

To the Mayor and Members of the City Council

March 7, 2023

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SUBJECT: TARRANT COUNTY 911 DISTRICT AND THE TRANSITION TO NEXT GENERATION 911 TECHNOLOGY

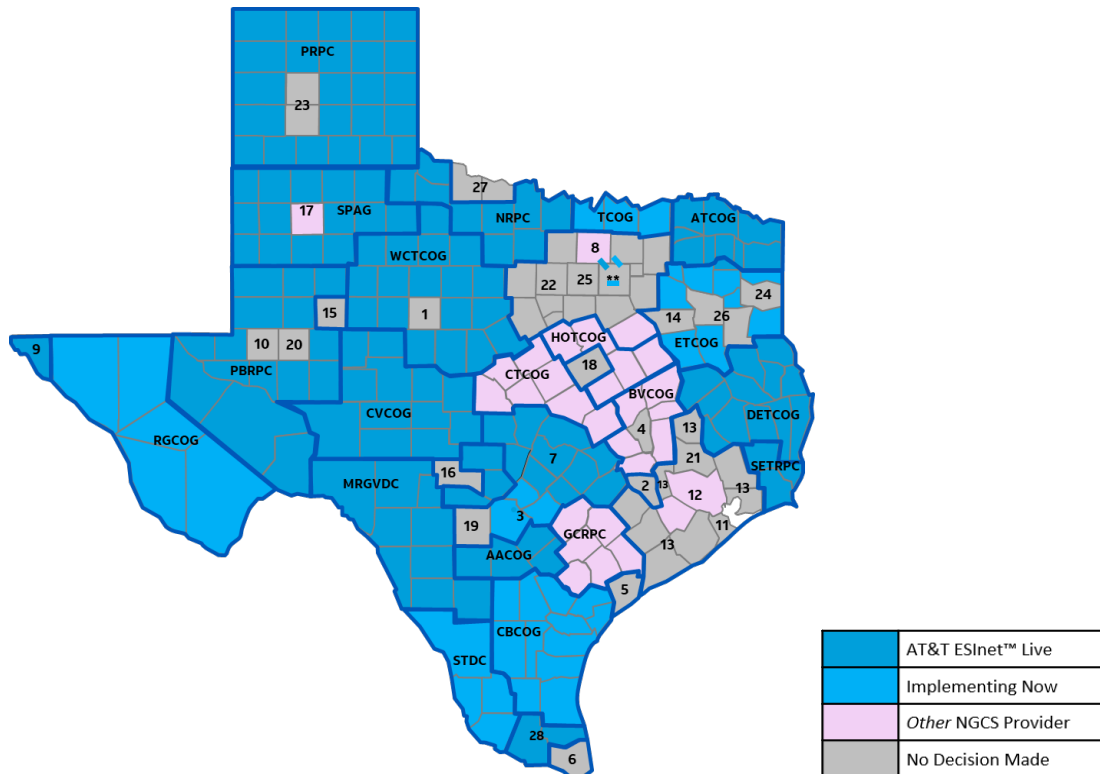
The purpose of this Informal Report is to provide an update on the Tarrant County 911 Districts implementation of Next Generation 911 (NG-911) technology, a change that will lead to improved customer service for individuals who need to access the 911 system. Tarrant County is one of the last Texas jurisdictions to get NG-911 implemented.

NG-911 is a digital, internet protocol (IP)-based system that will replace the analog 911 infrastructure that has been in place for decades, has reached end-of-life, and no longer able to keep up with communications technology.

Background

In late 2016 the Federal Communications Commission began working with the National Association of State 911 Administrators Association to officially start the Next Generation 911 (NG-911) migration process. In 2017, Texas 911 Regional Planning Commissions, Districts, and Municipal Emergency Communications Districts began preparations for NG-911.

TX HB2911 (2021) established a target date of September 1, 2025 for all parts of the State to be covered by NG-911 service. The map below shows jurisdictions that have implemented NG-911 ahead of the established target date. Note that areas in gray, including the Tarrant County 911 District, have not implemented NG-911 technology.



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**SUBJECT: TARRANT COUNTY 911 DISTRICT AND THE TRANSITION TO NEXT GENERATION 911 TECHNOLOGY**Cost to Fund NG-911

The estimated cost is \$30 million. In an effort to prepare for this implementation, the Tarrant County 911 District received a grant for \$12 million, leaving a gap of \$18 million dollars.

Funding Strategy – Dedicate assistance funds to NG-911

A strategy being proposed by the Tarrant County 911 District is to eliminate providing grants to the 34 PSAP's located in Tarrant County. Specially, the \$3 million set aside for the radio assistance program, and the PSAP assistance program. In FY21, City of Fort Worth received Tarrant County 911 District program funding totaling \$995,000. Eliminating the two assistance programs will help dedicate funding required for the NG-911 implementation, within the timeline set aside by the state. Due to NG-911 providing direct benefits to PSAP's (ability to help manage call overload, transfer f 911 calls based on caller location data, better support during natural disasters), supporting this strategy yields longer term benefits to the residents and visitors to Fort Worth and Tarrant County.

Benefits of NG-911

- Helps 911 more accurately locate a caller
- Helps ensure calls are routed to the right 91 Center the first time
- Enables call transfers and data sharing across jurisdiction and county lines
- Creates a robust and redundant 911 call handling system
- Allows for different media types (text, pictures, videos) to flow from callers to emergency responders
- Improves scene and responder safety and provides real-time updates on evolving situations
- Improved customer service

For questions regarding this information, please contact Valerie Washington at Valerie.washington@fortworthtexas.gov.

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