DoD Public Safety Communications Text-to-911

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Intent

- To provide an overview of the DISA Text-to-911 strategy

Text-to-911 Requirement

- Text-to-911 is the ability to send a text message to reach 911 emergency call takers from your mobile phone or device.

- The service is intended to benefit people who may not be able to speak or hear in an emergency.

- Text-to-911 is only currently available in certain locations.

- FCC rules require all wireless carriers and other providers of text messaging applications in the United States to deliver emergency texts to call centers that request them.
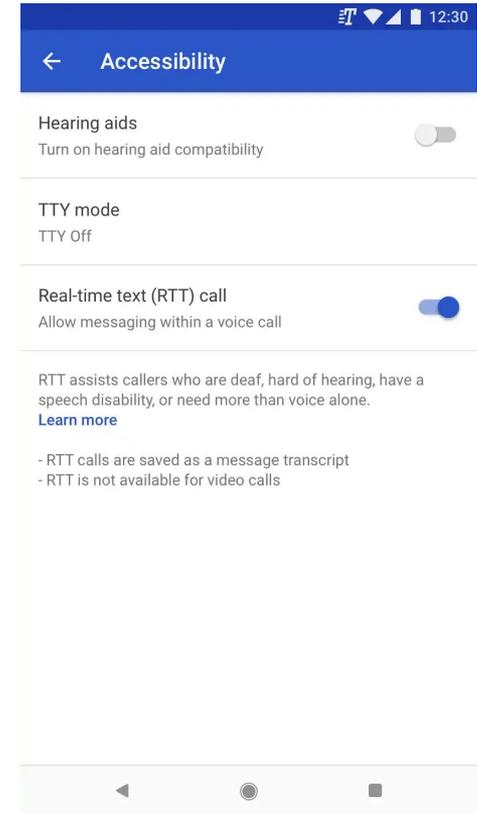
Current State

- Many municipal NG911 PSAPs support text-to-911 capabilities today

- FCC keeps an inventory of PSAPs that support text-to-911

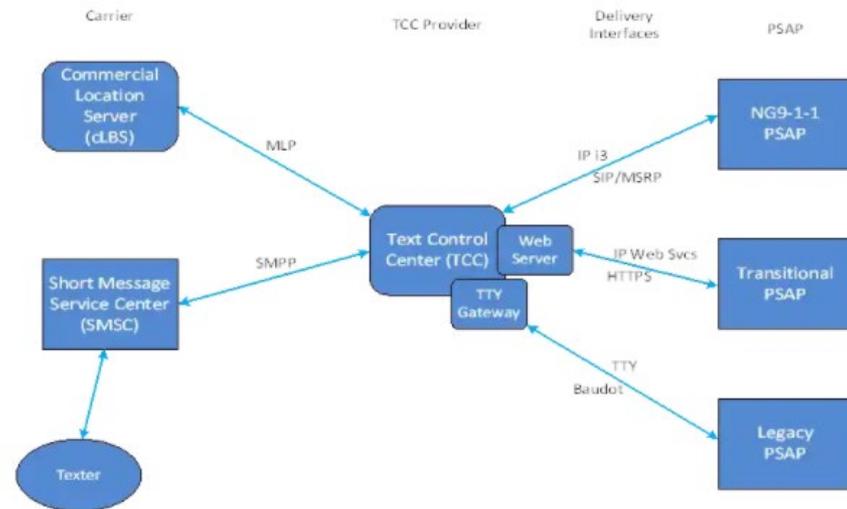DoD currently does not support text-to-911 capability at DoD PSAPs

Transition Planning

- # Initial Capability:

  - ## Can support RTT allowing for callers to dial the PSAP DID and communicate with 911 operator through text window.

  - ## Would require publishing DoD PSAP DID numbers for RTT users to reach PSAP

    - ### Will not work with 911 dialing

    - ### Current E911 systems can support RTT

  - ## Operates over the voice path of the network

Objective State

- Establish Cloud Hosted Service that interconnects to LTE operator TCC

- Provide 3 channels to PSAPs depending on their state of upgrade from legacy to NG911

  - TTY: this option would allow the PSAP to receive incoming text messages via E911 and their current TTY/TDD system.

  - HTTPS: this option would require a PSAP to have IP-based access to the commercial internet.

  - SIP/MSRP: this option would require the PSAP to have IP capable equipment and IP connectivity to a designated TCC, either a carrier's TCC or a special purpose TCC that interworks with one or more carrier TCCs.

Conclusion

- **Initial capability can be operationalized with zero new investment using existing infrastructure and technology**

- **Objective state will require transition planning to establish a hosted capability that can inter-work with LTE TCCs**

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Acronym Dictionary

DID	Direct Inward Dial
E911	Enhanced 911
FCC	Federal Communications Commission
HTTPS	Hypertext Transfer Protocol Secure
LTE	Long Term Evolution
MLP	Mobile Location Protocol
MSRP	Message Session Relay Protocol
PSAP	Public Safety Answering Point
RTT	Real Time Text
SIP	Session Initiation Protocol
SMSC	Short Message Service Center
SMPP	Short Message Peer-to-Peer
TCC	Text Control Center
TDD	Telecommunications Device for the Deaf
TYY	Text Telephone