

IMPLEMENT TEXT TO 9-1-1 IN PORTLAND MULTNOMAH COUNTY

IF YOU WISH TO SPEAK TO CITY COUNCIL, **PRINT** YOUR NAME, ADDRESS, AND EMAIL.

NAME (print)

ADDRESS AND ZIP CODE

Email

✓ SUZANNE STAHL		
✓ Charles JOHNSON	on Fyle	503jew@gmail.com
left CRYSTAL ELINSKI	PO BOX 8973 - 97207	
✓ MARK ARL	12026 SE PINE ST 97216	

Moore-Love, Karla

From: Mark Hill <president@cpado.org>
Sent: Tuesday, January 05, 2016 11:50 AM
To: Moore-Love, Karla; Council Clerk – Testimony
Cc: OAD1921@gmail.com; vp2oad@gmail.com
Subject: CPADO Text to 911 Resolution testimony
Attachments: CPADO Text to 911 Resolution.pdf; ATT00001.txt

Ms. Moore-love

Here is the hard copy of my testimony for tomorrow's city commission meeting on the resolution on the implementation of the Text to 911 system into the Metro Portland 911 center -



Cerebral Palsy and Deaf Organization
12025 SE Pine Street #302
Portland, OR 97216
(503) 512-5066
Email: president@cpado.org
www.cpado.org

January 6, 2016

Testimony

Dear Honorable Mayor Hales and Commissioners -

I am Mark Hill. I am the President of the Cerebral Palsy and Deaf Organization (CPADO), a national organization, and also a resident here in Portland, Oregon. CPADO fully supports the resolution on the implementation of the Text to 911 system in the Metro Portland area.

CPADO is one of the members of the consumer group at the national level, such as the National Association of the Deaf (NAD), the Hearing Loss Association of America (HLAA), the Telecommunications for the Deaf and Hard of Hearing, inc (TDI) and many other national organizations of and for the deaf. We have been working with the Federal Communications Commission (FCC) and the Department of Justice on the implementation of the Text to 911 system in the country. We acknowledged that the timing of the implementation requires to update the 911 system. I commend the Metro Portland 911 center to take the action, only a few who have Text to 911 systems in America before the full actions.

Sharing a discussion at the consumer group that we had with the City Commission, I don't recall if this was a true story but I

tell you a story that may impact our lives. It was about a break-in incident at a home. A woman heard someone breaking in and ran to a closet. She fortunately had a smartphone. She knew she couldn't call via voice and feared that a thief may hear her voice. So, she texted to a 911 center through SMS and stayed calm until a police arrived. It shows how useful it can be and, at the same time, that it protects a person's life.

The Text to 911 is a great tool in any type of disasters where no phone is available for the deaf people to call.

Your honor, the Cerebral Palsy and Deaf Organization encourages the 911 center to take time to work with people with disabilities who may type the message slowly.

Once again, CPADO supports the resolution. Please vote in favor of the resolution for the sake of our citizens' safety.

Thank you.

Respectfully submitted,

Mark Hill, President

Moore-Love, Karla

From: David S. Viers <dsviers@gmail.com>
Sent: Thursday, December 31, 2015 11:51 PM
To: Council Clerk – Testimony; Moore-Love, Karla
Cc: Steven Brown; Clark Anderson; Anne McLaughlin - HLAA
Subject: Text to 9-1-1 Emergency Messaging Resolution

To Whom It May Concern

As a person with a severe hearing loss, I am writing in support of "text to 9-1-1".

For those who have hearing or speech difficulties, it is imperative that 9-1-1 services be accessible via text technology. This can literally be a life or death issue.

Thank you.

David S. Viers
DSViers@gmail.com

Moore-Love, Karla

From: Steven M Brown <steven.social58@gmail.com>
Sent: Wednesday, December 30, 2015 8:16 PM
To: Moore-Love, Karla
Cc: Council Clerk – Testimony
Subject: Text to 9-1-1 Emergency Messaging Resolution Testimony by OAD
Attachments: Text to 911 Emergency Messaging Resolution Letter.pdf; Text to 9-1-1 Resolution final 12-28-15.doc; City of Portland Agenda Items, Text to 911 January 6, 2016.pdf

Hi Karla,

Please consider my testimony letter as final. Enclosed letter can be found here.

My testimony letter is in support of text to 911 resolution that the Commissioner Steve Novick's office is introducing before the City Council for testimonies and votes on January 6, 2016 at 9:45am.

Some Oregon Association of the Deaf (OAD) members will come in and give their testimonies. They would need ASL interpretation. I trust that the request will be accommodated. Please let us know.

Thanks so much,
Steven

Steven M Brown, MPA, MA
steven.social58@gmail.com



January 06, 2016

Dear Mayor Hales and Commissioners,

Hello, my name is Steven M Brown, and I am here as Chair of Legislation Committee for the Oregon Association of the Deaf (OAD), as well as a Portland resident, to share my testimony and to support the *Text to 9-1-1 Emergency Messaging* initiative.

The OAD trusts that the City Council understands the importance of this initiative to removing barriers to participation for Portlanders with disabilities. In its furtherance, we also enrich the Office of the Equity and Human Rights' (OEHR) mission to promote equity for all Portlanders to enjoy and participate in public facilities, programs, services, or activities. We look forward to continuing to work with the Council and others as this initiative moves forward.

At the Portland Commission on Disability (PCOD) meeting in November 2015, the Commissioners heard from the Bureau of Emergency Management representative concerning a limited equal access to call 9-1-1 in the event of emergency. The Bureau wants to see a new Portland City ordinance that requires text to 9-1-1 emergency messaging be directly accessible and provide equal access. The OAD feels that this initiative is not only an accommodation issue, which makes it paramount under Title II of the ADA, but also a public safety issue.

In addition to the benefits this will provide to the deaf, deaf-blind, deaf-plus, and hard of hearing, this proposed ordinance will benefit our community by addressing directly equal access issues such as:

1. Public safety issues due to limit of direct equal access landline phone system.
2. Conveyance of important information in easier and quick method of texting.
3. Texting can be useful in emergency events where immediate help is needed.
4. Increased usages of smartphones in recent years over actual uses on landline phones.
5. The number of text telephones (TTY) usage is declining due to rapidly changing, emerging communication technologies. Deaf, deaf-blind, hard of hearing and speech disabled individuals are following those trends.
6. Boosting immediate responses in event of emergency situations.
7. When needing to make 9-1-1 calls, using third-party relay service seems to be the current option for contacting 9-1-1. Using a relay service is NOT direct and is time-consuming. Every second counts!
8. Texting direct equal access to 9-1-1 is the best option for deaf, deaf-blind, deaf-plus, hard of hearing and speech disabled individuals.

ADA Title II includes a provision which I quote below [§35.161(a) from ADA Title II (amendment 2010)]:

*Where a public entity communicates by telephone with applicants and beneficiaries, text telephones (TTYs) or **equally effective telecommunications systems** shall be used to communicate with individuals who are deaf or hard of hearing or have speech impairments.*

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All the aforementioned situations would be avoidable if texting is available anytime and anywhere. This proposed ordinance requiring *Text to 9-1-1 Emergency Messaging* will be in compliance with ADA Title II best practices.

In Friendship,

Steven M Brown, MPA, MA
OAD Vice President
OAD Legislation Committee Chair

Chad A. Ludwig, MSW, ACTCP
OAD President

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:

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

Mary Hull Caballero
Auditor of the City of Portland
By

Deputy



UPCOMING COUNCIL AGENDA ITEMS

The Council holds regular weekly meetings on Wednesday at 9:30 am. If there is sufficient business, recessed meetings are held Wednesday and Thursday at 2:00 pm or 6:00 pm.

The listings below are 'Time Certain' agenda items and are subject to change. These are agenda items of significant public interest. "Time Certain" indicates that an item will not be heard by Council prior to the time stated.

Last updated November 17, 2015

Please check the [City Council Agenda](#) the week of the meeting or call for confirmation.

The first Time Certain on Wednesday mornings will be scheduled as 9:45 a.m.

		TIMES CERTAIN	<u>Contact</u>
November 24	9:30 am– Noon	~SPECIAL MEETING~ Private for Hire Transportation proposed regulation changes (<i>Nov 5 – Previous Agenda 1162</i>)	Bryan Hockaday
November 25	9:45 am	Demolition Tax (<i>Oct 14 – Previous Agenda 1054</i>)	Jillian Detweiler
December 2	10:15 am 10:45 am 2:00 pm 3:00 pm	Parental Leave Policy Proclamation for Victor Merced Meter Rate Increases Disabled Parking Program	Cristina Nieves Asena Lawrence Chris Armes Erika Nebel
December 3	6:00 pm	Comprehensive Plan Hearing #2 (<i>Location: Mittleman Jewish Community Center, 6651 SW Capitol Hwy</i>)	Eric Engstrom
December 9	9:45 am 10:00 am	2015 Steve Lowenstein Trust Award Public Safety General Obligation Bond Independent Citizens Committee Annual Report	Liam Frost Ethan Cirno
December 10	6:00 pm	Comprehensive Plan Hearing #3 (<i>Location: Parkrose High School, 12003 NE Shaver St</i>)	Eric Engstrom
December 16	9:45 am 10:15 am 2:45 pm	River View Nature Area Management Plan Bond Ave Extension in S Waterfront North District Summer Free For All Report	Emily Roth Rick Browning Jasmine Wadsworth
January 6	9:45 am 2:00 pm	Implementation of Text to 9-1-1 Abandoned Auto Program Review Report	Laura Wolfe Bryan Hockaday
January 14	2:00 pm	Southwest Corridor IGA	Erika Nebel
February 3	9:45 am	Bull Run with Kids Art Project Report	Liam Frost

April 27	9:45 am	Spring BMP (Budget Monitoring Process) Adoption	Jessica Kinard
May 18	2:00 pm	Council to convene as Budget Committee to approve a budget	Jeramy Patton
May 19	2:00 pm	Utility Rate Hearings	Ryan Kinsella
June 9	2:00 pm	Budget Adoption	Jeramy Patton

City of Portland

37178

1221 SW 4th Avenue, Room 130 | Portland, OR 97204 | (503) 823-4086