



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 – MAY 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 interim solution will utilize West Safety Services as the Text Control Center (TCC) for text delivery to the PSAP. Since the announcement of the interim solution, eight ECDs have expressed interest - five have deployments in progress, two are pending compatibility, and one, the City of Memphis in the Shelby County ECD, is live.

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.

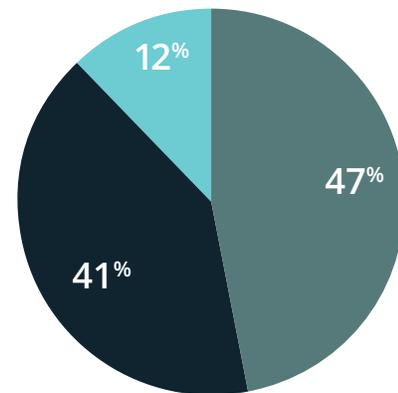
West requires lab testing and certification with CPE vendors to validate service availability. The list below highlights those who have completed testing with West:

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

*Zetron – Testing is in progress.

TENNESSEE PSAP TEXT READINESS BASED ON CPE AND SOFTWARE

■ Yes ■ No or Pending Validation ■ Researching



NEXT STEPS

If they have not already done so, the TECB recommends that ECDs begin discussions with their CPE vendors to understand if text-to-911 is supported with the current call handling software version and equipment at the PSAP or if upgrades will be needed. This support is required for both the interim and long-term solution that will be available as part of the AT&T nationwide solution.