

Text to 911 Frequently Asked Questions

Q: What is the mapping capability?

A: Like a voice call the location information is displayed on the telecommunicator's MapFlex map. The displayed location is based on the x-y coordinates (latitude and longitude) delivered by the carrier with the text.

Q: What if the texter does not have an address?

A: There is no street address provided by the Text-to-911 system. Telecommunicators will need to verify location information with the texter.

Q: Does the Text-to-911 system provide x-y coordinates or the tower location?

A: Location information delivered by the system is in the form of x-y coordinates. These coordinates are provided by the cellular carrier and are typically either the cell site location, or the "centroid" (middle of the coverage area) of the cell sector associated with the text. This information is not as precise as a Phase II location provided with a voice call.

Q: If a texter sends GPS coordinates in a text message can they be pasted into MapFlex?

A: GPS information can be manually entered into MapFlex. There is no provision for copy-and-paste from the text dialog box.

Q: How does the rebid process work for text?

A: The rebid process is the same for Text-to-911 as it is for voice calls.

Q: What are the transfer numbers for other PSAPs for text messages?

A: Transfer codes for frequently-used PSAPs will be built into the dropdown menu which contains "canned response" messages. Other PSAPs' transfer codes will be available in MapFlex by hovering over the PSAP polygon (jurisdictional boundaries) on the map display.

Q: Can we take a Text-to-911 call and a regular 911 call at the same time?

A: Yes, text messages and voice calls can be handled simultaneously on the same call-taking position. The system can support two simultaneous texts along with whatever voice traffic is supported at a given PSAP.

Q: How are we going to get this to our CAD system? Will it spill into the CAD?

A: Information about the text (time, location) will spill to CAD, but the text message will not.

Q: Can we print text sessions?

A: Text sessions can be printed from MIS.

Q: How long can the text session be accessed via Power 911's call query? Released calls? ALI History?

A: All of these will be available for the life of the database.

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Q: Can you Text-to-911 with an unregistered phone?

A: Text messages are not available to unregistered phones.

Q: Can the conversation be logged/saved with a recorder/database?

A: Information about the text (time/location) will appear at the interface, but the text session will not.

Q: Do texts messages rollover or reroute like traditional voice calls?

A: Text messages rollover and reroute using the same automatic reroute choices as NG911 voice calls.

Q: Is there a provision for abandoned texts similar to the "Abandoned Call" feature for voice calls?

A: The texter does not have the ability to end a text session, so the concept of abandoned texts does not apply in the same way it does for voice calls. Once the telecommunicator picks up a text, the session stays open until either the telecommunicator terminates the session, or there is no activity in either direction for 30 minutes, at which point the system will terminate the session automatically.

Q: What happens if nobody at my PSAP picks up the text?

A: After 30 seconds, the texter will receive a message offering the choice of waiting for the next available operator, or placing a voice call. After another 30 seconds, the text message will reroute using the same automatic reroute choices as NG911 voice calls.

Q: How many simultaneous text messages can my PSAP receive?

A: There can be two simultaneous text sessions at each PSAP position.

Q: Which PSAPs can I transfer text messages to?

A: Connecticut PSAPs will be enabled to transfer text messages to any other PSAP in the state.

Q: If a text is transferred to my PSAP, will I be able to transfer it to another PSAP?

A: Text messages can be transferred up to 10 times.

Q: Can a PSAP initiate a text session?

A: No, that feature is not available at this time, but will be available in a future release.

Q: Who is the custodian of the records?

A: The PSAP is the custodian of the records.

Q: How does a telecommunicator handle text abbreviations?

A: Ask the texter to use plain language.

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Q: How will a PSAP handle an EMD text?

A: . The industry has not yet completed development of Text-to-911 EMD programs. Attached to this document is the NENA "Interim Texting Policy/SOP", which includes information about EMD. PSAPs should review this policy with their medical director.

Q: My PSAP uses a 3rd party vendor to EMD calls, can I still transfer to them?

A: No. You could, however, make arrangements with a Connecticut PSAP that is willing to handle your EMD texts for you. You would need to send your agreement with that PSAP to DSET for review.

Q: What do PSAPs do if they receive a text from a limited English speaking person?

A: The industry has not yet developed a Text-to-911 language translation service. Each PSAP should review their PSAP's policy and procedures.