

CHARTER
ESTABLISHING THE
TEXT-TO-911 POLICY AND PUBLIC EDUCATION SUBCOMMITTEE
OF THE OPERATIONS COMMITTEE

1. Introduction

The implementation of Text-to-911 creates operational challenges for the Kansas 911 Coordinating Council and Kansas PSAPs and a need for public education. To address these issues, the Text-to-911 Policy and Public Education Subcommittee of the Operations Committee is hereby created and tasked with recommending NG911 system policy and sample PSAP operational policy to the Council. Additionally, the Subcommittee will create a public education plan and supporting media.

2. Authority

The Text-to-911 Policy and Public Education Subcommittee is created under the authority of K.S.A. 12-5364(c)(2)(g).

3. Purpose

The Text-to-911 Policy and Public Education Subcommittee is tasked with recommending NG911 system policy and sample PSAP operational policy to the Council. Additionally, the Subcommittee will create a public education plan and supporting media.

4. Objectives

- A. The Chairman of the Text-to-911 Policy and Public Education Subcommittee will work with the Training Sub-Committee to facilitate the successful completion of its assigned tasks.
- B. The Text-to-911 Policy and Public Education Subcommittee will develop recommendations for the statewide NG911 system in regard to the implementation and operation of Text-To-911. Issues to be considered and addressed may include, but are not limited to: requests for text service to wireless carriers, Americans with Disabilities Act (ADA) compliance issues, PSAP implementation of the service, and incident management for text related incidents.
- C. The Text-to-911 Policy and Public Education Subcommittee will develop a sample operational policy for PSAPs. Issues to be considered and addressed may include, but are not limited to: call handling procedures for texts received, use of plain language and common text abbreviations, ADA compliance issues, handling of any imbedded links contained within a text, handling of multiple text calls related to the same event, and training, including requested training by the deaf and hard of hearing community and other public training requests. The sample policy will be made available to PSAPs as a baseline for implementation of PSAP policy regarding Text-to-911.
- D. The Text-to-911 Policy and Public Education Subcommittee will create and publish, with Council approval, a comprehensive public education plan and supporting media

regarding Text-to-911. Supporting media may include, but is not limited to, brochures, pamphlets, electronic media, and broadcast media.

- E. The Text-to-911 Policy and Public Education Subcommittee will make recommendations to the Council for any needed administrative regulations.
- F. The Text-to-911 Policy and Public Education Subcommittee will provide for outreach and training related to Text-to-911 for PSAP personnel as needed. A written plan for such outreach and training shall be created and submitted to the Council.
- G. Actions, decisions, and policy recommendations provided by the Text-to-911 Policy and Public Education Subcommittee will be subject to review and approval by the 911 Coordinating Council.

5. Membership, Appointment and Term

The Text-to-911 Policy and Public Education Subcommittee shall consist of five to ten members in addition to the Operations Committee Chairman, the NG911 Administrator, and the 911 Liaison. The Operations Committee Chairman shall select and appoint the members of the Text-to-911 Policy and Public Education Subcommittee, including the Chair of the Subcommittee, except that the NG911 Administrator shall serve as a permanent member of the committee. The members shall have experience in PSAP operations and training and be knowledgeable of NG911 i3 services and their impact on PSAP operations.

The members of the Text-to-911 Policy and Public Education Subcommittee shall serve at the pleasure of the Chairman, and will be appointed for a three year term. Members may be reappointed to unlimited successive terms.

6. Finance and Budget

Expenses incurred by the Text-to-911 Policy and Public Education Subcommittee in conducting their assigned tasks will be paid from the State Grant Fund pursuant to K.S.A. 12-5364(c)(2)(i). Members of the Text-to-911 Policy and Public Education Subcommittee may receive reimbursement for meals and travel expenses, but shall serve without other compensation.

8. Decision-Making

All decisions made by the Text-to-911 Policy and Public Education Subcommittee shall be incorporated into the various written documents required in section 4 of this Charter. These documents and subsequent changes to the documents, shall be forwarded to the Operations Committee for review and approval. Upon such approval, the Operations Chair shall present the documents to the Council for review and approval prior to becoming effective.

9. Meeting Frequency

The Text-to-911 Policy and Public Education Subcommittee shall meet as needed to complete their assigned tasks. Meetings may be conducted in person or via web conference or audio conference at the discretion of the Chairman.

10. Reporting to the Kansas 911 Coordinating Council

The Chairman shall provide a report of activities of the Text-to-911 Policy and Public Education Subcommittee to the Council at each regularly scheduled meeting of the Council.

Approved by the Kansas 911 Coordinating Council on April 11, 2016