



INTEROFFICE MEMORANDUM

March 5, 2018

TO: Mayor Teresa Jacobs
And
Board of County Commissioners

A handwritten signature in black ink, appearing to read "G. A. Ralls".

FROM: George A. Ralls, M.D. Deputy County Administrator

SUBJECT: **Discussion Agenda Item - Text-to-911
March 20, 2018**

Text-to-911 is the ability to send a text message to reach 911 emergency call takers from a mobile phone or device. Federal Communications Commission (FCC) rules require all wireless carriers and other providers of text messaging applications in the United States to deliver emergency texts to call centers that have implemented processes to receive and respond to these messages. After extensive testing and training, Orange County 911 Administration is ready to implement Text-to-911 services in Orange County.

On March 20, 2018, I will provide the Board with an overview of the Text-to-911 program and implementation process. Although a voice call to 911 is always the preferred option, this new method to reach local 911 centers provides an option for deaf, hard-of-hearing, speech disabled residents, or in limited situations, when calling is not possible.

This is an informational item only, no Board action is requested.

GR/cr