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MARK S. GHILARDUCCI  
DIRECTOR

September 15, 2022

**CA 9-1-1 BRANCH NOTICE 2022-78**

Expiration: WHEN SUPERSEDED OR RESCINDED

To: ALL 9-1-1 COUNTY COORDINATORS  
ALL PUBLIC SAFETY ANSWERING POINT MANAGERS

**Subject: INTRADO/ADT ALARM NOTIFICATIONS**

It has come to our attention that Intrado, working with ADT, are offering a new service whereby ADT Security Systems would send a SMS text message via the 9-1-1 network to report an ADT type event. Per the CA 9-1-1 Operations Manual Chapter One – Standards:

Section 4. Automatic 9-1-1 Dialing - Alarm companies or other entities that do not qualify as a public safety agency (a public agency that provides law enforcement, fire, medical or other emergency services) shall not program equipment to automatically dial 9-1-1.

Chapter X – Text to 9-1-1 Deployment:

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,
- 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.



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This is a misuse of 9-1-1. These text messages are not compliant with Government Code and shall not be sent through the 9-1-1 or Next Generation 9-1-1 network.

Cal OES is committed to using new technology to enhance capabilities of the 9-1-1 dispatchers working throughout the state. However, this is circumventing the proper process for these types of events and will place a further burden on the Public Safety Answering Points (PSAPs). We are working with our partner agencies and the Department of Justice (DOJ) in trying to set up the Automated Secure Alarm Protocol (ASAP to PSAP) interface. This is still a work in progress.

Please reach out to your 9-1-1 Advisor if you have any questions surrounding this issue.

DocuSigned by:



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Paul E. Troxel, ENP

9-1-1 Program Management Division Chief

cc: State 9-1-1 Advisory Board Members

California 9-1-1 Emergency Communications Branch Staff