

**Recommendation of the FCC Disability Advisory Committee  
Accelerating Public Safety Answering Point Adoption of Real-Time Text  
Adopted October 16, 2017**

1. WHEREAS the Federal Communications Commission ("FCC" or "the Commission") requested the Disability Advisory Committee's Emergency Communications Subcommittee to review and provide recommendations on the following question:

*Emergency Communications Using RTT —Develop recommendations on how to accelerate the integration of Real-Time Text (RTT) into emergency communications systems, with special emphasis on increased access to RTT by Public Safety Answering Points (PSAPs);*

2. WHEREAS the FCC Report and Order on RTT<sup>1</sup> gives service providers the option to support RTT or TTY; and
  3. WHEREAS the FCC Report and Order on RTT requires those providers who choose to support RTT to begin to make RTT available on wireless VoIP networks by December 31, 2017; and
  4. WHEREAS the FCC Report and Order on RTT requires that once the Public Safety Answering Point (PSAP) is capable of receiving RTT communications and has made a request to a service provider to receive RTT communications, the service provider must deliver such communications, to the extent the service provider has opted to support RTT communication; and
  5. WHEREAS the DAC would like to encourage adoption of RTT by PSAPs; and
  6. WHEREAS the Emergency Communications Subcommittee has recommendations to facilitate the adoption of RTT by PSAPs.
1. RECOMMENDED that the Commission host an RTT Education Day, involving carriers, FCC staff, and other industry players, to educate PSAPs and other emergency communication systems on what RTT is, how it is beneficial to consumers and emergency response personnel, and how to adopt it; and
  2. RECOMMENDED further, that the FCC or a public safety professional organization collect information about PSAPs who have adopted RTT and publish the collected information online to encourage other PSAPs to adopt RTT; and
  3. RECOMMENDED further, that the Emergency Communications Subcommittee collaborate with public safety professional organizations to develop and circulate the following material:

---

<sup>1</sup> *Transition from TTY to Real-Time Text Technology, et al.*, Report and Order, Further Notice of Proposed Rulemaking, FCC 16-169, CG Docket Nod. 16-145 & 15-178 (rel. December 16, 2016).

- a. RTT education materials for PSAPs; and
  - b. Appropriate contact information for facilitating coordination between PSAPs and wireless companies; and,
  - c. Talking points or educational material for consumer advocacy organizations about the benefits of RTT for emergency communication to PSAPs; and
4. RECOMMENDED further, that industry representatives of emergency communication systems and service providers review the current best practices process for PSAPs to request text to 911 service from service providers, and either adopt the same process or suggest modifications necessary to process RTT requests for service from service providers.