

Text 911



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NYC EMS



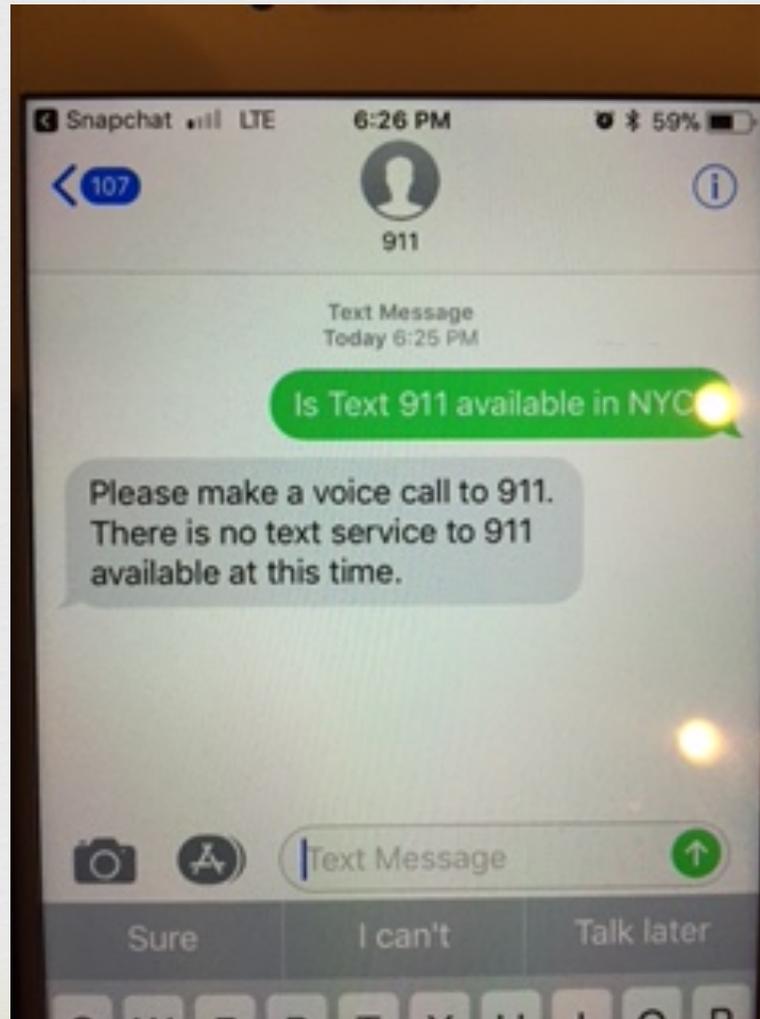
- ∞ 4000+ calls per day for an EMS request
- ∞ 1.4 million calls per year
- ∞ Times of increased EMS call volume -
Influenza Season - 4500 calls per day

Can You Text 911 in Your System



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NYC Current Day



Eagles Survey

Do you have T911?

- ☞ 26 EMS Medical Director responses in 6 hours
- ☞ 11 out of 26 – yes – 42%
- ☞ 7 out of 26 – no but looking into implementing – 27%
- ☞ 8 out of 26 – no (most cited budgetary issues) – 31%

Challenges of T911



- ❧ Normal voice call takes less than a 1 minute to process
- ❧ Text 911 Calls take an average of 6 minutes to process
- ❧ Limited text fields (130 characters)
- ❧ Limited ability to quickly ask questions for call typing – obtain as much information as quickly as possible
- ❧ Shorten the number of questions
- ❧ Accuracy of call type may be off
- ❧ Phone Carrier Dependent

NYC Experience



- ❧ Most will be law enforcement situations
- ❧ Expect limited T911 for EMS calls
- ❧ Immediately attempt to have the T911 call converted to a voice 911 call
- ❧ Safety net – dispatch an ambulance immediately at the front end and then as Text 911 information is made available, downgrade or upgrade as necessary
- ❧ Dependent on Text Call Volume, this may not be possible or feasible
- ❧ Concern that once we implement, more will Text 911
- ❧ Pre-scripted text – English and Spanish

Work in Progress

