

TEST TEXTING 911 PROTOCOL

The following is a suggested protocol to test Texting to 911; it was developed by a beta test PSAP and is being made available to all PSAP directors for their use. These recommendations give precise information for testing and suggested documentation of the tests conducted.

The following set of instructions are being provided to ensure not only a successful test period, but also that we are consistent in the testing. Each staff member will be responsible to conduct a set of test texts during their shifts and provide written documentation as to their findings.

Test Texting Guidelines

- A. Number of test texts
 - a. Each telecommunicator shall be responsible for making four (4) test texts per each shift worked during the two week period.
 - b. There is no set time for when the test texting will be done, except it must be done by the end of your shift.
 - c. Each shift (Days / Evenings / Midnights) will conduct test texts.
- B. Content of Test Texts
 - a. Each test text will start out with this statement **THIS IS A TEST** and will end with **THIS HAS BEEN A TEST**.
 - b. The body of the test text should contain information that would normally provide to the agency you are transferring to.
 - i. Example: THIS IS A TEST – Caller reporting accident 123 Main Drive no injuries – THIS IS A TEST.
 - c. If you are simulating an actual call you **MUST** ensure that the beginning of the message always states **THIS IS A TEST** then simulate your scenario.
 - i. We are only simulating with each other here in our PSAP
 - 1. Keep it simple –
 - 2. This is the chance to see how you would EMD or handle a fire call or domestic situation – don't go overboard.
 - d. If you transfer a scenario call (one that you have made to our own Center) keep it short
- C. Documentation
 - 1. Number of calls made. If you did not complete the required number of calls an explanation as to why it was not completed.
 - 2. Problems experienced and information that should be noted
 - 3. Number of transferred calls received
 - a. From which PSAP's
 - 4. Scenarios used
 - a. Issue that may have arisen
 - 5. If you used your cell phone that number is needed
- D. Miscellaneous
 - a. In the event you receive a **REAL** text 911, use your training and handle accordingly
 - b. You have the ability to copy/paste the message – if time permits this would be extremely beneficial not just for training purposes for new hires but again for future reference. Please if at all possible create this document.