

Text to 9-1-1 Subcommittee
Thursday, October 24th
10:00AM – VITA/CESC

Members Present

Chief Middleton	Major Mueller
Diane Harding	Steve McMurrer

Members Absent

Kathleen Seay	J.R. Powell
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Staff Present

Dorothy Spears-Dean	Lewis Cassada	Terry Mayo
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1) Call to Order

The meeting was called to order at 10:06AM by Chief Doug Middleton.

2) Approval of Minutes

Chief Middleton called for the approval of the minutes from the September 11th meeting and the October 9th meeting. Major Mueller made the motion to accept the September 11th minutes as written, and Ms. Harding seconded the motion. The motion was approved. Major Mueller made the motion to accept the October 9th minutes as written, and Ms. Harding seconded the motion. The motion was approved.

3) Presentation : *Virginia Relay – Making telecommunications easy, reliable and convenient for everyone*

Mr. Clayton Bowen from the Virginia Department for the Deaf and Hard of Hearing

After the presentation there was discussion. Chief Middleton expressed his concerns about public education, funding, and rolling out technology at the same time across different localities. Ms. Harding, Major Mueller, and Mr. McMurrer discussed training involving dispatchers recognizing how a native

ASL speaker communicates differently via text, due to the nature of sign language. Mr. Bowen said that funding opportunities are available to promote Text to 9-1-1 to the deaf and hard of hearing community. Mr. Bowen and Ms. Spears-Dean discussed the parity that Text to 9-1-1 will bring to the deaf and hard of hearing community for emergency services, and that they may make up a large portion of the future Text to 9-1-1 calls. Mr. Bowen and the committee briefly touched on public outreach messaging “Call when you can, text when you can’t.”

4) White Paper Discussion

Ms. Spears-Dean presented to the subcommittee and update on the whitepaper. Since three members of the subcommittee were not present at the previous meeting, Ms. Spears-Dean reviewed the discussion items from the October 9th meeting. Items reviewed were:

- Goals and recommendations
- Available text to 9-1-1 solutions and their pros/cons
- The limitations and costs of text to 9-1-1
- Deployment strategies
- Best practices and lessons learned

5) Deliverables for next meeting.

The draft of the white paper was unavailable for this meeting. Adequate time needs to be made to post and review the white paper before the January 2015 E-911 Board meeting.

6) Public comment

Chief Middleton asked for comments. Ms. Spears Dean and Chief Middleton discussed the completion of the whitepaper by the November 13th Subcommittee meeting. Consensus was that one week would be enough time to review the white paper.

The members of the subcommittee discussed the proposed Text to 9-1-1 grant program. There were questions to how fast ISP Staff can roll-out the program, with funding available July 1st. Also, there was discussion on just

how many PSAPs would be able to take advantage of the program immediately, and how many PSAPs would apply for funding simply just because there was money available, not due to need. Consensus was for ISP Staff to continue working on the structure and guidelines and structure of the Text to 9-1-1 grant program for presentation to the full Board.

7) **Meeting Adjourned.**

Chief Middleton adjourned the meeting at 11:02AM.