Interim Text to 9-1-1 Working Group

Co-Chairs:

Brian Daly, AT&T

Gregg Vanderheiden, TRACE

Interim Text to 9-1-1 Subcommittee

- This group is charged with developing a recommendation and draft language for the full committee with regard to Pre-NG9-1-1 Mobile Text to 9-1-1 Solution(s).
- March 2012 EAAC recommendation:
  - EAAC Supports as an interim solution for text to 9-1-1, at a minimum, SMS, and other technologies as appropriate, with a three digit short code 9-1-1
- Additional provisions from the EAAC recommendations that relate to the subcommittee work:
  - Text to 911 before NG911 enabled
  - Recommendation T1.2: Interim Mobile Text Solution:

    The EAAC recommends that the FCC work with Department of Justice, industry, academia, consumer groups and public safety entities to develop an interim solution that can be rapidly deployed to provide nationwide access to 9-1-1 services through industry standards-based mobile text communications solution(s) to provide critical coverage for this important constituency during the transition to NG9-1-1.

Subcommittee Assumptions

- Using any number besides 9-1-1 creates the problem that the user will probably never remember it when they have an emergency, if they ever knew that there was a number besides 9-1-1.

- This short-term solution should not necessarily be subject to all of the requirements of either voice 9-1-1 calls or long-term solutions so that it can be implemented in the near term and without extensively reworking the carrier, handset, or PSAPs systems.

- The FCC should work with consumers and industry to secure any needed additional liability protection for all entities that are implementing these new text to 9-1-1 calls.
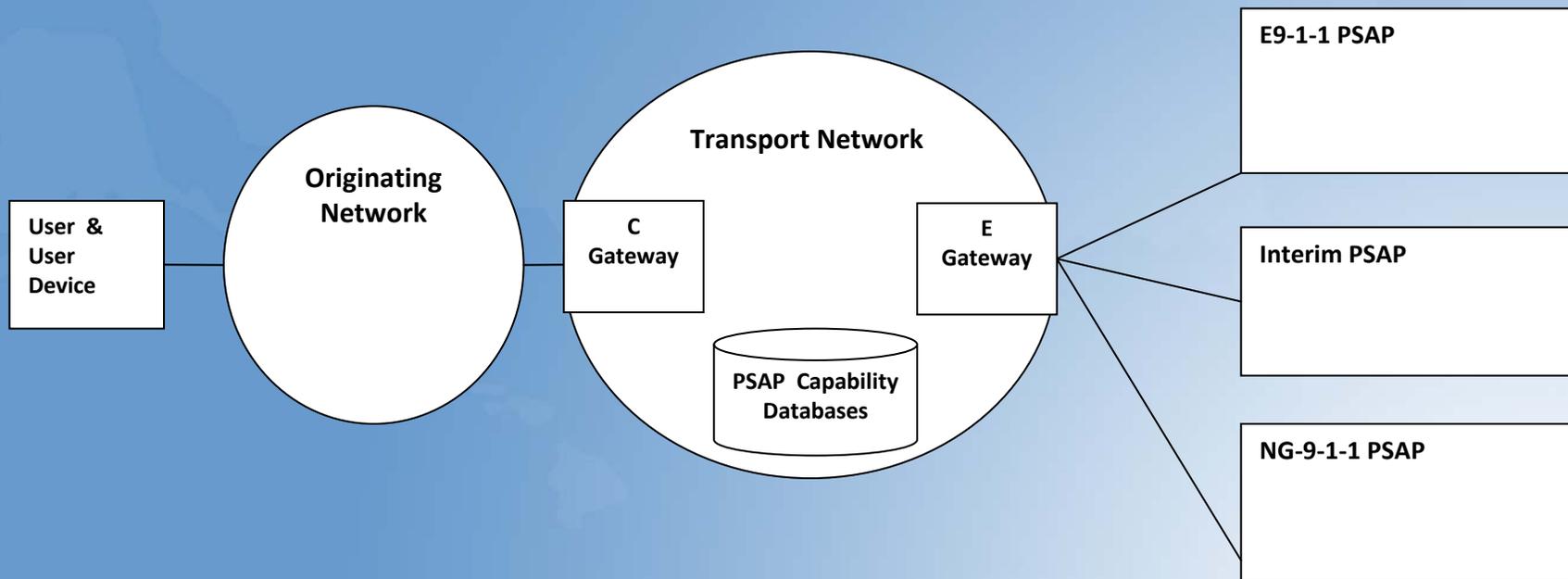
Subcommittee Assumptions

- The EAAC believes that if the text message to 9-1-1 solution is not available to all people, with and without disabilities, that it would be too complicated for carriers and others to qualify some people as eligible and others as ineligible to make an SMS/text message call to 9-1-1 during emergency situations. The liability issues from denying access to unregistered callers would complicate it further.

- The EAAC directed for this subcommittee to take this topic up in 2012 and submit a separate report on this important topic.

- From a consumer standpoint, direct access via mobile text to 9-1-1 is a critical goal.

High Level Architecture

User & User Device

Originating Network

Transport Network

C Gateway

E Gateway

PSAP Capability Databases

E9-1-1 PSAP

Interim PSAP

NG-9-1-1 PSAP

Interim Text to 9-1-1 Subgroups

- Subcommittee decided to create 4 subgroups
  - Each to focus on one section of the problem
- Subgroups were defined as follows:
  - User View – Originating Devices
  - Originating Devices & Networks
  - Transport Networks
  - PSAP end

Subcommittee Progress

- Bi-weekly calls held by Interim text to 9-1-1 subcommittee reviewing progress of the subgroups

- Breakout sessions to address specific subgroup focus areas

- Received input on Assumptions and Requirements from the ATIS SMS to 9-1-1 Standards Activity (now a joint activity with TIA)

What is Presented Today

- Each subgroup lead will present their _draft_ findings, conclusions, and recommendations
  - As a draft, the material is being presented to get the full committee's comments to bring back to the subgroup for further analysis
- Note that each subgroup independently developed its own findings
  - Thus some of these findings and draft recommendations appear to overlap another subgroup's findings and draft recommendations
  - Demonstrates that different stakeholder groups reached many of the same conclusions
- As a subcommittee, we have not attempted to achieve overall consensus on each of the subgroups' recommendations – this will be the next step for the subcommittee

ORIGINATING DEVICES SUBGROUP

User View - Originating Devices Subgroup

- Chairs: Christian Vogler and Donna Platt

- What users want is to be able to use to make calls using text or text+voice or Text+video. (Note that the focus of this EAAC-#1 PreNG9-1-1 Mobile Text group is just on ensuring that text can be used to get to 9-1-1)
  - Which devices do users want to use to call 9-1-1 in the interim?
  - Which programs (e.g. SMS, AIM, etc.) do they want to use to call 9-1-1 in the interim?
  - What devices/programs/services do users want to use in the long run?
  - If we stage text implementation (first SMS and later others) what is the desired order (ignoring technical issues for the non-SMS text formats)?
  - Routing and information needed for routing, (both to the Gateway - Router structure and to the PSAP)

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KEY FINDINGS (SUBTEAM 1)

Which devices do users want to use to text 9-1-1?

- EAAC Survey Question #21
- In order of importance
  1. Mobile phones and devices (61.8% for cell phone, 53.7% for smartphone, pager, PDA)
     - basic phone
     - feature phone
     - smartphone
  2. Tablets (Survey results under "Others" shows that 9 respondents mentioned I-Pads or I-Pods, but these results may be out of date; tablet market share has increased since survey)
  3. Computers

Which texting options would respondents like to be able to use?

- For all possible interim solutions, EAAC Survey Question #16
- In order of importance:
  1. SMS (45.1%)
  2. Real-time text (45.7%)
  3. E-mail (43.7%)
  4. IM (31.1%)
  5. Web page (30.2%)
  6. Systems built into car (21.3%)

SMS-based interim solutions

- For SMS-based solutions ONLY:
- In order of importance:
    1. Native SMS
    2. Over-the-top SMS apps (3rd party app that goes through 3rd party service to send SMS to another device, on tablets and computers)
    3. Initiate voice call and then receive SMS
       Note: This option is particularly valuable to hard of hearing users who have some voice communication capabilities

Other possible medium-term interim solutions

- In order of importance
- Based on what PSAPs might be capable of soon:
  1. Native messenger applications (e.g. Blackberry Messenger, iMessenger)
  2. Real-time text (RTT) + audio
  3. Instant Messenger (IM) + audio
  4. E-Mail

"Long-term" interim solutions

- Not likely to happen soon due to PSAP constraints
  - Multi-Media Services (SMS, MMS or other + pictures or pre-recorded video)
  - Web apps (EAAC survey, question 16)
  - Other non-SMS/non-standard custom 9-1-1 apps. Also see EAAC survey results question 30, page 44
  - Information transmitted from an autonomous device or application (OnStar, medical devices, etc.)

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DRAFT RECOMMENDATIONS (SUBTEAM 1)

DIRECT ACCESS EXPECTATION

- Expectation
  - Users have DIRECT access to 9-1-1 services. There are no third parties sitting in the path between callers and telecommunicators.

Order of short-term interim solutions

- *Draft* Recommendation 1:
  - Implement native SMS first, followed by over-the-top SMS, then native messenger applications, and real-time text
  - All following recommendations pertain to native SMS.

Method of contact

- *Draft* Recommendation 2:
  - The primary method of initiating contact with 9-1-1 is via sending a text message using the three-digit code 9-1-1.

Method of contact

- *Draft* Recommendation 3:
  - Calling 9-1-1 via voice and receiving SMS should be supported, but only in addition to, not instead of, the method described in recommendation #2.
  - Note: This option is particularly valuable to hard of hearing users who have some voice communication capabilities and are used to making voice calls with occasional fallback to text messaging.

No registration requirement

- *Draft* Recommendation 4:
  - Users must never be required to register prior to using text-to-9-1-1 services.
  - However, users should be allowed, at their choice and where available, to register their profile and preferences voluntarily, so as to let PSAPs obtain a caller profile.

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Immediate feedback on availability

- *Draft* Recommendation 5:
    - If PSAPs in the area do not support text-to-9-1-1 yet, the user must receive an automated text response immediately, stating that text-to-9-1-1 is not available.
    - The exact contents of this message should be worked out in consultation with the NENA accessibility committee and other stakeholders.

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Immediate feedback on availability

- *Draft* Recommendation 6:
  - If the user is roaming on a different wireless carrier from his own, thereby causing the routing of the text message to fail, or if routing the emergency text fails in any other way, the user must receive an automated text response immediately, stating that text-to-9-1-1 is not available.
  - The exact contents of this message should be worked out in consultation with the NENA accessibility committee and other stakeholders.

Immediate feedback on availability

- *Draft* Recommendation 7:
  - If there is any delay in getting an SMS message processed by a PSAP (due to, for example, establishing a TTY call), the user must receive an automated text response, stating that the SMS message has been received and is being processed.
  - The exact contents of this message should be worked out in consultation with the NENA accessibility committee and other stakeholders.

Routing

- *Draft* Recommendation 8:
  - The user must be able to text 9-1-1 and expect that the SMS message will be routed to an appropriate PSAP (and if a failure occurs, see recommendation #6).
  - At no point should the user be expected to provide routing information manually.

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Information on availability of text-to-9-1-1

- *Draft* Recommendation 9:
  - The user must be able to easily obtain reliable and accurate information as to whether text-to-9-1-1 is available and possible in the current location with the current carrier and handset.
  - At a minimum, there should be options to obtain this information (a) via the Web, and (b) directly via the user's handset (for example, a testing mechanism that yields an automated response from the gateway).

Not exposing inner workings

- *Draft* Recommendation 10:
  - The users need to not be required to know how exactly the appropriate PSAP receives an SMS message from the user.
  - The call flow on the user side must remain the same, irrespective of how SMS messages are being processed by the PSAP.

Transition to NG-9-1-1

- *Draft* Recommendation 11:
  - From the user view, the transition from an interim solution to NG-9-1-1 solutions must be seamless.
  - If the carrier and PSAP support NG-9-1-1, the user should not be required to switch to a different communications function, app, or handset in order to use the NG-9-1-1 functionality.
  - Nor should users be expected to know in advance of a call whether they will be using interim or NG-9-1-1 methods.

Education and outreach

- *Draft* Recommendation 12:
  - Using categories and goals developed at the FCC outreach meeting on June 28, 2012 as a starting point, additional meetings with stakeholders should be convened to develop a detailed education and outreach plan for the interim SMS-based text-to-9-1-1 solution.

ORIGINATING DEVICES AND NETWORKS SUBGROUP

Originating devices and networks view and issues Subgroup

- Chair: Brian Daly
- The issues of concern, and the responsibilities of the originating devices and networks from a technical, service and policy point of view.
  - **Which networks should support 9-1-1 mobile text ?**
    - mobile carrier voice networks (with SMS)
    - mobile IP networks (including SMS-like over-the-top services)
    - VoLTE (combination of above) (with SMS over IP)
  - **Do phones or networks or both block three digit 9-1-1 SMS addresses? (if phones - how many phones?)**
  - **What are the originating network issues around SMS?**
  - **What are the originating network issues around other text formats?**
    - What order is most technically feasible to add other text formats?
  - **Options for location provision.**
    - Initial location provision in the call and possible updates from a moving caller.

Originating Networks Subgroup
Draft Finding #1

- **Standards-based open interoperable Solutions for Text to 911**: the FCC should support non-proprietary, interoperable standards-based text to 9-1-1 solutions.

  – The FCC should recognize that the joint ATIS-TIA industry standards for wireless carrier native SMS to 9-1-1 is one such solution that is compliant with the FCC's goal to encourage the rapid deployment of Text to 9-1-1.

Rationale for: Standards-based open interoperable Solutions for Text to 911

- The FCC's recognition of a standards-based solution will encourage carriers and public safety to adopt Text-to-911in a consistent and timely fashion for the public.

- The joint ATIS-TIA SMS to 9-1-1 industry standards effort will support a flexible and interoperable environment for multiple wireless carrier and public safety network configurations.

- The joint ATIS-TIA SMS to 9-1-1 industry standard effort will define capabilities necessary to support SMS to 9-1-1, including standardized interfaces from the originating network to the PSAP, obtaining coarse location for routing, and managing the text message dialog between the originator and PSAP telecommunicator.

- The joint ATIS-TIA SMS to 9-1-1 industry standards is an open standard available for any entity to adopt.

Originating Networks Subgroup
Draft Finding #2

- **Interim Text-to-911 must use the Existing Standards-based Network Architectures and Capabilities**: any Text to 9-1-1 solutions, including SMS should be supported by the existing standards-based network architectures. If SMS is to be utilized as the minimum technological solution, interim SMS based Text to 9-1-1 must utilize existing native wireless carrier SMS text capabilities.
  - The FCC should recognize the capabilities and limitations of SMS as a 9-1-1 service that have previously been documented and encourage consumers, industry and public safety to manage expectations and provide liability protections to support Text-to-9-1-1 service accordingly.

Rationale: Interim Text-to-911 must use the Existing Standards-based Network Architectures and Capabilities

- Delivery of Text to 9-1-1 from the wireless carrier infrastructure should be based on existing standards, interfaces and protocols used in that infrastructure. The existing wireless carrier SMS network architecture is standards based.

- Modification of the existing wireless carrier SMS network architecture is not technically or economically feasible because such modifications require development of new chipsets/firmware for mobile devices, and revision of existing network standards and elements in the core networks. Modifications efforts will take many years by which time messaging capabilities for Next Generation 9-1-1 could have already been developed and deployed.

- Similarly, support for simultaneous voice and text (e.g. HCO/VCO) and the delivery of associated still or video images is not technically or economically feasible.

- Enhanced capabilities should be addressed through the Next Generation 9-1-1 standards that are under development.

Originating Networks Subgroup
Draft Finding #3

- **Interim Text to 9-1-1 Will Only be Available to U.S. Wireless Subscribers Using Capable Wireless Handsets:** Text to 9-1-1 may only be supported on service initialized and capable mobile devices for subscribers who maintain an appropriate wireless service plan that supports such text services. Text to 9-1-1 should be available on existing and new text-capable mobile devices which have a valid two-way text messaging or data subscription which supports Text to 9-1-1 at the time of the initiation of a Text to 9-1-1 text message. Furthermore, the FCC should recognize technical constraints which limit SMS-based text to 9-1-1 as only being available while on the subscriber's home network.

- Consistent with the capabilities necessary to support Text to 9-1-1 services may not be technically or economically feasible.

Rationale:

Interim Text to 9-1-1 Will Only be Available to U.S. Wireless Subscribers Using Capable Wireless Handsets

- Wireless carrier SMS text message services are a subscription-based service and only available on service initialized mobile devices. Similarly, other text message capabilities are available only to subscribers of those services.

- Support of SMS based Text to 9-1-1 on non-service initialized mobile devices is not technically feasible with the existing design and, at a minimum, would require new standards and modifications to handsets and the wireless originator network radio and core infrastructure. In addition, Text to 9-1-1 supported on non-service initialized mobile devices would impose significant technical and operational burdens on PSAPs.

- Support for roaming inbound or outbound

Originating Networks Subgroup
Draft Finding #4

- **Interim Text to 9-1-1 Messages Are Not Equivalent to Voice Calls Dialed to 9-1-1**:   The FCC should recognize that any Text to 9-1-1 solution will not have the same capabilities or requirements as voice calls dialed to 9-1-1, including automatic number or location information, ability for a PSAP telecommunicator to listen to background audio, reliability, handling, security, privacy, etc.
    - Consistent with Recommendation 1, however, a non-proprietary, interoperable standards-based text to 9-1-1 solution should support the capabilities necessary to support Text to 9-1-1, including standardized interfaces from the originating network to the PSAP, obtaining coarse location for routing, and managing the text message dialog between the originator and PSAP telecommunicator.

Originating Networks Subgroup
Draft Finding #5

- **Managing Public Expectations is Critical during Interim Text-to-911 Availability**: The FCC should take a lead role and work with the wireless industry, consumers and public safety to develop a public education program to appropriately explain the capabilities and limitations of interim Text to 9-1-1 service. The FCC should work with the wireless industry and mobile device manufacturers to identify and develop public education around wireless devices that do not support the ability to send a text message to the 3 digits "9-1-1". As part of managing public expectations, a text originator should receive a response notifying the originator if Text to 9-1-1 service is not available.

Rationale: Managing Public Expectations is Critical during Interim Text-to-911 Availability

- Participating state and local jurisdictions must take a lead role in educating the public about the availability and limitations of Text-to-9-1-1 in their jurisdictions. Such entities should take comprehensive efforts to use available media for a period of three (3) months prior to initiating service.
- If the text originator's Text to 911 is delivered within the jurisdiction of a PSAP that supports Text to 9-1-1 capabilities, the PSAP must be responsible responding to the originator's request.
- If text originator's Text to 911 is sent within the jurisdiction of a PSAP that does not support Text to 9-1-1 capabilities, the originator should receive a text response message indicating that Text to 9-1-1 is not available in their location and that the originator should place a voice, relay or TTY call to the 9-1-1. This text response message should be standardized across wireless operators as part of the joint ATIS-TIA effort.

Originating Networks Subgroup
Draft Finding #6

- **The originating networks subgroup identified an overall issue which should be addressed by each subgroup:**
  - **A Designated PSAP Must Demonstrate a Minimum Level of Readiness to Receive Text to 9-1-1**: The FCC should recognize that Text-to-9-1-1 should be implemented through a process whereby PSAPs must request to receive Text-to-9-1-1 messages from the appropriate entity and specifically authorize service providers or their designees to deliver Text-to-9-1-1 messages, demonstrate the technical ability to handle the receipt of the text messages in a standardized format, agree to a reasonable period of installation and testing prior to taking "live" calls, and demonstrate the operational ability to respond to an Text-to-9-1-1 message.

TRANSPORT NETWORKS SUBGROUP

Transport Networks Subgroup

- Chairs: Don Mitchell and Gunnar Hellstrom

  A. Requirements

  B. Assumptions

  C. Architecture Components and Structure

  D. Functionality and Protocols

  E. Organization and Responsibilities

  F. Limitations and Open Issues

Transport Networks Subgroup
A) Requirements

1. The transport network SHALL convey text messages directed to the short code "9-1-1" from a user's terminals to the routing service which will select the geographically appropriate PSAP.

2. The transport network SHALL initially handle only SMS text originations but be standards-based and extendable to handle other text protocols.

3. The transport network SHALL link the user and the PSAP operator together in a session for the duration of a series of text interactions (a conversation).

4. The transport network SHALL adapt to protocols on the PSAP side based upon the capabilities of each PSAP.

5. The transport network SHALL support the initiation of text messages from the PSAP through the same infrastructure used in receiving text messages.

6. The transport network SHOULD, for the interim case, attempt to associate voice calls and text sessions with the same user device, with the goal that they end up in the same PSAP workstation.

Transport Networks Subgroup
B) Assumptions

- Communication service providers provide communication services to users including text. The possibility to handle text sessions with 9-1-1 is added to these services by the service providers.

- The initially supported text service is the Short Message Service SMS. The architecture and functionality shall enable addition of other services in the same architecture.

- The mechanisms used shall work for both sessionless message communication (like SMS), and for session oriented messages initiated by a call to 9-1-1.

- The communication service provider exchange user communication content with the transport network in specific interface points, where routing and protocol translation occurs.

Transport Networks Subgroup
C) Architecture components and structure

- Descriptions of duties & requirements of C-gateways. The transport and routing network is composed of i3 network ESRP/PRF/ECRF service elements.

- It is recommended that an ESInet should be implemented which provides national level routing services to provide interconnection from carriers to State level ESInets (where they exist).

Transport Networks Subgroup
D) Functionality and protocols

- Routing protocols and information needed for routing are listed.

- Pseudo session creation and maintenance, tying messages together into a session, and dissolving the session when appropriate.

- What are the transcoding issues around SMS?

- The main handling of transcoding issues is in the E-gateway.

- What are the transcoding issues around other text formats?

- PSAP capability data base.

Transport Networks Subgroup
E) Organization and responsibilities

- The architecture provides flexibility as to who owns and manages the C-gateways.

- PSAPs own and manage the E-gateways

- A PSAP capability database needs to be set up and managed.

Transport Networks Subgroup
F) Limitations and open issues (1)

- A.4.[ROAMING]

- C.5.[SESSION LENGTH]

- C.6.[FUNCTIONAL LIMITS OF TTY]

- C.5.[MULTIPLE C GATEWAYS]

PSAP END SUBGROUP

PSAP End Subgroup

- **Chairs:** Roger Hixson and Kathy McMahon
- What text protocols can PSAPs accept?
  - Range of protocols (from NG9-1-1 leaders to legacy PSAPs)
- What forms of text would NG9-1-1 centers and ESInets normally accept?
  - what is in i3?
  - is anything other than i3 reasonable in interim? In what order?
  - (this defines the forms the Gateways serving NG9-1-1/ESInet PSAPs must transform into)
- What forms can the most limited PSAPs accept?
  - (this defines the forms that Gateways serving legacy PSAP must transcode into)
- Call handling requirement internally in and among PSAPs.
  - Do they need to create multi-party calls with this type of sessions?
  - Do they need to transfer the calls between PSAPs at different stages - legacy - interim - NG?

PSAP End Subgroup
Draft Finding #1

- The FCC should require Short Message Service (SMS) as the initial deployment priority for text to 9-1-1
  - Maximum integration with existing PSAP call handling and logging systems is desirable.
  - Should use digits 9-1-1 and not require a 9-1-1 voice call to be placed first

PSAP End Subgroup
Draft Finding #2

- Expectations of FCC
  - Do not mandate PSAPs to accept text – pursue ongoing dialogue
  - Facilitate process for a national single point of contact for PSAPs to provide text readiness and delivery preferences
  - Support public education of interim text to 9-1-1
  - Assess expectations of proprietary solutions that have been deployed

PSAP End Subgroup
Draft Finding #3

- Expectations of Wireless Service Providers (or their contracted vendor)
  – Routing to designated 9-1-1 system or PSAP
  – Caller location equivalent to WLS Phase I (cell/sector)
  – Efficient process for gathering delivery preferences from PSAPs
  – Continuous connection between text caller and PSAP
  – Texts sent in chronological order
  – Standardized automatic message to caller if text to
  – 9-1-1 is not supported in an area
  – Message delivery confirmation to caller

PSAP End Subgroup
Draft Finding #4

- Expectations of PSAPs
  - Proactively assess delivery interface options, consider designated PSAP/regional approach if necessary
  - Formally designate willingness to accept text calls
  - Keep delivery preferences up to date with service provider(s) or designated party/vendor
  - Local policies to determine operational issues such as:
    - How long a call taker remains ready to accept text from a specific caller
    - How medical pre-arrival instructions are handled

PSAP End Subgroup
Draft Finding #5

- Additional Considerations
  - Other forms of interim media and text for 9-1-1 services already in-place should be considered for national level support/delivery and worked in parallel to SMS
  - Location of the calling device and ability to update location during a call
  - Ability to transfer text calls
  - Class of Service defined and delivered for E9-1-1 text

JOINT ATIS/TIA SMS TO 9-1-1 STANDARDS ACTIVITY

Joint ATIS-TIA SMS to 9-1-1 Standards

- There are currently multiple vendor-specific solutions that are being adopted in various regions of the USA (e.g., some within a single city, others within an entire state) for texting to 9-1-1
- ATIS members recognize that if this trend continues, then texting to 9-1-1 will turn into a regional service
  - The public's expectations have been set for voice 9-1-1 calls such that they expect to be able to talk to an emergency attendant whenever and wherever they dial 9-1-1 in the United States
  - Customer confusion will reign if texting to 9-1-1 does not meet similar nationwide service expectations, i.e., a similar "look and feel" for texting to 9-1-1 regardless of where the text is originated in the United States

Joint ATIS-TIA SMS to 9-1-1 Standards

- The standards solution under development should allow any end user device with SMS capabilities and a valid SMS texting subscription to launch an SMS text message to begin a text communication with the relevant PSAP

- Messaging applications that do not use 3GPP or 3GPP2-defined SMS text messages are not within the scope of this project

- The solution will require that a user subscribe to SMS text service, i.e., if a subscriber has an SMS-capable phone but does not subscribe to an SMS texting service, the user cannot initiate SMS-to-9-1-1. Also, an uninitialized phone cannot participate in SMS-to-9-1-1. Other use cases are for further study, e.g., pre-paid, services under treatment, etc.

Joint ATIS-TIA SMS to 9-1-1 Standards

- Some form of coarse location (e.g., serving cell site or coarse lat/long generated perhaps from an operator's Location-Based Services {LBS} platform) should be able to be used to allow for routing of the SMS-to-911 message to the correct PSAP
  - Location, routing, and nationwide roaming are all critical aspects of this project, and requirements will need to be developed to ensure feasible solutions can be put into place
- The solution should be available to everyone with SMS texting capabilities, not just to people with disabilities (e.g., no advance registration procedures to "subscribe" to the SMS-to-9-1-1 service are required)

Joint ATIS-TIA SMS to 9-1-1 Standards

- The goal is to create a joint ATIS/TIA standard(s) for SMS-to-9-1-1 that incorporates requirements, architecture, message flows, and protocol details
  - Multi-carrier, multi-vendor, multi-PSAP nationwide solution
  - First major accomplishment is the completion of a vendor-neutral common architecture (see next slide)
- Target completion is 4Q2012

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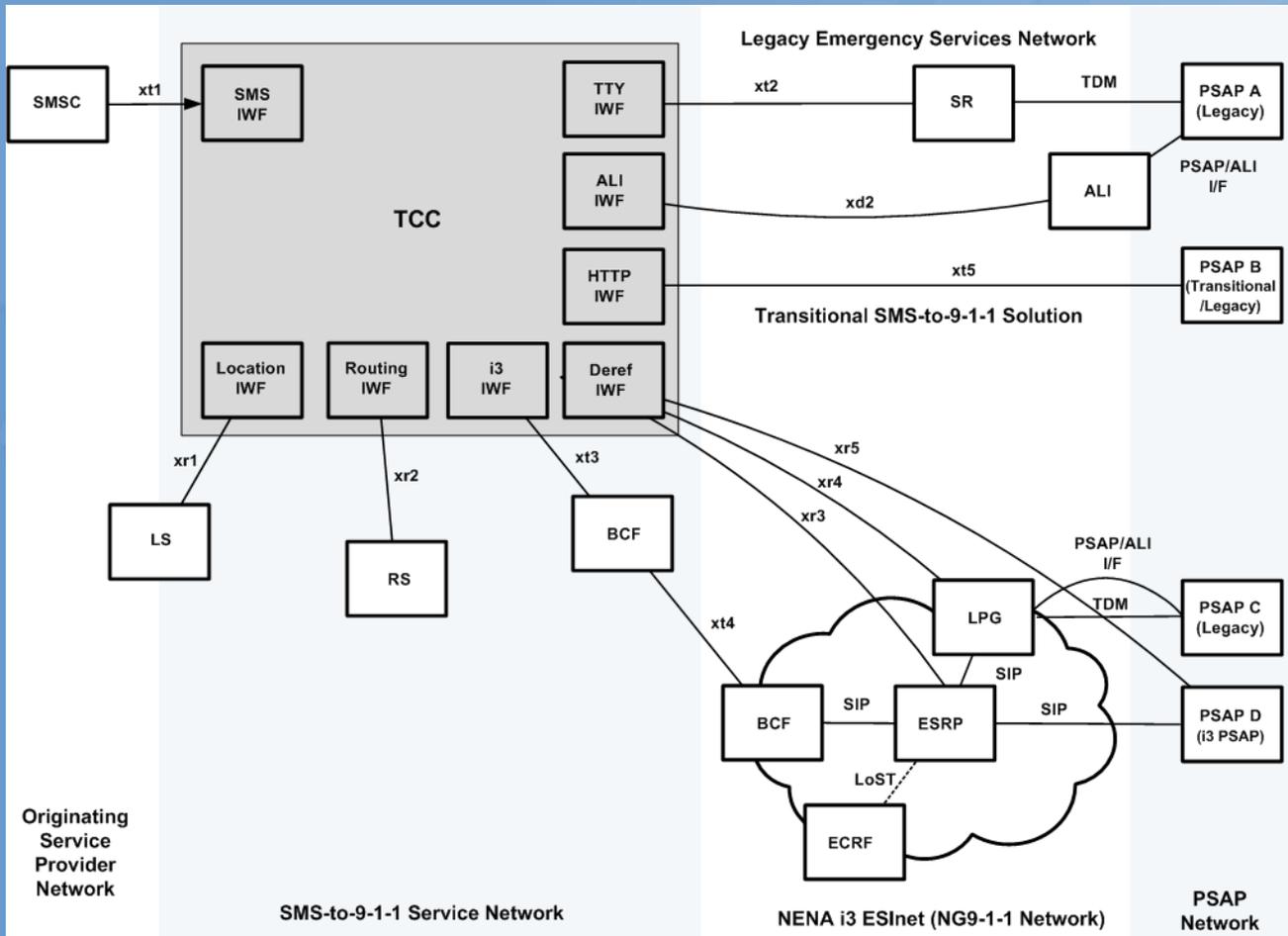
NEXT STEPS FOR SUBCOMMITTEE

A Way Ahead

- Interim Text to 9-1-1 Subcommittee will work to gain consensus on each of the subgroup recommendations as it prepares its final report and recommendations
  - Each subgroup will finalize draft conclusions and recommendations
  - Similar recommendations across subgroups will be consolidated into a single overall recommendation
- Draft Interim Text to 9-1-1 Subcommittee Report & Recommendations document will be presented in the October 12 EAAC meeting
- Final Interim Text to 9-1-1 Subcommittee Report & Recommendations document to be presented in the November 9 EAAC meeting