TEXT-TO-911
PROJECT OVERVIEW

The Tennessee Emergency Communications Board (TECB) is actively working to initiate text-to-911 service across the state. The TECB won the Agency of Distinction Award from The ARC Tennessee for their work and for bringing equal access to those in need of emergency services.

Text-to-911 service is an important step in advancing the emergency services available to the citizens of Tennessee, especially the deaf and hard of hearing community. Text-to-911 provides an alternative method of reaching 911 for all citizens when speech is not possible or making a voice call to 911 might be unsafe.

WHO IS IMPACTED

All emergency communications districts (ECDs) and public safety answering points (PSAPs) that are not already live with text-to-911 service will be impacted by this project. The state deadline for deployment was the end of June 2023.

QUARTERLY PROGRESS — FEBRUARY 2024

Over the last quarter, there has been a steady progression towards completion. In total, 89 PSAPs are live with text-to-911 (covering 84% of the population), 11 PSAPs are ready to go live, and the remaining 34 PSAPs are waiting to test. All PSAPs fall into one of these four categories:

- **LIVE.** PSAP has successfully completed testing with the Text Control Center (TCC) provider and the wireless carriers, and the text-to-911 service is functioning today.

- **TEXT READY.** PSAP has successfully completed testing with the TCC provider and the 911 network is ready. The PSAP must then work with the wireless carriers to enable the service.

- **SCHEDULED.** PSAP is ready to test and has a date setup with the TCC provider to do so.

- **PENDING.** PSAP needs a software update or technical support to prepare the call-handling equipment (CHE) to take text-to-911, or the PSAP is planning to deploy the web-text solution and is awaiting a date to test.

TEXT-TO-911 PROGRESS
February 2024

■ Scheduled/Pending   ■ Text-Ready   ■ Live

34
11
90
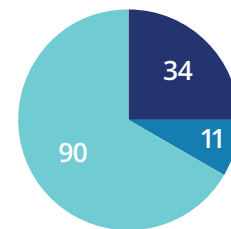
Steps to Deployment

1. Validate readiness with your CHE vendor
2. Complete the data collection sheet for Intrado
3. Attend project planning calls with Intrado (Technical)
4. Intrado completes provisioning (TCC, Session Border Controller (SBC), etc.)
5. Test PSAP to TCC connectivity and functionality (text ready)
6. Register with the FCC
7. Send Request For Service (RFS) letters to wireless carriers
8. Conduct wireless carrier Text-to-911 functionality testing
9. Go live!

This process can take up to six months to complete end-to-end.

REMAINING PSAPS

Today, there are 45 PSAPs that do not have text-to-911 service deployed. Eleven PSAPs are text-ready and in the process of deploying the service with the wireless carriers. Fifteen are in the process of deploying a web-based text solution.

Sixteen are waiting to cutover to AT&T ESInet before they can test and deploy text-to-911 service. Two PSAPs are migrating to a new call-handling system. Lastly, one is working through a localized equipment issue. PSAPs that do not have their ATT cutover scheduled in early 2024 must consider deploying a web-based solution.

TN Department of **Commerce & Insurance** | Tennessee Emergency Communications Board