



# Text-to-911

## PROJECT OVERVIEW

The Tennessee Emergency Communications Board (TECB) is actively working to initiate text-to-911 service across the state. 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 will provide 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 PSAPs that opt in to integrated text-to-911 service will be impacted by this project.

## CURRENT STATUS – NOVEMBER UPDATES

On September 27, 2018, the TECB Board voted to proceed with text-to-911 deployments using a new approach presented by AT&T. This approach will no longer require the state to await completion of the software update that has been in progress over the past year. This new approach will utilize West Safety Services as the Text Control Center (TCC) for text delivery to the PSAP.

### Steps to Deployment

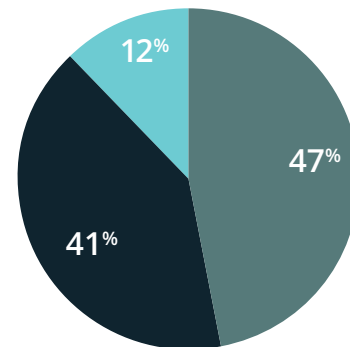
1. Validate readiness with your CPE vendor
2. Initiate the deployment process with Eddie Burchell the TECB Director of Technology
3. Complete the data collection sheet for AT&T
4. VPN planning call (technical resource involvement)
5. West completes provisioning (TCC, SBC, VPN, equipment)
6. Text-to-911 router installed at PSAP
7. PSAP to TCC connection and functionality testing
8. Complete wireless carrier request for service
9. Wireless carrier text-to-911 testing

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

Over the past six months, the TECB has been working with CPE vendors in the state to understand PSAP readiness. Based on input from the vendors and CPE testing status with West, the chart below illustrates the TECB's understanding of CPE readiness across the state.

**TENNESSEE PSAP TEXT READINESS  
BASED ON CPE AND SOFTWARE**

■ Yes ■ No or Pending Validation ■ Researching



West requires lab testing and certification with CPE vendors to validate service availability. The list below highlights those who have completed testing with West:

- West (Positron 5.1 or higher)
- Vesta/Motorola (R6)
- Solacom
- Emergency Call Works/Motorola
- Trittech

## NEXT STEPS

The TECB recommends that ECDs begin discussions with their CPE vendors to understand if text-to-911 is supported in current software version and equipment or if upgrades will be needed.

The TECB will be sending a questionnaire to understand PSAP/CPE readiness and get the required information to initiate deployment of text-to-911.