

# TEXT to 9-1-1 Subcommittee Charter

---

## General Information

Text to 9-1-1 Sub-Committee

Prepared by – Bernard J. Brown and Dorothy Spears-Dean

## Points of Contact

*Members of the Sub- Committee:*

*Chief Doug Middleton (Chair) - [chief@henricopolice.org](mailto:chief@henricopolice.org)*

*Kathleen Seay (Vice Chair) - [ktseay@hanovercounty.gov](mailto:ktseay@hanovercounty.gov)*

*Diane Harding - [dianeharding3232@gmail.com](mailto:dianeharding3232@gmail.com)*

*Carl Mueller - [mue@henrico.us](mailto:mue@henrico.us)*

*J.R. Powell- [vpowell@co.henry.va.us](mailto:vpowell@co.henry.va.us)*

*Steve McMurrer - [Steve.McMurrer@fairfaxcounty.gov](mailto:Steve.McMurrer@fairfaxcounty.gov)*

*PSC Point of Contacts:*

**Dorothy A. Spears-Dean**

Public Safety Communications Coordinator,  
Integrated Services Program (ISP)  
Virginia Information Technologies Agency (VITA)  
[dorothy.spearsdean@vita.virginia.gov](mailto:dorothy.spearsdean@vita.virginia.gov)

**Bernard J. Brown**

Regional Public Safety Coordinator- Region 6  
Integrated Services Program (ISP)  
Virginia Information Technologies Agency (VITA)  
[buster.brown@vita.virginia.gov](mailto:buster.brown@vita.virginia.gov)

## Executive Summary

Text to 9-1-1 is no longer a capability that is on the horizon; it has become part of our 9-1-1 reality. The Federal Communications Commission (FCC) has taken steps to promote the national roll out of texting to 9-1-1. At present, there have only been four deployments in Virginia, but PSAPs have expressed a strong interest in providing Text to 9-1-1 service to their citizens and more are planned. As a result, PSAPs will need resources to support their efforts. To this end, the E-911 Services Board voted to establish a Text to 9-1-1 Subcommittee to evaluate texting to 9-1-1 as a statewide initiative.

## Purpose/Business Need

Currently, Virginia PSAPs do not have an implementation guide to utilize with Text to 9-1-1 deployments. This type of document is needed to ensure a standardized approach with Text to 9-1-1 deployments.

To address this gap, the E-911 Services Board tasked the Text to 9-1-1 Subcommittee with developing a Virginia focused White Paper on Text to 9-1-1 that would include the following:

1. Current Text to 9-1-1 technologies available
2. The pros and cons of each technology

## TEXT to 9-1-1 Subcommittee Charter

---

3. Potential local costs
4. Deployment plans that have been tested in other states, regions, and localities
5. Lessons learned from other states, regions, and localities
6. Recommendations

### Description and Scope

#### *Approach:*

To accomplish the subcommittee's task, the following meeting schedule has been proposed:

Meeting Date	Time	Location
August 26, 2014	10 am to 1 pm	VDEM Headquarters, 10501 Trade Court, Richmond, VA 23236
September 11, 2014	1 pm to 3 pm	VITA Headquarters, 11751 Meadowville Lane, Chester, VA 23836
October 9, 2014	10 am to 1 pm	VITA Headquarters, 11751 Meadowville Lane, Chester, VA 23836
October 24, 2014	10 am to 1 pm	VITA Headquarters, 11751 Meadowville Lane, Chester, VA 23836
November 13, 2014	1 pm to 3 pm	VITA Headquarters, 11751 Meadowville Lane, Chester, VA 23836

An agenda and related material will be prepared by ISP staff and distributed to the subcommittee at least two weeks in advance of scheduled meetings.

The subcommittee will develop a status report (1-page summary) for the September and November E-911 Services Board meetings

The final draft of the Text to 9-1-1 White Paper will be presented at the January 2015 E-911 Services Board meeting. A copy of this draft will be made available to the PSAP community at least 30 days in advance of the meeting.

#### *Deliverables (At a minimum):*

1. Virginia focused White Paper on Text to 9-1-1 to include, but not limited to, the following:
  - Current Text to 9-1-1 technologies available
  - The pros and cons of each technology
  - Potential local costs
  - Deployment plans that have been tested in other states, regions, and localities
  - Lessons learned from other states, regions, and localities
  - Recommendations

#### *Expected Outcomes*

1. A strategy for a statewide initiative for texting to 9-1-1 related, but not limited to, legislative changes, regulatory limitations, governance issues, state-level coordination, funding, statewide and local infrastructure needs, PSAP operations, confidentiality, and liability.

## TEXT to 9-1-1 Subcommittee Charter

---

2. A well-articulated Text to 911 implementation guide for PSAPs that leverages, at a minimum, the deliverables listed above.

### Major Stakeholders

- Virginia PSAP Community
- E-911 Services Board
- Virginia citizens (as end users)
- ISP staff

### Pertinent Documents

- FCC's CSRIC IV Report: PSAP Request for Service for Interim SMS Text to 9-1-1
- FCC's CSRIC IV Report: Investigation into Location Improvements for Interim SMS (text) to 9-1-1
- DHS- OEC Virginia Report on Text to 9-1-1

### Relevant Terminology/Definitions

#### *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.

#### *J-STD-110 (Text to 9-1-1 Standard):*

The Alliance for Telecommunications Industry Solutions (ATIS) and the Telecommunications Industry Association (TIA) established a set of guidelines that defines the requirements and architecture for text messaging to 9-1-1 emergency services. This set of guidelines is referred to as J-STD-110. This standard is intended to serve as an interim Text to 9-1-1 standard pending a long-term solution to be used in IP based systems.

#### *Text to 9-1-1 Solutions:*

Currently, the interim Text to 9-1-1 solutions fall into three main categories and can be summarized as follows:

- Direct IP
- Web Browser based with Internet access
- TTY over standard PSAP trunks