



WIRELESS E-911 PSAP RESPONSE POLICY

5-14-03

Phase I Service

The broad location area of the cell site that processed the 9-1-1 call is provided.

PSAP Response Policy for Phase I calls:

- If the caller can be heard in the background and no problem is indicated, the call-taker should disconnect the call and attempt a call-back. If the call-back is unsuccessful, no additional response is warranted.
- If it is a silent open line call, the call-taker should do a TTY query. If no response, the call-taker should disconnect the call and attempt a call-back. If the call-back is unsuccessful, no additional response is warranted.
- On an abandoned (hang-up) call, the call-taker should disconnect the call and attempt a call-back. If the call-back is unsuccessful, no additional response is warranted.

Phase II Service

Network Technologies

Caller location is provided to within 100 meters 67% of the time, and to within 300 meters 95% of the time. Currently, one carrier is providing location with an accuracy of 1,000 meters, which is about .5 mile.

Handset Technologies

Caller location is provided to within 50 meters 67% of the time, and to within 150 meters 95% of the time.

PSAP Response Policy for Phase II calls:

- On an open line call in which the caller can be heard in the background and no problem is indicated, the call-taker should disconnect the call and attempt a call-back. If the call-back is unsuccessful, no additional response is warranted.
- On a silent open line call, the call-taker should remain on the call, and a police officer should be dispatched to the location to attempt to locate the caller.
- On an abandoned (hang-up) call, the call-taker should disconnect the call and attempt a call-back. If the call-back is unsuccessful, a police officer should be dispatched to the location to attempt to locate the caller.
- Providing an emergency is not known to be in progress, the responding officer may choose a “non-response” if the location is determined or is known to be inaccurate or in a congested area, such as a mall or a high-rise building.