

## Text-to-911 Project Checklist

The Project Manager for Text-to-9-1-1 implementation should use the following checklist to ensure a successful project implementation of text-to-9-1-1 services. A separate project plan will be issued by the 9-1-1 Service System Provider (SSP) or Text Control Center Provider (TCC Provider) for the activation of the text services.

- \_\_\_ Submission and approval of Text-to-9-1-1 grant application prior to project initiation
  - Submit Text-to-9-1-1 application to the Arizona Department of Administration, Grants and Federal Resources (GFR), 9-1-1 Program, through eCivis
  - Receive award approval notification from GFR
  - Complete grant agreement approval process
  
- \_\_\_ Request Text-to-9-1-1 services quote from 9-1-1 Service System Provider or appropriate vendor
  
- \_\_\_ Submit signed quote to 9-1-1 Service System Provider or appropriate vendor
  
- \_\_\_ Work with CPE provider to complete the following tasks, if necessary (ESInet/Integrated solution only):
  - \_\_\_ Text-to-911 Service
  - \_\_\_ Canned Messages
  - \_\_\_ Line Display Programming, if applicable
  - \_\_\_ MIS Programming, if applicable
  - \_\_\_ Mapping Programming, if applicable
  - \_\_\_ Set up template MIS Report for text
  
- \_\_\_ Obtain copy of 9-1-1 GIS files for ESN/ESB layer
  
- \_\_\_ Dispatcher training scheduled by the 9-1-1 System Administrator.
  - \_\_\_ Text-to-911 Service (from provider)
  - \_\_\_ Text-to-911 General Knowledge  
([https://www.nena.org/page/text\\_training\\_docs](https://www.nena.org/page/text_training_docs))
  
- \_\_\_ Discuss with PSAPS within 9-1-1 System the need for a MOU, IGA, and/or standard operating procedures, polices, and documentation, if applicable.
  - \_\_\_ MOU/IGA with between PSAPs
    - Transfer capabilities
    - Primary PSAP Call Handling Processes
    - Backup designations
  - \_\_\_ Agency SOPs Completion
    - Dispatch Call Handling/Transfer
    - Patrol Process Changes
  
- \_\_\_ Confirm the following have been completed prior to testing with the Wireless Service Provider (WSP).
  - Dispatcher Training
  - MOU/IGA/SOP (intra and interagency)
  
- \_\_\_ Complete and submit PSAP Readiness Form from the FCC:

\_\_\_ Download FCC PSAP Readiness Certification at: <https://www.fcc.gov/general/psap-text-911-readiness-and-certification-form>

\_\_\_ Submit via email to: [T911PSAPREGISTRY@fcc.gov](mailto:T911PSAPREGISTRY@fcc.gov) and CC the State 9-1-1 Program at: [az911@azdoa.gov](mailto:az911@azdoa.gov)

\_\_\_ Schedule drive testing with the Wireless Service Provider (WSP)

- Test scenarios may vary per WSP

\_\_\_ Public Education Program  
Resources can be found at: <https://www.nena.org/page/textresources>  
Possible Participating Agencies:

- Arizona Commission for the Deaf and Hard of Hearing (ACDHH)
- Arizona Center for Disability Law (ACDL)
- Arizona DEMA
- State and Local Resources (news media, social network, etc.)

\_\_\_ 9-1-1 System Administrator Submits Updated Service Plan

**For additional questions, please email the Office of Grants and Federal Resources, Arizona 9-1-1 Program staff at: [az911@azdoa.gov](mailto:az911@azdoa.gov)**