

STANDARD OPERATING PROCEDURE GENERIC FOR 911 DISPATCH CENTERS

This document was prepared in conjunction with a joint NENA-APCO focus group. It is based on a review of the EmFinders technology, and represents suggested best operational practices for PSAPs.

EmFinders, LLC provides a cellular device to locate missing persons. The device is worn like a watch, and upon remote activation it calls 9-1-1 and can deliver location information using the cellular Global Standard for Mobile Communication (GSM) networks. The service is designed for persons of all ages with autism, dementia, or other neurological impairment. The following procedures will take place during an EmFinders service activation:

- A. When a care-giver discovers a family member is missing they will:
 1. Call their local law enforcement agency to report a missing person and receive a case number or call-for-service number.
 2. Call EmFinders at 800-215-8161 to provide the case or call-for-service number, update descriptors on file and provide law enforcement agency contact name/phone number. Some law enforcement agencies may choose to call EmFinders directly.
 3. EmFinders will activate the cellular device, and the device will place a 9-1-1 call.
- B. When the device is activated by EmFinders it will:
 1. Call 9-1-1 and will have the appearance of a cellular call.
 2. Activate a pre-recorded voice message which will announce the call as an EmFinders activation of a device worn by a critical missing child/person and provide the EmFinders Operations Center phone number.
 3. Repeat the message – 4 times.
 4. Call back 9-1-1 immediately if the call is dropped by the network or signal is lost.
- C. When a call from EmFinders is received the call taker/dispatcher will:
 1. Keep the 9-1-1 call open to manually re-bid for updated location information as necessary.
 2. Contact the EmFinders Operations Center at 1-800-215-8161 and provide the phone number of the device, which is found on the 9-1-1 display. This can be done by conferencing the call or calling on a secondary line.
 3. Request descriptive information of the missing person and any vehicle involved, from EmFinders Operations Center, along with jurisdictional information, if the person was not reported missing to this agency. Once the information is gathered you may disconnect from EmFinders.
 4. Dispatch units to the device location.
 5. Provide responding units with any updated location information as available.
 6. When the missing person is found, call EmFinders (1-800-215-8161) to de-activate the device.
- D. Other information
 1. The device will remain active until deactivated by EmFinders. If workload or unusual situations require temporary deactivation, contact EmFinders and they will temporarily deactivate the device.
 2. If you are unable to receive location information, EmFinders can provide carrier information and cell ID number which may be translated to Lat/Long of the tower. This information may at least give you a perimeter area where you may be able to begin a search.
 3. If the call taker/dispatcher disconnects the 9-1-1 call, the device will call back in 5 minute increments until deactivated.
 4. To initiate an immediate call back, the call taker/dispatcher can call the EmFinders device; a pre-recorded message will play and the device will disconnect and immediately call 9-1-1 to allow for rebids.

9-1-1 call taker, you have called an EmFinders device worn by a critical missing person. For more information about the person please call 1-800-215-8161 that's 1-800-215-8161. This call will terminate and re-dial 9-1-1.
 5. The call taker/dispatcher must disconnect the call to be able to call back the EmFinders device or, such as in the case of an open line, a busy signal will be received.