Is Text-to-9-1-1 Right for My PSAP?
A Consideration Document

Purpose: The purpose of this document is to provide PSAPs and 9-1-1 entities a list of topics or questions to consider when deciding whether to accept the interim solution text-to-9-1-1 calls. This document is a companion document to the *Text-to-9-1-1 Frequently Asked Questions*; please reference that document for information on the interim solution. This document is not intended to be a detailed instruction manual on how to implement or handle text-to-9-1-1 calls; but rather a high level list of considerations prior to making the decision of which interim solution option to select.

Technology Questions to Consider and Ask Vendor/Carrier
- Which option of the interim solution is best for my PSAP?
  - Is PSAP equipment IP capable and connected to either an ESInet or able to install IP connectivity?
  - Does PSAP have Internet access and web browser capability?
    - Must have or be able to install Microsoft Internet Explorer version 8, Firefox latest version or Chrome latest version
    - Might require a separate monitor for the text web portal if workstations don't have web browser capability.
    - Would require staff to monitor that separate monitor.
    - Is Internet access provider available for support 24X7?
- Understand differences in recording capabilities.
- Understand differences in transfer of information.

Jurisdictional Considerations
- Is there a state 9-1-1 authority?
  - Is state recommending PSAPs accept text-to-9-1-1?
  - Does the state need to grant permission to accept?
  - Will the state have a default PSAP that will accept all text-to-9-1-1?
- Are surrounding jurisdictions accepting text-to-9-1-1?
- Is another PSAP willing to accept all texts for the region?
- PSAPs need to consider the aging population that falls within the Hard of Hearing demographic as well as the Deaf and Speech Impaired community. Is the PSAP meeting the needs for access to 9-1-1 from these groups?

Liability Considerations
- Liability – if the capability exists & the PSAP chooses not to accept – is PSAP then liable if something happens where it text-to-9-1-1 would have saved a life?
- Allows direct access for Deaf, Hard of Hearing and Speech Impaired communities
  - It is likely this will become a Department of Justice requirement in the future

Financial Questions
- ➢ Are there fees associated with this from the provider?

Operational Questions to Consider Prior To and During Implementation
- ➢ Is there a public education/training program available to PSAP?
  - o Does PSAP actively go out into the community for school programs, safety fairs, etc.
  - o Does PSAP have a good relationship with the local media?
- ➢ Is there already a call taker training program in place?
- ➢ Are standard operating procedures for the PSAP already in place?