Innovate to Illuminate:

TEXAS 9-1-1 CENTER'S TRAILBLAZING RTT JOURNEY

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NENA RTT WORK GROUP CHAIR

Historical Review

- 1990 – US Americans with Disabilities Act
- 1997 - FCC 94-102 Rules regarding 911 calls & wireless carriers
- 1997 – CTIA / ATIS Wireless E911/TTY Forum: TTY access to 9-1-1 over digital wireless systems
- 2015 – FCC adopts SMS Text to 9-1-1 rules
- 2016 - FCC adopts RTT Rules & establishes Text Registry
- 2021 – FCC expands Registry to include RTT

NENA-INF-042.1-2021

- **NENA PSAP Logistics Committee – RTT Work Group established**

  Co-Chairs: Toni Dunne, ENP, and Sandra Dyre, ENP

- **Developed the *PSAP Guidelines for RTT Readiness Information Document***

- **Approved & Released Monday, February 1, 2021**
- **www.nena.org/rtt-doc**
- **www.nena.org/page/standards**

Overview & Text Differences

Topic	TTY	SMS Text-to-911	Native Real-Time Text
Latency	Real-Time over Voice Network	Store and Forward Control Signal/Channel Service	**Real Time over Voice Network**
Connectivity	Originating Service Provider to SR or LNG	TCC to SR, TCC to ESInet/NGCS or TCC to PSAP	Originating Service Provider to ESInet/NGCS, ESInet/NGCS to the PSAP
Routing	Same as Voice calls	By TCC using cell or Commercial Location Based Services	Same as any NG call
Protocol	TTY/Baudot (TIA-825a) over standard voice call	Delivery mechanisms from TCC Provider: •Convert to TTY •Web Interface (HTTPS) •MSRP	Delivery Mechanism from NG911 SSP via RTT/RTP (RFC 4103)
Character Set	Limited Character Set	Full Character Set	Full Character Set

PSAP Deployment Tasks

Identifies tasks and responsibilities for the introduction of RTT to 9-1-1 for PSAPs deploying NENA i3 compliant systems.

- Owners of a task **(O)**
- Involved **(I)** with the completion of the task.

  Those entities are the CMSP, the NGCS provider, the PSAP or 9-1-1 Authority and the CHE Provider (combined under "PSAP" in the table).

Table 3: Real-Time Text (RTT) PSAP Deployment Tasks

Task Description	Responsibility		
	CMSP	NGCS PROVIDER	PSAP
1 - Initial Service Request			
1.1 - PSAP request for service	I	I	O
1.2 - CMSP acknowledgement of service request	O	I	I
1.3 - CMSP sends questionnaire to PSAP	O		I
1.4 - PSAP completes questionnaire	I		O
2 - Project Kick-Off			
2.1 - Confirm details from questionnaire	O		I
2.2 - Obtain PSAP Admin Contact	O		I
2.3 - Obtain NGCS provider contact	O	I	
2.4 - Obtain PSAP/NGCS provider boundaries	O	I	I
3 – Training			
3.1 - System Admin training			O
3.2 - Public Safety Telecommunicator (PST) training			O
4 – Wireless Service Provider (drive) Testing			
4.1 - Pre-production testing	O	I	I
4.2 - Provide PSAP Readiness / Test Plan	O	I	I
4.3 - Network cutover	O	I	I
4.4 - Schedule and Complete RTT Test Cases	I	I	O
4.5 - PSAP signs off on completed Test Cases			O
5 – Deployment			
5.1 - Carrier sends "Live" notification to PSAP	O	I	I
5.2 - Public Announcement / Public Education			O

Steps to receive RTT in the United States

PSAPs

- Must test TTY functionality for RTT converted calls.
- Talk to your CHE vendors about their plans for RTT integration.

Native RTT

- Must have RTT solution in place (NG & CHE) - then you can…
- Send request letter to wireless providers to send native RTT.

Carrier

- Carriers have six months to comply with the request to deliver native RTT to the PSAP.

Christy Williams

NCT9-1-1 DIRECTOR

NCT9-1-1 – The RTT Journey

- 40+ PSAPs/ECCs (9-1-1 Centers)
- Self-Maintained
- Pilot(s) in Lab Environment
- Worked with T-Mobile and Solacom through extensive testing
- Implemented RTT to RTT in Hood County SO in August, 2022

Why is RTT Deployment Important?

- This is NOT MY problem!
- RTT is here!
- This is MY PROBLEM!
  - RTT to TTY Conversion has limitations and potentially liability
    - Not able to identify RTT calls, silent calls, garble, ADA, lack of caller education
- Requires Coordination, Planning and Budgeting (contracts)
- Pushing the Vendors/Market to Offer RTT to RTT
  - CHE and Network providers
  - Work out issues on the fly during testing with partners

Carriers Deliver RTT Calls via TDD TODAY!

- **T-Mobile** RTT calls will be received as a normal wireless 9-1-1 call.
- **Verizon Wireless** RTT calls will be received as a normal wireless 9-1-1 call AND they will send 3 Baudot characters upon call answer which will trigger any TDD auto-detection you have in place.
- **AT&T Wireless** RTT calls will be received as a nomadic VoIP call, meaning the address provided will be an address input by the caller which may or may not be where the caller or the emergency is located. No rebid, lat/long, confidence and uncertainty factors may be irrelevant/meaningless.

RTT calls will not have a unique Class of Service (COS) and may also be received as VoIP (Voice over IP), VMBL (VoIP Mobile), VNOM (VoIP Nomadic) or Wireless (WRLS).

Benefits of RTT to RTT in 9-1-1

- RTT has both a voice and data path so 9-1-1 TC's can hear background noise.
- RTT eliminates the need to purchase specialized devices, such as TDD/TTY machines.
- Both parties can simultaneously send and receive text.
- RTT utilizes the full international character set, unlike TDD/TTY, which does not allow symbols, emojis and other language characters.
- Eliminates limitations of TTY conversion.

First Steps of Implementation of RTT – *Even Before the Technology*!

- **Testing in the PSAPs**
  - Recognition of RTT call
  - Data only – no background noise
  - Garble
  - Transferring calls
  - Expectation of the public/caller
- **Educating or Training the PSAPs**
  - History of RTT
  - Current state and limitations of RTT to TTY
  - Benefits of RTT to RTT for 9-1-1
  - Hands on RTT demonstrations were provided to the PSAP during training and testing

Before Requesting RTT

- Must have NG911
- Must work with Call Handling Equipment Provider
- Must work with Network or NGCS Provider

RFP/Contract Requirements

- 6 Months to Comply
- Voice and Data Path
- Character by Character Messaging
  - As Opposed to Store and Forward (SMS)
- Identifying an RTT Call
  - Indication for TCs to easily see an RTT call
- Automated Initial Message
  - Call similar to Text to 9-1-1 or TTY
- Canned Message Availability
  - Quick option to typing
- Logging of Deleted Messages
  - May be needed for court

Requesting RTT in the United States

- **Preparing Request Letters for Wireless Providers**
  - Can send to all carriers or one at a time
  - 9-1-1 entities can start with a request for a single PSAP or County as a pilot to conduct testing and reduce risk.
  - Wireless provider has 6 months to meet your request (you might have roadblocks on your end that extends that clock)
  - You and wireless provider should be partners in making this new technology work

Lessons Learned

- RTT Implementation is a Slow Process (started in 2017)
  - So many items on the readiness checklist
  - Testing and documentation with each step forward
- RTT Implementation can be Expensive
  - Put requirements into all new contracts for CHE and NGCS
  - Budget for RTT
  - Encourage your vendors to start preparing for RTT-to-RTT implementation
- Need Point of Interconnection (POI)
  - Time and money

Tony Parrott

COMTECH/SOLACOM

Call Handling Equipment

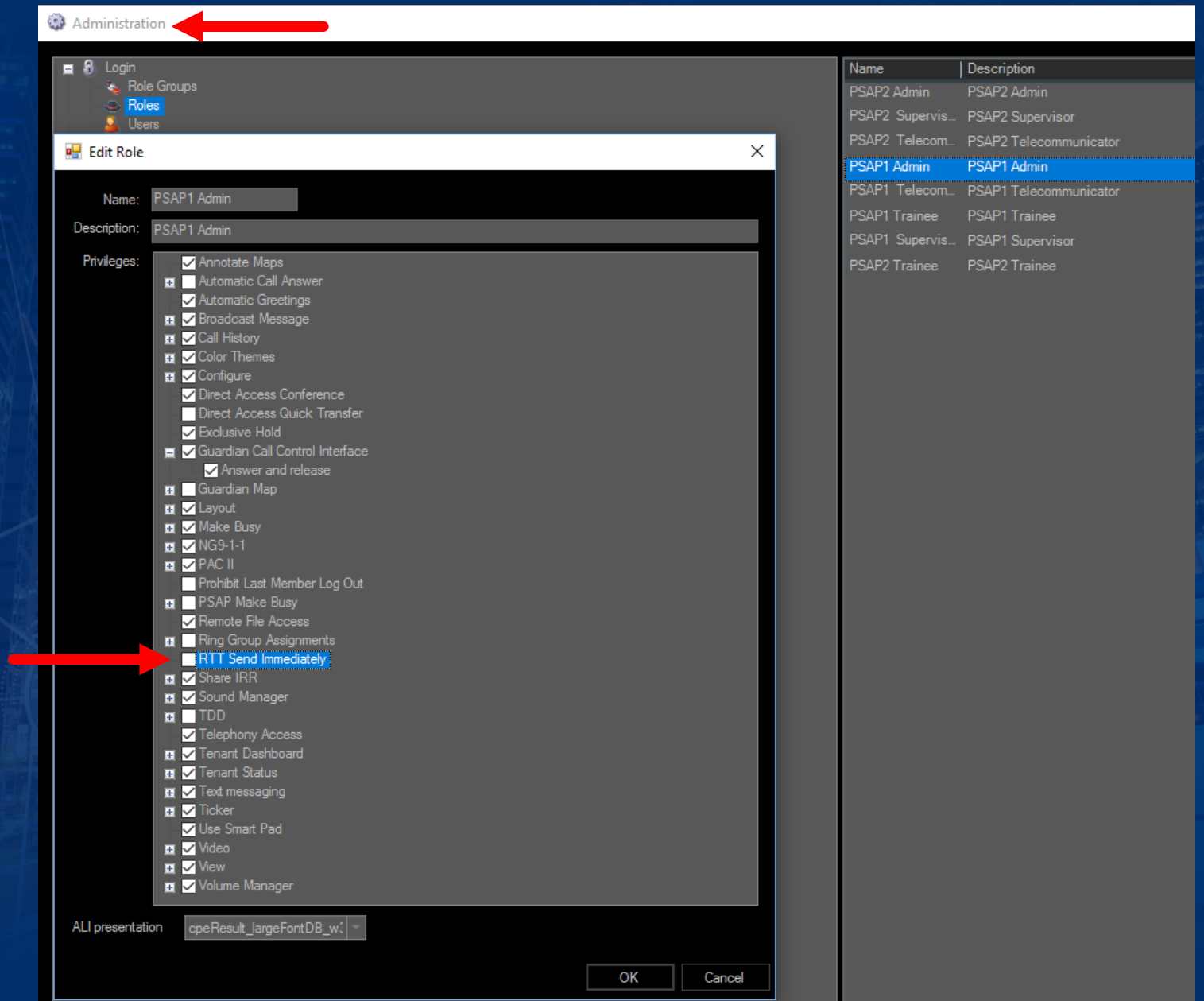
- RTT Network Interface
- Security Considerations
- RTT within the PSAP call-flow
- RTT User Interface
  - Simultaneous Voice and Data (characters)
- MIS Considerations
- Call History
- Refining Initial Design
- Differences Between Android and Apple Devices

RTT Administration – Send Immediately

Release 20.1

RTT IMMEDIATE SENDING

Real-Time Text interface has been enhanced from original design to provide PSAPs the option to send the characters delayed or immediately to the caller.



File View Tools Help

Primary Call Control

Answer call | Privacy | Mute | Join | Callback | Textback | Caller History | Call history | T/C history | IRR | Hold | Excl Hold | Release | Make Busy | HELP | PSAP Make Busy | Maps | What3Words | Translate | Edge

NG9-1-1 Info

ANI: 2418092241
Call type: E9-1-1
Caller status: Ringing
Routing status: Normal

PSAP Floor | EMS MAP | SOLACOM | FIRE MAP | 2415552201 | 2415552201

Caller
HARRY BURGESS (241) 809-2241
WPH2

Location
KISSIMMEE FL 32824
28.329061 -81.541555 500
TOWER 357

Additional Location Information
ESN:5307 ANI/PANI:241-555-2201
POLICE 247-345-9521 FIRE 247-256-9451
EMS 247-256-9451

Notes

RapidSOS: Get Additional Information for (241) 809-2241

What3Words: ///e.g. lock.spout.radar

Lat/Long: Copy to Clipboard

Dispositions

CHEST PAIN | TRAFFIC CRASH | HANG UP CALL | SHOOTING | OVERDOSE

POLICE | FIRE | EMS | HOSPITAL ED | CONTACTS | LINES / TRUNKS | POSITIONS | EMA | MISCELLANEOUS

Ticker Message Bar

Alerts

Call Notes | Note | Management | Messages | Ticker | Notifications | TDD

Real-Time Call Status

9-1-1 ALL	9-1-1 HOLD	9-1-1 ABNDN	ADMIN ALL	ADMIN HOLD	CALL TAKER
1	0	0	0	0	1

Telephone - 2415553001

Status	Name	Number
9-1-1 ringing	PSAP1 911 RA	
ringing	Call Taker 1	2415553001
9-1-1 ringing	2415552201	2415552201

New SMS

Send

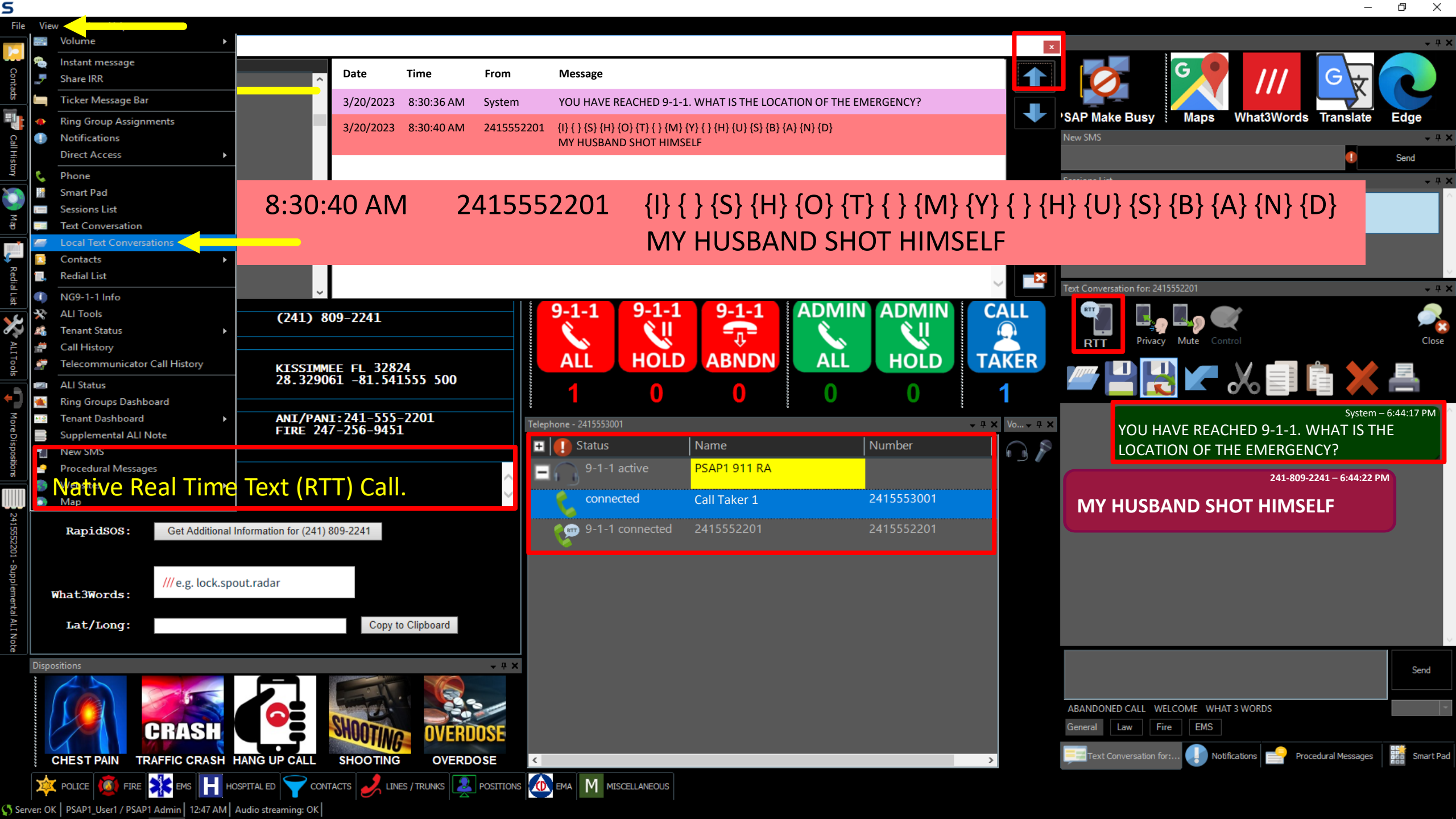
Sessions List

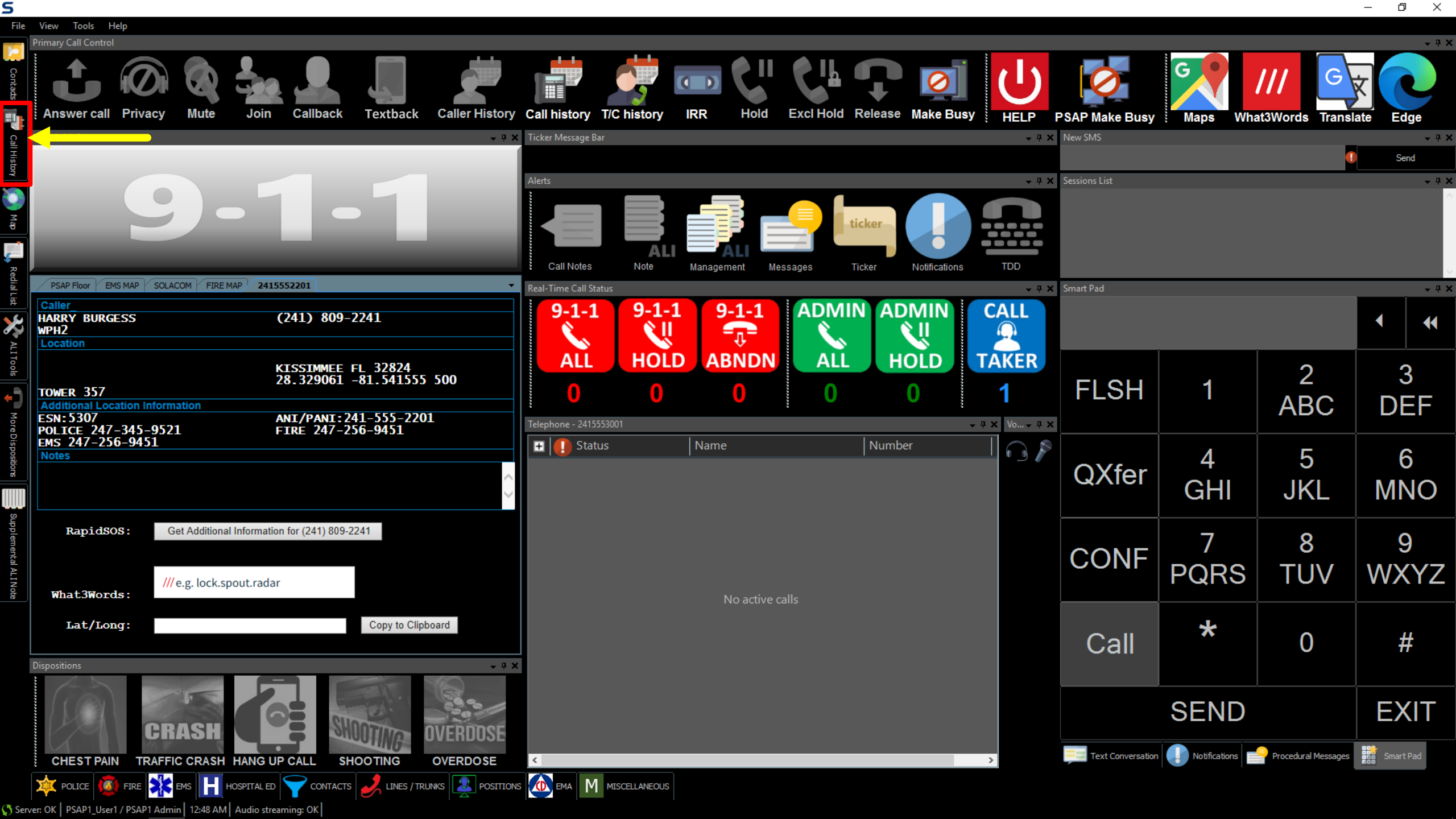
Smart Pad

FLSH | 1 | 2 ABC | 3 DEF
QXfer | 4 GHI | 5 JKL | 6 MNO
CONF | 7 PQRS | 8 TUV | 9 WXYZ
Call | * | 0 | #
SEND | EXIT

Text Conversation | Notifications | Procedural Messages | Smart Pad

Server: OK | PSAP1_User1 / PSAP1 Admin | 12:41 PM | Audio streaming: OK


File
View
Volume
Instant message
Share IRR
Ticker Message Bar
Ring Group Assignments
Notifications
Direct Access
Phone
Smart Pad
Sessions List
Text Conversation
Local Text Conversations
Contacts
Redial List
NG9-1-1 Info
ALI Tools
Tenant Status
Call History
Telecommunicator Call History
ALI Status
Ring Groups Dashboard
Tenant Dashboard
Supplemental ALI Note
New SMS
Procedural Messages
Map
Native Real Time Text (RTT) Call.
Date Time From Message
3/20/2023 8:30:36 AM System YOU HAVE REACHED 9-1-1. WHAT IS THE LOCATION OF THE EMERGENCY?
3/20/2023 8:30:40 AM 2415552201 {I} { } {S} {H} {O} {T} { } {M} {Y} { } {H} {U} {S} {B} {A} {N} {D}
MY HUSBAND SHOT HIMSELF
8:30:40 AM 2415552201 {I} { } {S} {H} {O} {T} { } {M} {Y} { } {H} {U} {S} {B} {A} {N} {D}
MY HUSBAND SHOT HIMSELF
SAP Make Busy
Maps
What3Words
Translate
Edge
New SMS
Send
(241) 809-2241
KISSIMMEE FL 32824
28.329061 -81.541555 500
ANI/PANI:241-555-2201
FIRE 247-256-9451
9-1-1 ALL 1
9-1-1 HOLD 0
9-1-1 ABNDN 0
ADMIN ALL 0
ADMIN HOLD 0
CALL TAKER 1
Telephone - 2415553001
Status Name Number
9-1-1 active PSAP1 911 RA
connected Call Taker 1 2415553001
9-1-1 connected 2415552201 2415552201
Text Conversation for: 2415552201
RTT
Privacy
Mute
Control
Close
System – 6:44:17 PM
YOU HAVE REACHED 9-1-1. WHAT IS THE LOCATION OF THE EMERGENCY?
241-809-2241 – 6:44:22 PM
MY HUSBAND SHOT HIMSELF
RapidSOS:
Get Additional Information for (241) 809-2241
What3Words:
///e.g. lock.spout.radar
Lat/Long:
Copy to Clipboard
Dispositions
CHEST PAIN
TRAFFIC CRASH
HANG UP CALL
SHOOTING
OVERDOSE
Send
ABANDONED CALL
WELCOME
WHAT 3 WORDS
General
Law
Fire
EMS
POLICE
FIRE
EMS
HOSPITAL ED
CONTACTS
LINES / TRUNKS
POSITIONS
EMA
MISCELLANEOUS
Text Conversation for:...
Notifications
Procedural Messages
Smart Pad
Server: OK
PSAP1_User1 / PSAP1 Admin
12:47 AM
Audio streaming: OK
2415552201 - Supplemental ALI Note


File View Tools Help
Primary Call Control
Answer call
Privacy
Mute
Join
Callback
Textback
Caller History
Call history
T/C history
IRR
Hold
Excl Hold
Release
Make Busy
HELP
PSAP Make Busy
Maps
What3Words
Translate
Edge
Contacts
Call History
Map
Redial List
ALITools
More Dispositions
Supplemental ALI Note
9-1-1
PSAP Floor
EMS MAP
SOLACOM
FIRE MAP
2415552201
Caller
HARRY BURGESS
WPH2
(241) 809-2241
Location
KISSIMMEE FL 32824
28.329061 -81.541555 500
TOWER 357
Additional Location Information
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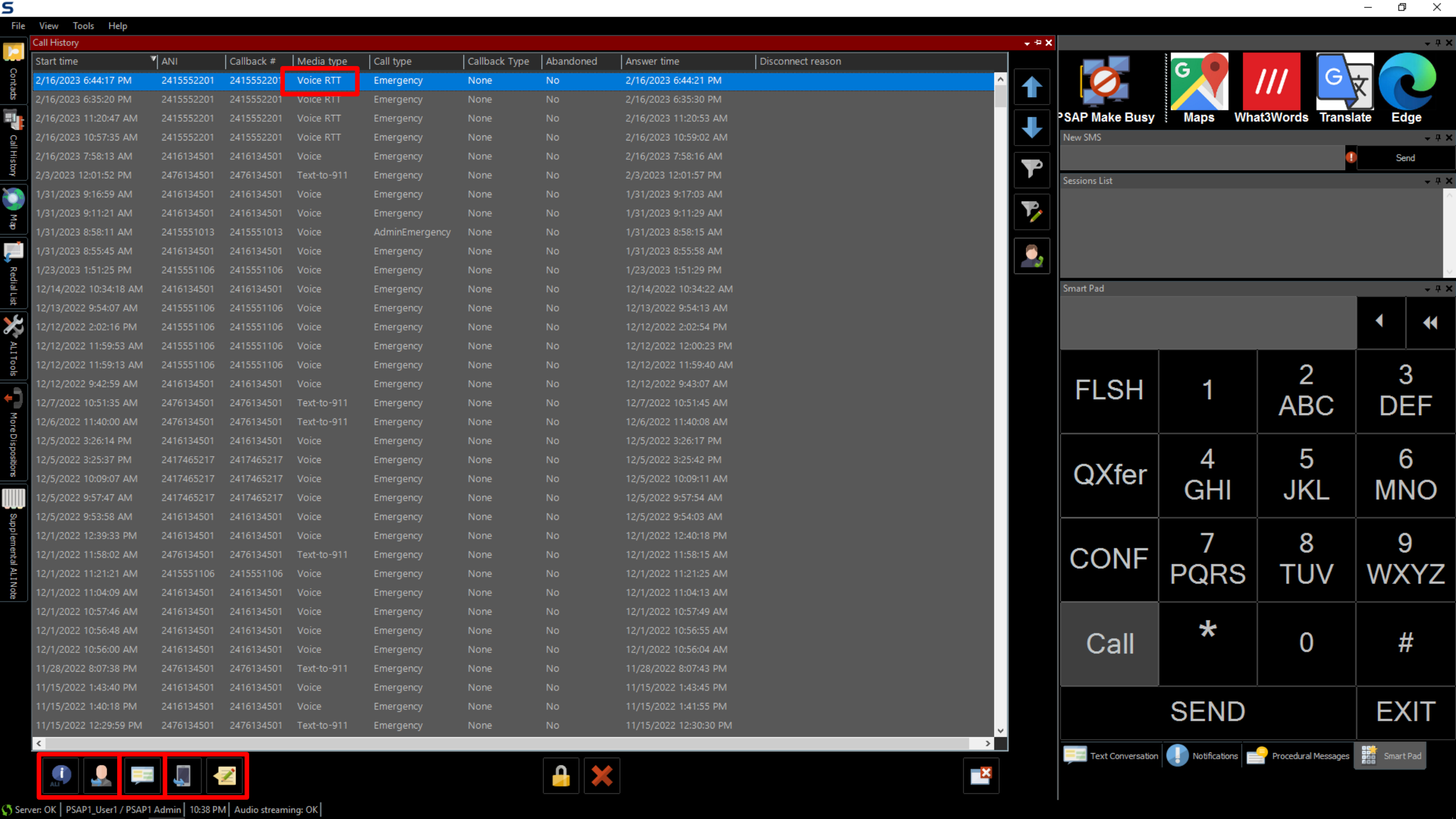
Ticker Message Bar
Alerts
Call Notes
Note
Management
Messages
Ticker
Notifications
TDD
Real-Time Call Status
9-1-1 ALL 0
9-1-1 HOLD 0
9-1-1 ABNDN 0
ADMIN ALL 0
ADMIN HOLD 0
CALL TAKER 1
Telephone - 2415553001
Status
Name
Number
No active calls
New SMS
Send
Sessions List
Smart Pad
FLSH
1
2 ABC
3 DEF
QXfer
4 GHI
5 JKL
6 MNO
CONF
7 PQRS
8 TUV
9 WXYZ
Call
*
0
#
SEND
EXIT
Text Conversation
Notifications
Procedural Messages
Smart Pad
POLICE
FIRE
EMS
HOSPITAL ED
CONTACTS
LINES / TRUNKS
POSITIONS
EMA
MISCELLANEOUS
Server: OK
PSAP1_User1 / PSAP1 Admin
12:48 AM
Audio streaming: OK


File
View
Tools
Help
Call History
Start time
ANI
Callback #
Media type
Call type
Callback Type
Abandoned
Answer time
Disconnect reason
2/16/2023 6:44:17 PM 2415552201 2415552201 Voice RTT Emergency None No 2/16/2023 6:44:21 PM
2/16/2023 6:35:20 PM 2415552201 2415552201 Voice RTT Emergency None No 2/16/2023 6:35:30 PM
2/16/2023 11:20:47 AM 2415552201 2415552201 Voice RTT Emergency None No 2/16/2023 11:20:53 AM
2/16/2023 10:57:35 AM 2415552201 2415552201 Voice RTT Emergency None No 2/16/2023 10:59:02 AM
2/16/2023 7:58:13 AM 2416134501 2416134501 Voice Emergency None No 2/16/2023 7:58:16 AM
2/3/2023 12:01:52 PM 2476134501 2476134501 Text-to-911 Emergency None No 2/3/2023 12:01:57 PM
1/31/2023 9:16:59 AM 2416134501 2416134501 Voice Emergency None No 1/31/2023 9:17:03 AM
1/31/2023 9:11:21 AM 2416134501 2416134501 Voice Emergency None No 1/31/2023 9:11:29 AM
1/31/2023 8:58:11 AM 2415551013 2415551013 Voice AdminEmergency None No 1/31/2023 8:58:15 AM
1/31/2023 8:55:45 AM 2416134501 2416134501 Voice Emergency None No 1/31/2023 8:55:58 AM
1/23/2023 1:51:25 PM 2415551106 2415551106 Voice Emergency None No 1/23/2023 1:51:29 PM
12/14/2022 10:34:18 AM 2416134501 2416134501 Voice Emergency None No 12/14/2022 10:34:22 AM
12/13/2022 9:54:07 AM 2415551106 2415551106 Voice Emergency None No 12/13/2022 9:54:13 AM
12/12/2022 2:02:16 PM 2415551106 2415551106 Voice Emergency None No 12/12/2022 2:02:54 PM
12/12/2022 11:59:53 AM 2415551106 2415551106 Voice Emergency None No 12/12/2022 12:00:23 PM
12/12/2022 11:59:13 AM 2415551106 2415551106 Voice Emergency None No 12/12/2022 11:59:40 AM
12/12/2022 9:42:59 AM 2416134501 2416134501 Voice Emergency None No 12/12/2022 9:43:07 AM
12/7/2022 10:51:35 AM 2476134501 2476134501 Text-to-911 Emergency None No 12/7/2022 10:51:45 AM
12/6/2022 11:40:00 AM 2476134501 2476134501 Text-to-911 Emergency None No 12/6/2022 11:40:08 AM
12/5/2022 3:26:14 PM 2416134501 2416134501 Voice Emergency None No 12/5/2022 3:26:17 PM
12/5/2022 3:25:37 PM 2417465217 2417465217 Voice Emergency None No 12/5/2022 3:25:42 PM
12/5/2022 10:09:07 AM 2417465217 2417465217 Voice Emergency None No 12/5/2022 10:09:11 AM
12/5/2022 9:57:47 AM 2417465217 2417465217 Voice Emergency None No 12/5/2022 9:57:54 AM
12/5/2022 9:53:58 AM 2416134501 2416134501 Voice Emergency None No 12/5/2022 9:54:03 AM
12/1/2022 12:39:33 PM 2416134501 2416134501 Voice Emergency None No 12/1/2022 12:40:18 PM
12/1/2022 11:58:02 AM 2476134501 2476134501 Text-to-911 Emergency None No 12/1/2022 11:58:15 AM
12/1/2022 11:21:21 AM 2415551106 2415551106 Voice Emergency None No 12/1/2022 11:21:25 AM
12/1/2022 11:04:09 AM 2416134501 2416134501 Voice Emergency None No 12/1/2022 11:04:13 AM
12/1/2022 10:57:46 AM 2416134501 2416134501 Voice Emergency None No 12/1/2022 10:57:49 AM
12/1/2022 10:56:48 AM 2416134501 2416134501 Voice Emergency None No 12/1/2022 10:56:55 AM
12/1/2022 10:56:00 AM 2416134501 2416134501 Voice Emergency None No 12/1/2022 10:56:04 AM
11/28/2022 8:07:38 PM 2476134501 2476134501 Text-to-911 Emergency None No 11/28/2022 8:07:43 PM
11/15/2022 1:43:40 PM 2416134501 2416134501 Voice Emergency None No 11/15/2022 1:43:45 PM
11/15/2022 1:40:18 PM 2416134501 2416134501 Voice Emergency None No 11/15/2022 1:41:55 PM
11/15/2022 12:29:59 PM 2476134501 2476134501 Text-to-911 Emergency None No 11/15/2022 12:30:30 PM
Contacts
Call History
Map
Redial List
ALITools
More Dispositions
Supplemental ALI Note
PSAP Make Busy
Maps
What3Words
Translate
Edge
New SMS
Send
Sessions List
Smart Pad
FLSH
1
2 ABC
3 DEF
QXfer
4 GHI
5 JKL
6 MNO
CONF
7 PQRS
8 TUV
9 WXYZ
Call
*
0
#
SEND
EXIT
Text Conversation
Notifications
Procedural Messages
Smart Pad
Server: OK
PSAP1_User1 / PSAP1 Admin
10:38 PM
Audio streaming: OK

File View Tools Help

Call History

Start time	ANI	Callback #	Media type	Call type	Callback Type	Abandoned	Answer time	Disconnect reason
2/16/2023 6:44:17 PM	2415552201	2415552201	Voice RTT	Emergency	None	No	2/16/2023 6:44:21 PM	
2/16/2023 6:35:20 PM	2415552201	2415552201	Voice RTT	Emergency	None	No	2/16/2023 6:35:30 PM	
2/16/2023 11:20:47 AM	2415552201	2415552201	Voice RTT	Emergency	None	No	2/16/2023 11:20:53 AM	
2/16/2023 10:57:35 AM	2415552201	2415552201	Voice RTT	Emergency	None	No	2/16/2023 10:59:02 AM	
2/16/2023 7:58:13 AM	2416134501	2416134501	Voice	Emergency	None	No	2/16/2023 7:58:16 AM	
2/3/2023 12:01:52 PM	2476134501	2476134501	Text-to-911	Emergency	None	No	2/3/2023 12:01:57 PM	
1/31/2023 9:16:59 AM	2416134501	2416134501	Voice	Emergency	None	No	1/31/2023 9:17:03 AM	
1/31/2023 9:11:21 AM	2416134501	2416134501	Voice	Emergency	None	No	1/31/2023 9:11:29 AM	
1/31/2023 8:58:11 AM	2415551013	2415551013	Voice	AdminEmergency	None	No	1/31/2023 8:58:15 AM	
1/31/2023 8:55:45 AM	2416134501	2416134501	Voice	Emergency	None	No	1/31/2023 8:55:58 AM	
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12/14/2022 10:34:18 AM	2416134501	2416134501	Voice	Emergency	None	No	12/14/2022 10:34:22 AM	
12/13/2022 9:54:07 AM	2415551106	2415551106	Voice	Emergency	None	No	12/13/2022 9:54:13 AM	
12/12/2022 2:02:16 PM	2415551106	2415551106	Voice	Emergency	None	No	12/12/2022 2:02:54 PM	
12/12/2022 11:59:53 AM	2415551106	2415551106	Voice	Emergency	None	No	12/12/2022 12:00:23 PM	
12/12/2022 11:59:13 AM	2415551106	2415551106	Voice	Emergency	None	No	12/12/2022 11:59:40 AM	
12/12/2022 9:42:59 AM	2416134501	2416134501	Voice	Emergency	None	No	12/12/2022 9:43:07 AM	
12/7/2022 10:51:35 AM	2476134501	2476134501	Text-to-911	Emergency	None	No	12/7/2022 10:51:45 AM	
12/6/2022 11:40:00 AM	2476134501	2476134501	Text-to-911	Emergency	None	No	12/6/2022 11:40:08 AM	
12/5/2022 3:26:14 PM	2416134501	2416134501	Voice	Emergency	None	No	12/5/2022 3:26:17 PM	
12/5/2022 3:25:37 PM	2417465217	2417465217	Voice	Emergency	None	No	12/5/2022 3:25:42 PM	
12/5/2022 10:09:07 AM	2417465217	2417465217	Voice	Emergency	None	No	12/5/2022 10:09:11 AM	
12/5/2022 9:57:47 AM	2417465217	2417465217	Voice	Emergency	None	No	12/5/2022 9:57:54 AM	
12/5/2022 9:53:58 AM	2416134501	2416134501	Voice	Emergency	None	No	12/5/2022 9:54:03 AM	
12/1/2022 12:39:33 PM	2416134501	2416134501	Voice	Emergency	None	No	12/1/2022 12:40:18 PM	
12/1/2022 11:58:02 AM	2476134501	2476134501	Text-to-911	Emergency	None	No	12/1/2022 11:58:15 AM	
12/1/2022 11:21:21 AM	2415551106	2415551106	Voice	Emergency	None	No	12/1/2022 11:21:25 AM	
12/1/2022 11:04:09 AM	2416134501	2416134501	Voice	Emergency	None	No	12/1/2022 11:04:13 AM	
12/1/2022 10:57:46 AM	2416134501	2416134501	Voice	Emergency	None	No	12/1/2022 10:57:49 AM	
12/1/2022 10:56:48 AM	2416134501	2416134501	Voice	Emergency	None	No	12/1/2022 10:56:55 AM	
12/1/2022 10:56:00 AM	2416134501	2416134501	Voice	Emergency	None	No	12/1/2022 10:56:04 AM	
11/28/2022 8:07:38 PM	2476134501	2476134501	Text-to-911	Emergency	None	No	11/28/2022 8:07:43 PM	
11/15/2022 1:43:40 PM	2416134501	2416134501	Voice	Emergency	None	No	11/15/2022 1:43:45 PM	
11/15/2022 1:40:18 PM	2416134501	2416134501	Voice	Emergency	None	No	11/15/2022 1:41:55 PM	
11/15/2022 12:29:59 PM	2476134501	2476134501	Text-to-911	Emergency	None	No	11/15/2022 12:30:30 PM	

Contacts
Call History
Map
Redial List
ALITools
More Dispositions
Supplemental ALI Note

PSAP Make Busy | Maps | What3Words | Translate | Edge

New SMS

Send

Sessions List

2415552201
0 Unread

Text Conversation for: 2415552201

RTT

Close

System – 6:44:17 PM

YOU HAVE REACHED 9-1-1. WHAT IS THE LOCATION OF THE EMERGENCY?

809-241-2244 – 6:44:22 PM

~~I SHOT MY HUSBAND~~ MY HUSBAND SHOT HIMSELF

Send

General | Law | Fire | EMS

Text Conversation for:... | Notifications | Procedural Messages | Smart Pad

Server: OK | PSAP1_User1 / PSAP1 Admin | 10:44 PM | Audio streaming: OK

File View Tools Help

Contacts | Call History | Map | Redial List | ALI Tools | More Dispositions | Supplemental ALI Note

Primary Call Control

Answer call | Privacy | Mute | Join | Callback | Textback | Caller History | Call history | T/C history | IRR | Hold | Excl Hold | Release | Make Busy | HELP | PSAP Make Busy | Maps | What3Words | Translate | Edge

NG9-1-1 Info

9-1-1

PSAP Floor | EMS MAP | SOLACOM | FIRE MAP | 2415552201

Caller
HARRY BURGESS (241) 809-2241
WPH2

Location
KISSIMMEE FL 32824
28.329061 -81.541555 500
TOWER 357

Additional Location Information
ESN:5307 ANI/PANI:241-555-2201
POLICE 247-345-9521 FIRE 247-256-9451
EMS 247-256-9451

Notes

RapidSOS: Get Additional Information for (241) 809-2241

What3Words: ///e.g. lock.spout.radar

Lat/Long: Copy to Clipboard

Dispositions

CHEST PAIN | TRAFFIC CRASH | HANG UP CALL | SHOOTING | OVERDOSE

Ticker Message Bar

Alerts

Call Notes | Note | Management | Messages | Ticker | Notifications | TDD

Real-Time Call Status

9-1-1 ALL	9-1-1 HOLD	9-1-1 ABNDN	ADMIN ALL	ADMIN HOLD	CALL TAKER
0	0	0	0	0	1

Telephone - 2415553001

Status | Name | Number

No active calls

New SMS

Send

Sessions List

Smart Pad

FLSH	1	2 ABC	3 DEF
QXfer	4 GHI	5 JKL	6 MNO
CONF	7 PQRS	8 TUV	9 WXYZ
Call	*	0	#
SEND			EXIT

Text Conversation | Notifications | Procedural Messages | Smart Pad

POLICE | FIRE | EMS | HOSPITAL ED | CONTACTS | LINES / TRUNKS | POSITIONS | EMA | MISCELLANEOUS

Server: OK | PSAP1_User1 / PSAP1 Admin | 12:48 AM | Audio streaming: OK

Michael Hooker

T-MOBILE

T-Mobile

- **RTT to TTY with gateways**
  - 2G Slow
  - Voice or Text (Half Duplex)
  - TTY No Habla Español
  - Must take turns typing (TTY Etiquette)
  - I've never even seen a TTY call what is that?
  - Limited character set
  - Garble, Garble, Garble

NG911 RTT to RTT without gateways

- 5G Fast
- Simultaneous Voice and Text (Full Duplex)
- RTT Habla Español
- Conversational text
- Easy even for first time users
- Full character set and more
- High Fidelity

Bottom line . . . .

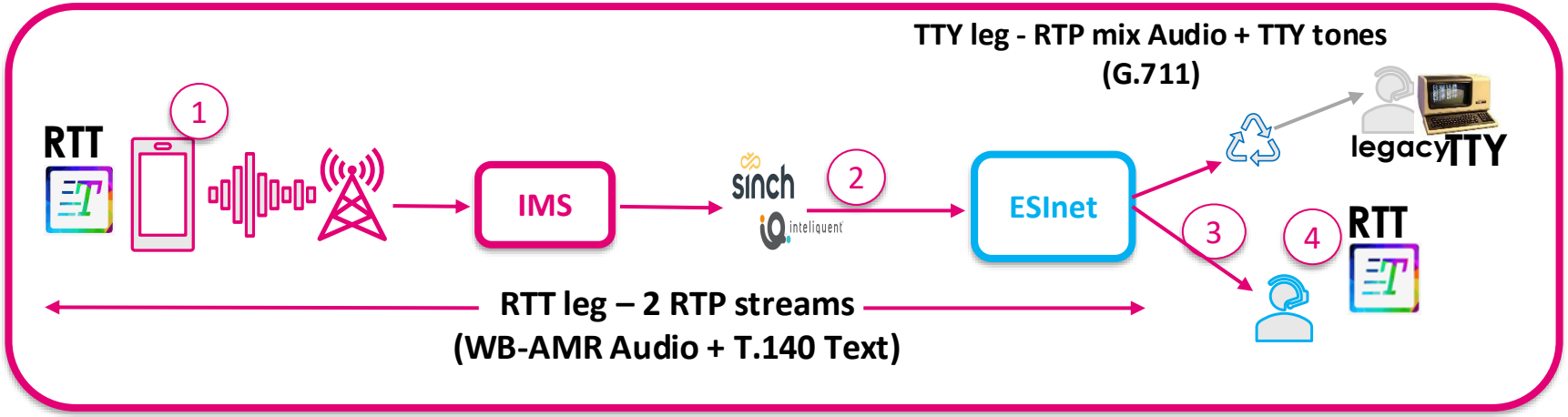
RTT to RTT delivers greater communication access for callers and public safety

Both PSAPs and 911 callers benefit from this technology

NG911 RTT - Requirements

RTT functionality with full duplex (simultaneous) mode requires the following components in the call path to be available and interoperable

1. RTT-capable Devices
2. Seamless IP-Based multimedia connectivity from callers to NG911 networks (**ESINets**)
3. IP-Based multimedia connectivity NG911 networks (**ESINets**) to NG PSAPs
4. RTT functionality within the NG PSAP's Call Handling Equipment



If any of these components are not available, the RTT call will be processed as a TTY call.

T-Mobile – RTT Ready

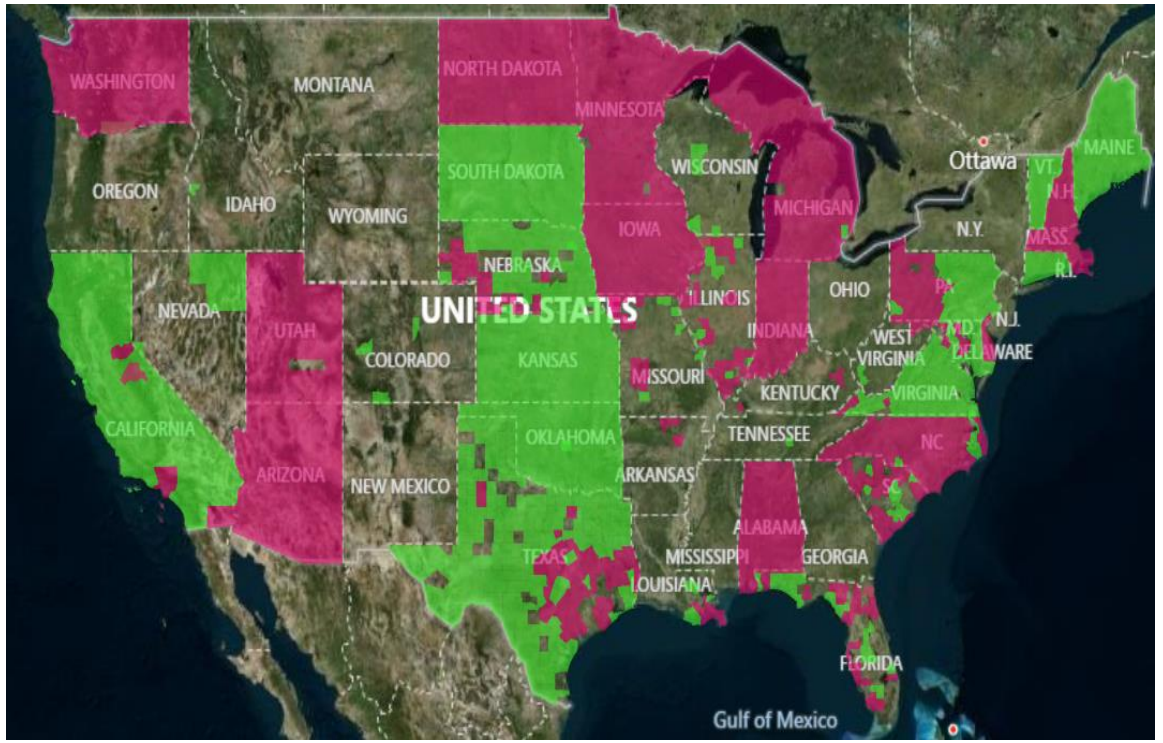
Established Interconnections

- 6 Next Generation Core Service (NGCS) systems across 11 unique NG911 implementations - foundation for future

2023+ Roadmap

- State of Arizona – **Completed**
- State of North Carolina - **Completed**
- State of North Dakota – **Completed**
- State of California – **Currently in process**
- State of Nebraska – **Currently in process**
- State of Pennsylvania – **Currently in process**
- Additional jurisdictions in South Carolina, Illinois, Missouri, Louisiana, Maryland, Wisconsin, Florida, Virginia and Texas –**Currently in process**
- States of Vermont, Connecticut, Maine and Kansas - 2024
- New York City - 2024

1,261 PSAPs in 27 States Migrated to SIP Interconnections



RTT Case Study: Concept Proven

- RTT Implementation is a process
  - Education/Training
  - Readiness checklist
  - Vendor/Carrier partnerships
  - Testing
  - Development of SOPs and Public Education strategy

Will YOU Be Next???

Questions?

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