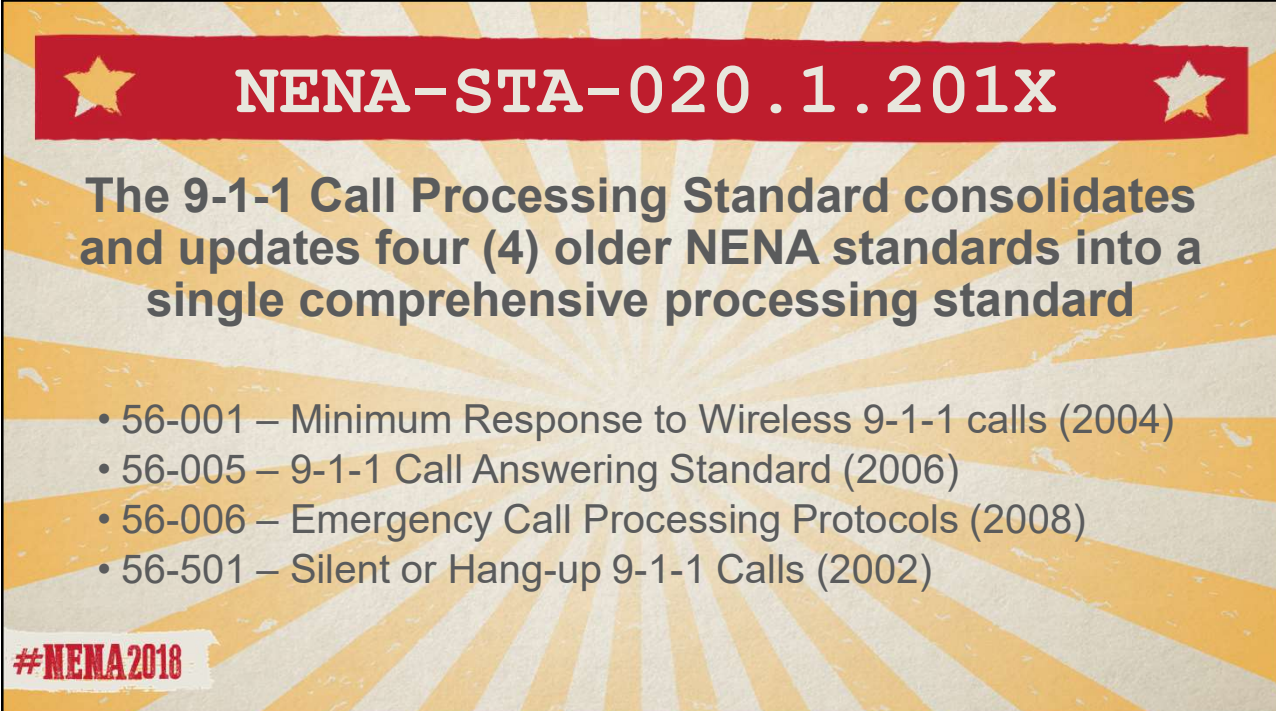




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Chair - NENA PSAP Ops SOP Committee

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**NENA-STA-020.1.201X**

The 9-1-1 Call Processing Standard consolidates and updates four (4) older NENA standards into a single comprehensive processing standard

- 56-001 – Minimum Response to Wireless 9-1-1 calls (2004)
- 56-005 – 9-1-1 Call Answering Standard (2006)
- 56-006 – Emergency Call Processing Protocols (2008)
- 56-501 – Silent or Hang-up 9-1-1 Calls (2002)

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## Challenges

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- Cannot use a One-Size-Fits-All approach
  - Legacy vs. NG9-1-1
  - Voice vs. Text-to-911
- Answering vs. Processing vs. Dispatching
  - Requires flexibility for local processes

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## How to Apply the Standard

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**Adopts IETF RFC 2119 standard for indicating requirement levels in the document**

- SHALL (MUST) – to indicate absolute requirement, e.g. answering 9-1-1 lines with the phrase “9-1-1”
- SHOULD (RECOMMENDED) – valid reasons may exist to ignore, but should be understood and carefully weigh, e.g. a local policy on prank or false 9-1-1 calls
- MAY (OPTIONAL) – truly optional, e.g. preceding agency name before “9-1-1” when answering 9-1-1 calls

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## Key Elements

### 56-006 Emergency Call Processing Protocols

- Deals with standardized, structured call processing protocols, including QA
- Added local flexibility to either “adopt” or “develop” protocols
- Clarified language for large-scale incidents and disasters relative to protocols
- Adopted NFPA phrasing of “Authority Having Jurisdiction”

### 56-501 Silent or Hang-up Calls

- Required revised/new terminology
  - Silent Call
  - Non-Responsive Call

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## Definitions

- **Silent Call** – A call placed to 9-1-1 in which the call has been answered by the Public Safety Answering Point (PSAP) Telecommunicator and no voice communications is heard
- **Non-Responsive Call** - Someone has dialed 9-1-1 and the call has been successfully answered by the Public Safety Answering Point (PSAP) telecommunicator, the caller did not speak, there is audio on the line such as music, yelling and/or ambient background noises can be heard (on a voice call); however, a caller is not responding to the PSAP telecommunicator. On non-voice communications, the caller does not respond to prompting by the PSAP telecommunicator.

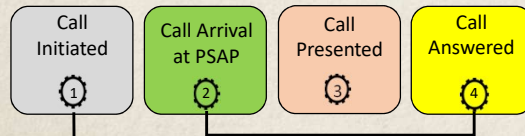
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## Key Elements

### 56-005 9-1-1 Call Answering Standard

- Revises the answering threshold to the NFPA 1221 numbers with the substantive language:
  - SHALL answer 95% in 15 seconds;
  - SHOULD answer 99% in 40 seconds
- Measured from CALL ARRIVAL to CALL ANSWER

Standardizes data collection for all, easier for multi-discipline PSAPs



Call network setup time (pre-arrival at PSAP) is not included in answering standard

Evaluated, at a minimum, for each preceding month, using a full month of data. An AHJ may measure this metric on a weekly or daily basis for a more detailed analysis

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## Call Handling Events

- Call Arrival – (New)** The condition where a call is presented to the PSAP CPE
- Call Answer – (New)** The condition when a call is delivered to and acknowledged by a Telecommunicator and two-way communication can begin.
- Call Answer Interval – (New)** The elapsed time between Call Arrival and Call Answer

\*Call includes text messages and non-human initiated alerts as defined in NENA-STA-010.2

\*The authority having jurisdiction (AHJ) defines what the jurisdiction considers to be an emergency call when applying the standard

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## Key Elements

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### 56-005 continued

- Emergency Lines Call Answering – what is the initial announcement?  
Many different variations
  - All 9-1-1 lines at a primary Public Safety Answering Point (PSAP) SHALL be answered with “9-1-1” (“Nine One One”). Removed “beginning” language for local flexibility
  - Local policy options: include agency name, additional phrases, dispatcher name, etc. These SHOULD be set in local policy.

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## Key Elements

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### 56-005 continued

- Non-Emergency Lines Call Answering
  - Clarified language that the answering agency SHOULD be clearly identified to the caller. Multi-agency centers MAY elect to answer with a generic identifier instead of a specific agency name.
  - Examples include: “County dispatch, Operator Name/Number\_\_\_” or “Agency name, may I help you.”
- Transferring to another PSAP
  - Language clarified to address “warm transfers”
  - Optional local or regional policies for transfers between primary and secondary PSAPs

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## Key Elements

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### 56-005 continued

- **Call Processing**

- Minimum information for calls SHOULD include location, caller identity, call back number and nature of call
- Alternate Route Calls – SHOULD have local policy for how to handle a call when the designated PSAP is unable to receive the call
- Redundant calls – SHALL be evaluated as a unique call
- SHOULD callback minimum one (1) time if callback is available or obtainable
- Does not get into call type specific elements

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## What's Next?

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### Call Processing Standard – Emergency & Non-Emergency

- Public Review for New Standard
- Future Work
  - Validate the 95% in 15 seconds – are these valid given the changing world of emergency dispatch?
  - Call Completion Standard?
    - Currently doesn't exist in the NENA documents
    - Adopt NFPA 1221 numbers?
      - 90% in 64 seconds; 95% in 106 seconds
      - Exceptions to the rules:
        - 90% in 90 seconds; 99% in 120 seconds
    - LE only PSAPs may have issues
  - Text-to-911 sessions may not be able to meet a standard consistently

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Questions?



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