

TEXT TO 9-1-1 IMPLEMENTATION

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Executive Director

Tarrant County 9-1-1

FCC Compliance Target - 8/28/2020

- Communication
 - Tarrant County Commissioners Court – 3/17/2020
 - Tarrant County Public Safety Access Point (PSAP) Managers – 3/19/2020
 - City Councils
 - Fort Worth – TBD
 - Arlington – TBD
 - Irving – TBD
 - Grand Prairie = TBD
- PSAP Telecommunicator Training - begins x weeks before testing begins
- Community Education begins xx/xx/2020
 - “Call if you can, Text if you can’t”
 - Must have an active cell phone with texting capability activated
 - English only
 - No “abbreviations” or “emojis”

Cost One time/Annual

- COSTS – Approximately 400K to install (Comtech) to be funded by the District
- 150k to maintain annually – to be funded by the District

Potential Effect on PSAP Operations

- Increase volume of service requests
- Staffing Changes/Challenges
- Language translation services not available – public education

Call Volume Concerns -

- Greater Harris County – 4 million calls annually 0.025% text (2015)
- Orange County California – 700,000 calls annually – .03% text (2018)
- San Bernardino – 415,000 calls annually .02% (2013)
- Fairfax County – 820,000 calls annually - .04% texts (2015)
- El Paso - 500,000 calls annually – 0.02% (2019)
- NCT911 - 704,238 calls annually - .05% (2013)
- Bexar Metro - 1,792,497 calls annually - .017 (2015)

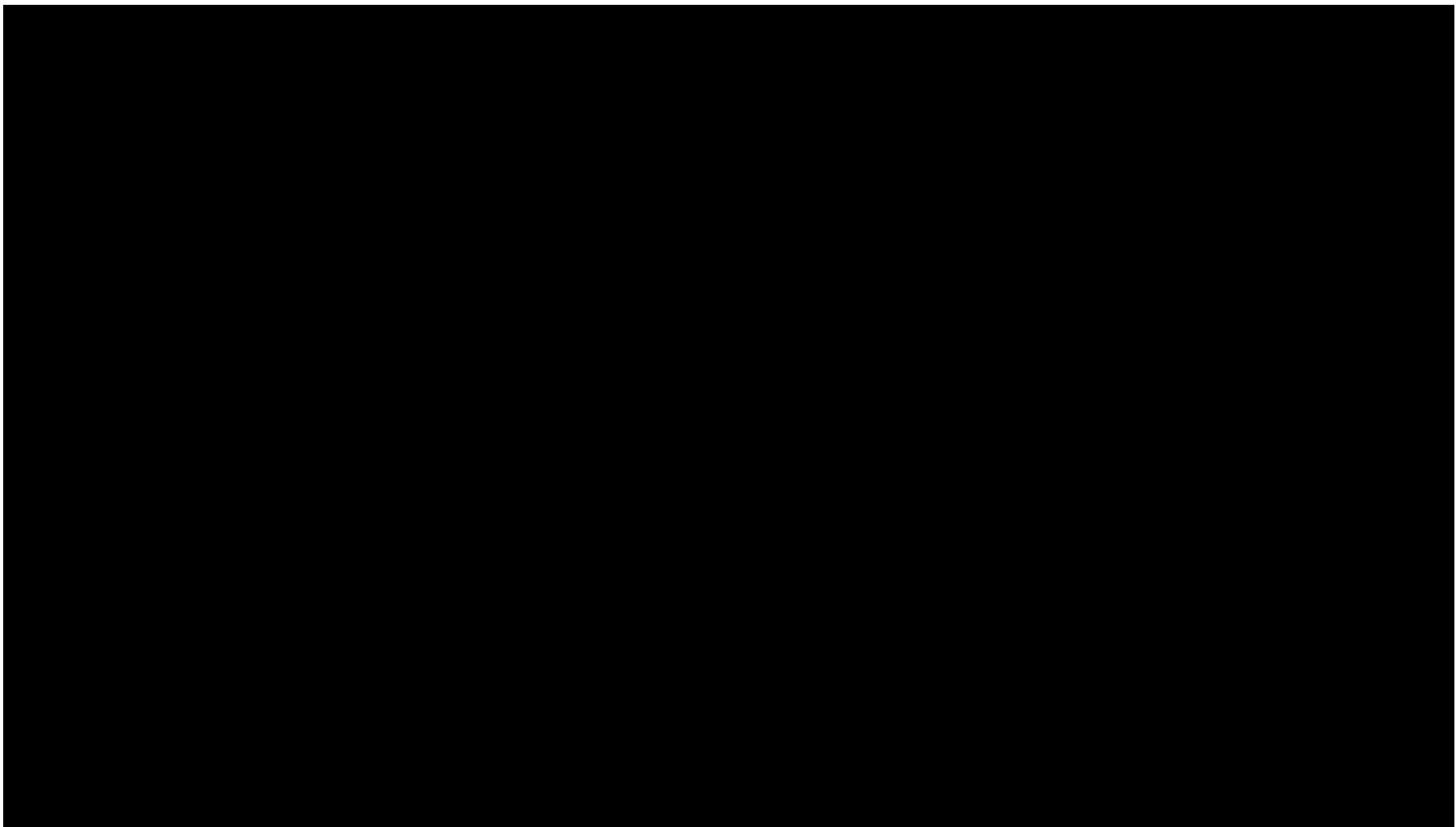
12 Month Tarrant County 911 Call Volumes

- Total Calls: 1,933,007 @26 text a day

- Wireline: 203,289 10.52 %

- VoIP: 63,312 3.28 %

- Wireless: 1,666,405 86.20 %



Public Education – Samples

- <https://youtu.be/j5ogtezozmY>
- <http://www.longbeach.gov/disasterpreparedness/news/text-to-9-1-1-call-if-you-can----text-if-you-cant/>
- <https://eastcountytoday.net/sheriffs-office-text-to-9-1-1-call-if-you-can-text-if-you-cant/>

Questions