Text to 9-1-1 Update
Cal NENA Annual Conference
San Diego, CA
March 2020

Agenda

- California Assembly Bill 1168

- Existing Contract Extension and Plan

- California Text Deployment Status

- Text Stats 2019

- PSAPs not Taking Text

- Real-Time Text (RTT)

- Discussion and Questions

California Assembly Bill 1168

- Existing law, the Warren-9-1-1-Emergency Assistance Act, provides that each local public agency within its respective jurisdiction establish a basic system that automatically connects a person dialing 9-1-1 to an established public safety answering point through normal telephone service facilities, or to be part of such a system. The act requires the Office of Emergency Services to develop a plan and timeline of target dates for the testing, implementation and operation of a Next Generation 9-1-1 emergency coordination system, that includes a text to 9-1-1 service, throughout California.

- **SECTION 1.**

- Section 53112 of the Government Code is amended to read:

- **(d) By January 1, 2021, each public safety answering point shall deploy a text to 9-1-1 service that enables an individual to text "911" for emergency services that is capable of accepting Short Message Service (SMS) messages and Real-Time Text (RTT) messages.**

Existing Contract Extension and Plan

- Working to extend existing contract for 2 more years (through April 30, 2022)

- Cal OES goal to deploy SMS Text at all remaining PSAPs by October 30, 2020

- After January 1, 2021, if the NG911 Network and Core services are built:

    - Then Web Based OTT PSAPs transition to the new NG Prime's text provider

    - Also, Integrated PSAPs transition to the NG911 network and core services

CA Text Deployment Status

PSAPs deployed with Web Based OTT   214

PSAPs pending of deployment of Web Based OTT   16

PSAPs deployed with Integrated Text   80

PSAPs pending deployment of Integrated Text   34

PSAPs pending decision on Text deployment   84

Total PSAPs   438

As of Feb 2020

Text Stats 2019

| California 2019 9-1-1 Statistics		
Wireless Calls	22,419,645	82%
Wireline Calls	3,607,974	13%
VoIP	1,236,804	5%
Other including Telematics	34,929	<1%
Text Sessions	**62,321**	**<1%**
Total 9-1-1 calls and text 2019	27,361,673	

Text session total 2018 28,014

PSAPs Not Taking SMS Text

- 84 PSAPs currently not committed to deploy text

- Will use Comtech Web Based OTT text service at those PSAPs

- CalOES will issue orders in March 2020

- PSAPs need to contact 9-1-1 Branch for scheduling

- Any PSAP in the process to deploy Integrated, if not complete by June 30 2020, will use Web Based OTT solution.

Real-Time Text (RTT) Diagram
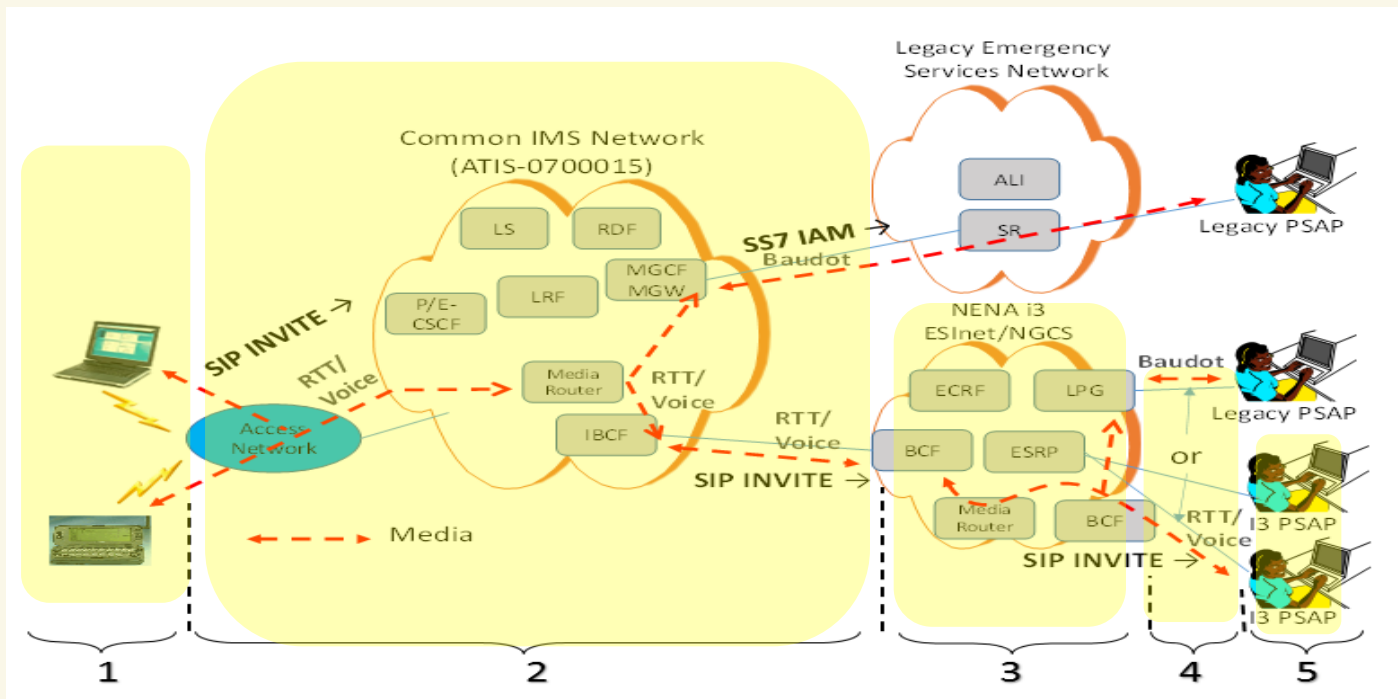
1. New RTT Device or RTT OTT app (Wireless Carrier Responsible)

2. New WSP IP/NG Network components (Wireless Carrier Responsible)

3. New State/PSAP NG Routing entity

4. New PSAP IP Network

5. New RTT function with the 9-1-1 Call Handling Equipment at a PSAP

   NENA – INF-042.1-202Y in progress

Converted RTT to TTY Tests

- Cell phones tested with RTT: iPhone & Samsung

- Carriers tested: AT&T, Verizon, T-Mobile and Sprint

- Test results varied:

  - Converted RTT to TTY automatically popped up on CPE (some cases)

  - Silent calls at PSAPs need to be challenged (as TTY)

  - Experienced changed or missing characters (when replying simultaneously)

  - Tones heard in call-takers headset (RTT Voice and Data session)

  - Silent call and missing initial message (some cases)

  - Some worked flawlessly

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Questions?