

## RESOLUTION No. 37178

Recognize the important role of text messaging in providing excellent and inclusive 9-1-1 service and support the Bureau of Emergency Communications' efforts to work with the State of Oregon to implement Text to 9-1-1 in Portland and Multnomah County (Resolution)

WHEREAS, the Bureau of Emergency Communications' (BOEC) mission is to be the vital connection between the community and emergency service responders by answering 9-1-1 and non-emergency public safety calls, triaging for proper response, and dispatching appropriate resources; and

WHEREAS, according to research published in January 2014 by the Pew Research Center, 90 percent of all American adults have a cell phone, and the percentage of adult cell phone owners who send or receive text messages was 81 percent in May 2013, up from 65% in September 2009; and

WHEREAS, given the increasing and widespread use of text messaging, our community expects BOEC to accept and respond to texts to 9-1-1; and

WHEREAS, BOEC does not currently have the capability to accept texts to 9-1-1; and

WHEREAS, the Federal Communications Commission (FCC), pursuant to the Twenty-First Century Communication and Video Accessibility Act of 2010 ("CVAA"), the Emergency Access Advisory Committee (EAAC) recommended that 9-1-1 Centers implement achievable interim ways and means for text-based messaging to 9-1-1 until Next Generation 9-1-1 (NG9-1-1) is fully developed, deployed and adopted; and

WHEREAS, the EAAC requested that all stakeholders—including industry experts, consumers, public safety advocates, the FCC and the Department of Justice—work together to find an interim solution that could be rapidly deployed to provide nationwide access to 9-1-1 services through an industry standards-based mobile text communications solution(s) during the transition to NG9-1-1; and

WHEREAS, instead of having to rely on third party access to 9-1-1 call centers that could delay the emergency response process, this interim solution allows direct access to 9-1-1 telecommunicators for individuals who are deaf, hard of hearing, or have speech disabilities. The ability to text 9-1-1 may also save lives in other dangerous situations when voice calls are not possible; and

WHEREAS, the FCC considers wireless carriers responsible for providing text to 9-1-1 as an interim solution when a voice call to a 9-1-1 Center is not possible (or appropriate); and

WHEREAS, BOEC's interim text-to-9-1-1 solution will utilize the most commonly available texting technology, carrier native Short Message Service (SMS) texting; and

WHEREAS, BOEC is a member of the Portland Center Dispatch Consortium (PDCC) and will

partner with other PDCC members to implement an interim text to 9-1-1 solution; and

WHEREAS, the State of Oregon 9-1-1 Program has agreed to fund the PDCC's interim text to 9-1-1 project; and

WHEREAS, BOEC and the PDCC will develop a public education message to inform the public that when in an emergency, you should call when you can but text when a call isn't possible.

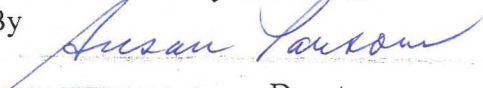
NOW, THEREFORE, BE IT RESOLVED, that the Portland City Council acknowledges the critical importance of accepting and responding to text to 9-1-1 calls for service; and

BE IT FURTHER RESOLVED, that the Portland City Council is committed to supporting the interim text to 9-1-1 solution for Portland and Multnomah County.

Adopted by the Council: JAN 06 2016

Commissioner Steve Novick  
Prepared by: Laura Wolfe, BOEC  
Date Prepared: December 18, 2015

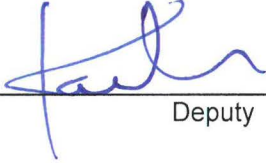
**Mary Hull Caballero**  
Auditor of the City of Portland

By   
Deputy

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Agenda No. **37178**  
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<p style="text-align: center;"><b>INTRODUCED BY</b> Commissioner/Auditor: <b>Novick</b></p>	<p>CLERK USE: DATE FILED <u>DEC 29 2015</u></p>
<p style="text-align: center;"><b>COMMISSIONER APPROVAL</b></p>	<p style="text-align: center;">Mary Hull Caballero Auditor of the City of Portland</p> <p>By:  _____ Deputy</p> <p><b>ACTION TAKEN:</b></p>
<p>Mayor—Finance and Administration - Hales</p>	
<p>Position 1/Utilities - Fritz</p>	
<p>Position 2/Works - Fish</p>	
<p>Position 3/Affairs - Saltzman</p>	
<p>Position 4/Safety - Novick <i>Amb</i></p>	
<p style="text-align: center;"><b>BUREAU APPROVAL</b></p>	
<p>Bureau: Emergency Communications Bureau Head: Lisa Turley <i>Lisa</i></p>	
<p>Prepared by: Laura Wolfe Date Prepared: 12/18/15</p>	
<p>Impact Statement Completed <input checked="" type="checkbox"/> Amends Budget <input type="checkbox"/></p>	
<p>Portland Policy Document If "Yes" requires City Policy paragraph stated in document. Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	
<p><b>City Auditor Office Approval:</b> required for Code Ordinances</p>	
<p><b>City Attorney Approval:</b> required for contract, code, easement, franchise, charter, Comp Plan</p>	
<p>Council Meeting Date <b>1/6/16</b></p>	

<b>AGENDA</b>
<p><b>TIME CERTAIN</b> <input checked="" type="checkbox"/> Start time: <b>9:45 a.m.</b></p> <p><b>Total amount of time needed: 30 minutes</b> (for presentation, testimony and discussion)</p>
<p><b>CONSENT</b> <input type="checkbox"/></p>
<p><b>REGULAR</b> <input type="checkbox"/> <b>Total amount of time needed:</b> _____ (for presentation, testimony and discussion)</p>

FOUR-FIFTHS AGENDA	COMMISSIONERS VOTED AS FOLLOWS:		
		YEAS	NAYS
1. Fritz	1. Fritz	✓	
2. Fish	2. Fish	✓	
3. Saltzman	3. Saltzman	✓	
4. Novick	4. Novick	✓	
Hales	Hales	✓	