

TEXT-TO-911

PROJECT OVERVIEW

The Tennessee Emergency Communications Board (TECB) is actively working to initiate Text-to-911 service across the state by the end of June 2023. The TECB won the ARC, Agency of Distinction Award, for this work and 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 integrated Text-to-911 service will be impacted by this project.

CURRENT STATUS — AUGUST UPDATES

Text-to-911 deployments are underway. Over the last quarter, 2 more PSAPs have gone live, 7 PSAPs have achieved Text-ready status, and 9 new PSAPs have requested service. This brings the total to 51 PSAPs that are live (covering 57% of the population), 26 PSAPs that are ready to go live, 40 PSAPs that are waiting to test, and 16 PSAPs that still haven't requested service. PSAPs fall into one of five 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 has requested service from the TCC and has a date to establish 911 network readiness.
- **PENDING.** PSAP needs a software update or technical support to prepare the Call Handling Equipment (CHE) to take Text-to-911 requests and establish a date for text testing.
- **NOT REQUESTED.** The PSAP has not requested Text-to-911 service from the service provider.

NEXT STEPS

Unfortunately, there are 14 PSAPs that will be unable to move forward with Text-to-911 service due to their CHE. Additionally, there are over 30 PSAPs that may need upgrades to receive the "integrated" Text-to-911 service. As a result, the TECB and AT&T have agreed to let these PSAPs deploy the over-the-top "ITS" solution in order to meet the June 2023 deadline. Mission Critical Partners (MCP) and the TECB will be tracking progress and reaching out to PSAPs as necessary. PSAPs that are using capable CHEs today are urged to complete testing and go live as soon as possible in order to avoid the anticipated resource constraints that will occur as the deadline nears.

TEXT-TO-911 PROGRESS



Steps to Deployment

1. Validate readiness with your CHE vendor
2. Initiate the deployment process with Eddie Burchell, the TECB Director of Technology
3. Complete the data collection sheet for AT&T
4. Attend project planning calls with Intrado (Technical)
5. Intrado completes provisioning (TCC, SBC, etc.)
6. Test PSAP to TCC connectivity and functionality (text ready)
7. Complete wireless carrier request for service
8. Conduct wireless carrier Text-to-911 functionality
9. Go live!

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