

Text to 9-1-1 Subcommittee Meeting
Thursday October 9, 2014
10:00AM – VITA/CESC

Members Present

Kathleen Seay Maj. Carl Muller J.R. Powell

Members Absent

Steve McMurrer Dianne Harding Chief Middleton

Staff Present

Dorothy Spears-Dean Sam Keys Buster Brown Lewis Cassada
Amy Ozeki Brian Crumpler Steve Marzolf Lyle Hornbaker
Stefanie McGuffin

1) Call to Order

The meeting was called to order at 10:00AM by vice chair Kathleen Seay.

2) Approval of Minutes

Approval of the September 9th minutes will be moved to the next meeting on October 24th. There was no quorum present, so the previous meeting minutes could not be approved.

3) Text to 9-1-1 Presentation by the York-Poquoson-Williamsburg RECC

Mr. Terry Hall from the York RECC gave a presentation on their PSAP implementation of text to 9-1-1 and other issues regarding the deployment. After the presentation there was discussion.

- Mr. Powell asked how has the location information has evolved over the past two years. Mr. Hall said location technology is fundamentally the same as a wireless call, but a text call is re-bid more often.
- Ms. Seay brought up call transferability questions. Ms. Spears Dean said there are recommendations on how to mitigate the transferability issues. Mr. Hall said they can transfer text calls to James City via a CAD to CAD interface, but it is a workaround.

- Budget issues were briefly discussed. The cost of some implementation solutions is low-cost, but the CPE in the PSAP needs to be able to display NG9-1-1 (i3 capable).
- Ms. Spears-Dean asked Mr. Hall to review the overall goal of the Text to 9-1-1 Subcommittee, along with the three proposed recommendations. Mr. Hall said that he would like to see it clarified the recommendations of the Subcommittee are evolutionary steps. He would also encourage that a State sponsored hosted solution use a 3rd party vendor for text to 9-1-1.

4) **Discussion on White Paper**

Ms. Spears-Dean gave a presentation on the current draft the text to 9-1-1 white paper. Also presented were other items that will be included in the final draft.

- Introduction to the white paper, goals and recommendations. Make the intent of the paper clear to the reader at the beginning of the paper.
- Text to 9-1-1 solutions will be summarized, and the reader will be referred to the DHS/OEC Commonwealth of Virginia Text to 9-1-1 report, which will be an appendix in the white paper. Pros and cons of each solution will be explained.
- Migration path, text to 9-1-1 should be incorporated with NG9-1-1 and ESI net planning. Path should also be flexible in case standards change.
- Initial limitations of Text to 9-1-1.
- Financial, operational and political costs. Least cost options may be best for the individual PSAP, but not for the Commonwealth. Solutions should support the end state of Text to 9-1-1. Certain “soft” costs may not be covered at the State level, but the 9-1-1 Program should be able to aid with hardware/software costs. We need to be able to explain the cost of not embracing text to 9-1-1. Ms. Seay had a question on would procurement be part of this section. Ms. Spears-Dean said it could be there, but we are waiting on the MWCOG Text to 9-1-1 award to be finalized so we can review their contract. Cost options/recommendations may be different for individual localities, but we should be able to have “not to exceed” costs so we can project a total statewide cost.

- Deployment strategies have been successful at state, regional and local levels.
- Support for the deaf and hard of hearing community is a driver for Text to 9-1-1
- Best practices and lessons learned. Need to examine location information issues and understand the location differences between a voice call and a text call.
- Next step include the development of an implementation guide, refining cost estimates, exploration of contract options for statewide procurement, and the development of a Text to 9-1-1 grant program. Concrete steps and details need to be provided to the Board.
- Staff recommendation is for a separate FY16 grant program with money available by July 1st, 2015. Ms. Seay asked if NG9-1-1 projects are covered in any other way in the current grant program. Would this be more than a text to 9-1-1 program? Ms. Spears-Dean said that NG9-1-1 are enhancement projects currently, and that the proposed grant program would be focused on text, but that could be broadened if that was the consensus of the subcommittee. Consensus was to keep SMS & i3 separate.
- 9-1-1 is a local response. There are no requirements for PSAPs to notify the State of text to 9-1-1 deployments. VITA/ISP currently relies on our working relationships with PSAPs and Regional Coordination staff.

5) Deliverables for next meeting

The two deliverables for the next meeting are a working draft of the white paper, and a copy of the final draft of the DHS/OEC report.

6) Public Comments

There were no public comments

7) Meeting Adjourned

The meeting adjourned at 11:30am.

The next meeting will be 10:00AM on October 24th at CESC.