



E-911 Services Board Meeting

General Business Meeting

July 10, 2014



Agenda

1. Call to Order
2. Approval of Minutes
3. Introduction to Text to 9-1-1
4. Old Business
5. New Business
6. Public Comment
7. Adjourn



Text to 9-1-1





Purpose and Goals

- Purpose
 - Provide an introduction to Text to 9-1-1
 - Engage Board members in an interactive dialogue about Text to 9-1-1
- Goals
 - Gain insight into what the Board would like to see related to Text to 9-1-1
 - Determine next steps



What is Text to 9-1-1?

- Text to 9-1-1 is the ability to send a text message to reach 9-1-1 emergency call takers from a mobile phone or device
- Research indicates that the public knows that texting to 9-1-1 is not readily available
- It is increasingly evident that the public will eventually expect to have this capability



Why is Text to 9-1-1 an issue now?

- The Federal Communications Commission (FCC) has taken steps to promote the national roll out of texting to 9-1-1
- Text to 9-1-1 is one of the top issues affecting the 9-1-1 industry today
- However, the ability to contact 9-1-1 using text is only available on a limited basis



Related Policies

- Consent decree with FCC, NENA, APCO, AT&T, Sprint, T-Mobile, and Verizon to provide Text to 9-1-1 service by May 15, 2014
- “Bounce-back” message when Text to 9-1-1 is not available
- All covered text providers to support Text to 9-1-1 by end of calendar year 2014



Guidelines and Standards

- ATIS J-STD-110 was adopted as the interim industry standard for SMS in March 2013
- FCC's CSRIC IV report (June 2014) focuses on the following aspects of Text to 9-1-1
 - Location information in texts to 9-1-1
 - Requesting the service
 - Deploying and testing the service
 - Operational considerations, both during and after deployment of the service
 - Security considerations



Is Text to 9-1-1 related to NG 9-1-1?

- There are no industry adopted standards for NG9-1-1 Text to 9-1-1
- As a result, carriers are offering interim Text to 9-1-1 solutions that fall into three major categories:
 - TTY over standard PSAP trunks
 - Web Browser based with Internet access
 - Direct IP
- Interim solutions will rely on third party platforms to deliver Text to 9-1-1 traffic to the PSAPs



Text to 9-1-1 deployments in VA?

- Text to 9-1-1 has been deployed in the following locations:
 - Martinsville/Henry
 - James City
 - Southampton
 - York
- ISP staff will be gathering data from these deployments, as well as from the carriers and other stakeholders



Resources for VA PSAPs

- Text to 9-1-1 letter to start the deployment process
- PSAP assessment questionnaire to be included with the initial deployment process
- NENA's Implementation Guideline for solutions set forth in the J-STD-110
- National 9-1-1 Office web page:
<http://www.911.gov/911-issues/texting911.html>



To Summarize

- No federal or state legislation or regulations that mandate Text to 9-1-1
- Intent of the FCC in regards to Text to 9-1-1 is clear
- PSAPs are under no obligation to deploy Text to 9-1-1, but VA PSAPs have expressed an interest
- VA PSAPs must have adequate resources to determine which interim solution is best for them



What are our next steps?

- When should staff report back to the Board?
- What are you most interested in learning about?
- Should we begin to actively promote?
 - Funding from the PSAP Grant Program



Old Business

- Correction of minutes from Nov 2013 Board meeting
 - Westmoreland County emergency grant



New Business

- ESVA emergency grant
- Montgomery and Powhatan grant extension requests



New Business

- Brief Updates:
 - FY 2014 True-Up process
 - FY 2016 PSAP Grant Application Cycle
 - NG9-1-1 Feasibility Study



And In Conclusion

- Public Comment
- Adjourn
- Next meeting date is Sept 11th