

**State of California**  
**9-1-1 OPERATIONS MANUAL**  
**CHAPTER X, TEXT TO 9-1-1 DEPLOYMENT**





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## **1 CA TEXT TO 9-1-1 POLICY**

In keeping with the goal of the California 9-1-1 Branch to “provide the fastest, most reliable and cost-effective telephone access to emergency services for any 9-1-1 caller in California”, Text to 9-1-1 will be deployed throughout California by encouraging Public Safety Answering Points (PSAPs) to activate the service by June of 2019.

To ensure the citizens of California have the fastest, most reliable access to emergency services, Cal OES requested PSAPs develop a deployment schedule for Short Message Service (SMS) Text to 9-1-1 by November 3, 2017 and must be prepared to accept text messages no later than December 31, 2018. *See Attachment 1.*

As Real-Time-Text (RTT) is matured, the CA 911 Branch will update this chapter to include additional information. If a PSAP requires more time, it can request such an extension by contacting the CA 911 Branch Text to 9-1-1 Coordinator.

## **2 BACKGROUND REGULATION**

### **2.1 CA 911 Government Code for Text to 9-1-1**

The Warren 9-1-1 Emergency Assistance Act, Government Code 53100-53121 modified in 2015 by Senate Bill SB1211, requires CA Governor’s Office of Emergency Service, CA 9-1-1 Branch to implement Next Generation 9-1-1 (NG 9-1-1) including Text to 9-1-1 in California.

With the increased use of text by the general public, Text to 9-1-1 will provide:

- 1) An immediate and crucial method beyond existing video relay to allow the deaf and hard of hearing community to request emergency service when needed,
- 2) An alternate method for those without speech or with hearing disabilities to contact 9-1-1, and
- 3) An alternate method for those whose safety might be endangered by making a voice call.
- 4) An alternative method to request emergency service when cellular coverage does not support a voice call, but can support a text session.

### **2.2 SMS Regulation**

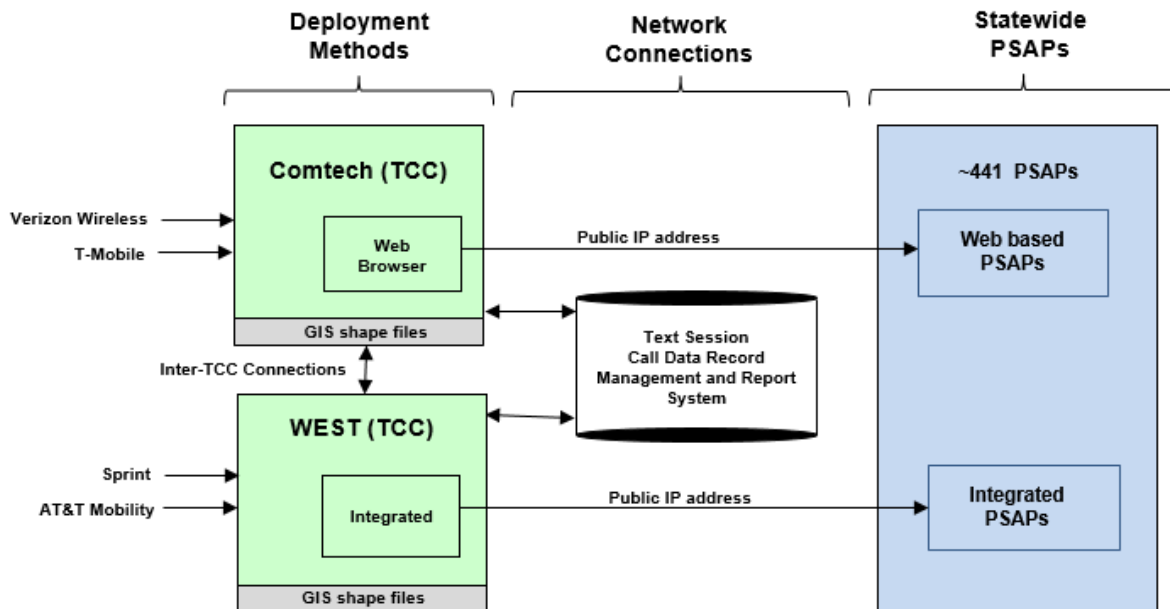
For SMS Texting, the Federal Communications Commission (FCC), National Emergency Number Association (NENA) and Association of Public-Safety Communication Officials (APCO) through agreement with the four (4) major wireless carriers (AT&T, Sprint, T-Mobile and Verizon) agreed to make SMS Text to 9-1-1 services available in May 2014. Other wireless carriers were required to make text available by January 2015. On August 8, 2014, the FCC adopted rules to promote widespread Text to 9-1-1 availability under FCC-14-118A1. This information is available at <https://www.fcc.gov/document/fcc-adopts-text-911-rules>.

### **2.3 RTT Regulation**

For Real-Time Text (RTT) Services, as of April 28, 2016, FCC-16-53A1 is in progress of adopting regulations and timelines, and the CA 911 Branch will additionally test and bring new services to the State. This information is available at <https://www.fcc.gov/document/fcc-adopts-real-time-text-proposed-rulemaking>.

### 3 TEXT TO 9-1-1 DEPLOYMENT CHOICE AND DIAGRAM

The existing text contract provides SMS Text service from two (2) Text Control Centers (TCCs). The CA 9-1-1 Branch can order either Comtech (Web Browser) or West (Integrated CPE) text services for a PSAP. In May 2018, the CA 9-1-1 Branch successfully tested transfer between TCC's, so PSAPs may choose the best technology for operations.



#### 3.1 California SMS Text to 9-1-1 Proof of Concept Test

The CA 9-1-1 Branch conducted initial proof of concept tests for all three proposed modalities (TTY, Web Browser, and Integrated CPE) in 2013 at six PSAPs in California. The concluding results indicated TTY had timing problems and was unreliable, Web Browser was functional and could transfer text sessions, and Integrated CPE only worked with certain CPE at the time of testing. The comprehensive testing afforded each TCC to improve their services to meet the PSAPs needs. Therefore, the offered deployment choices in California are only Web Browser or Integrated CPE. The details of the Report on SMS Text to 9-1-1 in California is below.

<http://www.caloes.ca.gov/PublicSafetyCommunicationsSite/Documents/0001-SMSText-to-9-1-1PilotReport145-2-14.pdf>

#### **4 AGREEMENT TO DEPLOY TEXT TO 9-1-1**

Local PSAPs interested in assuming responsibility for Text to 9-1-1 sessions that originate within their respective jurisdictions should contact the CA 9-1-1 Branch, Text to 9-1-1 Coordinator, using the following link: [http://www.caloes.ca.gov/PublicSafetyCommunications/Site/Documents/001-CA\\_9-1-1\\_Branch\\_Contact\\_List.pdf](http://www.caloes.ca.gov/PublicSafetyCommunications/Site/Documents/001-CA_9-1-1_Branch_Contact_List.pdf)

The California Highway Patrol has deployed SMS Text to 9-1-1 (as Web Browser) in all of their jurisdictions throughout the state. Each agency participating in the implementation of Text to 9-1-1 shall designate an authorized representative of their agency as a Text to 9-1-1 primary contact for negotiation and approval of registering with the FCC for text readiness and testing with Wireless Service Providers (WSPs).

## **5 TEXT TO 9-1-1 DEPLOYMENT PROCEDURES**

The following procedures have been developed by the CA 9-1-1 Branch for the effective deployment of Text to 9-1-1 to California PSAPs that have elected to accept Text to 9-1-1. Below is the current Text to 9-1-1 deployment process.

- 1) Contact the CA 9-1-1 Branch to receive information regarding Text to 9-1-1 and when ready to start the deployment process. Phone 916-657-9235 or email [chereise.bartlett@caloes.ca.gov](mailto:chereise.bartlett@caloes.ca.gov).
- 2) PSAPs to choose a Text Control Center (TCC): West (formerly Intrado) at <https://www.west.com/safety-services/public-safety/powerdata/txt2911/> or Comtech (formerly TeleCommunications Systems Inc.) at <http://www.tcsmms911.com/>.
- 3) PSAPs to choose the method in which PSAP will receive text (Web Browser or Integrated CPE). Send an email to the CA 9-1-1 Branch advising which method and TCC PSAP has chosen so funding can be secured.
- 4) Coordinate with chosen TCC to prepare PSAP to take Text. Once the TCC deems the PSAP is ready to take text, the PSAP can register on the FCC Text to 9-1-1 Registry at <https://www.fcc.gov/general/psap-text-911-readiness-and-certification-form>.

PSAPs can locate their FCC ID and PSAP Name by downloading the FCC Master PSAP Registry File from: <http://www.fcc.gov/encyclopedia/9-1-1-master-psap-registry>.

- 5) The TCCs will set up a train the trainer session for call taker training and will ensure administrators are trained on the admin side of the application. In addition, the PSAPs will be trained on the ECATS text reports tool.
- 6) PSAPs will need to develop Standard Operating Procedures and develop a public notification plan.
- 7) The Wireless Service Provider (WSP) or their TCC will contact the PSAP when the WSP is ready to test and go live. Once the WSP has been notified by the PSAP via registering on the FCC website, the WSPs have up to six months to deploy Text to 9-1-1 to that PSAP
- 8) Notify the CA 9-1-1 Branch (Chereise Bartlett) when PSAP has registered with the FCC to begin taking texts. Also, please notify Chereise Bartlett if any issues arise once the PSAP has started taking texts. The CA 9-1-1 Branch will be tracking text deployments and documenting any issues that arise.

## 6 EDUCATION

The CA 9-1-1 Branch encourages all Text to 9-1-1 stakeholders to make public education a top priority for the citizens of California. Once the PSAP has been deployed with Text to 9-1-1, educating the citizens within their jurisdictional boundaries is essential.

### 6.1 NENA Tools to Assist in Public Slogan Notification

The National Emergency Number Association (NENA) has the following SMS Text to 9-1-1 Resources for PSAPs & 9-1-1 Authorities web link at <http://www.nena.org/?page=textresources>.

After clicking on the link, the following sections are for public notification tips:

- Media & Public Questions and Answers About Text to 9-1-1
- Text to 9-1-1 Media Tips

### 6.2 Four Example Text Awareness Logos





### **6.3 Text to 9-1-1 Issues**

SMS Text to 9-1-1 is evolving. As of January 5, 2018, the following are known issues:

- 1) No pictures/videos can be sent.
- 2) No emojis (artwork symbols) can be used in the message.
- 3) No language translation is available.
- 4) Location accuracy varies by wireless provider; caller should provide location.
- 5) Text should be English only with no abbreviations.
- 6) Cannot go to multiple recipients.

### **6.4 Bounce-back Messages**

If a Text to 9-1-1 is sent where the service is not yet available, FCC rules require all wireless carriers and other text messaging providers to send an automatic "bounce-back" message that will advise the caller to contact emergency services by another means, such as making a voice call or using telecommunications relay service (for persons who are deaf, hard of hearing or have a speech disability). Bounce-back messages are intended to minimize the risk of mistakenly believing that a Text to 9-1-1 message has been transmitted to an emergency call center. Additionally, a bounce back message is sent to the caller, when the wireless provider cannot ascertain location or if the caller is roaming outside the coverage area.

### **6.5 FCC Text 911 Master PSAP Registry**

The Federal Communications Commission (FCC) maintains a list of PSAPs registered to commit to taking Text calls on line at <https://www.fcc.gov/files/text-911-master-psap-registryxlsx>.

It is important to note that the list does not indicate the PSAP's deployment status, and some may still be in the deployment process.

All PSAPs should register with the FCC, to show California's PSAPs that are ready.

### **6.6 Public Awareness Text to 9-1-1 Announcements**

A public awareness media event is important to promote the public awareness and availability of the service in your county. Below are a few examples:

Text to 911 service goes live in Monterey, Santa Cruz, San Benito counties, 8-29-2017  
<http://www.montereyherald.com/article/NF/20170829/NEWS/170829769>

In an emergency, you can now text 911 in SLO County, 10-4-2017  
<https://www.sanluisobispo.com/news/local/crime/article177072856.html>

Text to 9-1-1 Comes To Los Angeles County, 12-1-2017  
<http://www.oesnews.com/text-to-9-1-1-comes-to-los-angeles-county/>

## **7 TEXT TO 9-1-1 ESCALATION PROCESS**

### **7.1 Text to 9-1-1 Regional Deployment Issues and Escalations**

The Text to 9-1-1 Provider shall notify the CA 911 Branch outage phone and follow the CalOES notification procedures, for any Text to 9-1-1 service that is not available at any PSAP. For any minor outage, the notification process shall be by e-mail to the agreed upon e-mail. For any major outage, the notification shall be by phone call within 30 minutes.

### **7.2 Text to 9-1-1 Monthly Performance Report**

The Monthly Performance Report shall be submitted to the CA 9-1-1 Branch no more than 30 calendar days following the end of the reporting month.

The report shall list all Trouble Tickets that were open and/or acted upon during the reported month, including tickets. If no Trouble Tickets were opened and/or acted upon during a month, the report shall state there were no issues or tickets for that month.

The monthly compliance report shall include the following detail:

- 1) REPORT PERIOD
- 2) PROVIDER'S TROUBLE TICKET NUMBER
- 3) PSAP NAME
- 4) PSAP FCC ID
- 5) SERVICE TYPE
- 6) BRIEF TROUBLE SYMPTOM
- 7) BRIEF RESTORATION DESCRIPTION
- 8) TICKET OPEN DATE AND TIME
- 9) PROBLEM RESOLUTION DATE AND TIME
- 10) OUTAGE DURATION

## 8 TEXT TO 9-1-1 FUNDING

The current Text to 9-1-1 contract consists of two types of text delivery, Comtech Web Browser and West Integrated Customer Premise Equipment (CPE).

### 8.1 Web Browser

- 1) The CA 9-1-1 Branch will fund a minimum of 2 logins or 10% of the number of state funded positions (whichever is greater).
- 2) PSAP provides the internet connection.
- 3) When the new state Next Generation 9-1-1 ESINet is established then connectivity to the PSAP for text will be provided by the new ESINet.

### 8.2 Integrated CPE

**[Additional funding restrictions apply, see Chapter III – FUNDING CPE Text to 9-1-1 Integration in the CA 9-1-1 Operations Manual for specific funding information.](#)**

- 1) The CA 9-1-1 Branch funds the delivery of text to the PSAP.
- 2) The CA 9-1-1 Branch will fund up to \$12,000.00 per PSAP to deploy Text to 9-1-1 on the PSAP's 9-1-1 call taking equipment. These funds are separate from the PSAP's 9-1-1 CPE allotment.
  - a. PSAPs purchasing 9-1-1 CPE text integration must deploy text upon CPE cutover or when text integration is added to existing CPE.
- 3) PSAP provides the internet connection.
- 4) When the new statewide Next Gen ESINet is established then connectivity to the PSAP for text will be provided by the new ESINet.

### 8.3 Text to 9-1-1 Deployment Plan for CPE Replacement Form

The Text to 9-1-1 Deployment Plan for CPE Replacement Form must be completed and returned prior to release of SETNA funds for 9-1-1 CPE Replacement. See *Attachment 2*.

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**Attachment 1: Initial Text to 9-1-1 Letter to PSAPs**

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**From:** Maruca, Joseph@CalOES On Behalf Of CalOES CA911Branch  
**Sent:** Tuesday, October 3, 2017 3:39 PM  
**Subject:** Text to 9-1-1 Deployment Plan and form (due 11/03/17)  
**Importance:** High

CA 9-1-1 BRANCH NOTICE 2017-05  
Date: October 3, 2017  
Expiration: When superseded or Rescinded

To: Public Safety Answering Point (PSAP) Managers

Subject: **Text to 9-1-1 Deployment Plan**

The mission of the CA 9-1-1 Branch of the California Governor's Office of Emergency Services (Cal OES) is to enable Public Safety Answering Points (PSAPs) to provide the fastest, most reliable, and most cost-effective telephone access to emergency services for any 9-1-1 caller in California from any communications device. The Warren-9-1-1 Emergency Assistance Act, California Government Code sections 53100-53121 modified in 2015 by Senate Bill SB1211, requires Cal OES to implement Next Generation 9-1-1 (NG911) including Text-to-9-1-1 in California.

California residents and visitors have relied on text as a daily form of communications since the late 1990's. Many believe, in some cases mistakenly, that they can already send a text message to a 9-1-1 PSAP. Text-to-9-1-1 has been an available service to our PSAPs since May 2014. Since that time, 90 PSAPs fully deployed Text-to-9-1-1 in California. These PSAPs, without exception, have indicated that Text-to-9-1-1 does not require a significant increase in resources and provides a valuable service to the public. Text-to-9-1-1 is an essential service and provides equal access to the deaf, hard of hearing, and speech impaired communities. Text-to-9-1-1 has also proven to be a lifesaving, effective way to get assistance for those in domestic violence situations and other cases where calling 9-1-1 is not an option.

In order to support Text-to-9-1-1 deployment, the CA 9-1-1 Branch is developing a deployment schedule to enable all PSAPs to begin accepting Text-to-9-1-1 services by December 2018. The attached form must be completed and returned to the CA 9-1-1 Branch no later than **November 3, 2017**.

If you have any questions, please contact Chereise Bartlett in the CA 9-1-1 Branch at (916) 657-9235 or by email at [Chereise.Bartlett@CalOES.ca.gov](mailto:Chereise.Bartlett@CalOES.ca.gov).

Sincerely,

**BUDGE CURRIER**  
9-1-1 Emergency Communications Branch Manager



Attachment:  
Text-to-9-1-1 Deployment Plan PSAP Form.pdf (due to CalOES-CA 9-1-1 Branch by November 3, 2017)

**Attachment 2: Text to 9-1-1 Deployment Plan for 9-1-1 CPE Replacement Form**

State of California, California 9-1-1 Emergency Communications Branch (CA 9-1-1 Branch)  
 TEXT-TO-9-1-1 Deployment Plan for 9-1-1 CPE Replacement (07/23/2018)

	Date Prepared [REDACTED]	County [REDACTED]
PSAP Name: [REDACTED]		Street, City, Zip Code: [REDACTED]
Primary Point of Contact (PSAP Manager): [REDACTED]		Title: [REDACTED]
Email: [REDACTED]		Telephone: [REDACTED]

\*\*\* The form must be completed prior to SETNA funds usage approval for the replacement of 9-1-1 CPE\*\*\*

**SECTION I: Current Text-to-9-1-1 Methodology (check one)**

Integrated  
 Web-Based  
 Not Currently Deployed

**SECTION II: Planned Text-to-9-1-1 Methodology Upon CPE Replacement (check one)**

Integrated  
 Web-Based  
 Not Currently Deployed (You must complete Section III)

**SECTION III: Future Text-to-9-1-1 Deployment Date (check one)**

Will Deploy By:  
 December 2018  
 June 2019  
 December 2019  
 Will Not Deploy/Decline Response (You must complete Section IV)

**SECTION IV: Please Explain**

What is the reasoning for not deploying Text-to-9-1-1?  
 [REDACTED]

What assistance is required from CalOES 9-1-1 Branch?  
 [REDACTED]

***Statement of Compliance:*** *The undersigned affirm that the local public safety agency we represent will participate in the 9-1-1 Emergency Number System described in this plan and in accordance with California Government Code 53100 et seq. and the California Standards for 9-1-1 Systems published by the CA 9-1-1 Branch. The Participating Public Agency of this plan will be the recipient of applicable State financial assistance and, if the five-year commitment is not met, a financial penalty will be imposed for the remaining period of the 9-1-1 equipment and network services costs as provisioned below.*

**Officials Authorized to Sign for the Public Agency**

Name [REDACTED]	Title [REDACTED]	Telephone [REDACTED]
Signature [REDACTED]		
Name [REDACTED]	Title [REDACTED]	Telephone [REDACTED]
Signature [REDACTED]		