

The Status of “9-1-1” Apps

Mark Reddish

Senior Counsel & Manager of Government Relations

APCO International

- ❖ Background
 - ❖ AppComm
 - ❖ APCO's Key Attributes
- ❖ “9-1-1” Apps
- ❖ Next steps

Search

Keyword Search:

Categories:

All Categories ▾

Device:

All Devices ▾

Pricing level:

All Pricing levels ▾

SEARCH

- Top Tags**
- Backend Integration | CAD |
 - Calculators | Campus Safety |
 - Checklist | CPR | Crime Tips |
 - Disaster | Dispatch |
 - Dosing | Earthquake |
 - Educational Tools |
 - Emergency Contacts |
 - Evacuation | Fire | First Aid |
 - Government Data | GPS |
 - HazMat | Help Request |
 - Hospital | Humane | Incident

As host of the single trusted site for public safety apps, APCO seeks to ensure that apps for public safety and emergency response are as safe and effective as possible. To learn more about the work APCO has been doing to improve apps, check out our [blog post about partnering with developers and industry experts to conduct an app testing pilot](#). We are continually looking for input and additional partners. Whether you're a developer, public safety professional, or industry expert – we want to hear from you! Please contact us at AppComm@apcointl.org to share your ideas and/or feedback with our staff.

App Gallery (most recent first)



1stMinute



SceneDoc



LiveSafe

LiveSafe



USPDHub



Lost Person Behavior



AT&T Enhanced Push-to-Talk

Have an idea for a great app?
SUBMIT ideas here.

Looking for app inspiration?
FIND ideas here.

APCO Gov't Relations
@GRQ_APCO

:@APCOintl seeking volunteers to serve on committees; deadline to apply is April 1st
magnetmail.net/actions/email...

15:51, Tue

Reply Retweet Favourite

UrgentCommunications
@UrgentComm

:@APCOintl Executive Director Derek Poarch outlines how Project 43 can help PSAPs make NG911

www.appcomm.org

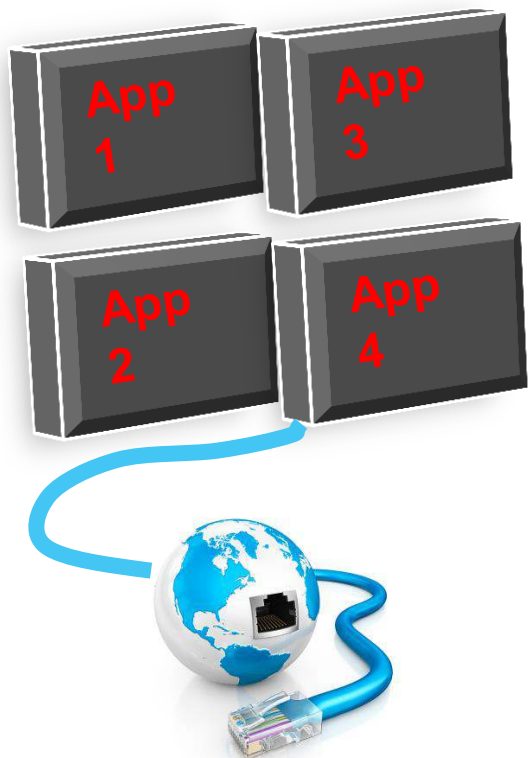
- Some apps are not safe or effective
 - Misleading claims such as “Better than 9-1-1.”
 - Interference with emergency operations
- APCO created a list of [Key Attributes of Effective Apps for Public Safety and Emergency Response](#) to guide the selection of apps on AppComm. Examples:
 - **Operability** (efficient use of data, minimal battery strain)
 - **Security**
 - **Communication with 9-1-1, sending data to PSAPs and Comm Centers, and interfacing with PSAPS**

- In 2015, APCO published a Fact Sheet and White Paper on Mobile Apps and 9-1-1
- Intended to educate the public and stakeholders in the app development community on the state of the 9-1-1 system and the role that mobile apps can play currently and in the future
- Shared early lessons learned from app efficiency and security testing pilots

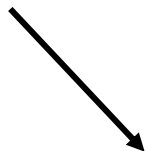
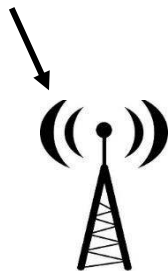
- The app can pinpoint user locations.
- The app is certified.
- Communicate directly with first responders.
- Better than 9-1-1

- (Often contradicted by the Terms of Service)
 - “not a replacement for 9-1-1”
 - “do not rely on the [app]”

- The 9-1-1 network is secure, reliable, and trusted. Apps must be as well.
- “9-1-1” apps run over the Internet and require heightened developer support.
- Today, there is no standard to ensure safety, nationwide use, competition, interoperability, etc.



9-1-1



PSAP



www.digital.com 1229028

- Contributing to an emergency response requires specialized knowledge & training
- 9-1-1 sets a high bar for user expectations
 - Free
 - Reliable
 - Universal
- Liability exposure

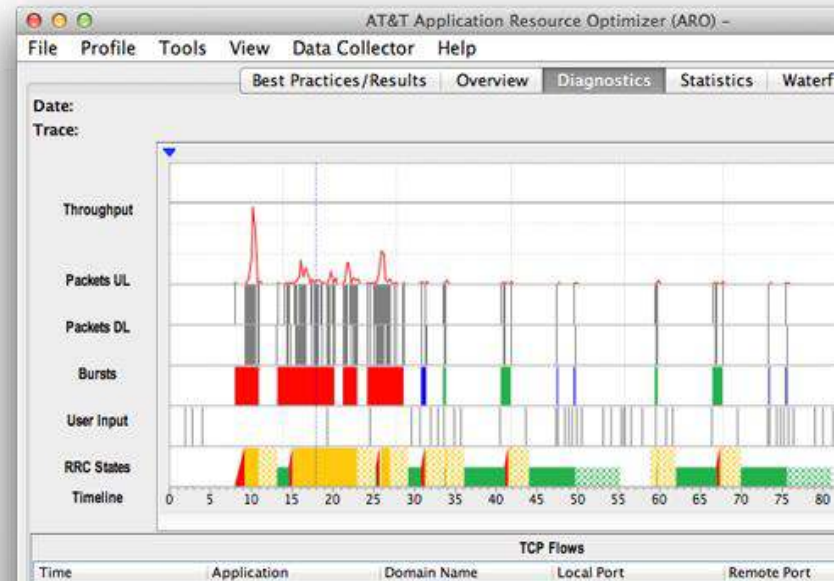
- Without a common interface:
 - Monitoring challenge
 - Training for diverse and unexpected features/formats
 - No interoperability
- Pricing issues
 - Risks of adopting a proprietary solution the public comes to rely on
- Security issues

- Comply with industry standards
- Work anywhere in the country
- Be as reliable as the existing 9-1-1 system
- Preserve the familiar simplicity of 9-1-1
- Connect users to the appropriate PSAP
- Comply with FCC rules, state/local regs, and industry best practices

- Work without delay, regardless of device or app software updates
- Be free to the public and not impose unreasonable costs on PSAPs
- Be device and OS agnostic
- Meet public safety's cybersecurity needs
- Efficiently use/monitor device battery and throttle-down if necessary

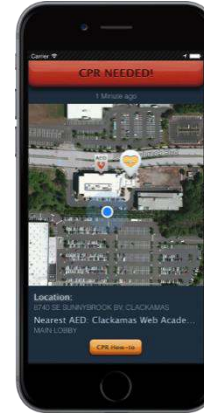
Taking a step back...

- Collaboration with CTIA – the Wireless Association, AT&T, and developers through AppComm
- Testing with AT&T's Application Resource Optimizer (ARO) for file compression, unnecessary connections, duplicative files/downloads, etc.



The Results:

- App 1 - meeting best practices; adopted for routine development
- App 2 - opportunity for file compression to speed data transfer and reduce battery/data use



- App testing platforms can flag security vulnerabilities:
 - Excessive Permissions
 - Locations of IPs accessed
 - Sensitive Data Exposure
- Adapting a program used by federal agencies for public safety and exploring issues such as:
 - Data interoperability between agencies (standard reporting)
 - Meet security requirements (HIPAA, CJIS)
 - Comply with federal, state, & local laws, regulations, & policies

Thank you!

- AppComm: www.appcomm.org
- APCO website: www.apcointl.org
- Twitter: @GRO_APCO

Fact Sheet and White Paper on Mobile Apps and 9-1-1:

<http://psc.apcointl.org/2015/04/27/apco-releases-fact-sheet-and-white-paper-on-mobile-apps-and-9-1-1/>