



Implementation and Deployment of

TEXT TO 911

CITY OF RICHMOND DEPARTMENT OF EMERGENCY COMMUNICATIONS

Why text to 911 is necessary:

- ◆ **330 million connected wireless devices in the U.S.**
 - Population is approximately 313 million
- ◆ **Wireless-only households are on the rise**
 - 32% of adults & 36% of children live in wireless-only households
 - More than 98% of Americans have access to 3G or 4G services
- ◆ **Exponential increases in text messaging**
 - More than 8.3 trillion texts sent in 2015
 - 23 billion messages per day, or almost 16 million messages per minute
 - The average adult spends a total of 23 hours a week texting
- ◆ **34 million Americans in the hearing impaired community rely on texting to communicate**
- ◆ **Emergencies where voice calls may be detrimental to the callers safety**
Caller expectations

INFORMATION TO KNOW:

- ♦ In December 2012, AT&T, Sprint Nextel, T-Mobile, and Verizon Wireless entered into a voluntary agreement with the National Emergency Number Association (NENA) and APCO International (APCO) in which each of the four carriers agreed to be capable of providing text-to-911 service to requesting PSAPs by May 15, 2014 (Carrier-NENA-APCO Agreement). The FCC has an advisory group working on Text to 911
 - As part of the Carrier-NENA/APCO Agreement, the four major carriers committed to implementing text-to-911 service to a PSAP making a "valid" request of the carrier "within a reasonable amount of time," not to exceed six months. Carriers promised to meet these commitments "independent of their ability to recover these associated costs from state or local governments."

Frequently Asked Question:

- ♦ **What is text-to-911?**
 - Text-to-911 is the ability to send a text message to reach 911 emergency call takers from your mobile phone or device.
- ♦ **How does it work?**
 - Text-to-911 works just like you're sending a traditional text message:
 - 1. Enter 911 in the "to" field.
 - 2. Describe your emergency in the "message" field.
 - 3. Include your location information—in most cases, this information is not automatically transmitted!
 - 4. After hitting send, look for a confirmation text message from the 911 call center. If you attempt to send a text-to-911 where the service is not yet available, you will receive a bounce-back message advising you to contact 911 by another means.
- ♦ **Are there plans to make text-to-911 available everywhere?**
 - Yes. In an effort to make text-to-911 universally available, the FCC mandates that all wireless carriers and text message providers must now support text-to-911, and must deliver text-to-911 to any call center that request the service. However, it is up to each individual 911 call center to determine if it will implement text-to-911 technology. This is a huge undertaking that may not be a priority for some centers.



