

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.

PROGRESS UPDATE — JUNE 2024

We have seen great progress over the last few months. As of early June 2024; there are 106 PSAPs live with text-to-911 (covering 92% of the population), 10 PSAPs are in the process of going live, and the remaining 18 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.

REMAINING PSAPS

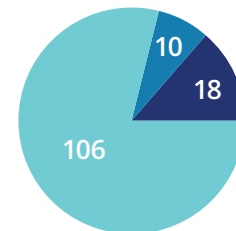
Today, there are 28 PSAPs that do not have text-to-911 service deployed, 10 of which are text-ready and in the process of deploying the service with the wireless carriers. Of the remaining 18 PSAPs; 8 are working with Intrado to schedule and test a web/browser based text solution, and 10 are dependent on completion of another task before deploying text-to-911 service, (8 are waiting on their i3 cutover to AT&T ESInet and 2 are waiting to migrate to a new call-handling system).

Please note, going forward the TECB will be working with the wireless carriers to make the text-to-911 service deployment as easy as possible for the remaining PSAPs. As a result, PSAPs won't have to worry about sending RFS letters or registering with the FCC, allowing them to focus solely on testing and operations. By removing these barriers, our hope is that this will simplify and accelerate the deployment process for PSAPs!

TEXT-TO-911 PROGRESS

June 2024

■ Scheduled/Pending ■ Text-Ready ■ Live



Steps to Deployment

1. Verify readiness with your CHE vendor
2. Work with Intrado to schedule project status calls and testing
3. Complete the data collection sheet for Intrado
4. Intrado completes system provisioning (TCC, etc.)
5. Work with Intrado to test functionality via short-code. Once successfully completed, PSAP is "Text Ready"
6. Register with the FCC **TECB will do this for PSAPs**
7. Send Request For Service (RFS) letters to wireless carriers **TECB will do this for PSAPs**
8. Work with Intrado and the wireless carriers to schedule and complete testing
9. Go live!

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