

**APPENDIX D : SIMULATED SERVICE DELIVERY INSTRUCTIONS
PROVIDED TO USERS AND OPERATORS**

CSC and User Responsibilities for the Full Field Operational Test

March 4 through March 15

The Full Field Operational Test provides data for the PuSHMe Field Operational Test regarding the functioning of the field units, the functioning of the CSC computers, the operational protocols at the CSC, the handoff of information from a CSC to an emergency response service, the dispatching of service based on PuSHMe data and the usefulness of PuSHMe data to emergency service providers. The test simulates an emergency response event from the initiation (the pressing of the button) to the arrival of emergency service. This test will involve the following actors:

User - the person in need of an emergency service

CSC - the operator at the PuSHMe service center

PSAP - the operator and dispatcher at the PSAP

Service - the emergency service (squad car, tow truck, WDOT response van)

In this test, a PuSHMe User will be given a scenario, they will push the appropriate button on their Motorola or Sentinel device, the CSC will receive and interpret the call, the CSC will hand off the call to the appropriate PSAP, the PSAP will dispatch the emergency response service, and the service will drive to the User using location and emergency information provided through the PuSHMe system.

The following protocols will be followed for the Full Field Operational Test

GENERAL

Users will be dispatched at twelve thirty and begin pressing buttons at 1 pm.

Users will be provided with a scenario packet and both the Motorola and Sentinel devices. The packet will ask for the following information on the cover sheet:

Name:

Cel Phone #:

Sentinel Unit #:

Date:

For each test, users will be provided with a scenario, a specified time, and a location. They will drive to the location and push the button appropriate to the scenario at the specified time. For each test the scenario sheet will ask for the following information:

Exact Location

Time call initiated:

Call answered? Y/N

Time Call Answered:

Time Call Verified:

Time CSC Called PSAP:

Time Service was underway:

Arrival of Service:

Exhibit 9 describes the actions of the Motorola User during the Interference Test, while Exhibit 10 describes the **actions** of Motorola CSC Operator. . .

User Presses Button at appropriate time.
User marks down time and button pressed
Wait for CSC to answer, with PuSHMe, What are you Reporting?
Reply "Full System", the test number and the exact emergency as stated on the form.
Answer operator's questions as prompted on sheet.
After operator has asked questions, operator will say, "I am now calling emergency assistance."
You will be put on hold
Operator will come back and say, "Emergency service has been dispatched."
Note time and Say, "Thank You."
When emergency service arrives, note time and call CSC on the Cell phone.
Upon **answering**, ID your test number and tell the operator when **emergency** service arrived.

When Call appears, answer with "PuSHMe, what are you reporting?".
User replies with, "Full Test", the test number and the button pressed.
Type FF and say, "What is the situation?".
The User will respond with a situation.
Refer to the situation log for appropriate questions. ,
Ask Questions, User will respond.
When finished with questions, alert appropriate emergency service as directed in the situation Log (KCP, AAA, or WSDOT) by phone.
Tell User, "I am now calling emergency assistance"
Put User on Hold
When emergency service answers say, "This is a PuSHMe simulation."
The emergency service dispatcher will acknowledge.
Tell the emergency service dispatcher what the emergency is, the location, and relate pertinent information.
Dispatcher will dispatch emergency service.
Tell User. "Emergency service has been dispatched."
Delete VP and enter SD in the call notes field
Put user on hold and answer other calls.
User will phone on cel phone when emergency service has arrived and say, "Test #x, service arrived at [time]."
Say, "Thank you." and reactivate the call.
Delete SD and enter SA in the call notes field.
Hit the End Call Button.

User Alerts CSC via Cel Phone **of Test and Presses Button at appropriate time.**

User marks down time and button pressed

CSC answers with "Full System?"

Reply "Yes".

Answer operator' s questions as prompted on sheet.

After questions are completed, screen will read, "Alerting Assistance.:"

Screen will read "Service Dispatched.

Note time.

When emergency service arrives, note time and call CSC on the Cel phone.

Upon **answering, ID your test number and tell the operator when emergency** service arrived.

User will phone and announce test **When a call appears,** Select Full Field.

User replies with, "Yes", refer to the test number and the button pressed on the CSC Overview.

Ask Questions as directed by button type.

The User will respond appropriately.

Refer to the situation log for appropriate questions.

Ask Questions, User will respond.

When finished with questions, alert appropriate emergency service by phone.

Select "Service Notified"

When emergency service answers say, "This is a PuSHMe simulation."

The emergency service dispatcher will acknowledge.

Tell the emergency service dispatcher what the emergency is, the location, and relate pertinent information.

Dispatcher will dispatch emergency service.

Select "Service Dispatched"

User will phone on cel phone when emergency service has arrived and say, "Test #x, service arrived at [time]." .

Say, "Thank you." and reactivate the call,

Select "Service Arrived"