

Appendix B

Public education and PSAP training resources

The agreement on interim SMS text involved NENA and APCO taking responsibility for developing PSAP training and support aspects. That development work is under way in preparation for trial and availability before May 2014. PSAP training and standard operating procedures for handling text are basically consistent with call processing for TTY calls.

PSAP training and SOP information and resources or links can be found at:

<http://www.nena.org/?page=textresources>

Public education is being coordinated by the FCC, and resources for that purpose are being developed by several organizations, such as NENA, the national 9-1-1 Office, and the FCC.

Public education resources and links can be found at the following web site:

<http://www.fcc.gov/text-to-911>

<http://www.nena.org/?page=textresources>

<https://www.apcointl.org/resources/next-generation-communications-systems/text-to-9-1-1.html>

Further information on education and training resources will be added here in future versions of this document, or at the links above, as information becomes available.