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?
NYC Current Day

Text Message
Today 6:26 PM

Is Text 911 available in NYC?

Please make a voice call to 911. There is no text service to 911 available at this time.

Sure  I can't  Talk later
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