



## MEMORANDUM

**TO:** Mayor and Council Members

**FROM:** Kerrica C. Laake, Communications and Technology Management Interim Chief Information Officer  
Joseph Chacon, Austin Police Department Chief  
Brie Franco, Intergovernmental Relations Officer

**DATE:** May 12, 2023

**SUBJECT:** Staff Response to Resolution No. 20221027-065 Regarding Text-to-911 Communications

On October 27, 2022, the Austin City Council passed [Resolution No. 20221027-065](#) regarding text-to-911 services. The resolution directs the City Manager to:

- Send copies of the resolution to the Governor, Lieutenant Governor, Speaker of the House, the Austin state and federal legislative delegations, and to the President of the United States;
  - The Intergovernmental Relations Office sent the resolution to the directed parties on November 4, 2022.
  - The following statement was included in the City's Federal Legislative Agenda for the 118th Congress:  
*"The City supports a national standard to require text-to-911 communication and supports legislation enabling the development of such a standard."*
- Issue a request for proposals (RFP) or other applicable procurement procedure related to technology and services for text-to-911 for call takers and dispatchers.
  - The Capital Area Council of Governments (CAPCOG) is the service provider, responsible for selection, purchase, and management of the 911 call handling solution and the integration of text-to-911 capability for the 31 Public Safety entities in its 10-county region, including the City of Austin.
  - The Communications and Technology Management (CTM) Department met with CAPCOG IT Director Renee Hover and Lieutenant Sheldon Askew from the Austin Police Technology Unit to discuss the requirements of the Resolution.
  - The Austin Police Department (APD) Procurement and Contract Services coordinated a Request for Information (RFI 8700 BPS6003) and posted it to [Austin Finance Online \(austintexas.gov\)](#) with an April 14, 2023 close date.
  - APD Police Technology and CTM will review RFI responses and deliver the competitive results package to CAPCOG for their evaluation and subsequent procurement actions. COA (CTM and APD) facilitated the RFI to speed up CAPCOG's research and selection process.

If you have additional questions, please contact CTM Interim Chief Information Officer Kerrica Laake at [kerrica.laake@austintexas.gov](mailto:kerrica.laake@austintexas.gov).

Attachment: Text-to-911 CIUR Response

cc: Jesús Garza, Interim City Manager  
J. Rodney Gonzales, Assistant City Manager  
Bruce Mills, Assistant City Manager



COMMUNICATIONS  
& TECHNOLOGY  
MANAGEMENT

# Text-to-911 CIUR Response

Kerrica Laake, Interim Chief Information Officer May 9, 2023

# Call Handling Process



Initial  
Call

911 Call  
System

PSAP

Initial Call/Text

- CAPCOG provides system administration for 911 call handling system
- Text-to-911 is integrated with call handling system and part of CAPCOG responsibilities

- Public Safety Answering Points (PSAPs) are users, like COA, of the 911 call handling system
- PSAP dispatches emergency services or transfers to another PSAP based on incident location



COMMUNICATIONS  
& TECHNOLOGY  
MANAGEMENT

# Capital Area Council of Governments (CAPCOG)

- Service provider for regional 911 call handling system
- Responsibilities defined in Interlocal Agreement for PSAP maintenance, upgrade, and training
- Responsible for system procurement and contract management
- Provide primary and redundant system components
  - Hardware
  - Phone lines
- Performs system administration, maintenance and upgrades





# Public Safety Answering Point (PSAP)

- CAPCOG consist of 31 PSAPs which includes 10 counties
- Combine Transportation, Emergency, Communication Center (CTECC) houses two PSAPs
  - Austin Police Department
  - Travis County Sheriff's Office (TCSO)
- COA responsibilities
  - Provide addressing information for COA public safety departments and TCSO
  - Provide voice recordings for official record keeping
  - Support CTECC call operations floor

