July 24, 2015

Snohomish County E911 Advisory Board  
3000 Rockefeller Ave.  
Everett, WA 98201-4046

Regarding: Text-to-911 Update

Dear E911 Advisory Board Members,  
SNOCOM successfully deployed public access to 911 services via text messaging in Snohomish County on July 8, 2015. I am pleased to provide a summary update for you to include the following areas: personnel, volume, type of messages, public education efforts and outreach to other PSAPs. In addition, attached is a text report which will be provided to the E911 Advisory Board each month.

**Personnel Impact**  
SNOCOM staff readily embraced handling text-to-911 messages. Although there was some expected apprehension, it was quickly resolved. Employees have made comments such as, “this is easy”, “not a big deal”, “very happy we can offer this service for deaf”. We are very proud of the manner in which our employees have adapted and incorporated text-to-911 in their work environment.

**Text Volume**  
Text volume has averaged our projected forecast of 2-3 messages each day. The countywide volume has not overwhelmed staff and is easily managed. To date, SNOCOM has received 35 text-to-911 messages since July 8th.

**Type of Text Messages**  
E911 Manager Caster and I are excited to report we have received several valid text messages. Valid texts are defined as texts sent for those situations in which a voice call to 911 could not be made. In particular we are pleased to report valid texts were received from both deaf individuals and victims of domestic violence. As the Board is aware, these were the target groups for implementation of text service.

**Public Education Efforts**  
The majority of text messages have been of a non-emergency nature indicating public education should continue. E911 Office staff support additional public education efforts for text and other 911 related items. The PSAPs and E911 Office will continue working together on 911 public education materials and talking points.

---

*Leading the way with integrity and professionalism in public safety communications through solution-oriented teamwork*

PO Box 180, Mountlake Terrace, WA 98043  
Phone (425) 775-5201  Fax (425) 775-9386
PSAP Outreach
SNOCOM has been contacted by PSAPs in Washington and other states. We have also shared information via nationwide 911 message boards. It appears the text movement has gained significant ground with the PSAP community in 2015. We believe this will have the benefit of prompting the carriers and our providers into resolving the known limitations with text-to-911 service.

Summary
In a very short time frame, text-to-911 has been validated as a needed method of access to 911 services. We appreciate the opportunity and support from the E911 Advisory Board in assisting us to take the first step into Next Generation 911 for Snohomish County.

Sincerely,

Debbie Grady, ENP
Executive Director