



SMS Text-to-9-1-1 in California

Description

The Public Safety Communications, California 9-1-1 Emergency Communications Branch (CA 9-1-1 Branch) has conducted four (4) SMS Text-to-9-1-1 pilot projects (SMS to 9-1-1 via Web Browser, SMS to 9-1-1 via standard TTY, SMS to 9-1-1 via Gateway to TTY and SMS to IP). The CA 9-1-1 branch has evaluated each pilot and provided a report on April 15, 2014. The report included but is not limited to, user experience, features and functionality, installation requirements, reporting capabilities, transfer capabilities, language and interpretation capabilities

Background

The availability of Text-to-9-1-1 has become an important accessibility issue for individuals who are deaf, deaf-blind, hard of hearing and individuals who have speech disabilities through the use of the national three-digit code, 9-1-1. Text-to-9-1-1 would also be an alternative to voice calls to 9-1-1 in certain circumstances where speaking aloud might expose and endanger the caller, such as domestic violence, burglary, or certain terrorism situations. It has also been established that wireless text and/or data services may also operate in locations where radio coverage is too weak to support a voice call to 9-1-1, such as rural areas.

Timeline

Key Action	Date
Published RFI	Jan 2013
Selected Pilot Vendors and PSAPs	June 2013
Began pilot testing	November 2013
Concluded Pilot testing	March 2014
SMS Text-to-9-1-1 Pilots Final Report	April 2014
SMS Text-to-9-1-1 Pilots Webinar	May 2014

Pilot PSAPs (testing completed in closed environment- Text-to-9-1-1 not available)

CSU Long Beach Police Department and South Bay Regional Public Communications Authority –SMS Text-to-9-1-1 via Web Browser (GEM9-1-1), provided by TCS, tested November 20, 2013 and March 6, 2014

Downey Police Department and Arcadia Police Department – SMS Text-to-9-1-1 via Standard TTY, provided by TCS, tested January 6, 2014, March 5-6, 2014

Long Beach Police Department – SMS Text-to-9-1-1 via Gateway to TTY, Proof of Concept provided by TCS, test not completed

Butte County Sheriff and Chico Police– SMS Text-to-9-1-1 via IP, provided by Intrado tested, March 27, 2014 and April 2, 2014

Project Goal

Test and evaluate each solution and provide results outlining feature/functionality and limitations to the California Public Safety Answering Point (PSAP) community so each PSAP will be able to make an informed decision about which SMS Text-to-9-1-1 solution will work for their PSAP should they decide to start taking SMS Text-to-9-1-1 beginning May 15, 2014.

Key Information

- On December 6, 2012, AT&T Mobility, Sprint, T-Mobile and Verizon Wireless, APCO and NENA sent a letter to the Federal Communication Commission (FCC) committing to voluntarily provide Short Message Service (SMS) Text-to-9-1-1 to PSAPs across the nation by May 15, 2014
- CA 9-1-1 Branch held a SMS Text-to-9-1-1 status webinar in May 2014
- CA 9-1-1 Branch completed the final report on the SMS Text-to-9-1-1 pilots on April 14, 2014