

# NCTCOG Text to 9-1-1

EARLY ADOPTERS

# North Central Texas Council of Governments

- ▶ Regional 9-1-1 System in Dallas/Fort Worth Area
  - ▶ 45 PSAPs
  - ▶ 14 Counties
- ▶ Early Adopters
  - ▶ Started journey to Next Generation 9-1-1 in 2007
  - ▶ Completed IP network and CPE in 2008
  - ▶ Completed ESInet core services in 2013
  - ▶ Started Text to 9-1-1 implementation in January 2013

# Drivers for Implementing Text to 9-1-1

- ▶ Deaf and Hard of Hearing Community
  - ▶ Meeting
  - ▶ Encouragement that “anything is better than nothing”
- ▶ When it is Not Safe to Speak
  - ▶ Increased school violence
  - ▶ Active shooter incidents
  - ▶ Domestic violence

# Carriers

- ▶ Voluntary Agreement
  - ▶ Verizon, AT&T, Sprint and T-Mobile (Dec 2012)
  - ▶ Bounce Back Message was implemented (June 2013)
  - ▶ May of 2014 – ready for requests for service
  - ▶ PSAPs must request
  - ▶ NCTCOG has deployed with all four carriers

# Implementation Schedule

- ▶ Early Adopter for Verizon January 2013
  - ▶ Started with one county (3 PSAPs)
  - ▶ Wise County – rural county outside of Fort Worth
  - ▶ AT&T predominant cell coverage
- ▶ Counties Implemented One by One Since
- ▶ Added Other Carriers as service was offered

# Information Overload

- ▶ Concerns Unfounded
- ▶ January 2013 Implementation
  - ▶ First real 9-1-1 text in October
  - ▶ No pranks
  - ▶ Some accidental texting

# Interim Solutions Offered Today

- ▶ TTY
  - ▶ Integrated
  - ▶ Share voice trunks
  - ▶ free
- ▶ Browser Based
  - ▶ Transition to i3 solution
  - ▶ Can be costs
- ▶ ESInet or i3
  - ▶ Technical issues
  - ▶ Must have ESInet
  - ▶ Free

# Hybrid Solution for NCTCOG

- ▶ No Cost for NCTCOG
- ▶ ESInet in Place with TCS
  - ▶ TCS GEM Client implemented
- ▶ Browser Over ESInet
- ▶ Considered CPE Integration vs. ESInet Integration

# Modifications

- ▶ NCTCOG Technical Staff
  - ▶ Developed an API for window modification – on CPE call taking screen
  - ▶ Modified Sound so that alert was sounded with initial text
  - ▶ No integration with CAD today
    - ▶ One PSAP chose to have window on CAD vs. CPE

# Limitations to Interim Solution

- ▶ Routing of Texts
  - ▶ **Not same as wireless voice routing**
    - ▶ Routing is done differently by each Text Control Center
- ▶ Location
  - ▶ Course location (Phase I like) – centroid not tower address
  - ▶ Precise location – train but don't include in pub ed
    - ▶ Verizon Wireless Customers with the agent location app installed allows for better location
    - ▶ T-Mobile gives precise location
    - ▶ AT&T gives centroid information only
    - ▶ Sprint gives centroid information only

# Limitations

- ▶ Transfer Limitations
  - ▶ No capabilities
  - ▶ Automated ability to transfer
    - ▶ To a preset list of PSAPs also on network and system
    - ▶ Texter must move into the other jurisdiction
- ▶ Reporting Limitations
  - ▶ TCS GEM 911 logs conversations
    - ▶ Those can be accessed via the TCS GEM 911 Admin client

# Benefits

- ▶ Group Concept in PSAP
  - ▶ All see and can respond to texts
- ▶ Anchoring
  - ▶ Telecommunicator has control
  - ▶ They are tied to your PSAP until TC ends session
- ▶ Telecommunicators Like “User Friendly” Application

# Operational Issues

- ▶ Public Education
- ▶ Training
- ▶ SOPs

# SOPs

- ▶ Held SOP Workshop at NCTCOG Based on Text Risk Analysis
- ▶ Best Practices
  - ▶ Each topic should be addressed in SOP, but doesn't have to be handled in the same manner
- ▶ Held SOP Workshops in Florida and Washington
  - ▶ Most were the same as Texas group

# Training

- ▶ Telecommunicator Training
  - ▶ Prior to “Go Live” ceremony
  - ▶ Several sessions on site in the county
  - ▶ 3 hours with PowerPoint and Discussion
- ▶ First Responder Training
  - ▶ They need to know limitations and what to expect

# Public Education

- ▶ Grass Roots Campaign
- ▶ 9-1-1: Call if You Can, Text if You Can't
- ▶ Schools, Churches, Civic Groups, Posters, Newsletters, Press, Videos
- ▶ Focus Groups
- ▶ "Go Live" Ceremonies in Each County

# Testing

- ▶ Carrier, TCC and NCTCOG staff Testing at Each PSAP
- ▶ Ongoing PSAP Testing
  - ▶ Use it or lose it

# Summary

- ▶ No Overload or Staffing Issues
  - ▶ Only 12 request for help via text in the first 18 months
  - ▶ Ongoing testing and training
  - ▶ Do not become complacent
- ▶ Interim Solution Not Perfect
  - ▶ But better than nothing
- ▶ Offering Improved 9-1-1 Services to Our Citizens

Questions??

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