

**RESOLUTION  
ROCK COUNTY BOARD OF SUPERVISORS**

Kathren Sukus  
INITIATED BY



Kathren Sukus, Director  
DRAFTED BY

Public Safety and Justice  
SUBMITTED BY

December 2, 2014  
DATE DRAFTED

**TEXT-TO-911 SERVICES**

1 **WHEREAS**, the Rock County Communications Center is the single 911 Public Safety Answering  
2 Point (PSAP) in Rock County; and,  
3  
4 **WHEREAS**, 911 is an essential service for the public during emergency events; and,  
5  
6 **WHEREAS**, the Rock County Communications Center strives to meet the evolving needs of the  
7 public; and,  
8  
9 **WHEREAS**, the Communications Center recently upgraded the Intrado 911 Telephone System in  
10 preparation for Next Generation 9-1-1 technologies; and,  
11  
12 **WHEREAS**, the Rock County Communications Center is ready to voluntarily accept emergency text  
13 messages to 911; and,  
14  
15 **WHEREAS**, Intrado will provide Text-to-911 services through the Communications Center's  
16 existing 911 telephone equipment at a cost of \$59,825 over a five-year period; and,  
17  
18 **WHEREAS**, there is currently no funding available to 911 PSAPs to cover these costs; and,  
19  
20 **WHEREAS**, the Rock County Communications Center has budgeted \$7,025 for 2015 and will  
21 budget the remaining balance over the next four years to offer this service in Rock County.  
22  
23 **NOW, THEREFORE, BE IT RESOLVED** by the Rock County Board of Supervisors duly assembled  
24 this 8<sup>th</sup> day of January, 2015 that a contract be awarded to Intrado, 1601 Dry Creek Dr.,  
25 Longmont, Colorado in the amount of \$59,825 to implement Text-to-911 in Rock County with the  
26 County Board Chair herein authorized to execute this purchase agreement.

15-1A-181

Respectfully submitted,

PUBLIC SAFETY AND JUSTICE COMMITTEE

Mary Beaver  
Mary Beaver, Chair

Henry Brill  
Henry Brill, Vice Chair

Terry Fell  
Terry Fell

Brian Knudson  
Brian Knudson

Larry Wiedenfeld  
Larry Wiedenfeld

TEXT-TO-911 SERVICES

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FISCAL NOTE:

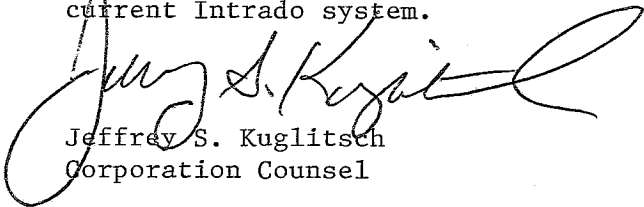
Sufficient funding is available in the 2015 budget for year 1 of this contract. Funding will need to be included in future budgets for years 2 through 5.



Sherry Oja  
Finance Director

LEGAL NOTE:

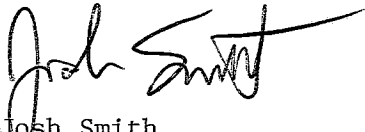
The County Board is authorized to take this action pursuant to sec. 59.01 and 59.52, Wis. Stats. This 5 year agreement incorporates text messaging into the current Intrado system.



Jeffrey S. Kuglitsch  
Corporation Counsel

ADMINISTRATIVE NOTE:

Recommended.



Josh Smith  
County Administrator

## EXECUTIVE SUMMARY

The Rock County Communications Center is the single 911 PSAP (Public Safety Answering Point) in Rock County. All 911 calls made within Rock County are answered at this Center. Because 911 is such an essential service, it is important to strive to meet the evolving needs of the public. Today that means implementing a Text-to-911 solution.

Text messaging is one of the primary ways people communicate today, especially members of the hearing and speech impaired community. At this time the only way these citizens can contact 911 is by using outdated TDD (Telephone Device for the Deaf) equipment, relay services, or relying on a speaking/hearing individual to place the call for them. These are not the best options during an emergency when time matters; direct access to 911 is the best.

In addition to being used by the hearing and speech impaired communities, Text-to-911 could also help in situations when a crime is in progress; the caller is facing domestic abuse; the caller is in a location where a voice call will not work; or other scenarios where making a voice call is not possible. While voice calls to 911 will always remain the preferred way to contact 911, there has to be another option for those with disabilities or people in situations where making a voice call could be dangerous or impossible due to poor cellular coverage.

In November 2013 the Rock County Communications Center upgraded the Intrado 911 Telephone System to prepare for emerging Next Generation 911 technologies, to include Text-to-911. As of May 2014, Text-to-911 became available through the four major wireless carriers (AT&T, Sprint, T-Mobile, and Verizon). In August 2014 the FCC adopted an order that will require all wireless carriers and other text messaging providers in the U.S. to deliver emergency texts to requesting PSAPs by June 30, 2015. Accepting text messages to 911 is voluntary for 911 Centers, but the FCC expects it will become a requirement in the next few years.

Unfortunately there is no funding available in Wisconsin for 911 technology/services, other than dwindling landline 911 fees, therefore this service must be funded through the Communications Center's operational budget. The total cost of Intrado's Text-to-911 Service is \$59,825.00 over a five year period. The first year's cost is \$7,025 and has been approved in the Communications Center's 2015 budget. The remaining four years will cost \$13,200 per year and will be budgeted annually by the Communications Center.