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WHEREAS, wireless customers with Short Message Service (SMS) are able to send emergency SMS messages to a PSAP by using the single code “911” as the destination address of the SMS message (“text-to-911”); and

WHEREAS, FCC rules require all wireless carriers and other providers of text messaging applications in the United States to deliver emergency SMS text messages to call centers that request them; and

WHEREAS, the Capital Area Emergency Communications District (CAECD) in Austin was the first in the state to adopt the NextGen 911 call system; and

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23 **WHEREAS**, according to the United States Census Bureau, about 30.5
24 percent of Austin residents speak a foreign language at home, more than the
25 national average of 20.8 percent; and

26 **WHEREAS**, text-to-911 can possibly save lives in dangerous situations
27 where voice calls are not possible; and

28 **WHEREAS**, there is currently no federal standard or solution in place to
29 address a growing need for text-to-911 translation; and

30 **WHEREAS**, there is an increasingly pressing need for PSAPs to be able to
31 translate text-to-911 messages sent in languages other than English; and

32 **WHEREAS**, this service is especially beneficial to those who are hard of
33 hearing, deaf, or speech-impaired; and

34 **WHEREAS**, this service is additionally beneficial when the caller has poor
35 reception and can only send out a text message or when phone lines and cell phone
36 towers are overwhelmed and only texts can get through; and

37 **WHEREAS**, in a NextGen 911 environment consumers are able to make
38 voice, text, or video “calls” from any communications device via Internet Protocol-
39 based networks; and

40 **WHEREAS**, such calls may provide additional useful information to the
41 911 center, such as the caller’s medical history, the schematics of a building or
42 images of an accident scene; and

43 **WHEREAS**, the City and the 911 community is constantly striving to meet
44 the evolving needs of the public; and

45 **WHEREAS**, translating non-English voice calls requires an extra step
46 depending on the language of the caller; and

47 **WHEREAS**, text-to-911 calls have the potential to further complicate call
48 handling due to limitations for the telecommunicator to share the caller's
49 interaction in real-time with a language service provider; **NOW, THEREFORE,**

50 **BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF AUSTIN:**

51 The City Manager is directed to issue a request for proposals (RFP) or other
52 applicable procurement procedure related to translation technology and services for
53 911 call takers and dispatchers, and return to Council to provide an update on the
54 procurement process within six months after passage of this Resolution.

55 **BE IT FURTHER RESOLVED:**

56 The RFP or other procurement procedure issued by the City Manager should
57 take into consideration the following, but should not be limited to:

- 58 • The translation must run through more than one Application
59 Programming Interface (API) service for enhanced accuracy.
- 60 • The backend, evidence storage must have encryption to ensure
61 authentication.
- 62 • There must be language identification and translation.

63 **BE IT FURTHER RESOLVED:**

64 The City Council supports a national standard for text-to-911
65 communication and encourages the Texas Legislature and broader community to
66 support enabling legislation for the development of such a standard.

BE IT FURTHER RESOLVED:

The City Manager is directed to send copies of this Resolution to the Governor, Lieutenant Governor, Speaker of the House, the Austin state and federal legislative delegations, and to the President of the United States.

ADOPTED: _____, 2022 **ATTEST:** _____
Myrna Rios
City Clerk