

FIFA / SWC26 9-1-1 Readiness & TXShare

TARC September 16, 2026

Why this matters for Texas government

FIFA compresses international visitor risk into a short operational window.

Visitor reality

International visitors may arrive with foreign SIMs/eSIMs, roaming settings, different emergency-number expectations, limited English proficiency, and limited familiarity with U.S. addressing.

9-1-1 reality

Domestic 9-1-1 workflows assume usable ANI, carrier location, normal text-to-911 behavior, and callback capability. Those assumptions can break with roaming devices.

Government reality

The operational risk is shared across ECCs, cities, counties, venues, transportation, tourism, public information, wireless carriers, and national standards bodies.

The issue is not whether visitors will call 9-1-1 - it is whether systems, people, and partners are ready when those calls behave differently.

30-minute roadmap

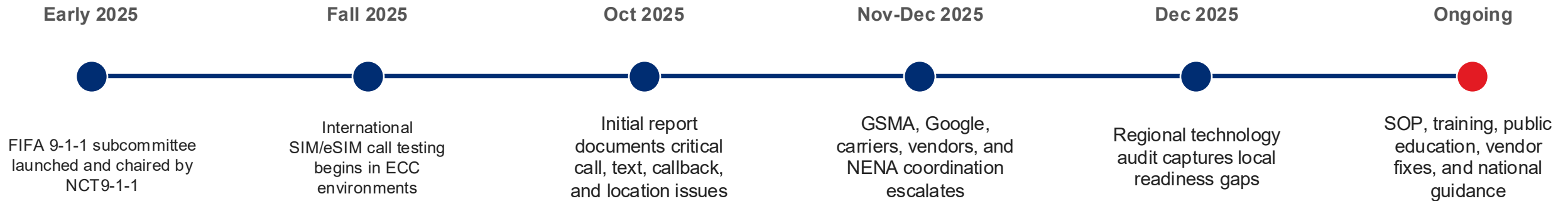
A summary built for executive and operational decision-makers.

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|--|-------------------------|--|
|  | Work completed | Subcommittee, testing, audit, RFP, and partner coordination |
|  | What we found | Call delivery, callback, location, text, OTT, language |
|  | Operational risk | How small technical gaps become large incident risks |
|  | Mitigation path | Training, SOPs, vendor fixes, carrier engagement, public education |
|  | Texas actions | How state, regional, and local partners can prepare |

Work completed: from concern to coordinated readiness

NCT9-1-1 moved the issue from local concern to regional and national coordination.

Readiness work



The readiness effort produced evidence, stakeholder alignment, and practical recommendations before the event window.

FIFA 9-1-1 Subcommittee: regional coordination model

The work connected public safety operations, technology, vendors, and FIFA-related interop planning.

FIFA 9-1-1 Subcommittee Initiated and chaired by NCT9-1-1

Monthly meetings

Regional and municipal districts

FIFA Interop link

Coordinate with broader event planning

Technology testing

International devices, SIMs, ECC workflows

Vendor engagement

OTT, CHE, mapping, AI, interoperability

Government partners

Cities, counties, venues, public education

National alignment

NENA, GSMA, Google, carriers, providers

Testing program: what was actually tested

Structured test calls were performed from inside ECC/PSAP environments with live observation.

Devices	International Android/iOS devices, SIMs/eSIMs, varying data and Wi-Fi configurations	Call flows	9-1-1 voice calls, emergency number behavior, call setup delays, retry behavior
Text flows	SMS text-to-911 attempts from foreign SIMs	Systems observed	Call Handling Equipment (CHE), RapidDeploy Radius, RapidSOS UNITE Portal
Data captured	ANI/ALI, class of service, location quality, callback number format, screenshots, timestamps	Follow-up testing	Broader device/SIM pool and additional test environments requested and scheduled

Method matters: test results were observed from the call-taker side, not inferred from the handset alone.

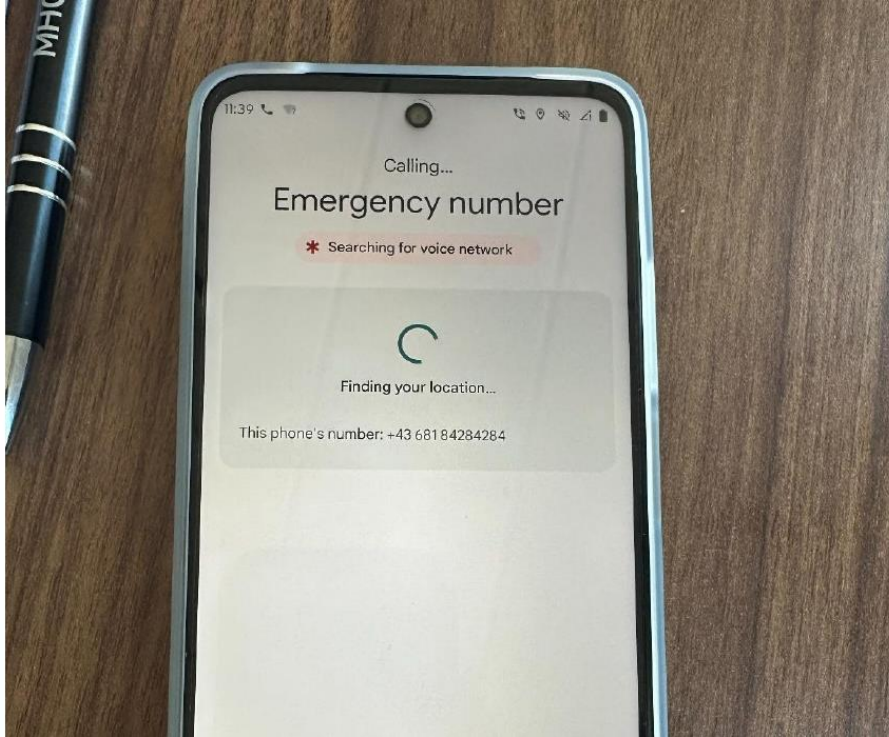
Initial test results: pattern recognition

The first test campaign confirmed both expected and unexpected issues.

Finding	Observed pattern	Why it matters
Call delivery	Some calls failed; some took more than a minute to connect	Caller may believe they reached 9-1-1 but no PSAP receives the call
Callback	CHE often displayed NSI/pANI, not a usable international number	Dropped calls cannot be easily reconnected
Location	CHE usually showed cell-tower or coarse network location	Dispatchable location may be unavailable
Text-to-911	All SMS text-to-911 attempts failed in the initial campaign	Public outreach that relies on text may not help visitors
OTT data	Often provided accurate location and callback when data/Wi-Fi available	Powerful workaround but only if configured and used correctly

Finding 1: call delivery was not always reliable

Some roaming devices experienced failed calls or delayed setup before reaching 9-1-1.



RISK

- ▶ Some attempted 9-1-1 calls failed completely and were not delivered to any PSAP.
- ▶ Other calls connected only after long setup delays, including “searching for voice network” behavior.
- ▶ The root cause often sits upstream of the ECC in roaming, carrier, device, or IMS/VoLTE behavior.

Government implication: callers may need help before the system has a call to answer.

Finding 2: callback numbers were impaired

International calls often appeared as Non-Service-Initialized calls in call-handling systems.

Appendix

About Reinsoft LLC

Reinsoft LLC is a boutique consulting firm specialized on emerging 9-1-1 technology innovation. Reinsoft is led by Reinhard Ekl, a known industry leader who has extensive experience in public safety technology, including wireless location, supplemental data mapping technology, digital transformation and AI enablement. As part of his first-hand experience rolling out device-based mobile location technology over the last 10+ years Reinhard Ekl has performed and overseen countless 911 testing programs across the nation. This extensive hands-on experience led to an in-depth understanding of all the different technology components and pathways that caller location can take, including limitations and edge cases, many of which are exacerbated for international callers.

Learn more at www.reinsoft.ai or reach out at reinhard@reinsoft.ai.

What the call-taker sees

- ▶ The true international number is often not presented in the primary CHE screen.
- ▶ The displayed placeholder number may look domestic but cannot be used for a callback.
- ▶ If the call drops, the ECC may have no direct way to re-establish voice contact.

This is one of the highest-risk findings because it removes the normal safety net after a disconnected call.

Finding 3: carrier location was usually too coarse

Most call-handling views showed tower-level or network-based location, not dispatchable device location.

Wireless Phase I

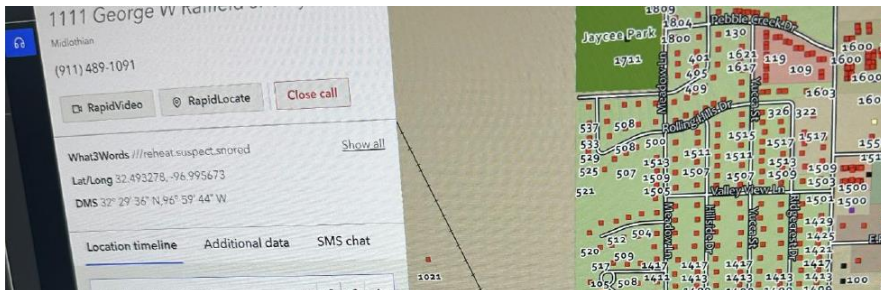
Cell tower or sector location. Useful for broad awareness, but often not precise enough for dispatch around venues, hotels, highways, or crowded corridors.

Network Phase II

May improve on rebid, but testing showed large uncertainty radii in many cases. Still not the same as precise handset location.

Device-based location

Often available through OTT platforms when data or Wi-Fi was enabled, but not always available in the primary call-handling display.



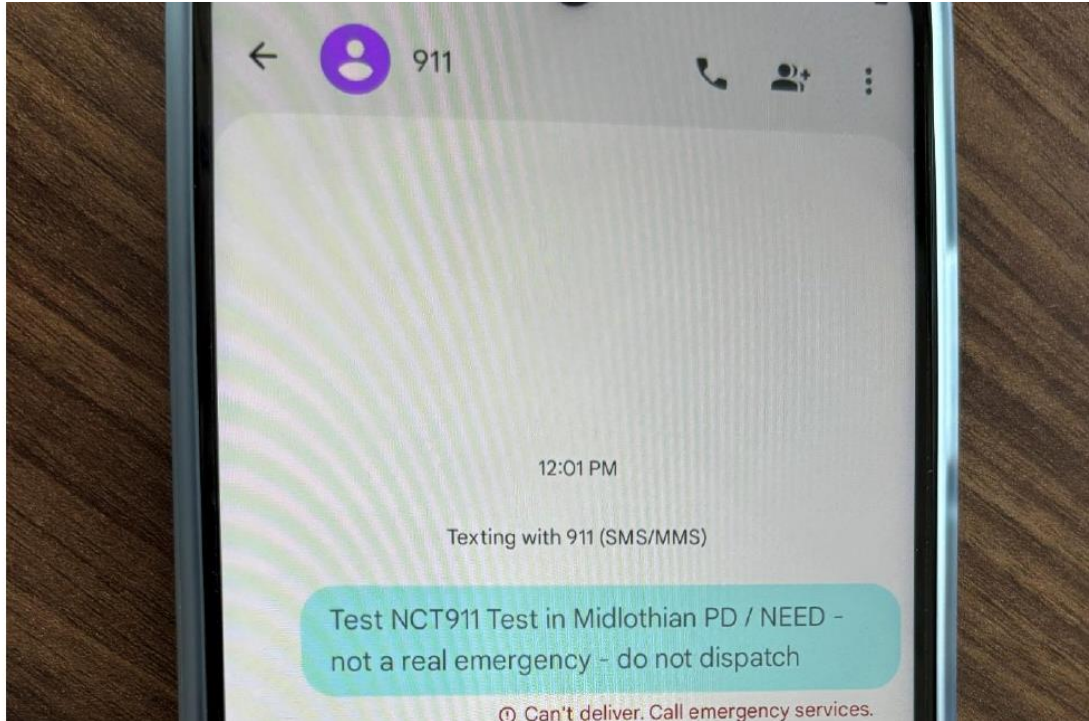
CHE location may be coarse



OTT location may be precise

Finding 4: text-to-911 is not a dependable channel for foreign SIMs

All test SMS text-to-911 attempts failed in the documented campaign.



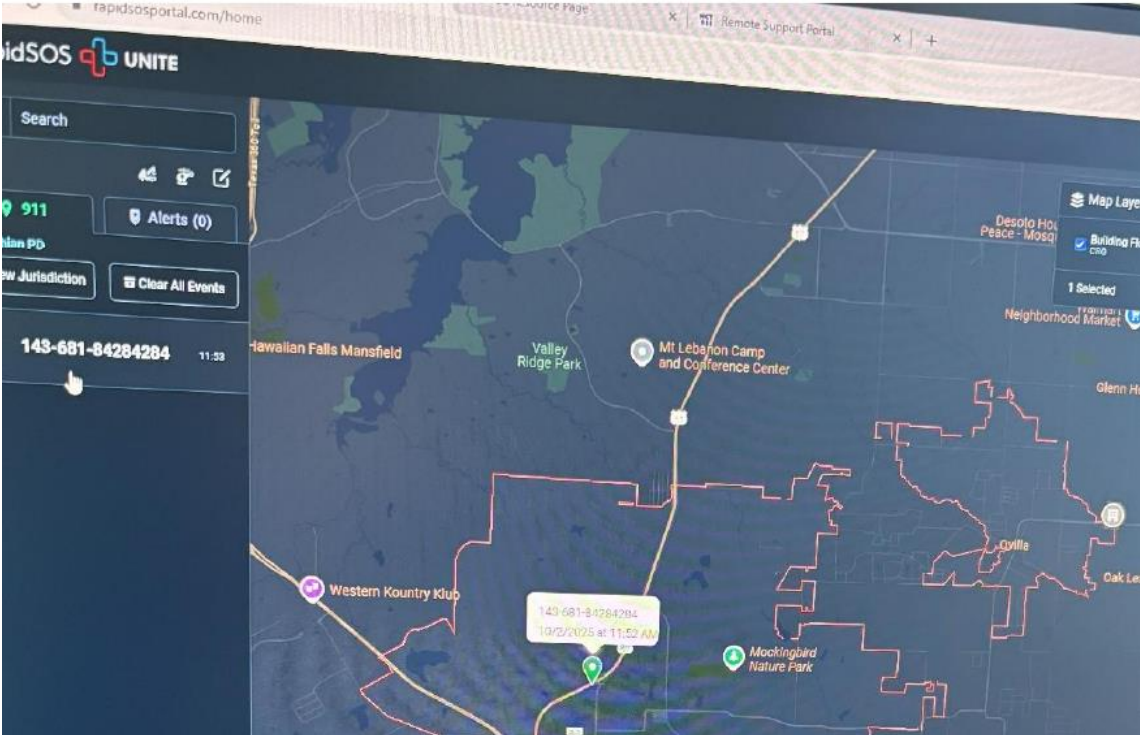
Operational takeaway

- ▶ Voice should be assumed to be the primary reliable channel for international visitors.
- ▶ Text failure may occur before any PSAP sees the request for help.
- ▶ Public education must avoid unintentionally steering foreign visitors to an unreliable path.

Simple visitor message: “Call 9-1-1 for emergencies. Text may not work from international phones.”

Finding 5: OTT tools can be the workaround - but not automatically

Supplemental data platforms often delivered the true callback number and precise device location.



What worked

When data/Wi-Fi was available, OTT tools often showed accurate device location and callback.

What broke

Number formatting, inconsistent delivery, and CHE correlation issues created call-taker friction.

What fixes it

Vendor remediation, consistent E.164 display, integration tuning, logins, and training.

Finding 6: having a number is not the same as being able to use it

Phone and messaging systems may block outbound contact to international numbers.

Voice callback limitation

Even when the correct country code and number were available, telecommunicators could not place outbound international calls from call-handling equipment.



Outbound text limitation

Attempts to initiate two-way text or multimedia requests to international numbers through OTT tools failed in the documented testing.

Action: configure, test, audit, and train before the incident.

Language barriers can amplify every technical gap

Interpretation delay plus missing location/callback creates compounding risk.

Traditional interpreter workflow

- ▶ Language identification
- ▶ Interpreter queue
- ▶ Relay under stress
- ▶ Longer handle times

AI translation / transcription

- ▶ Language detection
- ▶ Real-time transcript
- ▶ On-screen translation
- ▶ Escalate when needed

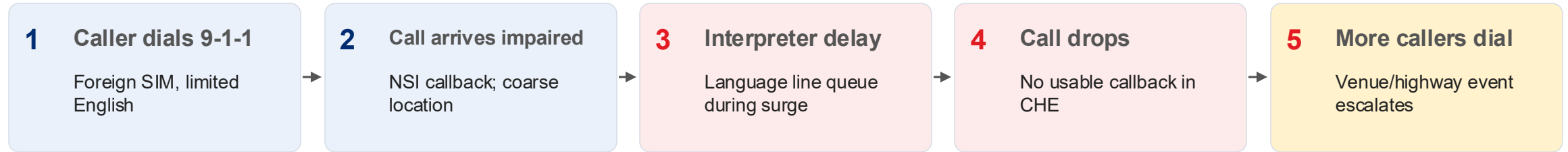
FIFA incident pressure

- ▶ Multiple callers
- ▶ Crowded venues
- ▶ Unknown landmarks
- ▶ Time-critical triage

Hybrid model: AI starts the triage faster; human interpreters remain essential for nuance, confidence, and complex calls.

How gaps compound in a real incident

A single international call can become a regional capacity issue when location, language, and callback all fail.

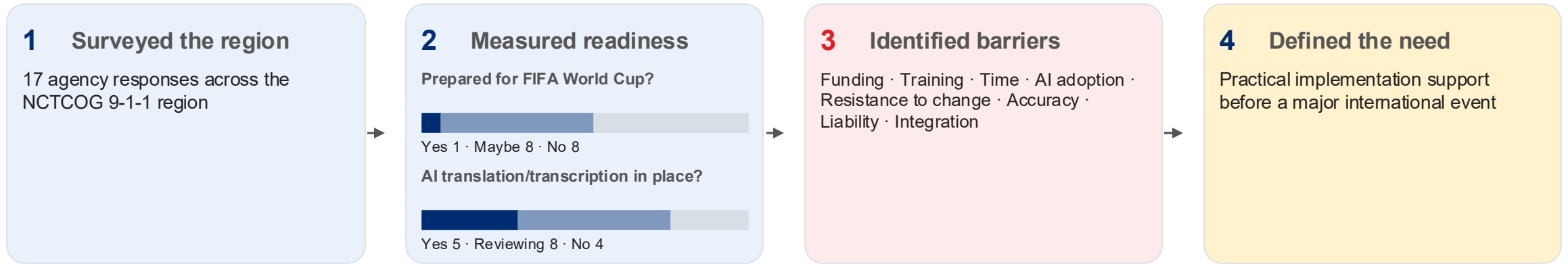


The most dangerous failure mode is not one broken feature; it is the loss of redundancy during a high-volume incident.

Preparation goal: create alternate paths before the first call drops - OTT data, trained workflows, international dialing plans, public guidance, and regional coordination.

Regional readiness audit: from survey to support need

Seventeen agency responses traced a clear path from mixed confidence to a specific, fundable gap.



The region already has a common technology base - CAD mapping, RapidSOS, Vesta/Motorola, AT&T call handling. What it lacks is implementation support, not tools.

Industry escalation: issues moved beyond local control

International roaming 9-1-1 behavior requires cross-industry coordination.

NCT9-1-1

Testing, documentation, regional coordination

NCT9-1-1

Technical test design and independent assessment

OTT / mapping vendors

Bug fixes, number formatting, data delivery, workflows

Google / Apple ecosystem

Device-based emergency location pathways

GSMA / carriers

Roaming, IMS/VoLTE, EF_ECC, call traces, SIM/device insight

NENA

National guidance and standards alignment

Local ECCs can prepare, but some fixes require national and global mobile ecosystem alignment.

National guidance: a draft white paper turns testing into field action

NENA draft guidance translates technical findings into PSAP/ECC recommendations.

White paper purpose

- ▶ Describe how international roaming devices behave when calling/texting 9-1-1.
- ▶ Highlight operational impact for PSAPs/ECCs.
- ▶ Provide vendor-neutral mitigation steps before FIFA and beyond.
- ▶ Clarify standards and partner work while warning that long-term fixes take time.

Recommended PSAP actions

- ▶ Test your own environment
- ▶ Operationalize supplemental data
- ▶ Address outbound international calling
- ▶ Create SOPs, job aids, and training
- ▶ Engage partners and public education

Key takeaways

The work created a blueprint for Texas and national readiness.

- 1 International 9-1-1 calls do not always behave like domestic calls.
- 2 Testing confirmed real risks in call delivery, callback, location, text, and outbound contact.
- 3 OTT platforms and AI translation/transcription can reduce risk, but only with configuration and training.
- 4 Local mitigation must proceed while national carrier, vendor, and standards work continues.
- 5 The most important next step is turning findings into repeatable field workflows.

Preparedness is the ability to answer, locate, understand, reconnect, and dispatch - even when the caller's device does not behave as expected.

Using TXShare for 9-1-1 Procurement

Presented by NCT9-1-1 –

a TXShare member agency

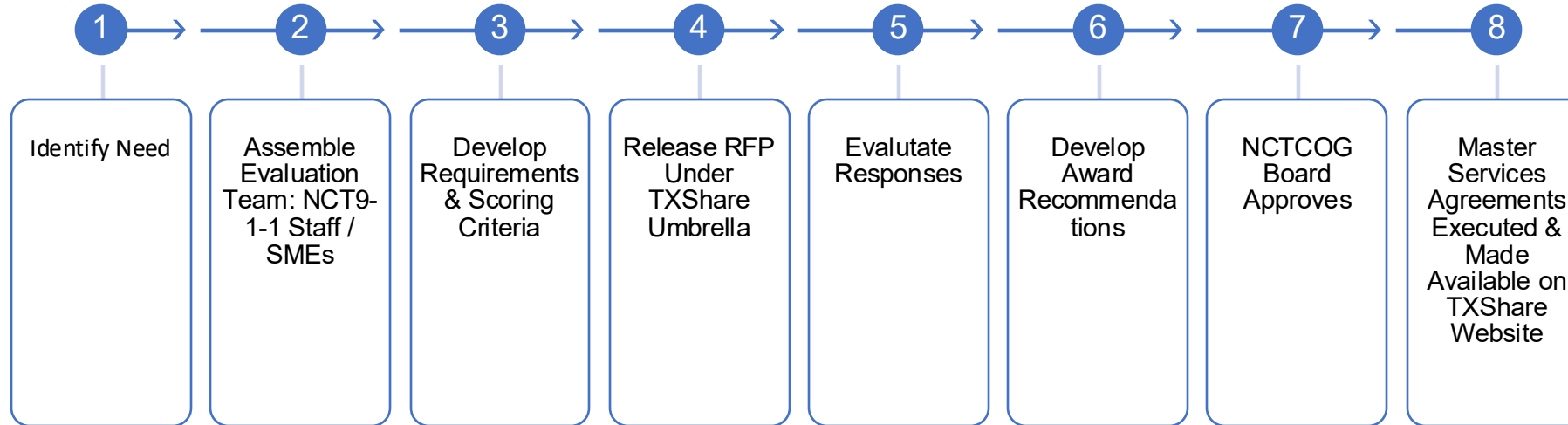


What is TXShare?

- A Cooperative Purchasing program administered by the North Central Texas Council of Governments.
- A direct outcome of municipal governments partnering together to identify common needs for public entities across and **beyond** the State of Texas.
- Local governments and non-profit entities across all 50 states are eligible to participate in the TXShare program at no cost to them.
- Each TXShare contract was procured under strict Uniform Guidance (2 CFR 200).
- Each contract was competitively sourced in a sealed-proposal method independently evaluated by subject matter experts.



TXShare Recipe for the Collaborative Solution



*Compliant with TLGC Chapter 791 and
Uniform Guidance, as required



Who are TXShare Members?



State and Local Government Entities

- Cities
- Counties
- States & State Agencies
- Special & Water Districts
- Native American Tribes
- Port & Transportation Authorities



Public and Private Education

- K-12
- Special Education Districts
- Charter Schools
- Higher Education/ Universities



Nonprofits (tax-exempt organizations)

- Hospitals & Nursing Homes
- Rural Power Cooperatives
- Housing Authorities
- Member Associations

Current Member list:



Purchasing Power of TXShare

Traditional Bid

- ✓ • Spec out equipment
- ✓ • Advertise Bid
- ✓ • Respond to Bid
- ✓ • Bid Opening
- ✓ • Bid Evaluation
- ✓ • Award Lowest Bidder
- ✓ • Protest Period
 - P.O. Issued
 - Deliver Equipment
 - Receive Payment

TXShare Contract

✓ Done by TXShare

- Identify TXShare Vendor
- P.O. Issued
- Submit Order
- Receive Goods/Services
- Pay Invoice

Value of TXShare Membership

- Membership is at no cost or obligation
- Streamlines the purchasing process with potential buyers
- Your TXShare membership establishes the necessary relationship with TXShare members to purchase from
- Access to Complimentary & Reduced Cost Training
- Access to TXShare Advisory Team

How to Participate

- Visit the TXShare website and complete the Interlocal Agreement.

You may be wondering...

“Am I already a TXShare Member?”

[VIEW CURRENT TXSHARE MEMBER DIRECTORY](#)

HOW TO JOIN:

IT'S EASY!

Simply click on the contract to download the membership Interlocal Agreement, fill it out and email it to:

TXShare@NCTCOG.org.

Any questions or inquiries can also be sent to
TXShare@NCTCOG.org.



TXShare
Your Public Sector Solutions Center

Home Available Contracts Membership Vendors About Us/Contact Us FAQ

[Request assistance from your TXShare Advisory Committee HERE](#)

The TXShare Cooperative Purchasing Program is the direct outcome of municipal governments partnering together to identify common needs for public entities across and beyond the State of Texas.

[Upcoming TXShare Member Complimentary Trainings - Click on a Date to Register](#)
(registration open to TXShare Members)
December 11: (Webinar) Interactive Learning: Analyzing Court Cases 10:00 am - 11:30
2025 Dates are being scheduled and will be available soon!

[Upcoming TXShare Member Discounted Trainings - Click on a Date to Register](#)
(registration open to public - discount applied to TXShare Members)
2025 Dates are being scheduled and will be available soon!

TXShare Participating Organizations can confidently utilize our offerings knowing that each contract was procured under strict **Uniform Guidance (2 CFR 200)** and **Texas Local Government Code** procurement policies and procedures. Each contract was competitively sourced in a sealed-proposal method independently evaluated by subject matter experts.



How to Purchase

Local governments and non-profit entities are eligible to participate in the TXShare program. TXShare has developed a streamlined process to reduce the paperwork and get you the solution you need to be more productive.

[LET'S GET STARTED](#)



Available Contracts

Review all of the contracts that are currently available through the TXShare program. Each contract provides specific instructions on how to purchase goods or access services for an efficient process.

[VIEW ALL CONTRACTS](#)



Become a Vendor

Have a product or service you can provide to assist our members in finding solutions to their issues? Partner with TXShare to make THEIR success OUR success.

[TXSHARE FOR VENDORS](#)

Awarded Contracts



9-1-1 Services

[9-1-1 Artificial Intelligence \(AI\) Translation, Transcription, and Quality Control Services](#)

[9-1-1 Learning Management Systems](#)

[9-1-1 Telecommunications Fee Audit and Compliance Services](#)

[Audience Engagement and Marketing Strategy Consulting Services](#)

[Electronic Console Cleaning Services](#)

[NG9-1-1 Call Handling System, Data Analytics, Dispatch Mapping, and Ancillary Services](#)

[Public Safety Strategic Consulting](#)

Available Contracts

TXShare.org

TXShare

Your Public Sector Solutions Center

9-1-1 Awarded Contracts

**9-1-1 Artificial Intelligence (AI)
Translation, Transcription, and
Quality Control Services**

Term Ending: (09/30/2030)

9-1-1 (NG911) Call Handling System

Term Ending: (07/31/2031)

9-1-1 Learning Management Systems

Term Ending: (05/31/2036)

**9-1-1 Telecommunications Fee Audit
and Compliance Services**

Term Ending: (01/31/2031)

**Audience Engagement and Marketing
Strategy Consulting Services**

Term Ending: (01/30/2029)

Electronic Console Cleaning Services

Term Ending: (01/29/2031)

Public Safety Strategic Consulting

Term Ending: (09/30/2029)

TXShare

Your Public Sector Solutions Center

Questions? Comments?