

Hello

My name is Brandie, I have received an email regarding the FCC importance of text to 911 for emergency services for D/HH/SI individuals. I am the mother of a deaf and hard of hearing child. I also work as an Adams county /Broomfield court appointed special advocate for abused and neglected children. Throughout my experience working with my son and the children in the court system I have seen a true need for some type of technology to narrow the communication gap, particularly in emergency situations. I view this situation from three different angles. My first perspective is as a mother, second, as a case worker, and third as a concerned citizen. In my opinion any attempt to lift the barriers to effective communication and provide steps to provide safety to those with hearing or mental health impairments is money and effort well spent.

I feel this technology should be approved not only for my son's health and well-being but, for the benefit of others with d/HH children. Predominately, these individuals in question have no way of informing 911 operators of an emergency due to communication and hearing barriers. Utilizing TTY or video phones can be of tremendous help. The time frame for a call to be picked up ranges 30 second to 2 minutes in length. Given my knowledge and experience with children in emergency situations every second counts. So, once again I would like 11-153 to be not only considered, but approved.