#### Memorandum



DATE March 21, 2019

TO Honorable Mayor and Members of the City Council

SUBJECT Text to 9-1-1

On Monday, March 25, 2019, you will be briefed on Text to 9-1-1 by Major Israel Herrera of the Dallas Police Department and Deputy Chief George Gamez of Dallas Fire-Rescue. Text to 9-1-1 is a new service enhancement and will provide citizens an alternative method to contact 9-1-1 when calling is not possible. Wireless customers will be able to send a text (up to 140 characters) to 9-1-1 with their police or fire emergencies. It is stressed that calling 9-1-1 is always the fastest and preferred method as there are limitations when texting to 9-1-1. After the briefing, a public announcement will be made to introduce Text to 9-1-1 to the citizens of Dallas.

The briefing materials are attached for your review.

Please contact me if you have any questions or need additional information.

Jon Fortune

Assistant City Manager

c: T.C. Broadnax, City Manger
Chris Caso, City Attorney (Interim)
Carol A. Smith, City Auditor (Interim)
Bilierae Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizor Tolbert, Chief of Staff to the City Manager

Majed A. Al-Ghafry, Assistant City Manager Joey Zapata, Assistant City Manager Nadia Chandler Hardy, Assistant City Manager and Chief Resilience Officer M. Elizabeth Reich, Chief Financial Officer Laila Alequresh, Chief Innovation Officer Directors and Assistant Directors

# City of Dallas Text to 9-1-1

**Public Safety and Criminal Justice Committee** 

March 25, 2019

Major Israel Herrera
Dallas Police Department
Deputy Chief George Gamez
Dallas Fire Rescue





### **Presentation Overview**

- Background/History
- Purpose
- Limitations
- Operations
- Next Steps



## **Background/History**

- Prior to November 2017 COD Communications Vesta system did not have the capability for Text to 9-1-1
- Vesta System was upgraded in December 2017 to Next Generation (NG) 9-1-1 and now has the capability to process text requests for 9-1-1



## **Text to 911 Purpose**

 Service Enhancement by offering our citizens an alternate avenue to contact 911 if they are not able to dial.

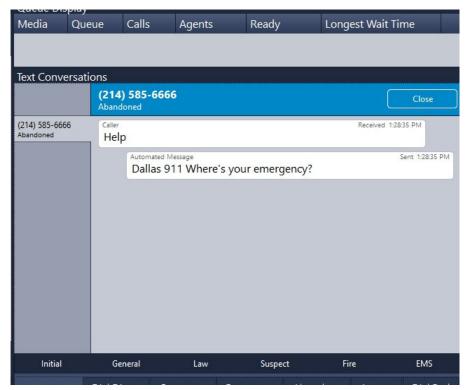
#### Example

- Caller is deaf
- Caller is hard-of-hearing
- Caller has a speech impairment
- When speaking out loud would put the caller in danger



#### **How it Works**

#### **Call Takers Screen**



#### **Preformatted Responses**



#### **Limitations with Text to 911**

- As with all text messages
  - > Texts to 9-1-1 may take longer to receive
  - May be received out of sequence
  - > May not be received at all based on provider coverage
- If a citizen texting to 9-1-1 does not receive a text response from a call-taker, the citizen should try to connect to 9-1-1 using another method (Phone or TDD/TTY)
- Text to 9-1-1 cannot include more than one person (No Group Texting)
- Settings that support Text to 9-1-1 to respond must be enabled
  - Example: "Location Services" must turned on to receive accurate caller location



#### **Limitations with Text to 911**

- Settings that prevent Text to 9-1-1 from responding must be disabled
  - Example
    - Do Not Disturb
    - Do Not Disturb While Driving
    - Airplane Mode
    - Any other setting that disables texting
- 9-1-1 is unable to receive photos or videos
- 9-1-1 is only able to receive texts in English
- As the program evolves processing other languages may be possible.
- Text to 9-1-1 is for emergencies only. 3-1-1 request should be made by traditional means.



### **Operations**

- Through collaboration with CIS, DPD and DFR, 9-1-1 call takers and Fire Dispatch employees have been trained how to process Texts to 9-1-1
- Soft launch of Text to 9-1-1 began in December 2018.

#### **Operations: Text Processing AVG.**

#### Texts to 9-1-1

- > December
  - Total Sessions 865
  - Avg Session Duration 630.4 seconds 10.50 mins
- January
  - Total Sessions 203
  - Avg Session Duration 663.4 seconds 11.05 mins
- > February
  - Total Sessions 146
  - Avg Session Duration 651 seconds 10.85 mins



## **Operations**

- San Antonio 2018 Text to 9-1-1
  - > 2,857 requests handled through text(s)
- Average Session Duration (handle/process time)
  - > 1489.6 seconds = 24.82 minutes



## **Next Steps**

- Public Release and Education on Text to 9-1-1on April 8, 2019.
- Continued monitoring and training on Text to 9-1-1
- https://www.youtube.com/watch?v=WE79SCsJYP E&feature=youtu.be



# City of Dallas Text to 9-1-1

**Public Safety and Criminal Justice Committee** 

March 25, 2019

Major Israel Herrera
Dallas Police Department
Deputy Chief George Gamez
Dallas Fire Rescue



