



# ORLEANS PARISH COMMUNICATION DISTRICT

## 9-1-1/3-1-1

**STANDARD OPERATING PROCEDURE NUMBER: 2.15**  
**SUBJECT: Use of c-Lite Multi-Media Platform**  
**DATE ISSUED/REVISED: 03/26/2020**

**RELATIVE REFERENCE(S):**  
**ACCREDITATION STANDARD(S): CALEA 3.6.2.**

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**Executive Director, OPCD**

**DATE** 03/26/2020

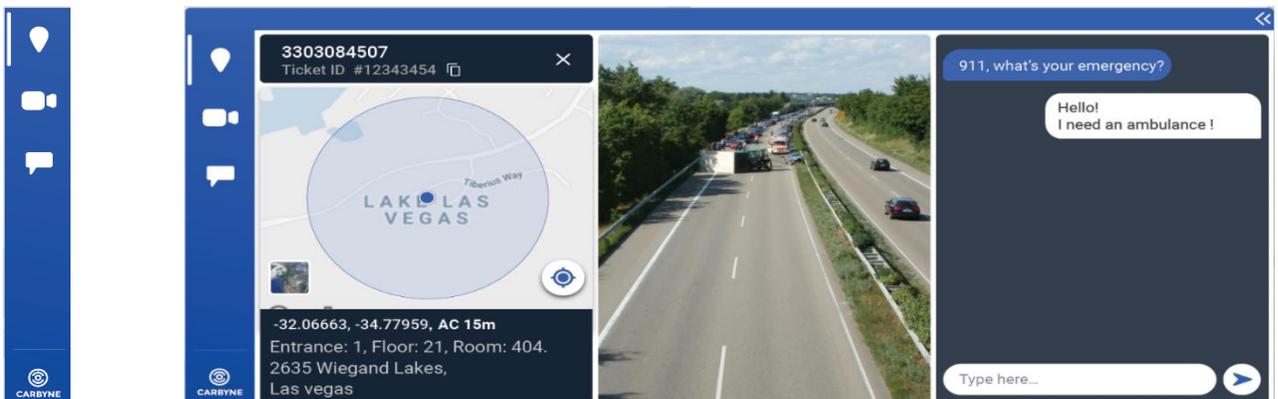
**PURPOSE:** The purpose of this Standard Operating Procedure is to establish guidelines for the handling of emergency and non-emergency calls using the c-Lite application. The usage of c-Lite is not restricted or limited to the guidelines described below.

**POLICY:** It is the policy of this agency that c-Lite will be used in all situations described below as well as any other situations where location, video or chat functionality is needed to execute the public safety mission.

### I. GUIDELINES

The c-Lite interface will remain on the desktop and should remain opened. If closed in error, it may be restarted by clicking on the Carbyne desktop icon.

The plug-in/user-interface is completely independent of the current phone system. Once the caller clicks the link and provides permission, the interface will expand or contract when any of the buttons are clicked to provide the appropriate service described above. These windows can be selected for use individually and may be used simultaneously or one-at-a-time by the call-taker. The completely expanded interface looks like this:



## II. PROCEDURES

The c-Lite plug-in from Carbyne is a supplemental tool that a call-taker may use to determine location, converse via text chat, or receive a live video. Currently, call-takers will utilize c-Lite when the caller indicates that they are unable to provide location information, indicate that they cannot speak for any reason, or on silent calls. Call-takers may use discretion when utilizing c-Lite on all other calls. Refer to the quick reference guide in next section.

**Currently traditional location information is terminated when a 9-1-1 call is disconnected. This technology will make advanced location information available on all calls (911, non-emergency, 3-1-1 and on call backs).**

1. All 911 calls will follow the established call-taking procedure and call-takers will adhere to EMD and call taking guidelines as previously set forth.
2. If the call is from a cellular phone (with active service) and there is an inability to determine an accurate location, if the caller indicates that they are unable to speak for any reason or the call is silent, then the call-taker will use the phone number provided by either the caller or ANI to send a link via c-Lite. C-Lite may also be used by call-takers on a discretionary basis for all other calls.
3. The call-taker will type the 10-digit number into the c-Lite window seen below and send a message to the caller's phone via the button to the right or by pushing the enter key on the keyboard.



4. The call-taker will explain how to activate c-Lite, immediately using the following phrasing:
  - a. "I have sent you a text message to enable location, video and chat; if it is safe, please put the phone on hands-free or speaker and click on the link in the text."
    - i. **If successful within 10-20 seconds:**
    - ii. **If not successful within 10-20 seconds:**
  - b. OK, I can now see your location and video, thank you.
    - iii. **If text has not come through at this point, minimize c-Lite on screen and return to primary call-taking software.**
  - c. Did you receive our text message? If so, please open that and click on the link.
5. If more information is requested, the call-taker will quickly provide the specifics, such as greater location accuracy, video and/or chat. If the caller is wary about someone using their location services, the call-taker may assure them that it only lasts for the duration of the call. The caller may decline to enable permissions or use the stop button to end the session at any time.

6. Using the updated info, the call-taker will continue questioning. Whenever possible, the call-taker will use established procedure for the call-type and supplement with the information received from the c-Lite interface. If video makes the answer to a question obvious, then it does not need to be asked. However, if the call-taker is uncertain, the information may be confirmed using established call-taking and/or EMD procedure.
7. After all pertinent information has been gathered, the successful completion of the call or if the caller has neither accessed the link nor connected to c-Lite, the call-taker will click the “Stop” button seen here to render the link inactive:



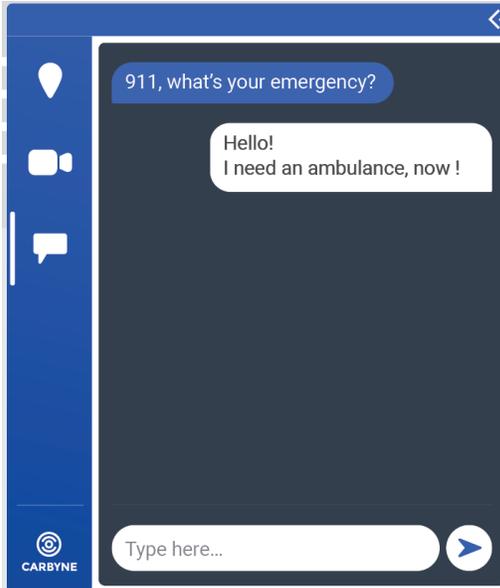
### **Discretionary c-Lite launch**

Call-takers may use their discretion when utilizing c-Lite on all calls. Always ensure a call has been entered for dispatching before beginning c-Lite in these situations.

8. c-Lite MAY be launched when a caller:
  - a. Could provide, or benefit from, first aid which could be guided or improved upon by the use of video.
  - b. Is calling about a situation they are witnessing but not involved in (car accident, injured person, etc.)
  - c. Is in a situation where video documentation might be a great assistance to the investigation of an incident.
  - d. Is involved in an incident in motion and it is safe for them to respond to text (such as the passenger in a vehicle behind a reckless driver).

### 9. Text Chat

In order to communicate with callers that are unable to speak, call-takers may use the Chat function. If the call-taker wishes to initiate a chat session, they simply click on the “Chat” button located on the lower left-hand side of the screen after links have been sent and permissions granted as outlined in the c-Lite procedure, above. In situations where only text chat is being utilized for communication, call-takers will mute their mic whenever possible.



Uses for text chat include; communicating with hearing or speech-impaired callers, communicating with callers that are in a situation in which they need to be quiet in order to avoid danger and situations that the call-taker is having a difficult time understanding a piece of information due to any number of factors.

Text chat may be used in any situation that the call-taker deems it to be useful unless it poses a greater risk to the caller or bystanders to use it. Callers may also choose to initiate communication via text chat, rather than voice communication, and the call-taker will respond through the text chat in these situations, whenever possible. Despite communicating via written communication, all EMD and call-taking procedures for voice

communication apply and shall be followed.

Callers should be discouraged from using text chat or c-Lite if it becomes apparent that they are putting themselves or others in extra danger by using the interface. Some examples of this include callers that are operating vehicles or machinery, or any caller that may need to pay attention to their surroundings for safety concerns.

#### 10. c-Lite General Rules

- a. If it becomes apparent that the caller is performing a dangerous task, such as driving or operating heavy machinery, they should be asked to stop performing that task, if they are able to, before continuing the c-Lite call. They may pull over, stop operating the machine or hand the phone to a passenger or bystander if it applies.
- b. There are three ways to verify location of a cell phone caller using the c-Lite interface. The map, video confirmation and traditional voice confirmation (ALI is not counted as a verification method). If two of these options confirm the caller's location then no other verification means is needed. For example, if the caller is not answering questions to provide location but video shows the Wal\*Mart parking lot and the map places the caller in the Wal\*Mart parking lot in the Fayette Pavilion, the location would be considered "obvious" at that point and the call-taker would no longer need to obtain further verification from the caller and can move on to other relevant questioning. If the situation is moving or it becomes apparent the incident location has changed further verification would be required, as with any call.

- c. If the caller provides a location verbally that does not match what the map and/or video show, more information may need to be gathered. For example, is the caller on-scene at the incident? Is the caller mistaken about the location? Is the technology failing? All of these are possibilities and the information must be verified.

#### 11. When will Carbyne's c-Lite solution not enhance a call?

As a software solution built to enhance the very broad mobile device landscape, c-Lite does have some limitations. Here are the issues that might prevent a c-Lite session from being established:

- a. **Caller is a Sprint customer.** Sprint does not allow the sending of data during voice calls on their network. Unfortunately, device-based location, video and chat all require the initiation of a data channel.
- b. **Caller has video and/or location permissions turned off for their browser and text apps.**
- c. **Caller has an old operating system on their phone.** Carbyne supports Android OS releases from 6.0 and up, and Apple OS releases from 11.x and up.
- d. **Caller has location turned off for all apps.** Even with the text permissions that are sent out, if a user has actively blocked all location in all apps, we cannot override that.
- e. **Caller is using an unsupported browser as the default on their phone.** Carbyne supports Chrome, Safari and the Samsung Internet browser. This covers just under 97% of mobile phone users in the US.
- f. **Caller doesn't click on the text to enable permissions.** It is important to walk callers through enabling permissions if they don't do this quickly.
- g. **Network conditions.** Under certain conditions, carrier networks can introduce significant delays in the delivery of SMS messages. In instances where a text takes longer than 15-20 seconds to deliver, call-takers may abandon the c-Lite application and returning to the primary call-taking software, unless c-Lite is the only location verification method available or the caller **MUST** use text to communicate.

#### 12. Enabling Location Services by phone type

If location services are off and c-Lite is *required* in order to get the caller assistance you can use the following paths to guide the caller to their location settings.

Call Taker: Are you using an iPhone or an Android?

- a. If iPhone:

*For Video:* Settings > Safari > Privacy & Security > Allow "Camera and Microphone Access"

*For Location:* Settings > Privacy > Location Services > **Enable Location Services at the top of the page**> Safari Websites > **Change to "While using the App."**

b. If Android:

*For Video and Location:* Settings > APPS > Chrome > Permissions > **Allow “Camera” and “Location”**

*To Clear Site Storage:* Settings > APPS > Chrome > Storage > Manage Storage > Manage > **Clear site storage**

c. If using Samsung Default Messaging Application

*For app Video and Location:* Settings > APPS > Messages > Permissions > **Allow “Camera” and “Location”**

*For Internet Video and Location:* Settings > APPS > Samsung Internet > Permissions > **Allow “Camera” and “Location”**

*To Clear Site Storage:* Settings > APPS > Samsung Internet > Storage > **Clear Data**

13. Inappropriate Video via Carbyne software

Anything that is considered inappropriate video will be reported to the Shift Supervisor immediately. The Shift Supervisor will contact the Assistant Director at that time. If no Shift Supervisor is available, the Assistant Director will be contacted directly as soon as possible.

14. Silent/Open/Hang-up Cellphone 911 Calls

When receiving a silent 911 call from a cell phone, the c-Lite interface will be used along with the contact methods listed above. The c-Lite link will be sent once a phone number is obtained on any silent cell phone 911 call. If contact is made with the caller via any of the above methods, the c-Lite interface will be explained using the c-Lite procedure, though the caller will not be directed to put the phone on speaker if the caller indicates that they are unable to speak because of danger. The c-Lite interface is not required if call is a hang-up.

If a call is from a cell phone with no verbal contact or indication there is an emergency, once two call back attempts have been made, the Communications Officer will consider the call a misdial and no further action will be taken.