

Text to 911 Subcommittee Meeting
Thursday September 11, 2014
1:00 PM – VITA/CESC

Members Present

Chief Doug Middleton Major Carl Mueller JR Powell
Dianne Harding Steve McMurrer

Members Participating Remotely

Kathleen Seay

Staff Present

Steve Marzolf Dorothy Spears-Dean Buster Brown
Sam Keys Brian Crumpler Lisa Nicholson Lewis Cassada

1. Call to Order

Meeting called to order at 1:10pm

2. Approval of Minutes

The minutes from the August 26th meeting were approved.

3. Update on Cost Estimate Research

Ms. Spears-Dean made a presentation on the current cost estimates for text to 9-1-1 solutions in the Commonwealth. Discussed were potential financial, operational and political costs. Also presented were staff recommendations. Those recommendations would encourage the pursuit of browser based Text to 9-1-1 solutions. Also Staff would look at opportunities to leverage aggregator solutions and to identify options for a statewide solution. Planning for an integrated statewide deployment of Texting to 9-1-1 should include transition to NG9-1-1. The strategic direction that is taken should focus the Board's attention. Items that are being worked on are specific vendor costs (recurring and one-time costs), updates from the MWCOG Texting to 9-1-1 award, input from deaf & hard of hearing community. The Subcommittee was asked if Staff recommendations make sense as a statewide deployment for Text to 9-1-1. Major Mueller wanted to ensure that there is a consistent message from the State on the capability of Text to 9-1-1. Mr. Powell agreed that a web based solution is a good recommendation

while working toward a state-wide i3 solution. Ms. Harding asked about more cost information, and Ms. Spears-Dean said that will be provided at the next meeting on October 9th. Mr. McMurrer commented on web browser vs. aggregator solutions, and the current enhancement available. Mr. Marzolf commented that currently only 5 PSAPs have implemented Text to 9-1-1 solution and that now is the time to implement it where we can. It would be more beneficial for the PSAPs to work together now on Text to 9-1-1 rather than wait until a statewide ESInet is in place. Working on a statewide project now would allow NG9-1-1 to progress more smoothly.

4. TCS SMS9-1-1 Update

Mr. Bob Gojanovich from TCS presented and update on the current regulatory environment and deployments involving SMS to 9-1-1. After the presentation there was Subcommittee discussion. Mr. JR Powell had a question about how the GEM 911 solution functions if there are no call takers logged in to the GEM system. Does the caller get a bounce back message? Mr. Gojanovich stated that the customer gets bounce back message, if it does not roll over to another PSAP. There may be selectable bounce back message in the future.

5. North Central Texas COG Update

Ms. Christy Williams from the NCTCOG gave a presentation on the Dallas/Ft. Worth region which covers 14 counties and 45 PSAPs and the issues involved with being an early adopter of Text to 9-1-1. After the presentation there was subcommittee discussion. Ms. Williams said the NCTCOG is on the Viper/Intrado CPE system and there have been no integration issues with the carriers and providers. Ms. Harding asked if there was a way to determine what percentage of texts were necessary (couldn't speak on the phone) or personal preference. Major Mueller asked how the NCTOG cut over scheduling was determined. Ms. Williams said it was determined by availability. Some PSAPs held off until all 4 of the big carriers were ready.

6. Review of Text to 9-1-1 Deployments in Other States

Staff presented the FCC list of Text to 9-1-1 deployments in other states. Staff will continue to review the list for updates.

7. Deliverables for the next Subcommittee

Ms. Spears-Dean said at the next subcommittee meeting we would determine how

we package the Text to 9-1-1 white paper and the direction we take. We would like to go as far as we can, and get in front of it. There is a great interest in doing this statewide. State wide deployment is the end goal and to get to an i3 solution as quickly as we can. The first draft of the white paper will be presented at the October 9th Subcommittee meeting.

Ms. Spears-Dean asked if there were any additional items for the meeting on October 9th. Mr. McMurrer suggested compiling some of the YouTube videos used for public education on Text to 9-1-1. Ms. Spears-Dean said the Texas ones are available.

8. Public Comment

The Chairman asked for public comments.

Mr. Marzolf said that we can choose to get in front of this or play catch up. There aren't any wrong answers, but there may be better right answers. Do we promote or require? Piggyback on the MWCOC contract? Or do we design own contract?

Chief Middleton commented on the central region, and the need for all the local partners to be ready at the same time. It would be hard to "go it alone". Suggest aggressive goals for the whitepaper.

7. Adjourn the meeting of the subcommittee

The Subcommittee meeting adjourned at 3:02PM.

Next meeting of the Subcommittee is 10:00AM October 9th at CESC.