

Memorandum



DATE: December 3, 2010

TO: Members of the Public Safety Committee

SUBJECT: **Critical Missing Persons Technology**

Attached is briefing material on the “Critical Missing Persons Technology” to be presented to the Members of the Public Safety Committee on Tuesday, December 7, 2010.



Ryan S. Evans
First Assistant City Manager

Attachment

CC: Honorable Mayor and Members of the Dallas City Council
Mary K. Suhm, City Manager
Deborah Watkins, City Secretary
Tom Perkins, City Attorney
Craig Kinton, City Auditor
C. Victor Lander, Administrative Municipal Judge
Jill A. Jordan, P.E., Assistant City Manager
A.C. Gonzalez, Assistant City Manager
Forest E. Turner, Assistant City Manager
Jeanne Chipperfield, Chief Financial Officer
Helena Stevens-Thompson, Assistant to the City Manager Mayor/City Council



Critical Missing Persons Technology

Public Safety Committee

December 7, 2010



Critical Missing Person

- 260 Critical Missing Person calls in Dallas for YTD 2010
- Critical missing are defined as children younger than 10, adults older than 70, or individuals with special circumstances
- Resources committed range from one element to numerous personnel searching for the critical missing person
 - Patrol Officers
 - Investigative Personnel
 - Mounted

New Technology

- New technology allows caregivers an option for protecting their loved ones.
- Private enterprise working with the Alzheimer's and Autism Associations and law enforcement have a device to locate critical missing persons

How the Technology Works

- Step 1
 - If an individual wearing the device goes missing, the caregiver will first call 911 just as if the individual was not wearing a device
 - Police are dispatched on a call for service for a critical missing person
- Step 2
 - The caregiver after reporting the missing person calls and requests an activation and gives the technology manufacturer an incident number

How the Technology Works

- Step 3
 - The company activates the device remotely which causes the device to dial the closest 911 to the missing person
 - The device plays a pre-recorded message and advises the 911 Call Taker to call a 1-800 number for a description of the individual
 - Each device has its own unique phone number
 - The 911 call from the device will appear the same as a 911 call from a cell phone, providing the latitude and longitude of the call

How the Technology Works

- Step 4
 - A call sheet is entered and dispatched to officers
 - The 911 Call Taker stays on the line and updates the location every 60 seconds
 - Updated location is typed into the call sheet and relayed to the responding officers
- Step 5
 - After the lost individual is located, the company is notified to deactivate the device by 911

General Information

- Dallas will be the largest major city to support the device
- The device has been tested in our call center
- There are approximately 20 – 25 devices in the Plano/Frisco area and one so far in Dallas
- The manufacturer of the technology has worked with NENA (National Emergency Numbers Association) and APCO (Association of Public Safety Communications Officials) in developing suggested procedures

Advantages of the Technology

- DPD will be able to locate those missing individuals wearing the device in a more timely and efficient manner
- For the patrol officer by reducing the amount of time they spend on the call
- Reduces the risk to the lost and the stress to the caregiver
- Reduces missing persons investigators case workload
- Prevents the need for a “silver alert”
- There will be no cost to the City of Dallas

Concerns

- A 911 Call Taker must stay on the line with the call. This is no different than any other in progress call
 - In test runs, this was about 15 minutes
- No commitment to or endorsements of the manufacturer
 - If any other company approaches Dallas, the same opportunity will exist

Company Info

- EmFinders sells tracking devices for the elderly or high risk individuals
- The device is worn like a watch and consists of a cellular receiver and transmitter
- EmFinders charges for the device and monthly service and markets its product through the Alzheimer and Autism Associations
- Dallas will not be endorsing the company EmFinders or their service
- Similar to Onstar or LoJack agreements

Questions?