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A CDI Company

Texting to 9-1-1 – Resources

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NENA NG9-1-1 Education & Training Committee

9-1-1: Call if you can; text if you can't

- Partner with FCC, wireless service providers and other NENA committees
- Participate in the Service Coordination Group
- Gathering information from early adopters
- http://www.nena.org/?page=PubEd_PSAPTraining

NENA Working Group Resources

- SCG - Information and Planning Guide
- PSAP Training & Implementation Materials
- 9-1-1 Authority FAQ & Consideration Document
- Media & Public FAQ Document
- Media Talking Points

PSAP Training

➤ PSAP training materials

- Powerpoint
- Sample Operating Procedures
- Sample canned messaging



Training Materials

➤ Powerpoint Presentation

- Is intended to be edited for local solution/processes
- Provides a starting point
- Provided in PowerPoint to allow editing



Sample Operating Procedures

- Based on procedures from areas that have deployed
- Designed to be edited for local deployment and processes
- Will be provided in Word to allow editing
- Provides a starting point for crafting local policy

Sample Canned Messaging

Canned Message List for PSAPs

First Canned Questions

9-1-1, What is the address of your emergency?

What City?

What is your Emergency?

What is your Phone Number?

What is your Name?

What is happening now?

How do I request SMS Text-to-9-1-1?

- Review all items in the PSAP Questionnaire (Appendix C of the Information and Planning Guide [IPG])
- Use the Standard Request Letter (Appendix D of the IPG)
 - May send it by registered mail to each carrier to establish a receipt date for the start of the implementation process

Request for Service Letter

{9-1-1 Authority Letterhead}

Date:

[Wireless Service Provider Contact Name]

[Wireless Service Provider Contact Title]

[Wireless Service Provider Name]

[Wireless Service Provider Street Address]

[Wireless Service Provider City, State & Zip]

Dear _____:

The ___[Requesting Entity]___ hereby formally requests and authorizes [Wireless Service Provider Name] to provide SMS to 9-1-1 based on other emergency communications service as defined in 47 USC 615.b. (9)(B). The Public Safety Answering Point(s) to be deployed is/are:

___[PSAP Name]

[FCC PSAP ID]

[PSAP Location]___

___[PSAP Name]

[FCC PSAP ID]

[PSAP Location]___

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QUESTIONS?



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