimum Training Standards for Public Safety Telecommunicators", APCO International, Daytona Beach, FL, 2015
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ARMER 1.11.3, "Training Radio Telecommunicators" MN SECB, 2015
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https://dps.mn.gov/divisions/ecn/programs/armer/documents/standards/standard-1-11-3.pdf

ARMER 1.11.4, "Training End Users" MN SECB, 2015
Retrieved from
https://dps.mn.gov/divisions/ecn/programs/armer/documents/standards/standard-1-11-4.pdf

ARMER, "Minnesota Dispatchers Communications Best Practice Guide", MN SECB 2016
Retrieved from
https://dps.mn.gov/divisions/ecn/programs/armer/documents/dispatchers-best-practice-guide-april-2016.pdf

METROPOLITAN EMERGENCY SERVICES BOARD

REQUEST FOR PROPOSALS (RFP)

CAD-to-CAD Interoperability Feasibility Report and Recommendations

DUE DATE:
JULY 14, 2017

ISSUED BY:
METROPOLITAN EMERGENCY SERVICES BOARD

1

The Metropolitan Emergency Services Board (MESB) is soliciting proposals from qualified independent contractors to research and create a report on the feasibility and recommended implementation options for CAD-to-CAD interoperability with all the primary and secondary PSAPs in the nine-county Minneapolis / St. Paul metro area. This report may become the basis for additional request for proposals to implement CAD-to-CAD interoperability in future years, contingent on grant fund availability and PSAP participation.

Additional information about the MESB and the metro region 9-1-1 system may be found at www.mn-mesb.org

Scope of work:

Proposals should include the resources necessary to prepare the following deliverables, and may include additional deliverables you feel are necessary to the success of the project:

1. A white paper explaining the project methodology and benefits of CAD-to-CAD interoperability that can be shared with the PSAPs prior to individual contact by your organization's representative.
2. The report and recommendations should contain information related, but not limited, to:
   a. Inventory by PSAP of the CAD product currently in use, including options, and software release levels.
   b. Inventory by PSAP on Automatic Vehicle Location (AVL) capabilities for tracking responder vehicles and status, including vendor, options, and software release levels.
   c. Identify PSAPs who are interested in entering into a cooperative agreement to share CAD and responder data in real time.
   d. Data interoperability options – minimum of two options
      i. Examples from interoperability projects currently operating in other parts of the country.
      ii. Cost estimates for each option.
   e. Recommendation for implementation of a regional CAD-to-CAD data interoperability project.
      i. Implementation timeline and identifiable milestones for the completed regional CAD data interoperability project.
      ii. Identification of the next step
         1. Cost estimates for the next step
   f. Identify any legal issues that sharing CAD data may create for the participating PSAPs.
      i. Recommendations on how to deal with legal issues.
   g. Identify your expectations for the MESB and the metro PSAPs in the preparation and completion of the RFP report and recommendations.

Submission Requirements:

1. Experience of your organization in relation to other CAD-to-CAD interoperability projects.
2. Identity and qualifications of the person, or persons, your organization would assign to the project.

3. A project timeline from the contract award to the presentation to the MESB of your draft report.
4. A list of three references from similar projects.
5. Known potential conflicts, if any.
6. Submissions shall be on standard 8.5x11 paper, not to exceed 10 pages.
   a. An electronic copy of the submission must be included utilizing MS Office applications.
7. Project pricing
   a. Pricing options for portions of the project, in case the total project cost proposed exceeds the amount of grant money available.
   b. Pricing information should be submitted separately in a sealed envelope

Selection Process:

The final decision of the selection of the organization to prepare the specified CAD-to-CAD interoperability project deliverables will be made by the Metropolitan Emergency Services Board, with recommendations from the MESB 9-1-1 Technical Operations Committee. The final agreement will be in the form of a written contract between the successful organization and the MESB. The MESB reserves the right to reject any, or all, proposals, and to request additional information from all proposers.

All questions and correspondence should be directed to Jill Rohret, Executive Director, in writing at 2099 University Ave. W., St. Paul, MN 55104 or via telephone at (651) 643-8394. Contact with MESB personnel other than Jill Rohret regarding this RFP may be grounds for elimination from the selection process.

Proposals are due by 4:00 p.m. on Friday, July 14, 2017, delivered to: Jill Rohret, Executive Director, 2099 University Ave W, St. Paul, MN 55104.

PUBLIC DATA

Proposals submitted become a matter of public record. Information supplied by any proposer is subject to the Minnesota Government Data Practices Act, Minnesota Statutes, Sections 13.01 et seq.

Public Record: Under Minnesota law, data submitted by a business to a government entity in response to a request for proposal are private and nonpublic until the responses are opened. Once the responses are opened, the name of the proposer becomes public. All other data in a proposer's response to a request for proposal are private or nonpublic data until completion of the evaluation process. Completion of the evaluation process means that the government entity has completed negotiating the contract with the selected proposer. After a government entity has completed the evaluation process, all remaining data submitted by all proposers are public with the exception of trade secret data as defined and classified in Minn. Stat. Section 13.37. A statement by a proposer that submitted data are copyrighted or otherwise protected does not prevent public access to the data contained in the response if such data does not qualify as trade secret data.

METRO REGION
9-1-1 Standards, Protocols, Procedures

Document Section:	**3 – Operations**	9-1-1 TOC Approval – Signature:
Sub-Section:	**METRO 3.6.0**	Date:
Procedure Title:	**Text-to-9-1-1 Call Processing**	
Date Established:		
Replaces Document Dated:		MESB Approval - Signature:
Date Revised: 04-26 2017		

1. **Purpose or Objective:**

   To establish an operational standard for processing short message service (SMS) text-to-9-1-1 calls in the metro region. The purpose of text-to-9-1-1 is to provide a means of communication between the caller and the public safety answering point (PSAP) when it is not feasible for callers to make a traditional voice call. Callers who find themselves in a situation where they are only able to text, or individuals who are hard of hearing or unable to speak may opt to utilize text-to-9-1-1. Voice communications is still the preferred medium to reach 9-1-1 and will be promoted as such throughout the region.

2. **Background:**

   Capabilities:

   PSAPs that have a 9-1-1 answering application capable of handling text-to-9-1-1 calls and are directly connected to the statewide ESInet will be allowed to take text-to-9-1-1 calls after submission of a 9-1-1 Plan Change letter through the Metropolitan Emergency Services Board (MESB) to the Minnesota Department of Public Safety's Division of Emergency Communication Networks (ECN).

   Constraints:

   Text-to-9-1-1 does have limitations compared to traditional voice calls with caller location accuracy. Text-to-9-1-1 provides the geo coordinates of the center of the cell site centroid to the PSAP, which provides a comparable accuracy factor to that of Phase 1 wireless data.

   Once a text session is ended by the call taker a text session cannot be restored or initiated unless the caller messages 9-1-1 again in a new session.

   Text messaging to 9-1-1 is a best effort service that utilizes the public SMS text network. As with any SMS texts, there is no guarantee on the speed of delivery, or if the SMS message will be delivered at all. SMS messages may also appear out of order. Accordingly, it may

take longer for a call taker to process an SMS text to 9-1-1 request than a traditional 9-1-1 voice request, which in turn may lengthen the public safety response time.

Due to limitations with SMS messaging, messages are limited to approximately 160 characters.

3. **Definitions:**

Cell site centroid – Center point of a single cell sector. There are typically 3 sectors around a tower.
Emergency medical dispatch (EMD) - systematic program of handling medical calls in which call takers use established protocols to classify the nature of the call, dispatch responders and provide pre-arrival instructions.
ESInet – A managed Internet Protocol (IP) network that is used for emergency services communications, and which can be shared by all public safety agencies. Used for carrying voice plus large amounts of varying types of data using IP protocols and standards.
PAI – Pre-arrival instructions (PAI) are instructions the call taker provides to the caller before responders arrive on scene.
SMS – Short message service (SMS) is commonly referred to as "text message". This type of messaging service is a component of most mobile telephone systems.
Wireless phase 1 - For enhanced 9-1-1 phase I, the FCC requires the wireless carriers to deliver to the appropriate PSAP the telephone number of the handset originating the 9-1-1 call (callback number) and the location of the cell site/sector receiving the 9-1-1 call
TTY – A text telephone (TTY) is a device that allows the deaf, hard of hearing and speech impaired to communicate via telephone.

4. **Recommended Protocol:**

A) General

1. The automatic location identification (ALI) screen may show the latitude and longitude of the cell tower site (similar to wireless Phase 1), not the location of the caller. The call taker can rebid the location as needed. The accuracy of the location information may vary by wireless carrier.

2. Text messages are expected to be processed using the same standards for processing emergency and non-emergency voice calls for service.

3. Call takers should avoid the use of "texting" lingo, shortcuts and/or acronyms. All correspondence from the call taker should be in plain language.

4. If the call taker is unable to explain to the caller that they need to call 9-1-1 due to language or communication barriers, the call taker will initiate a voice call to the originating number and attempt to make contact in order to provide Language Line interpretation services. Language Line is not currently capable of translating text.

5. A caller should not be called back in cases where their safety, or the safety of another, is in question unless directed otherwise.

B) Text-to-9-1-1 Call Processing

1. The call taker will answer 9-1-1 text messages as they do with all other 9-1-1 calls, (i.e. 9-1-1 where is your emergency?). If the PSAP is accepting texts for other jurisdictions, a generic opening message should be used to avoid confusion versus one that identifies the agency.

2. The call taker will confirm that the caller can be reached at the same number the text is originating from and verify the address/location of the incident. A mistyped or auto corrected street name by the caller may provide the call taker with a wrong address, so every address/location (including city and state) must be verified.

3. The call taker will ask the caller if they are able to call in by voice (if it is safe to do so), unless it is made clear at the onset of the call.

4. Once a call is deemed ready for dispatch, the call is to be processed and dispatched according to the procedure for the specific incident. If pertinent the responders may be advised that the call is being received by text message.

5. If the request is of a medical nature and the caller confirms they cannot make a voice call, every effort will be made to process the request in the same way that a voice or TTY call would be processed, recognizing that typing questions and instructions is much slower than providing pre-arrival instructions on a voice call.

6. Before ending the call, the call taker will inform the caller what action will be taken. The call taker should consider keeping the session open until responders have made contact with the caller/victim. This will allow for additional texting and the ability to obtain additional information if necessary.

7. Prior to ending the session, a message should be sent to the caller indicating that the session will be closed. A SMS Messaging session cannot be restored/initiated by the PSAP again unless the caller messages 9-1-1 again in a new session. It is recommended that PSAPs have an alternative option for initiating outbound text in situations where additional information may be needed and the text session was terminated, such as a PSAP cellular telephone.
   7.1. If an alternative option is utilized, a general "do not reply" disclaimer should be used. (I.e. CAUTION- DO NOT REPLY TO THIS NUMBER - Please call 9-1-1 if assistance is needed. This telephone is not monitored or used to reach 9-1-1.)

C) No response from caller

1. If there is no response from the caller, the call taker will attempt to contact the caller by sending a text message back (i.e. "If you have an emergency, text or call 9-1-1"). If the initial message indicated an emergency, the call taker should consider using other methods in an attempt to locate the caller. This includes, but not limited to: rebidding the location, contacting the carrier for pinging of the phone or subscriber information.

2. If there is still no response, the call taker will follow specific agency policy for hang-up, abandoned or silent calls.

D) Tracing anonymous text

1. It is not currently possible to receive an anonymous text. Any traceable information provided should be handled as it would for voice calls. If there is no information, no action can be taken.

E) Transfers and misdirected text

1. If the PSAP receives a text or request for service in another jurisdiction, the PSAP will transfer the text directly to the designated text capable PSAP for the jurisdiction.
    1.1. When transferring a text call, the transferring agency will advise the caller what agency they are being transferred to and relay pertinent details to the receiving PSAP in order to ensure a successful transfer.
    1.2. If the PSAP is not able to transfer the text, the call taker will take pertinent information and relay to the appropriate PSAP. Once the initial response information has been exchanged, the agencies involved may choose to designate a talkgroup for continued incident communication or use telephone to relay incident updates.

5. Management:

The 9-1-1 Technical Operations Committee of the MESB is responsible for oversight of the standard. PSAP management will train their personnel in accordance with this standard. PSAP management will ensure personnel comply with the procedures detailed in this standard.

6. References[1]:

"Interim Texting Policy Standard Operating Procedure". National Emergency Number Association International, Alexandria, VA, 2014.
Retrieved from http://www.nena.org/?text_training_docs

"Text to 9-1-1 100-015". Red River Regional Dispatch Center Standard Operating Procedures Manual, Red River Regional Dispatch Center, Fargo, ND, 2015.

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[1] *Disclaimer: Portions of this document contain text taken verbatim from references listed.*

Hennepin County EMS System
Title: Standard Operating Procedure for 9-1-1 Medical Caller Transfer for Pre-Arrival Instructions
SOP Sponsor: Hennepin County EMS Council Quality Committee
Final Approval Body: Hennepin County EMS Council
Original Approval Date: 11-7-2011
Reviewed/ Revised:

PURPOSE

The objective of Pre-Arrival Instructions (PAI) is to provide a "zero response time" by providing over-the-phone intervention to improve patient outcome for specific patient complaints. It is critical that the call transfer to PAI takes place as quickly as possible so that the outcome is maximized. This SOP is meant to give direction to primary PSAP's in Hennepin County for the transfer of 9-1-1 medical callers to secondary EMS PSAP's for the purpose of providing PAI.

DEFINITIONS

- EMD: Emergency Medical Dispatcher
- PAI: Pre-Arrival-Instructions. Pre-arrival instructions are medically approved, written instructions given by trained EMD's to callers that help provide necessary assistance to the victim and control of the situation prior to the arrival of EMS personnel.

STANDARD OPERATING PROCEDURE

A. The dispatcher will obtain and verify the following information:
    1. Address of the emergency
    2. The phone number the caller is calling from

B. The dispatcher should ask:
    - "What's the problem, tell me exactly what happened?"
    - "Is the patient responsive/conscious?" - if NO, *Transfer the caller immediately*

    If the caller indicates any of the following symptoms (or similar symptoms) are present, advise the caller you are transferring them to the EMS dispatcher and *transfer without delay*:
    - Unconscious
    - Possible Cardiac Arrest
    - Not breathing
    - Choking
    - Burns
    - Child Birth
    - Severe Bleeding
    - Any call where the caller wants additional medical help

C. Transfer the caller and advise the EMS dispatcher of the following:
    1. Your agency name and that you're transferring a caller
    2. Address of the emergency

3. Brief description of medical issue

Example: "This is Hennepin County with a transfer at 1234 Main Street in Brooklyn Park on a Heart."

D. Allow the EMS dispatcher to confirm the address information and take control of the call. DO NOT tell the caller to go ahead or prompt the caller to start talking.

E. Disconnect from the call.

ADDITIONAL GUIDELINES

- For PAI to be effective, the caller must be in a position to assist the patient. If the call is from a second or third party who is not able to assist, then there is little usefulness in transferring to PAI. In such cases, do not transfer the call.

- Not all calls will fit neatly into a certain category. If conditions exist that would benefit from PAI, the call should be transferred even if criteria is not met. When in doubt, transfer the caller.

- For most medical calls only address, phone number, and complaint are needed before rapidly transferring the caller to the EMS dispatcher for PAI. The EMS dispatcher will obtain the remaining relevant information from the caller and relay any additional pertinent information for first responders back to the Primary PSAP.

SUPPORTING DOCUMENTS

1. Association of Public Safety Communications Officers (APCO), Minimum Training Standards for Public Safety Telecommunicators. (APCO ANS 3.103.1-2010)
2. National Emergency Number Association (NENA) Call Processing Protocol 56-006
3. National Emergency Number Association (NENA) Best Practice Model for Third Party EMD 56-509
4. National Highway Traffic Safety Administration (NHTSA) Standard for Emergency Medical Dispatch (ASTM F 1258)
5. National Fire Protection Association (NFPA) Standard 1221
6. 9-1-1 Dispatching - A Best Practices Review, State of Minnesota, Office of the Legislative Auditor, published on April 6, 1998.
7. Position Paper: Emergency Medical Dispatching, National Association of Emergency Medical Services Physicians (NAEMSP), 1989.
8. Hennepin County EMS System 9-1-1 Medical Caller Processing Best Practice
9. Emergency Medical Service Dispatch Cardiopulmonary Resuscitation Prearrival Instruction to Improve Survival From Out of Hospital Cardiac Arrest. American Heart Association. 1-9-2012

Emergency Medical Services Council

Health Services Building – MC L963   612-348-6001, Phone
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Minneapolis, MN 55415-1569   chd.ems@co.hennepin.mn.us

Hennepin County EMS System 9-1-1 Medical Caller Processing Best Practice

Several professional standards bodies have recommended best practices and standards for emergency medical caller processing. They include the National Highway Safety Administration (NHTSA), American Society for Testing and Materials (ASTM), the National Fire Protection Association (NFPA), the National Emergency Number Association (NENA) and the Association of Public Safety Communications Officers (APCO). All of these organizations agree that a comprehensive plan for managing the quality of care during 9-1-1 medical caller processing must include careful planning, program/software vendor selection, proper system implementation, employee selection, training, certification, QA/QI, performance evaluation, continuing dispatch education, recertification, and risk management activities. These functions must be designed and implemented to assist dispatch management in monitoring and modifying the system with QA/QI to protect the public against poor performance, as well as changing resource or protocol deficiencies that exist in the emergency medical dispatch system.

In Hennepin County, all of these medical caller processing activities exist today at the 4 EMS *Secondary* 9-1-1 Public Safety Answering Points (Allina Medical Transportation, Hennepin EMS, North Ambulance & Ridgeview EMS) and 1 *Primary* 9-1-1 Public Safety Answering Point (Edina). With the exception of Edina, a 9-1-1 medical caller may be transferred from the initial 9-1-1 call taker to a Secondary EMS Dispatch Center if the caller meets an established list of criteria as outlined in the attached Standard Operating Procedure (SOP). However, adherence to the procedures varies widely. Medical 9-1-1 caller processing in Hennepin County is not handled the same in every 9-1-1 PSAP and a caller could have a very different experience depending on their location when they call 9-1-1. There has also been a failure to recognize the vital role that dispatch plays in operational efficiency and the delivery of patient care to provide a zero response time.

The EMS agencies operating in Hennepin County and the Hennepin County EMS Council want to highlight these issues and make best practice recommendations for now and the future to improve the EMS dispatch system and patient outcomes.

Current Best Practice Recommendations:
1. The Hennepin County EMS Council recommends that all primary 9-1-1 Public Safety Answering Points (PSAP) in Hennepin County immediately implement and strictly adhere to the attached Standard Operating Procedure for 9-1-1 Medical Caller Transfer to Secondary EMS Dispatch Centers for Pre-Arrival Instructions. This should include training and evaluation of performance in partnership with the EMS agency and EMS dispatch center responsible for the specific response area. Unfortunately, the EMS Secondary PSAP's are not staffed to handle transfers for all medical callers. Currently the pre-arrival instructions provided by the Secondary EMS PSAP's is unfunded and has been provided as a courtesy to the Primary PSAP's and the public for over 15 years.

2. The Hennepin County EMS Council recommends that the 9-1-1 PSAP ask the right questions during caller intake for all medical callers, and avoid "freelancing" or asking unnecessary questions to ensure a fast transfer for PAI. This may require the PSAP to develop standardized questions to methodically process the caller, transferring to the Secondary PSAP for PAI when indicated based on the attached SOP.

Future Best Practice Recommendations:

1. The Hennepin County EMS Council strongly recommends that all standardized medical caller processing and Pre-Arrival Instructions (PAI) be performed at the Primary 9-1-1 Public Safety Answering Point and <u>not</u> transferred. This is a best practice recommendation, understanding that the training and implementation involved is extensive. This practice will:

    a. Ensure a *zero* response time and intervention, assisting the caller in preventing the patient from further injuring himself, and to enable the caller to do as much as possible to help or resuscitate a victim in a life-threatening situation.
    b. Ensure a standardized and methodical approach is used for <u>all</u> medical 9-1-1 callers in Hennepin County.
    c. Allow for more accurate interrogation of the medical caller, including more pertinent information, and ensuring the ability to make more sensible decisions about resource response (ambulance, police, fire). Allowing for preplanned responses and safer responses (fewer units responding in the red-light-and-siren mode), and decreasing over-response.

The Hennepin County EMS Council is committed to improving the 9-1-1 medical caller experience, patient care and patient outcomes. The EMS agencies in the Hennepin County EMS System take this role very seriously and have developed the current system of Primary and Secondary PSAP transfers as an alternative to best practice. If public safety is going to continue to be dynamic and responsive to the citizens it serves, continued reassessment is necessary and may require the use of innovative, and possible changes to dispatch and response.

From: Pete Eggimann
Sent: Thursday, May 11, 2017 1:27 PM
To: Martha Ziese <MZiese@mn-mesb.org>
Subject: FW: Pendants Texting 911
FYI – Let's include this email thread in the 911 TOC packet. It is just FYI and go at the end of the packet. Thanks

From: April Heinze [mailto:aheinze@indigital.net]
Sent: Friday, April 28, 2017 12:30 PM
To: Roger Hixson <rhixson@nena.org>; Pete Eggimann <PEggimann@mn-mesb.org>; Jim Shepard <jims@911datamaster.com>
Cc: Sonya Lopez-Clauson <Sonya@911.org>; Wendi Lively <wlively@spartanburgcounty.org>; Sandra Beitel <sbeitel@oglecounty.org>; Chris Carver <ccarver@nena.org>
Subject: Fwd: Pendants Texting 911

Please take some time and read the below email. Have any of your heard of or had issues with these text pendants? These pendants are giving people false hope that they will receive help. I had heard of SmarGo in the past, but had not heard of Rescue Touch.

Roger, is this something that NENA might be willing to contact these companies and educate them how text-to-911 works…even more important that text-to-911 does not work in most areas of the country. And, that their text is not enough information to ensure responders can find the person in an emergency?

April

April Heinze, ENP, CMCP
Industry Affairs Specialist

1616 Directors Row
Fort Wayne, IN 46808
(517) 719-2426
aheinze@indigital.net

From: "Seling, Jaime A" <selingj@oakgov.com>
Subject: Pendants Texting 911
Date: April 27, 2017 at 2:24:59 PM EDT
To: "April Heinze (aheinze@indigital.net)" <aheinze@indigital.net>, "Bob Currier (Bob.Currier55@gmail.com)" <Bob.Currier55@gmail.com>, "carl@midland911.org" <carl@midland911.org>, Jerry Nummer <nummerj@michigan.gov>, "Leigh Ann Irland (leigh.irland@ftr.com)" <leigh.irland@ftr.com>, "Matt Groesser (matt.groesser@kentcountymi.gov)" <matt.groesser@kentcountymi.gov>, "michaela@ci.milan.mi.us" <michaela@ci.milan.mi.us>, "Mike Muskovin (mike.muskovin@motorolasolutions.com)" <mike.muskovin@motorolasolutions.com>, "Miller-Brown, Harriet (MSP)" <Miller-BrownH@michigan.gov>, "Coates, Patricia A" <coatesp@oakgov.com>, Tim McKee <tmckee@pfnllc.net>, Tim Smith <tsmith@occda.org>

On 4/24/2017 we received a Text-to-911 that was similar to the SmartGo texts we have been receiving from a pendant. The text came in with the same format as the SmartGo texts that we have received in the past. The only difference was that this text rather than saying SmartGo said Marion. We assumed that Marion was another company or a company that had taken over SmartGo.

Below is the actual text that came in.

Date/Time	Inc #	# sent from	# sent to		Message
4/24/2017 18:10	17-71790	7572979717	911		EMERGENCY MARION Fall Down Alert! Now Date:24/04/2017 Time:18:10:43 Speed:0Km/h Altitude:317.0m Bat:100% maps.google.com/maps? q=42.811016,-83.256218

When we called back the number we only got a fast busy, we were unable to obtain contact with the owner of the device. We ended up sending deputies out to do a welfare check for someone at the senior living community looking for someone with an issue. It was after hours so there was no one in the office to assist the deputies or dispatch. The deputies were unable to locate anyone and there was nothing else we could do.

I called the assisted living community yesterday and spoke with the manager and explained the issue and asked if they kept a log of those people that wore pendants. She advised they did not but she would check with all of her residents and find out if anyone just got one and also check to see if any of the new residents had one.

The manager called me back today advising that she found the person who had the pendant. The manager said she found a resident named Marion who just got a pendant on the 24th. The manager had Marion call me.

I spoke with Marion who explained that her granddaughter had just purchased the pendant for her and that she had never heard of the company and thought they might not be legitimate. Marion advised that her son was over on the 24th setting the pendant up for her when it sent the fall alert text message. I asked her for any details about the pendant, she was able to supply me with the name of the pendant, the company her granddaughter ordered it from and the phone number for the company.

The pendant is an SOS pendant from Rescue Touch. It is a help alert for first responders Fall Caller. The company phone number is 800-209-3815.

I was able to find the pendant online

RescueTouch Fall Dectector & Medical Alert System
Please select the RescueTouch plan that's best for you.

Rescue Touch Fall Dectector & Medical Alert System

$99 one time payment

The RescueTouch SOS Fall Caller + GPS Locate + Family Text Notify Mobile Help Alert is a high-quality, mobile personal fall alert system. One firm press of the large SOS button and it calls a pre-programmed personal contact. A family member, friend, neighbor or caregiver can speak immediately with the user over the built-in speakerphone.

Select a Color

Pink   Green   Blue   **Stealth Black**

Select a Plan

Monthly   Quarterly   **Yearly**

$34/month! (billed yearly)   **BEST VALUE!**

SAVE 17% – This is a $84.00 Savings

1

❤ **PLACE ORDER**

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https://www.ems1.com/ems-products/patient-handling/articles/126005048-Va-EMT-launches-senior-help-alert-services/

I called the company and spoke with a Scott Lepper. I told Mr. Lepper that we received a text from Marion that said fall alert, it provided a google map location however as this was a senior living community we were unsure which floor the person was on, we weren't sure of the apartment they were in and we were unable to make contact with the owner because the pendant would not let us dial in to it. I told him that the text says Marion and does not let us know that it is someone's name, it does not give us contact information and the information provided was not enough to get help to the right place.

Mr. Lepper told me he was an EMT and designed the devise and that he knows 911 and knows what we need.

I asked him if he was affiliated with the SmartGo in anyway and he said they might be using the same platform but they were not the same. I advised him that we have received several text messages from SmartGo but we've been able to gain voice contact with all of those owners which was ok. I advised him that we do not want to receive text messages telling us that the battery on the device was low, that that was not a responsibility of 911.

He told me the responsibility of 911 was to save lives and that us getting a text message about a low battery could save a life. I told him that we do not call every home in the county to advise them to change the batteries in their smoke detectors and that could save a life as well. I advised him that the battery texts were a misuse of 911. He said since he knew 911 he knew they were not.

I asked him if he has been letting PSAPs know that this technology was being released, he said that he talked to his PSAP. He also advised that these pendants are all over the US and that I am the only one to contact him with an issue. I'm assuming that's because I'm the only one that has as much OCD data on text-to-911s as I do.

He then told me that the landscape of 911 was changing and that there are a lot of these companies out there that are going to be sending low battery alerts to 911 as that is our job. I told him that was a waste of 911 resources. He then told me to train my staff to ignore the low battery text messages coming into the center. I advised him that we don't train our staff to ignore calls into 911.

I told him that we were going to have to disagree on this and that our agency would be sending these issues over to our prosecutor for review.

So this is really just a long email to let you know that there is a new pendant company out and about that puts the owners name in text message field. It may not be a first and last name you may just get the first name like we got. The company says it's our job to handle low battery text messages, and we are sending this information over to our prosecutors to review. I will keep you updated with what our prosecutors say.

The only issue my Lt. can see at this point is that the law MCL 484.1605 states that:

484.1605 Prohibited use of emergency 9-1-1 service; violation; penalty; exception.
Sec. 605.
(1) A person shall not use an emergency 9-1-1 service authorized by this act for any reason other than to call for an emergency response service from a primary public safety answering point.
(2) A person who knowingly uses or attempts to use an emergency 9-1-1 service for a purpose other than authorized in subsection (1) is guilty of a misdemeanor punishable by imprisonment for not more than 180 days or a fine of not more than $5,000.00, or both.
(3) A person who violates subsection (2) and has 1 or more prior convictions under this section is guilty of a felony punishable by imprisonment for not more than 2 years or a fine of not more than $10,000.00, or both.
(4) This section does not apply to a person who calls a public safety answering point to report a crime or seek assistance that is not an emergency unless the call is repeated after the person is told to call a different number.

It states a person cannot do those things, it does not say anything about an entity.

Jaime A. Seling
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