



# Text to 9-1-1 Subcommittee Meeting

VITA - CESC  
October 09, 2014





# Agenda

1. Call to Order
2. Welcome and Opening Remarks
3. Approval of Minutes from Sept 11<sup>th</sup>
4. Text to 9-1-1 Presentation
5. Discussion on White Paper
6. Deliverables for Next Meeting
7. Public Comment
8. Adjourn



# Text to 9-1-1 Presentation





# Discussion on White Paper





## Goals and Recommendations

- The goal is to establish ubiquitous Text to 9-1-1 service in the Commonwealth
- Recommendations:
  - Encourage the pursuit of web browser Text to 9-1-1 solutions
  - Leverage text aggregator solutions to identify potential options for statewide use
  - Integrate statewide deployment of Texting to 9-1-1 with NG9-1-1



## Available Text to 9-1-1 Solutions

- Provide a brief summary of the three interim solutions:
  - TTY over Standard PSAP Trunks
  - Web Browser with Internet Access
  - Direct IP
- Refer the reader to the DHS-OEC Commonwealth of VA Text to 9-1-1 Report



## Pros and Cons of Each Solution

- Refer reader to DHS-OEC Commonwealth of VA Text to 9-1-1 Report
  - Appendix D lists the pros and cons of each solution
- White paper should describe the migration path for statewide deployment of Text to 9-1-1
  - Which solution provides the greatest flexibility and best meets Virginia needs



## Limitations

- All current Text to 9-1-1 solutions are interim
- Routing of texts
- Location information
- Transferring text sessions
- Logging conversations



## Costs

- Financial
  - Little or none with most deployments, but cost does increase with enhancements
- Operational
  - Impact to workstations
  - Training
  - Interfaces
- Political
  - Develop a case for change



## Deployment Strategies

- State, regional, and PSAP level deployments have all been done
- Decision more related to governance than geography
- Must consider solution testing, SOPs, training, and public education as part of the deployment process



## Deaf & Hard of Hearing Community

- Serving this community is a driver for Text to 9-1-1 deployment in Virginia



## Best Practices and Lessons Learned

- Delay in initial transmission
- Lack of Automatic Location Information (ALI)
- PSAP has complete control over the SMS to 911 system
- Policy and Procedures considerations



## Next Steps

- Develop an implementation guide
- Refine costs with information available from the No VA award and additional contact with vendors
- Explore contract issues and options related to a statewide procurement
- Create a Text to 9-1-1 grant program and related grant guidance



# Deliverables for Next Meeting





## And In Conclusion

- Public Comment
- Adjourn
- Next meeting date is Oct 24<sup>th</sup>