Southampton County

TXT2911

The Path We Took

Southampton County

- Mostly rural farming community
- 602 square miles
- Population 18,570
- Largest town – Courtland (county seat), population 1,284
- Major Highways are US 58, US 258 and US 460
- CSX and Norfolk Southern Railways and Amtrak
- 1 high school, 1 middle school and 4 elementary schools
- 3 waterways – Nottoway, Blackwater and Meherrin Rivers

Text To 911 - Options

- Web Browser

- Direct IP

- TDD/TTY

Text To 911 - Options

- Web Browser

  - Needs a workstation or workstations with internet access

  - No additional costs involved, if the workstation and internet access are already available

  - Does not occupy trunk lines during text session

Text To 911 - Options

- Direct IP

  - Requires IP capable equipment and connectivity to a TCC

  - Solution is i3 compliant and is a standard NG9-1-1 solution

Text To 911 - Options

- TDD/TTY

  - Text is displayed on CPE similar to TDD/TTY

  - Occupies a trunk line until conversation ends and is released

  - Trunk is unavailable for voice calls during the text session

Text To 911 - Choosing

- Do We Or Don't We

  - Cons
    - The Unknown
    - Overwhelmed?
    - Language?
    - Amount of time on the call?

  - Pros
    - Adds another means of communication for the general population
    - Enables those with speech and hearing difficulties a direct connection with 911 that is otherwise not available to them

Text To 911 - Choosing

- If the public expects that the service is available
- If the service can be provided in a cost-effective, efficient and timely manner

The decision, for us was easy, we need to do it.

Text To 911 – Making the 1st Step

- We already had computers with internet access

- We did not have an i3 / IP based network in place

- We did not want to tie up our trunk lines

- Our route was an easy choice for us – the web based solution at no cost

Text To 911 – Step 2

- In our largely rural area, Verizon Wireless is the predominant carrier.
- To cover the largest portion of the population, we started the process with them
- Their solution involved TCS, so our solution was to use TCS' web based interface.

- We made our initial contact in May 2013, requesting service delivery from Verizon.

Text To 911 – Step 3

- 2 months later, in August 2013, we were operational
- But not live.
- Test, test, test

Text To 911 – Here We Are

- Announced we were live on October 1, 2013
- Received 6 texts
- Number of emergencies – 0

Text To 911 – Take Aways

- Its available

- It's a service that should be provided to YOUR citizens

- In a May 2015 article on Computerworld.com out of 6,500 dispatch centers, only 5% are receiving Text To 911 SMS. An online petition has 41,000 signers asking Congress to pass legislation requiring it.

- VITA's ISP staff, the major carriers, the TCS and Intrado are all prepared to help