

**Before the  
Federal Communications Commission  
Washington, DC 20554**

In the Matter of	)	
	)	
Facilitating the Deployment of	)	PS Docket No. 11-153
Text-to-911 and Other Next Generation	)	
911 Applications	)	
	)	
Framework for Next Generation	)	PS Docket No. 10-255
911 Deployment	)	

**COMMENTS OF INTRADO INC.**

**ATTACHMENT E**



**THE BLACK HAWK CONSOLIDATED  
PUBLIC SAFETY COMMUNICATIONS CENTER**

225 East Sixth Street \* Waterloo, IA 50703  
PHONE 319-291-2680 FAX 319-291-2709

**Chairman:**

Larry Feaker

**Vice**

**Chairman:**

Jeff Marsh

**Board:**

Jeff Olson

Daniel Trelka

John Schilling

Brian Northland

Tim Schultz

Tony Thompson

Randy Weber

December 12, 2011

To whom it may concern,

We have been using the TXT29-1-1 system for nearly two years in a production environment and have seen the benefits and understand the values of such a tool.

The following are examples of some of the text messages that were sent to the Black Hawk 9-1-1 center over the last two years:

In one instance, a woman used her cell phone to send a text message to 9-1-1 when her former boyfriend – who had assaulted her in the past – entered her private residence without invitation. While hiding, texting to 9-1-1 allowed the woman to communicate with our 9-1-1 center without speaking. (A voice conversation would likely have revealed her location to her potential assailant.) We dispatched the police to the scene where the violating party was quickly apprehended for disregarding an earlier “no contact” order.

In another instance, a woman texted that 5 men were waiting outside her residence. Potential assailants were threatening her boyfriend as he tried to leave her apartment. From her porch she was able to silently summons help without inciting the group by her actions. Officers were able to diffuse the situation and no arrests were made.

On one occasion, a “request for assistance” text button “rang” and the 9-1-1 call taker answered the SMS line. Immediately the screen opened with text from the caller, “Someone is trying to force their way in.” The texter had already provided an address so the call taker asked for a description of the person. “Black male 60 tall short beard... black and red hoodie....I don’t want him 2 hear

**Administrative Supervisor:**

Judy K. Flores

**Shift Supervisor:**

Josh Evans

me cause I don't want him more agitated. I'm sitting n my living room where he cant c me." The call taker continued processing the request and learned the parties knew each other. "Ok we have officers on the way now." When officers arrived, they issued a warning that the next incident would result in arrest for disorderly conduct and criminal mischief.

Although, it is sad to report, there have been several children needing to quietly report potential abuse without detection. "My grandpa punched me in my face," stated one child. The call taker ascertained the grandparents were the caregivers and stayed on the SMS connection with the boy until officers arrived.

In another situation, the child explained "my dad abuses me he socked me in my face this morning.....he pulled a knife on me" He stated he was going to run away when they got home. The boy was texting to 9-1-1, from the car, as he was riding home with his father. He was able to tell the dispatcher his name, his father's name, the description of the car they were driving, the address they were driving to and when they were going to arrive. The dispatcher was able to calm the boy down and convince him to tell his story to the responding officers. The dispatcher had an officer waiting for them at their home. During the conversation, there were over 30 messages back and forth between the boy and our 9-1-1 call center.

In both incidents, call takers were able to ascertain vital information allowing officers to respond and handle the situation. Once again, the use of text helped to avoid a possible dangerous situation for those children.

One SMS caller wanted to report "a huge fight" in the city park. When the call taker asked more questions such as who was going to fight, the caller replied, "no I just heard a lady on the phone and she was saying that their fighting today in city view park" and "it should be happening in like the next 30 minutes." Police presence averted the incident, with the Good Samaritan being able to notify without putting themselves in the limelight.

Still, another citizen used the new Text2911 system to report "drugs r b'n delt out of my room, please don't use my name, thank u" The call taker expertly queried for more info such as what kind of drugs, how many people, do they have weapons, etc. Once officers arrived, an arrest was made.

It is important to note that all of these SMS text calls were seamlessly received through the Black Hawk County 9-1-1 phone system. The system required nominal training and it was one of the easiest upgrades we have experienced at our

center. Additionally, we have not seen a significant increase in incident volume since implementing texting to 911. Because of the way this system was implemented, unlike with voice, unintentional text calls to 9-1-1 are filtered out before they ever reach the PSAP.

To date, we have not experienced any delayed or dropped text messages. Moreover, to date, we have yet to process a request that has used the service in an inappropriate manner. We believe that we are servicing both the deaf community and those requestors who believe their safety may be in danger by placing a voice call; however we have not separately identified those texters.

Thank you for considering this information.

Sincerely,

A handwritten signature in black ink, appearing to read "Judy Flores". The signature is written in a cursive style with a large initial "J" and "F".

Judy Flores ,Director  
Black Hawk Consolidated Communications Center