

Manage Text-to-911 and Calls in a Single Application

Technology has changed the way people communicate — including in the public safety space. Emergency communications centers (ECCs) recognize the ever-increasing shift from voice calls to text messaging and are adapting with text-to-911 functionality.

Text-to-911 functionality allows telecommunicators to receive emergency calls for service and send follow-up communications via SMS text messages instead of voice calls. As of 2020, 85% of PSAPs reported supporting text-to-911 capabilities.¹ Because of this increase in adoption, texts to 911 increased from approximately 1,000 in 2014 to nearly 500,000 in 2020.²

Not only is text-to-911 a key step toward modernizing public safety communications as part of the Next Generation 911 (NG911) initiative, but it also gives residents another — sometimes safer — avenue to reach out for assistance. However, from the telecommunicator's perspective, this functionality isn't always user-friendly or integrated with existing workflows.

Tyler Technologies' text-to-911 feature, integrated with Enterprise CAD, is designed to help telecommunicators manage all communications in a single application, so voice calls and texts to 911 are easy to manage simultaneously using familiar workflows.

SAME CAD, NEW FUNCTIONALITY

Because the text-to-911 feature is integrated with Tyler's industry-leading Enterprise CAD solution, telecommunicators can receive and manage texts and voice calls in the same CAD interface they're familiar with — no switching screens or missing incoming texts due to disparate programs.



MODERNIZE
emergency
communications



MANAGE
texts to 911 and
voice calls in one
application



SAVE
time responding to
hang-up calls

85%+

of PSAPs support
text-to-911 capabilities¹

Texts to 911
increased nearly

50,000%

between 2014 and 2020²

...continued on back

Texts to 911 appear on screen alongside voice calls and can be managed with a familiar workflow. Telecommunicators can view alerts and prior text conversations associated with a phone number, quickly relay the text conversation to first responders, pinpoint the exact location of the mobile device via RapidSOS integration, and leverage other features of CAD when managing texts to 911.

Telecommunicators can also use this functionality to send outgoing messages. With text-to-911 functionality, they can discreetly follow up on domestic or sensitive incidents, notify callers that a first responder has been dispatched, and simplify communication with hard of hearing or deaf individuals. With the influx in accidental 911 calls in recent years due to smartphone emergency call features, outgoing messages also allow telecommunicators to save time responding to hang-up calls with a preconfigured text response instead of a return phone call.

QUICK SETUP, NO ADDITIONAL HARDWARE

To support this integrated text-to-911 functionality, Tyler designed a solution that works with multiple text handling vendors, like NG911 industry leader INdigital®. Cloud-native solutions require no additional hardware, so setup is simple. And, because the functionality works within Enterprise CAD, the learning curve is minimal.

Text-to-911 features include:

- Integration with Enterprise CAD
- Similar workflow as existing voice calls for service
- Text messages automatically associated with and saved to call for service records
- Ability to view alerts and prior text conversations associated with a phone number
- Ability to send outgoing text messages
- Customizable pre-configured responses for hang-ups, accidental calls, and common questions and answers
- Customizable auto-responses for completed calls
- No additional hardware needed
- Ability to pinpoint exact location of texter's mobile device with RapidSOS integration
- Minimal learning curve
- End-user training available through Tyler University, Tyler's product course library
- Alignment with NG911
- Compliant with the latest security standards

Want to learn more?

Reach out to your client executive, email PublicSafetyInfo@tylertech.com, or call **248-269-1000**.

¹ U.S. Federal Communications Commission. (2021). 2020 911 Fee Diversion Report. <https://www.fcc.gov/sites/default/files/13th-annual-911-fee-report-2021.pdf>

² U.S. National 911 Program and National Association of State 911 Administrators. (2022). 2020 National 911 Progress Report. https://www.911.gov/pdf/National_911_Annual_Report_2020_Data.pdf