Text to 9-1-1

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Overview

- Case Study from Black Hawk
- How SMS to 9-1-1 works
- Reliability of 9-1-1 SMS Messages
- Location for 9-1-1 SMS Messages
- Foundation for the Future
- Q&A

Black Hawk County, IA

August 9th, 2009 at 6:36 pm

'911' Via Text Message Launched In Iowa County

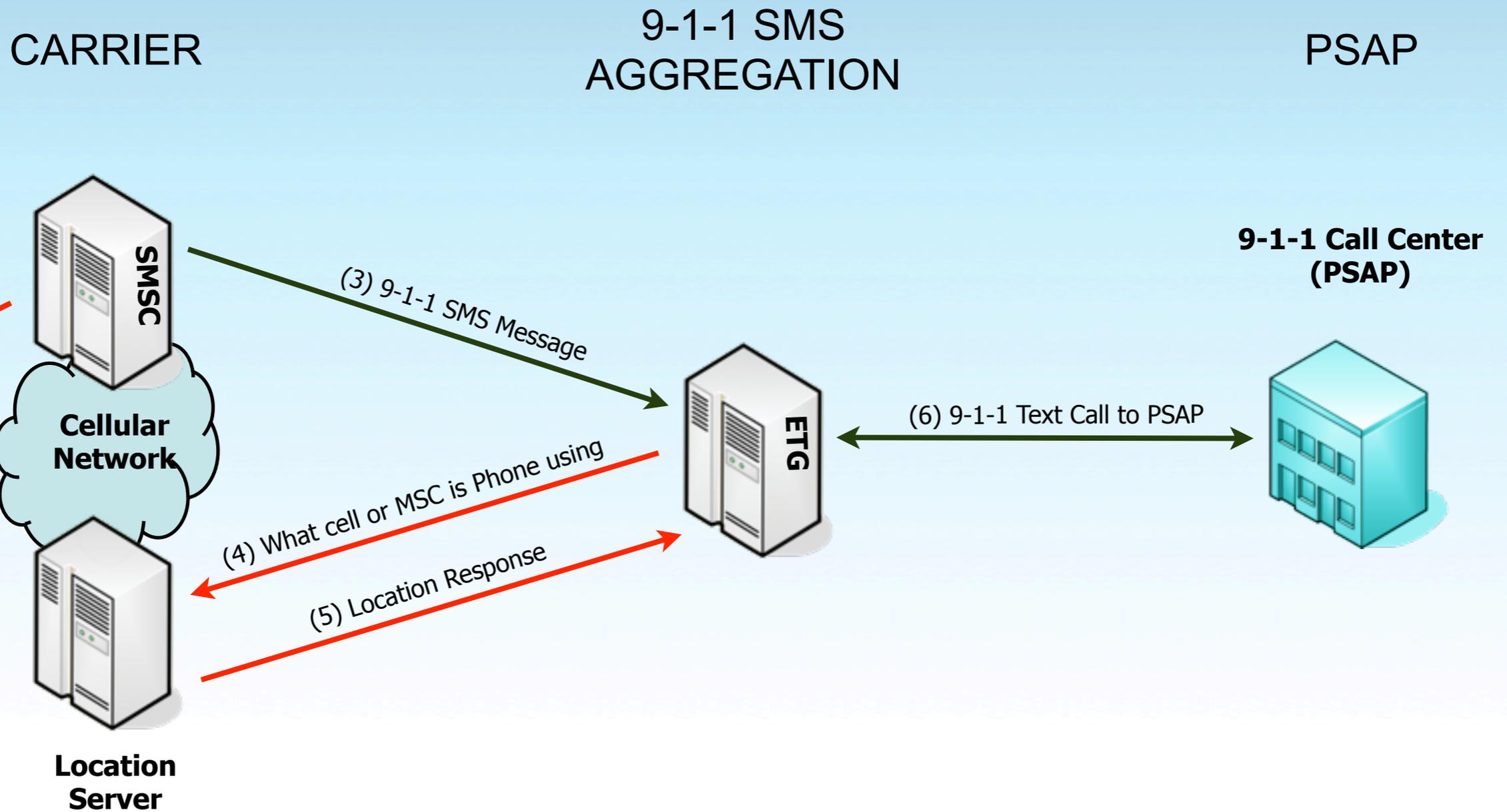in: Breakthrough Thinking, Health & Fitness, Internet, Science & Technology News

4 tweets

retweet

People are constantly incriminating themselves with poorly timed or damaging text messages, but one Iowa county is finally allowing people to get themselves *out* of trouble with their texting thumbs. According to the AP, the emergency call center located in the county jail in Waterloo, Iowa is the first in the nation to accept texts directed to 911. The responders can even reply to the emergency messages via computer.

Black Hawk Consolidated Communications Center

- Calls Stats - number/types
- The usefulness
- Ease of integration into the Center
- Fake calls - get them with any type of 911 call
- Locating the caller – currently routed based on caller info. Option when unknown: have them to hang up and call 911 – they don't have to talk, but this will help us receive the lat/long info.
- Not just for Deaf & HOH! Can also be used for people with various disabilities that may affect their ability to speak such as stroke patients, cerebral palsy, MS, etc.

User to PSAP SMS Messages

CARRIER

9-1-1 SMS
AGGREGATION

PSAP

SMSC

9-1-1 Call Center
(PSAP)

(1) 9-1-1 SMS

(2) ACK

(3) 9-1-1 SMS Message

Cellular
Network

ETG

(6) 9-1-1 Text Call to PSAP

(4) What cell or MSC is Phone using

(5) Location Response

Location
Server

10.100.210.50

SOP | STOP

Compose

ALI

ALIX | RTX | TTY

TEL # [ ] [ ] NAME [ ]

ADDRESS [ ] CLASS [ ]

P-ANI [ ]

EXACT [ ] MAIN # [ ]

X [ ] Y [ ] ESN [ ]

PROVIDER [ ] CONF [ ] UNCERT [ ]

AGENCIES [ ]

Redial | 319-241-2749

SMS / Text Conversation ✕

I need help at 10659 wolff way

> This is an automated response from 9-1-1. To properly route your message, please reply with the nearest CITY or the nearest zip code.

Longmont

> What is the emergency? What do you need help with?

My ex BF is here. He is threatening me and won't leave!

> What is his name? Does he have any weapons? Has he assaulted you or anyone else?
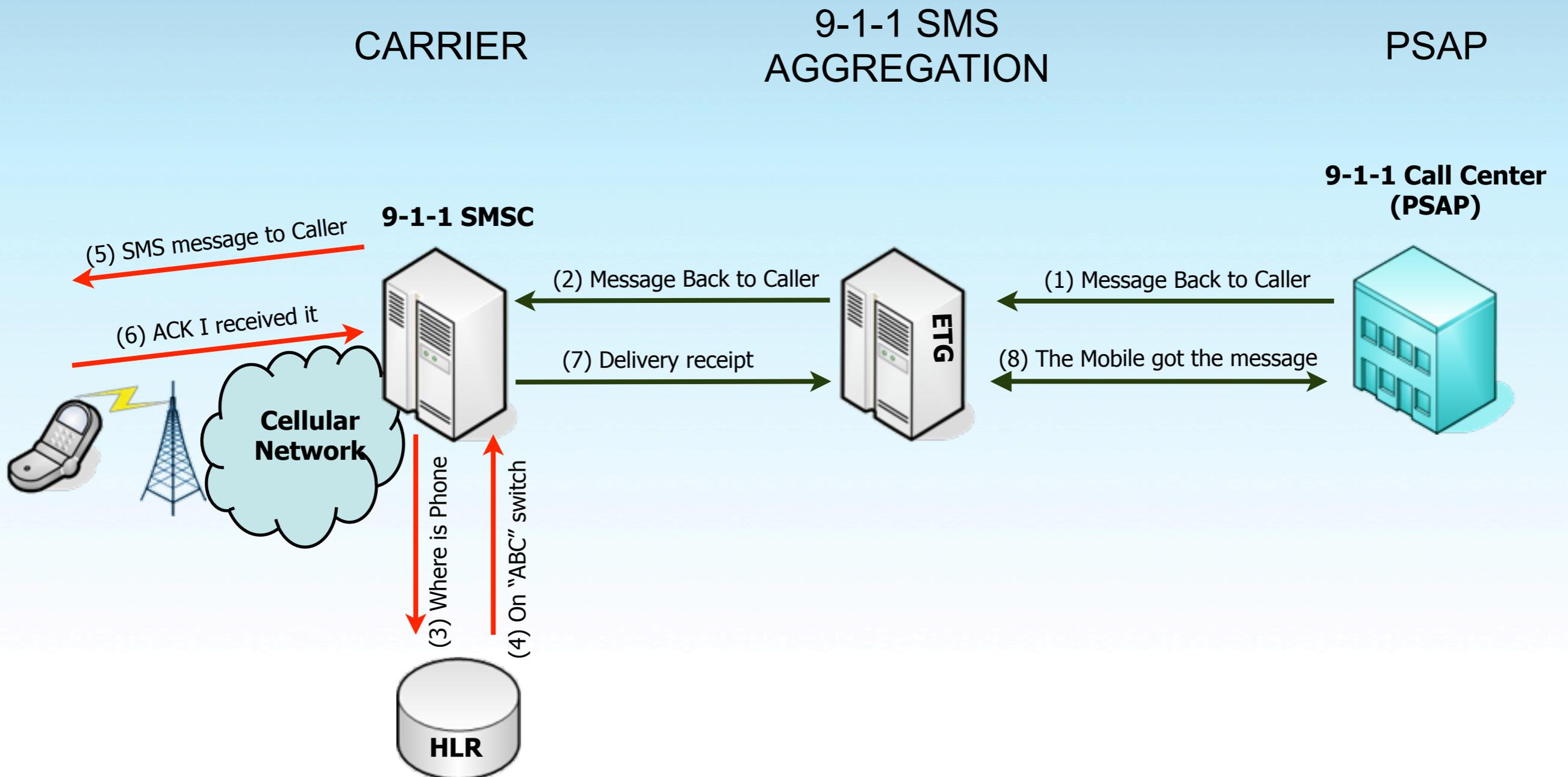
Jim fox. He owns a gun but not sure if he has it

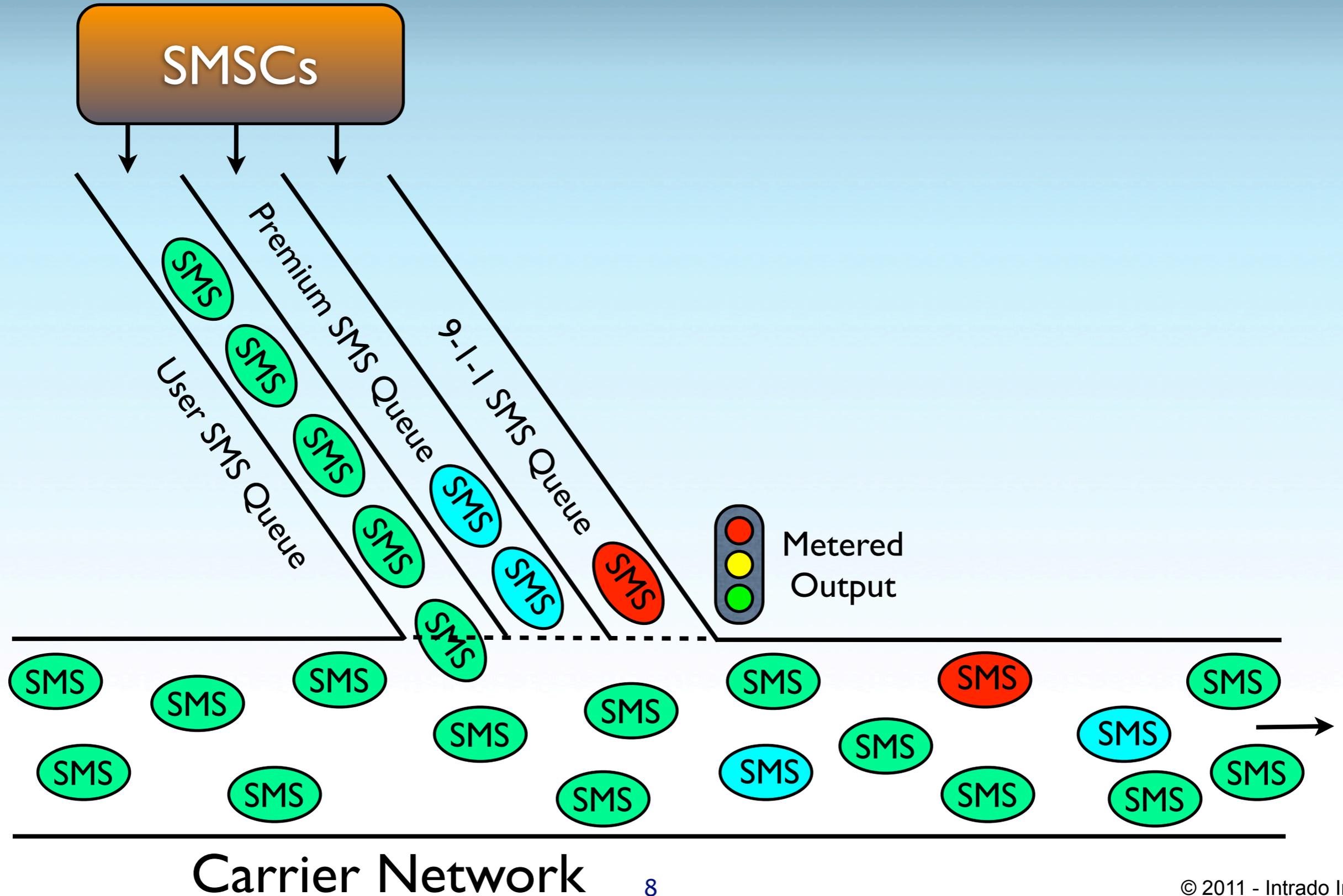> Police are on the way

> The officers should be at your door now

[ ] ▼ | Send

9-1-1	**EMER**	**ADM**	STOP	S/U
			PLAY	
				STOP GRT
		1 - 5:02	MON EXT	
RINGDN	**EXT**	**TEXT**		

LAW SAPD CENTRAL	**FIRE** SAFD	**EMS** AIRLIFE	**HOSPITALS** UNIVERSITY	**TRANSLATOR** 4569201
EXTENSIONS RECORDS	**UTILITES** CPS ENERGY	**TOW** AAA		**DISPATCH** SUPE OFC

Release | CONF | ✕ | Transf | HOLD

History

POSITION 6 | 2/15/2010 8:42:07 PM | Alarms | ABOUT

PSAP to User 9-1-1 SMS Messages

CARRIER

9-1-1 SMS AGGREGATION

PSAP

9-1-1 Call Center (PSAP)

9-1-1 SMSC

(5) SMS message to Caller

(2) Message Back to Caller

(1) Message Back to Caller

(6) ACK I received it

(7) Delivery receipt

(8) The Mobile got the message

ETG

Cellular Network

(3) Where is Phone

(4) On "ABC" switch

HLR

Managing Traffic in SMS

Typical Carrier Network

9

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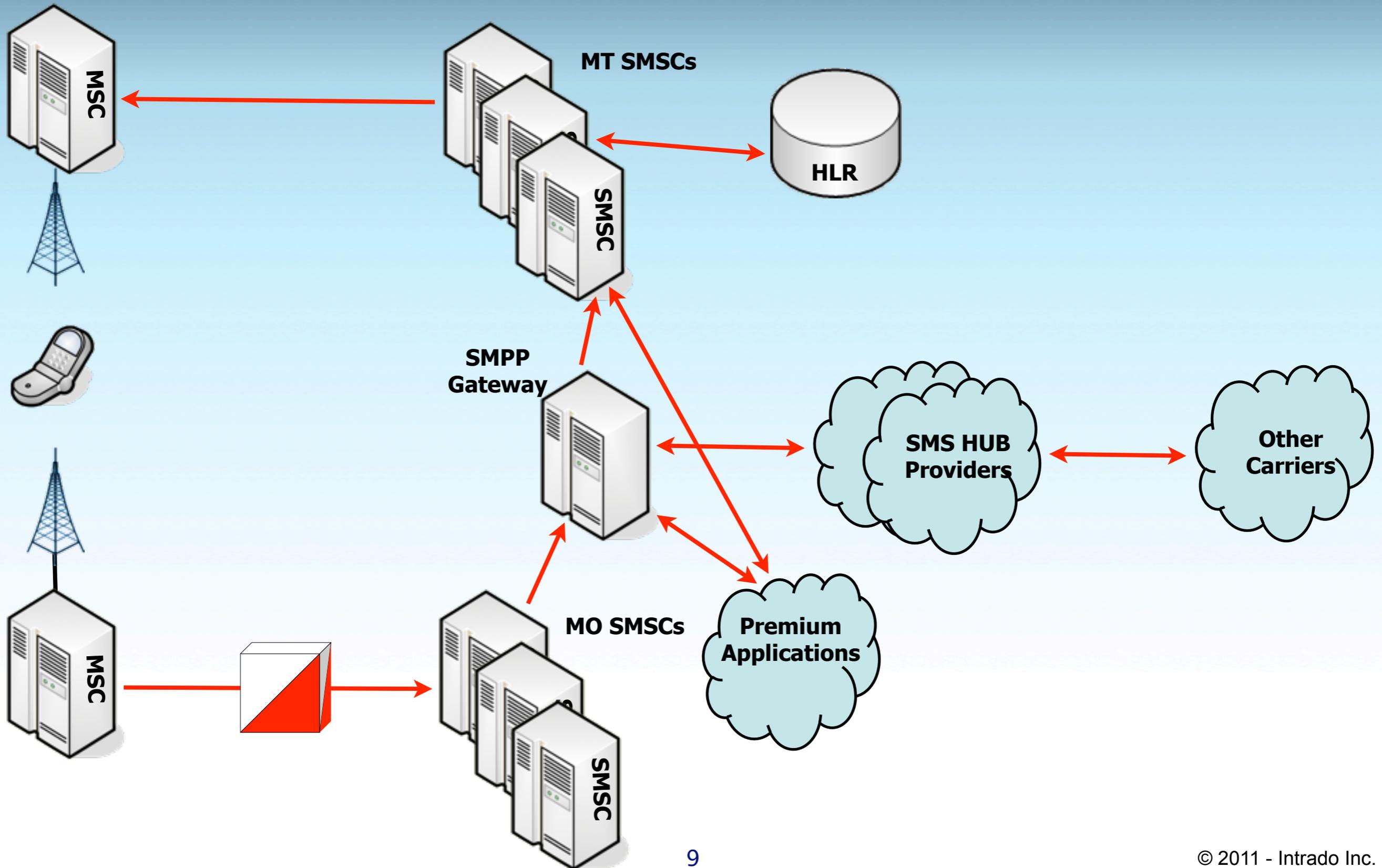
SMS as a Foundation for the Future

Location Aware HS Application

Wireless Data Network

IP Conversation

9-1-1 Texting Gateway

SMSC

MSC

PSAP

PSAP

PSAP

Conversation
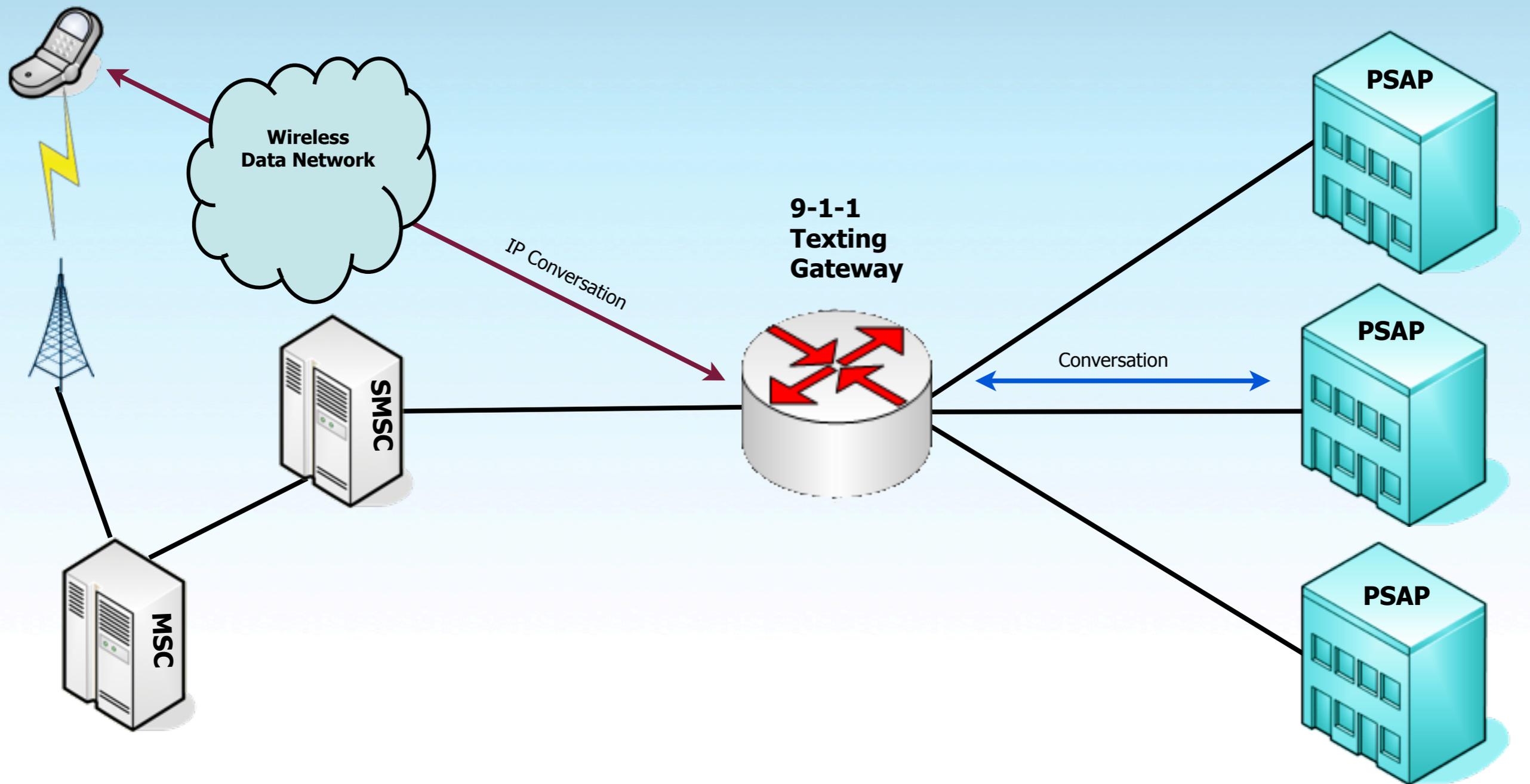
SMS to 9-1-1

- Many users are vary familiar with SMS. Over 3.5 Billion Text Messages are sent a day.

- A vast majority of the Cell phones today support SMS Messaging.

- SMS messaging can work in areas and times where voice networks and data networks may not.

- Reliability and minimal delay can be achieved through existing network mechanisms.

- Location of SMS to 9-1-1 callers can be obtained through existing commercial mechanisms.

- SMS to 9-1-1 creates a foundation to support other Text to 9-1-1 solutions such as RTT.

For More Info Contact

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