

Next Generation 9-1-1 Standards (NG9-1-1) Standards, Protocols, Procedures

Document Section	Text-to-9-1-1	Status: Approved
State Standard Number	2.1.0	
Standard Title	Technical Requirements for Public Safety Answering Point (PSAP) Customer Premise Equipment (CPE) to interface with NG9-1-1 Network in deploying Text-to-9-1-1	
Date Established	07/19/17	SECB Approval: 07/27/17
Replaces Document Dated		
Date Revised		

1. Purpose or Objective

The purpose of this standard is to set forth the technical interface requirements between the State Emergency Services IP Network (ESInet) and the Public Safety Answering Point (PSAP) 9-1-1 Call Handling System (commonly called CPE) necessary for an integrated Text-to-9-1-1 solution.

2. Technical Background

▪ Capabilities

All PSAPs within Minnesota are connected to the statewide ESInet designed to deliver 9-1-1 calls to the appropriate PSAP. In order to provide the highest level of service to the citizens of Minnesota, the Statewide Emergency Communications Board (SECB) plans to deploy an integrated texting solution on a statewide basis. PSAPs meeting the requirements set forth in this standard will be allowed to deploy Text-to-9-1-1 for their jurisdiction or region.

The texts-to-9-1-1 will arrive at the PSAP via the ESInet and must integrate to display on the CPE. In order to integrate, PSAPs must meet the minimum software version for their CPE. Below is a table listing the capable CPE and requisite version numbers. As PSAPs plan for equipment replacements, this provides an opportune time for PSAPs to adopt this technical standard.

Table 1 – Text-to-9-1-1 Capable CPE in Minnesota

CPE Type	Vendor	Text-to-911	Version
Vesta	Airbus Communications	Yes	6.1
VIPER	West Public Safety Services	Yes	5.3.3.150
CallWorx	Motorola	Yes	4.0.10
Guardian	Solacom Technologies	Yes	15

▪ **Constraints**

The PSAP’s call handling equipment must be receiving 9-1-1 calls via Session Initiation Protocol (SIP).

3. Operational Context

Following the protocol set forth in this document PSAP’s will be responsible for, at a minimum, implementing the Standard Operating Procedures for Text-to-9-1-1 adopted by the NG9-1-1 Committee and receiving CPE vendor provided training for their respective system(s).

4. Recommended Protocol/ Standard

Once the PSAP has submitted written notification to ECN that their CPE is ready to receive integrated Text-to-9-1-1, ECN will confirm their readiness and merge them into the deployment schedule.

5. Recommended Procedure

ECN has outlined below the steps to be performed by PSAPs adopting this technical standard for interfacing to the State’s ESInet and using the Text-to-9-1-1 service.

1. Submit written notification of intent to deploy Text-to-9-1-1 through an integrated CPE solution to the ECN project manager.
2. PSAP, CPE vendor, and ECN (or MESB in the Metro) engage in consultation.
3. Obtain a vendor quote for CPE upgrade.
4. Schedule the CPE upgrade.
5. Submit a 9-1-1 Plan Change Letter to ECN indicating intent to deploy integrated Text-to-9-1-1 solution.
6. Receive vendor training.
7. Complete carrier testing through support of ECN project manager.
8. Submit notification to ECN by way of email indicating the deployment completion.

For additional information regarding timeline and statewide procedures for deployment, please reference the Statewide Text-to-9-1-1 Deployment Plan published by ECN.

6. Management

ECN is responsible for accepting and approving plan change letters. Upon approval, ECN will distribute the executed plan change letter to the 9-1-1 Service Provider with a copy to the PSAP. This is the formal start to the process to coordinate TCC connectivity and subsequent testing with the carriers. Work will be coordinated between the 9-1-1 Service Provider, TCC provider, CPE provider, wireless carriers, ECN project manager, and the PSAP. PSAPs are responsible for meeting this standard as published and the stated requirements within.