




MEMORANDUM

TO: Mayor and Council Members

THROUGH: Susana Carbajal, Chief of Staff 

FROM: Kerrica C. Laake, Chief Information 

DATE: Officer November 28, 2023

SUBJECT: Update Regarding Staff Response to Resolution No. 20221027-065 Regarding Text-to-911 Communications

The following provides an update to the May 12, 2023 [staff response](#) to Resolution No. [20221027-065](#) regarding text-to-911 communications.

On September 7, 2023, the Communications and Technology Management Department (CTM) held a follow-up meeting with Capital Area Council of Governments (CAPCOG) IT Director Renee Bell, Austin Police Department Communications Chief Lt. Maria Calagna, Austin Fire Department Chief Andrew Chelf, and Austin-Travis County Emergency Medical Services Chief Brian Bregenzer. The following information was provided by CAPCOG updating the progress of selection and estimated implementation timeline of a text and voice translation solution for the regional 9-1-1 partners:

- CAPCOG has selected Rapid Deploy Mapping and Analytics which features a text and voice translation solution.
- Initial testing of requirements will be conducted in a lab environment through the end of 2023.
- Once CAPCOG Strategic Advisory Working Group confirms the testing is successful and the solution is operationally viable, the thirty-one (31) Public Safety Answer Points (PSAPs) will begin implementing this solution in 2024.

If you have additional questions, please contact Chief Information Officer Kerrica Laake at kerrica.laake@austintexas.gov.

cc: Jesús Garza, Interim City Manager
Bruce Mills, Assistant City Manager