

The Status of “9-1-1” Apps

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APCO International

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

Search

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Categories:

All Categories ▾

Device:

All Devices ▾

Pricing level:

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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@apoint.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

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

Looking for app inspiration? **FIND** ideas here.

APCO Gov't Relations
@GRO_APCO
..@APCOintl seeking volunteers to serve on committees; deadline to apply is April 1st
magnetmail.net/actions/email...
15:51, Tue
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UrgentCommunications
@UrgentComm
..@APCOintl Executive Director Derek Poarch outlines how Project 43 can help PSAPs make N911

www.appcomm.org

APCO's Key Attributes (KA)

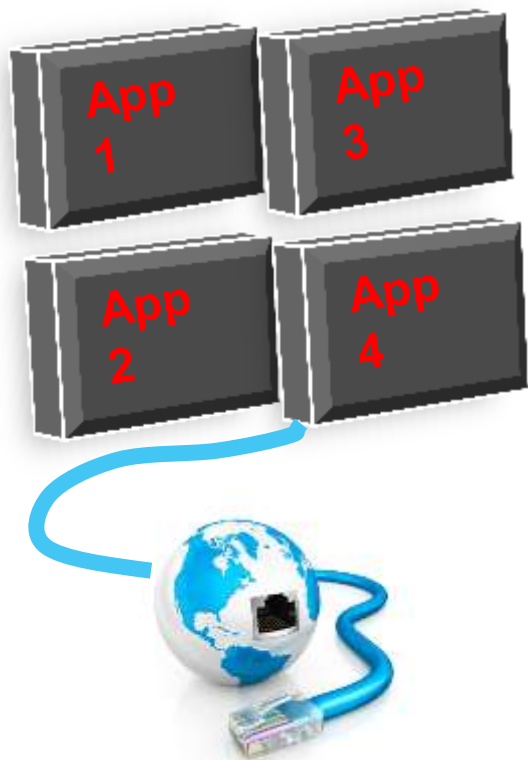
- Some apps are not safe or effective
 - Misleading claims such as “Better than 9-1-1.”
- APCO created a list of [Key Attributes of Effective Apps for Public Safety and Emergency Response](#) to guide the selection of apps on AppComm. Examples:
 - **Operability** (efficient use of data, minimal battery strain)
 - **Security**
 - **Communication with 9-1-1, sending data to PSAPs and Comm Centers, and interfacing with PSAPS** (NOTE: APCO has filed a PIN with ANSI to develop a standard for apps that interface with communications centers and public safety responders)
- This led to discussions with partners – such as NIST – who have expertise in issues such as app security

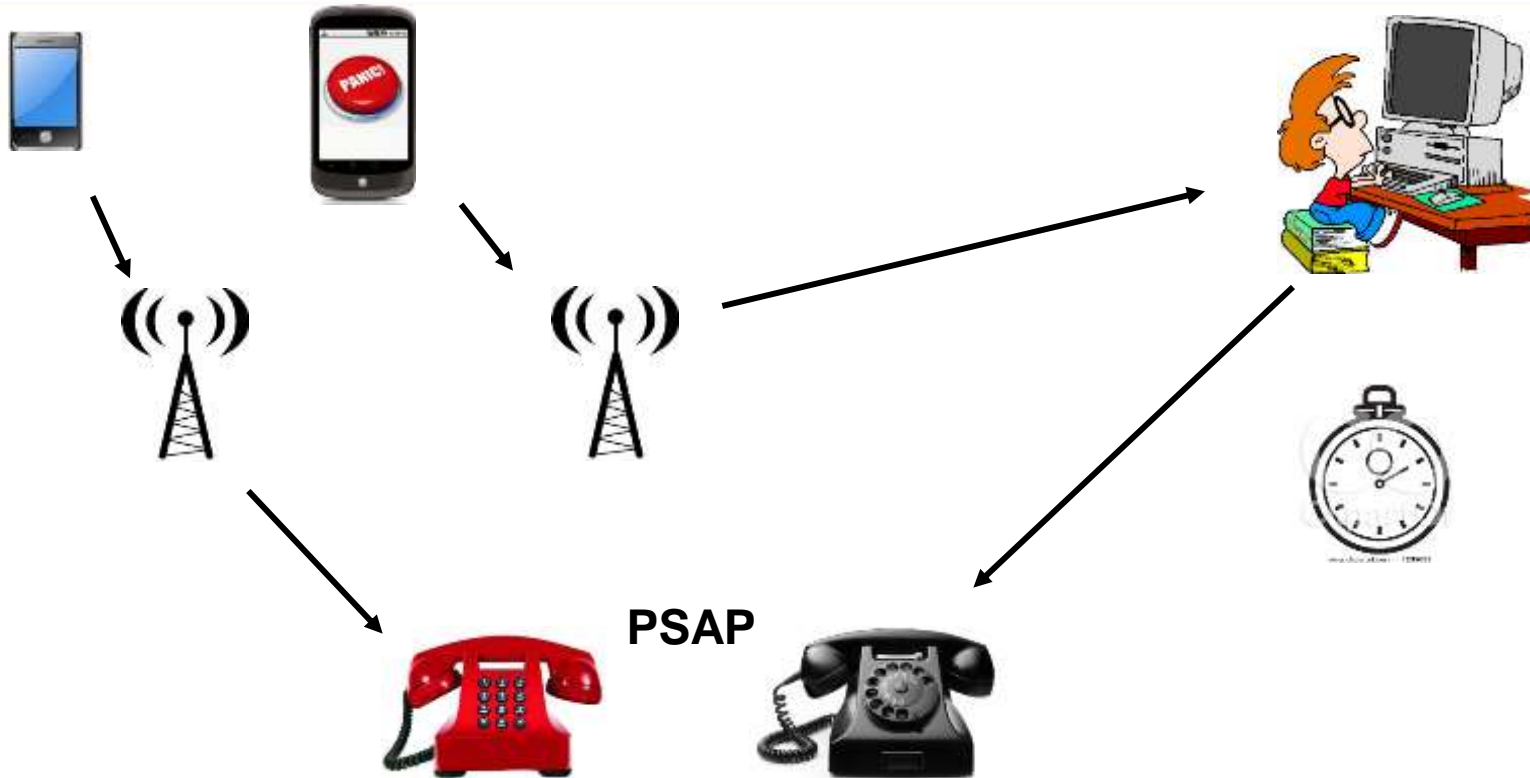
- April 2015, APCO published a Fact Sheet and White Paper on Mobile Apps and 9-1-1
- Intended to educate the public and stakeholders in the app development community on the state of the 9-1-1 system and the role that mobile apps can play currently and in the future
- Shared early lessons learned from 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 911”
 - “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.





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

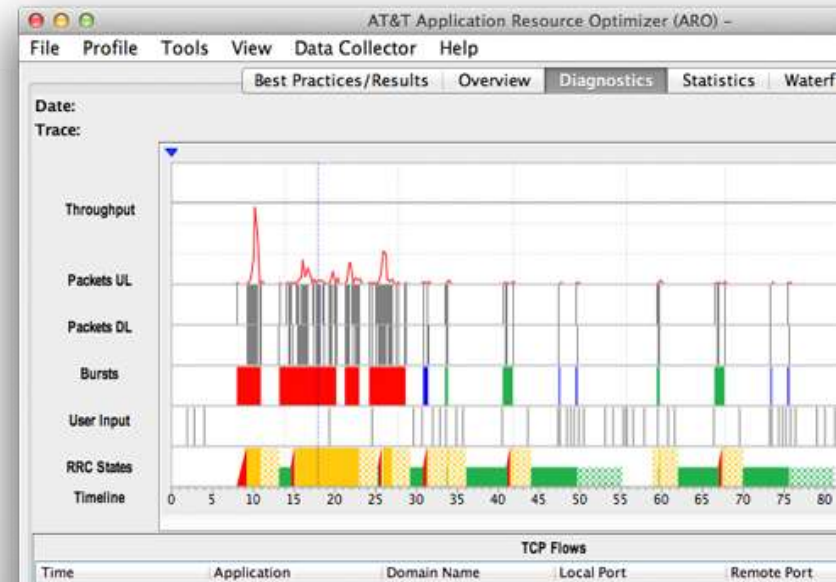
- Without a common interface:
 - Monitoring challenge
 - Training for diverse and unexpected features/formats
 - No interoperability
- Pricing issues
 - Risks of adopting a proprietary solution the public comes to rely on
- Security issues

- 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

- Addressing critical needs
 - Common approach to interfaces for PSAPs
 - Making apps device and OS agnostic
 - Integration with legacy and Next Gen systems
 - Security requirements
- Completion of the ANSI Standard – “Application Integration with Public Safety Communications Centers and Public Safety Responders”
- Continue to **work with partners** on app efficiency and security testing; refine the Key Attributes

- 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



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/>