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Working in Partnership to Improve  
Public Safety Technology

## **The 999 App Certification Scheme**

### **Requirements and Guidelines**

**February 2017**

# The 999 App Certification Scheme

<b>1</b>	<b>INTRODUCTION .....</b>	<b>4</b>
1.1	About the Scheme .....	4
1.2	Objectives.....	4
1.3	Scope .....	4
1.3.1	In Scope.....	4
1.3.2	Out of Scope .....	5
<b>2</b>	<b>STAGES OF CERTIFICATION.....</b>	<b>5</b>
2.1	Stage 1 Initial Assessment.....	6
2.2	Stage 2 Initial Presentation .....	7
2.3	Stage 3 Operational Development and Testing .....	7
2.4	Stage 4 Final Presentation.....	8
2.5	Stage 5 BT Connection and Testing.....	9
2.6	Stage 6 Formal Certification.....	9
2.7	Stage 7 Annual Re-Certification Process .....	9
<b>3</b>	<b>CRITERIA TO BE MET BY APPLICANTS.....</b>	<b>10</b>
3.1	Legal Information and Requirements for App Certification .....	10
3.1.1	British APCO.....	10
3.1.2	App Developer .....	10
3.1.3	Intellectual Property Rights (IPR).....	10
3.1.4	Governance of the 999 App Certification Scheme.....	10
3.2	Regulatory .....	10
3.3	Security.....	10
3.3.1	Personnel Vetting .....	10
3.3.2	Data Protection and Retention.....	11
3.3.3	App Interfaces.....	11
3.4	Financial .....	11
3.4.1	Financial Checks.....	11
3.4.2	Fees.....	11
3.4.3	App Developer Income and Expense .....	11
3.5	Commercial .....	11
3.5.1	Entry Criteria (for Apps to be considered for Certification).....	11
3.5.2	Memorandum of Understanding (MoU) and Associated Contracts .....	12
3.5.3	Product Development Plan .....	12
3.5.4	Marketing.....	12
3.6	Technical .....	12
3.6.1	Compliance with BT’s Technical Standards.....	12
3.6.3	Provision of full user documentation.....	13

3.7	Operations.....	13
3.7.1	Training .....	13
<b>4</b>	<b>ACCREDITATION .....</b>	<b>13</b>
4.1	Initial Accreditation .....	13
4.2	Criteria for Continued Accreditation .....	13
4.3	Conditions to apply if a developer wishes to be withdraw an Accredited App .....	13
4.4	Sale of an operational App .....	13
4.5	Complaints/Arbitration procedures .....	13
	<b>APPENDIX A .....</b>	<b>14</b>
A1	UK 999 Liaison Committee .....	14
A2	999 App Certification Panel.....	14
A3	Vetting.....	14
A4	Fees .....	15
	<b>APPENDIX B .....</b>	<b>16</b>
B1	Application form.....	16
B2	Request for formal accreditation .....	17
	<b>APPENDIX C .....</b>	<b>18</b>
	<b>APPENDIX D.....</b>	<b>15</b>

## 1 INTRODUCTION

### 1.1 About the Scheme

The App Certification Scheme (hereinafter referred to as the Scheme) was introduced by British APCO, on behalf of the 999 Liaison Committee (part of the DCMS<sup>1</sup>) to provide a standard to which any App developed for interfacing directly to the Emergency Services 999 control centres via BT Public Safety Answering Points (PSAP), must comply.

This document identifies the process and criteria that need to be met in order for the scheme to function. It will enable both the developers and Certification Panel (hereinafter referred to as the Panel) to work to consistent and measurable standards.

There are a number of clearly defined stages within the Certification process and all will need to be reached sequentially before proceeding to the next one. Each stage will also incur a pre-set fee, payable by the App developer to enable the Panel to function.

For an App to be considered for interfacing directly to a PSAP it is imperative that the App must be able to demonstrate that it;

- is appropriate for use in an emergency situation
- will provide assistance in immediate external notification of a developing situation
- meets the criteria defined within the 999 App Certification Scheme

It should be noted that to be considered for the first stage of the process an App must already have undergone significant development and be capable of being demonstrated physically as well as graphically, albeit at an early stage of functionality.

### 1.2 Objectives

The objectives of the Panel are to:

- Provide the criteria and framework by which Apps can be assessed throughout their development
- Provide an application process for developers to apply for their App to be certified and to gain sponsorship for the development of their App
- Specify standards that Apps must attain before they can be certified for connecting to the 999 PASP's
- Define the fees that the developer will pay at each stage of the certification process; the launch and for annual re-certification
- Make best efforts to appoint a Sponsor Agency from the most appropriate Emergency Service to provide advice, assistance and facilitate testing of the App in a near real situation
- Facilitate contact to the BT Test Stub at the later stages of development
- Periodically, and at least once a year, review and update as appropriate the assessment criteria, standards and fees.

### 1.3 Scope

#### 1.3.1 In Scope

The Panel will only consider Apps for certification where the developer can present convincing evidence that the App has the potential to save lives or personal injury and has been developed to the point where a working version of the App can be demonstrated.

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<sup>1</sup> Department of Culture Media and Sport

The Sponsor Agency (hereinafter referred to as the Agency) will provide advice and guidance on the non-technical functionality requirements of the App so that it is optimised for best response, and facilitate in the closed testing of the App in a near real situation. The amount of time and facilities that the Agency provides to the developer must be agreed between the two parties at the start to their interaction, together with a development plan, which will identify key points at which progress will be reported back to the Panel.

The Panel will have the option at any point to terminate the Sponsorship, in the event that insufficient effort or progress is shown by the developer, or it becomes apparent that the App will not be suitable for 999 connectivity.

If at a progress presentation the App is perceived to require some re-work the developer will be given the opportunity to re-submit the progress presentation one further time.

If considered appropriate by the Sponsor's parent organisation the Sponsor may support the developer by allowing the Sponsor organisation's logo to appear in marketing and/or advertising materials.

### **1.3.2 Out of Scope**

The Panel and the Sponsor will not be responsible in any way for commercial contracts that the developer may enter into in order to aid the development of the App.

Without prior approval, the Panel and the Sponsor may not be named in any commercial advertising by the developer.

## **2 STAGES OF CERTIFICATION**

The Scheme is designed to enable App developers to have a single point of contact into the relevant Emergency Service in order to assist the developer with refining the operational aspects of the App.

Ultimately, if certified by the Panel and approved by the 999 Liaison Committee, the developer will be provided with technical connection details for the App to interface with the BT 999 service and then through the PSAP to the required and appropriate Control Room of the responding emergency service.

The Scheme comprises a number of stages, with all but the first stage, incurring a fee payable by the developer. The fees are designed to cover scheme administration costs; the resourcing of Emergency Services personnel to assist with operational development; and the technical testing and connection to the PSAP. Costs are staged so that if the App is deemed unsuitable at any stage by the Panel the developer does not have to pay the fees for the further stages. Likewise, if the developer decides to withdraw from the process, the same would apply.

Prior to submitting an application to the first stage, the developer should assess their App against the following criteria as - unless it meets the initial basic criteria - the App will not be accepted into Stage 1, Initial Assessment.

Basic criteria that the App must demonstrate:

- it is appropriate for use in an emergency situation
- it will provide assistance in immediate external notification of a developing situation of personal safety

- it is beyond the “concept” stage and a significant level of development has already been made
- it is presentable by PowerPoint or similar presentation tool, supported as necessary by suitable documentation
- it is capable of being demonstrated physically as well as graphically, albeit at an early stage of functionality.

If the developer believes that the App meets **all** of the above criteria, then the application form should be completed and forwarded to British APCO, via the details on the form, for subsequent presentation to the Panel.

If the App is accepted into the Scheme and therefore subsequent partnering with an appropriate Agency, it is possible for security purposes that the Agency will need to carry out personal vetting on developers needing regular access to the Agency’s premises. Although it may not be required until Stage 3, should the App progress that far, the developer should be aware of this requirement before entering the Scheme. (Where possible this requirement will be identified as early as possible so that the process can be started at the earliest opportunity in order to avoid any delays in development and progress while waiting for clearances).

Once entering the Scheme, if the App does not meet the criteria to move forward to the next stage, the developer will have one further opportunity at a future date to present the same App, having addressed the identified shortcomings.

## 2.1 Stage 1 Initial Assessment

The developer should download this document and read and understand the conditions of the App Certification process. If the developer is willing to comply with the conditions of the process, then the web based application form [www.bapco.org.uk](http://www.bapco.org.uk) and at Appendix B should be completed. Completion and submission of the application form will indicate acceptance of the conditions.

Once received, the completed application form will be sent to the members of the Panel for review. The developer will retain the intellectual property rights to the App. All applications will be treated in confidence by the Panel.

British APCO will normally contact the developer within ten working days of submission of the application form to acknowledge receipt. The Panel will then liaise and make a decision on suitability for acceptance into the Scheme. At this Initial Assessment stage an App is likely to fall in to one of three categories:

- The App has the potential to be used in an emergency situation.
- With further development the App could be suitable for emergency use.
- The App is not deemed suitable as an emergency App.

Feedback will be given by the Panel to the developer, through British APCO. If the App is assessed as having emergency situation potential, the developer will be invited to progress to Stage 2. If the App falls into either of the other two categories the App may be re-presented at a later stage.

## 2.2 Stage 2 Initial Presentation

In order for the App to enter this Stage the developer will have had to have paid the Stage 2 fee.

This stage will require the developer to present their App to the Panel. The Panel holds approximately four meetings per year and every effort will be made to invite the developer to the next scheduled meeting, as long as there is an available presentation slot.

The presentation should include:

- What the App is intended for
- A demonstration of how it works
- Details of what information will be available to the Emergency Services
- How the subscriber's data will be stored and safeguarded
- How use of the App by subscribers will be managed
- A plan of a testing regime for the performance of the App
- Metrics relating to the activation performance
  - Generation of real v false activations
  - Figures should be recent and include metrics from **all** testing carried out
- How the App will be supported 24/7/365
- How the App will deal with lost/stolen phones
- What technical platforms the App will work on (Apple, Android etc)
- How technical refresh will be managed

The presentation will enable a two way exchange between the developer and the Panel members. The purpose of this is to fully explore the potential of the App with the developer and to ensure that the developer is fully aware of all requirements that will need to be in place for connection to the 999 system.

Following this presentation, the Panel will discuss the content and advise the developer of its findings. Once again, the App is likely to fall into one of three categories:

- The App is assessed as being able to be used effectively in an emergency situation.
- The App has potential and with further development it could be suitable for emergency use.
- The App is not deemed suitable as an emergency App.

Feedback will be given by the Panel to the developer, through British APCO. If the App is assessed as being able to be used effectively in an emergency situation, the developer will be invited to progress to Stage 3. If the App falls into either of the other two categories the App may be re-presented at a later stage.

## 2.3 Stage 3 Operational Development and Testing

In order for the App to enter this Stage the developer will have had to have paid the Stage 3 fee.

This is where the developer will be partnered with an Agency to further refine the App and provide independent performance testing. If the developer is not already working with one of the Emergency Services on the development of the App, the Panel will seek to align the developer with a relevant Agency. This will be an individual Police, Fire & Rescue or Ambulance service or the Maritime & Coastguard Agency. The type of App, (e.g. rural or urban), as well as the developer's geographic location, will be taken in to account when identifying an appropriate Agency.

The developer will be provided with a Single Point of Contact (SPOC) at the Agency to liaise with. This SPOC will be able to provide access to all of the operational and technical solutions and any other Agency personnel that are needed to ensure that the App can be tested effectively both from an Emergency Services and subscriber point of view. At this stage testing will be solely between the developer and the interfaces of the Agency, the BT PSAP's will not be involved.

If the developer is already engaged with an Agency via its own initiative or previous involvement with the Scheme, the Panel will clarify if the Agency in question is content to continue working with the developer along the lines of the Scheme.

**NOTE:** Due to operational demands on the Emergency Services it is possible that there could be a delay at this stage. The Emergency Services are fully supportive of the scheme, but must prioritise their available resources in times of heavy loading. Applications will be registered in date order and the Panel will ensure that this date is considered when developers are allocated to an Agency.

This stage may take anything from a few weeks to a few months, depending on both the developer and the Agency. The framework and timescales should be agreed between the SPOC and the developer at the beginning of the process and shared with the Panel via British APCO. The Panel will monitor progress to ensure both parties are working to the plan as best they can. The developer and the SPOC will be invited to provide progress updates to the Panel at their regular meetings, either in person or by submitting a short report, whichever is most convenient.

Once the developer and the Agency are satisfied that the App is operationally effective from the perspective of both the Emergency Services and the subscriber, the developer will be required to present complete testing data to the Panel, supported and/or witnessed by the SPOC.

## 2.4 Stage 4 Final Presentation

In order for the App to enter this Stage the developer will have had to have paid the Stage 4 fee.

The developer, supported and/or witnessed by their Agency SPOC will present the outcome of the entire Stage 3 operational development and testing. The Stage 3 work must be able to demonstrate that, in addition to meeting Stage 2 criteria:

- The App has been robustly tested and complies with the minimum level of acceptable false v's real activations
- The functionality meets the operational requirements of the Emergency Services
- There is a demonstrable plan of how the App will be made available to subscribers
- Data is being passed securely and in the right format for integration into a PSAP.

Following this presentation, the Panel will discuss the content and advise the developer of its findings. Once again, the App is likely to fall into one of three categories:

- The App is assessed as being ready to be used effectively in an emergency situation.
- That with further development the App could be suitable for use in an emergency situation and what needs to be done to meet the criteria. (The developer will be invited to re-present at a future meeting with no additional cost).
- That the App is not deemed suitable as an emergency app.



**NOTE:** It is unlikely that the App will be deemed unsuitable at this stage. However, there may still be some issues to be resolved prior to moving to technical connection and formal certification. Assuming the App is deemed to be effective, the developer will be invited to progress to Stage 5.

## 2.5 Stage 5 BT Connection and Testing

Prior to the commencement of this stage the developer will have had to have paid the Stage 5 fee, to fund the work BT have to do to connect the App and enable testing.

During this stage the developer will work with BT to trial and prove the connectivity of the App through the BT servers and PSAP's and onward through to one of the four Emergency Services. Once BT is satisfied that the App performs effectively, it will notify the Panel.

The length of this stage will depend on the availability of BT staff to enable the connection and to participate in, and monitor, the testing. There will also be a requirement for PSAP and Control Room staff to undertake familiarity with the format and processes associated with "live" handling of the received data. The length of time to complete this familiarisation will depend on the complexities of the App in comparison with other Apps already accredited.

NOTE: There are no options for the result of the testing – an App will either successfully connect after technical configuration and engineering work, or it won't. BT will advise the Panel.

## 2.6 Stage 6 Formal Certification

Prior to the commencement of this stage the developer will be have had to have paid the Stage 6 fee. The Panel will now seek confirmation from the Agency and BT that they are satisfied with the performance of the App and are content for the App to be given approval for connection into the PSAP's. The Panel, via British APCO, will then report to the 999 Liaison Committee that the App has reached certification based on the successful completion of the Stages in this document and is ready to be awarded formal Accreditation by the 999 Liaison Committee on behalf of DCMS.

Upon receiving Accreditation from the 999LC, the developer and BT will be given approval by the Panel to commence work to achieve formal connectivity into the PSAP's. When this has been completed and any necessary training has been carried out by BT for PSAP staff and by the relevant Emergency Service control room staff across all of their control rooms, the developer will be given approval to deem the App as live. At this point the developer is permitted to market the App as a UK Government accredited 999 App. British APCO will maintain a page on it's website of all Apps that have been Accredited.

**This entire process (stages 1 to 6) is completely separate from any procedures and processes that may be required by commercial organisations promoting and selling Apps.**

## 2.7 Stage 7 Annual Re-Certification Process

To ensure that a previously certified and accredited App remains relevant for emergency use in an emergency situation and continues to perform appropriately, it must undergo an annual review by the Panel.

Prior to the commencement of this stage the developer will have had to have paid the Stage 7 fee. British APCO will run the re-certification process on behalf of the Panel.

The process will require input from BT, the relevant Emergency Service and the App developer or whoever is now responsible for the App. The process will review:-

- Reliability of the App (false activations)
- Reliability of the App (accuracy of information)

- Continued relevance of the App as an aid to personal safety
- Customer feedback
- PSAP and Control Room feedback
- Any PR opportunities offered by specific activations which could be used to publicise the Scheme
- Reliability of customer service and data management
- Viability of the App developer or person/organisation now responsible for the App.

Should any of the areas reviewed not meet the initial standards set by the Panel in Stages 1 to 6, British APCO will reserve the right to recommend the removal of Accreditation to the 999 Liaison Committee.

### **3 CRITERIA TO BE MET BY APPLICANTS**

#### **3.1 Legal Information and Requirements for App Certification**

##### **3.1.1 British APCO**

British APCO has been authorised by the Department of Culture, Media and Sport, via the 999 Liaison Committee, to assess the potential of Apps being developed for Public Safety and to govern the certification process for those Apps.

##### **3.1.2 App Developer**

The App developer must be a legal entity, or be formally supported by a legal entity with appropriate and applicable Professional Indemnity Insurance cover. Due to the nature of the App, the App developer or whoever is responsible for the App must be able to support the App and **it's subscribers** on a 24/7/365 basis.

##### **3.1.3 Intellectual Property Rights (IPR)**

The App developer will retain the IPR of the App.

##### **3.1.4 Governance of the 999 App Certification Scheme**

This Certification Scheme shall be in accordance with and governed by the laws applicable to England, Scotland Wales and Northern Ireland.

#### **3.2 Regulatory**

The Emergency Services are bound by a number of regulatory conditions and constraints. The Agency will advise the developer of any which affect their relationship or the work being done to assist with the development of the App. If an MoU is appropriate between the Agency and the developer, the applicable regulatory conditions and constraints will be included in the documentation. (See 3.5.2).

#### **3.3 Security**

*(Currently awaiting advise on specific UK&NI security requirements. 2/2/16)*

##### **3.3.1 Personnel Vetting**

It is possible, for security purposes that the Agency will need to carry out personal vetting on developers needing regular access to the Agency's premises. The developer should be aware of this requirement before entering the Scheme. Each Emergency Service has its own vetting process. This process, if required, is strictly between the personnel associated with the App and the relevant Emergency Service. Where possible this requirement will be identified as early as possible so that the process can be started at the earliest opportunity in order to avoid any delays in development and progress while waiting for clearances.

### 3.3.2 Data Protection and Retention

By entering the Scheme the App developer agrees and accepts that any ‘call’ (see definition), must be transient to the App developer and may not be stored on any server. Storage of customers’ personal data apart from that necessary for the App developer to hold an account for the customer such as: Name, address, contact numbers, email accounts, gender, may not be held without auditable consent of the customer.

**NOTE:** The only exception to the above will be in volume testing (stages 3 & 5) where those participating in the testing must be notified that details may be held for a period of 90 days to enable system proving and verification. After this period all details referring to testing participants must be deleted.

### 3.3.3 App Interfaces

To receive certification an App will have to have proved an interface to one or more Emergency Service control systems (stages 3 & 5). This will be effected through the Agency (stage 3) and through BT (stage 5). By stage 5 the App must be able to demonstrate that its live operational performance meets the minimum acceptable false activation standard required by BT. This is currently no more than 2% of all activations.

## 3.4 Financial

### 3.4.1 Financial Checks

Notwithstanding the previously stated requirements of stage 1 and stage 2, to receive the support of the Panel for the development of an App through to certification, the App developer or supporting commercial partner must be able to demonstrate that they have sufficient available finances to support the development of the App through the staged process which includes the payment of the fees for each stage.

### 3.4.2 Fees

At the start of each phase of certification the App developer will be required to pay the appropriate fee. The current fees are set out in Appendix A4 and are **not** subject to change without prior notification to all those participating in the Scheme (in transit and post Accreditation).

Fees are intended to cover:

- All costs associated with the regular convening of the Panel
- All costs incurred by the Agency that provides development support to the App developer (time, travel and accommodation, etc.).
- BT costs associated with connectivity, testing and engineering.
- All costs associated with the administration of the scheme by British APCO.

### 3.4.3 App Developer Income and Expense

The App developer/owner is entitled to all income derived from subscriptions to the App and is also responsible for the connection charge (currently up to £10) for every “live” activation of their App, post Stage 6.

## 3.5 Commercial

### 3.5.1 Entry Criteria (for Apps to be considered for Certification)

Initial submissions for an App to be considered for certification will only be accepted on the form which can be found on the British APCO website [www.bapco.org.uk](http://www.bapco.org.uk) and also at Appendix B of this document.

### 3.5.2 Memorandum of Understanding (MoU) and Associated Contracts

An MOU (Telematics) will be required between the App developer and BT to cover the ongoing processes of handling App activations which will be underpinned by a contract.

If any further MoU's are required by either the Agency or the App developer to define their working practice and responsibilities it should be mutually agreed and signed before the commencement of stage 3.

Any MoU will be specific to each App/developer and their aligned Agency. It may contain, but not be limited to, the following sections:

<b>Agency Involvement:</b>	Defining what the App developer can expect to receive from the Agency in terms of advice, support, access to testing facilities and what the Agency will expect from the App developer
<b>Developer Responsibilities</b>	Defining the App developer's responsibilities in terms of communicating with the Agency, providing updates on progress, seeking advice and generally moving towards the successful development of the App

### 3.5.3 Product Development Plan

In conjunction with any MoU, a simple Project Plan will be required. The Plan must include, but not be limited to:

- Timescales
- Milestones
- Assumptions
- Constraints
- Risks and Mitigations
- Issues Log
- Reporting / Progress Reviews

### 3.5.4 Marketing

Should an App be Certified for connection to a PSAP by the Panel and subsequently Accredited by the 999 Liaison Committee for 999 use, the marketing of the App using this qualification will be the responsibility of the App developer. However, the 999 Liaison Committee reserves the right to request the restriction of specific advertising if it is not considered appropriate and implies commercial endorsement of the App rather than the acceptance of the App attaining the standards laid down in this document. To avoid wasted financial outlay, App developers may consider submitting proposed advertising and marketing materials to the Panel if there is any doubt about suitability. The Panel retains the right to withdraw Certification if the marketing of an App is deemed inappropriate.

## 3.6 Technical

### 3.6.1 Compliance with BT's Technical Standards

If an App developer wishes to upload emergency data messages so that they will be available to BT's 999 operators and the Emergency Authorities, they must connect to the BT Telematics Data Service.

Please see the **Telematics and 999 App Providers Interested Users Information Pack** for details and the Emergency Data Service Providers section of the Telematics Memorandum of Understanding for standards.

### **3.6.3 Provision of full user documentation**

Full user documentation will be provided by the Panel to the App developer on successful completion of Stage 1.

## **3.7 Operations**

### **3.7.1 Training**

BT's PSAP's will already be familiar with the handling of data presented via the Telematics format, but individual emergency service Control Rooms may not. Therefore, as mentioned in 2.6, there may be a requirement to allow a period of time for training in Control Rooms, after an App has received Accreditation, before it can be deemed "live". The Panel will advise the App developer if this is applicable.

## **4 ACCREDITATION**

### **4.1 Initial Accreditation**

On satisfactory completion of stages 1 to 6 as laid out in this document the Panel via British APCO will recommend to the UK 999 Liaison Committee that the App be awarded formal accreditation. Once this has been granted, the Panel will provide the App developer with formal notification. Subject to training and approved advertising, the App may then be launched as a "live" App.

### **4.2 Criteria for Continued Accreditation**

Accreditation once granted will be continuous. However, certification will be reviewed annually and failure of Stage 7 may lead the Panel via British APCO to recommend the removal of Accreditation to the 999 Liaison Committee.

### **4.3 Conditions to apply if a developer wishes to be withdraw an Accredited App**

If an App is to be withdrawn from operational use by the App Developer for any reason, the developer must inform all current subscribers immediately, preferably with a period of one month's notice. Any refund to subscribers for monies paid for use of the App rests solely with the App developer.

### **4.4 Sale of an operational App**

Should an App developer sell an operational "live" App to another party or change the provider of Customer Services, all new relevant details must be provided to the Panel, preferably with one month's notice.

### **4.5 Complaints/Arbitration procedures**

Any complaints or requests for arbitration against decisions made by the Certification Panel should be made directly to the Department of Culture, Media and Sport.

## APPENDIX A

### ADMINISTRATION & FEES

#### A1 UK 999 Liaison Committee

The UK 999 Liaison Committee is responsible for matters pertaining to the UK 999 service. It meets quarterly and is made up of representatives from:

- Police Service
- Fire & Rescue Service
- Ambulance Service
- Maritime and Coastguard Agency
- Department of Health
- Home Office
- Department for Communities and Local Government
- Department for Transport
- Cabinet Office (Civil Contingencies Secretariat)
- Department for Culture, Media and Sport (Chair)
- Ofcom
- Mobile network providers
- BT

#### A2 999 App Certification Panel

The 999 App Certification Panel meets regularly and has members drawn from the emergency services, the commercial sector and BT. The dates and venues of the meetings will normally be published on the British APCO website <http://www.bapco.org.uk>

The emergency services representatives will be from an operational environment and from ICT. The commercial sector members will be a mixture of representatives from the mobile network operators and App developers who have had experience of developing Apps for emergency use.

British APCO chairs and co-ordinates the activity of the panel, which is experienced in the development and assessment of Apps intended for emergency use.

#### A3 Vetting

Each emergency service has its own mechanism for vetting contractors and suppliers. If vetting is required, the partner Agency will advise on the procedure to be followed.

## A4 Fees

Stage	Charge*	Comment
1	Nil	You can make repeat submissions in relation to the same App proposal
2	£1000	You can repeat Stage 2 once for each App – with no additional fee.
3	£6000	You can repeat Stage 3 once for each App – with no additional fee.
4	£1000	You can repeat Stage 4 once for each App – with no additional fee.
5	£4000	Technical testing & connection
6	£3000	Formal sign off
Ongoing	£3000	Annual reaccreditation for each App

\* Fees are non-refundable.

## APPENDIX B

### TERMINOLOGY

<b>British APCO</b>	The Organisation convening and chairing the 999 App Certification Panel on behalf of the DCMS.
<b>App Developer</b>	The company, organisation or individual(s) developing the App or those with responsibility for its performance.
<b>DCMS</b>	Department of Communities Media and Sport
<b>Emergency Services / Agencies</b>	UK mainland and Northern Ireland Police Services/Constabularies UK Ambulance Services and Health Trusts UK Fire and Rescue Services/Brigades UK mainland and Northern Ireland Coastguard Services
<b>Subscriber</b>	Customer who has downloaded an Accredited App.
<b>Agency</b>	The Emergency Service/Agency that agrees to work with the App Developer.
<b>Incident Data</b>	Data that is transmitted by the subscriber of an App to a PSAP and Emergency Service/Agency as part of a 'Call' (see definition of Call below).
<b>Call</b>	A call is an outbound communication by the App using any of the following methods, voice, text, email, data (including telematics).

**APPENDIX C**

**DOCUMENTATION AND FORMS**

**B1 Application form**

<b>999 App Certification Application Form</b>	
<b>Name of organisation:</b>	
<b>Person to contact:</b>	
<b>Phone number:</b>	
<b>Email:</b>	
<b>Name of App:</b>	
<b>Describe what the App will do: (750 words max)</b>	
<b>Describe the benefit(s) to customers and/or the Emergency Services: (250 words max)</b>	
<b>Why does the App qualify for use in an emergency situation: (250 words max)</b>	



## B2 Request for formal accreditation

<b>Name of organisation:</b>		
<b>Person applying for accreditation:</b>		
<b>Email:</b>		
<b>Phone number:</b>		
<b>Name of App:</b>		
	<b>Name</b>	<b>Date</b>
<b>Sponsor Agency sign off</b>		
<b>Sponsor Authority sign off</b>		
<b>BT sign off</b>		

## APPENDIX D

### FAQs

- **Where does legal liability for performance of an App lie?**
  - The Government, British APCO and the 999 Certification Panel accept no liability for the performance of an App once it is certified and accredited. This rests entirely with the App developer.
- **Will there be a contractual arrangement?**
  - Yes. Once the App has been accredited, you will enter a contractual agreement with British APCO which will include the requirement for the annual re-accreditation process.
- **What happens if the app fails to perform adequately once it goes live?**
  - The Certification Panel retains the right to suspend the connection of an App to the 999 service if it fails to perform to the standards specified in the staged process.
- **What happens if the sponsor agency fails to deliver their part of the development plan?**
  - British APCO will work with you and the sponsor agency to try and ensure that you have full support. However, if there are circumstances where an agency is unable or unwilling to continue to work with you, another agency will be asked to step in.
- **Why are there fees?**
  - The staged fee process is designed to cover the costs of convening the Certification Panel, the costs of the Agency supporting the development of an App and the engineering work required by BT to enable connection to the PSAP.
- **Is there a fee for each activation of an App?**
  - Yes. The App will connect in a similar way to vehicle telematics technology. For each connection there will be a charge (currently up to £10) made to the App developer/owner - not the subscriber.
- **Why bother to get an App accredited?**
  - The App Certification Scheme is the only way to achieve App connectivity into the BT run and managed 999 system. This national, government process means that all Apps designed for direct interaction with the 999 system will have met a laid down standard and will perform without detriment to other methods of interacting ie voice calls. Once an App achieves accreditation it will become nationally recognised and will be supported by the Emergency Services.