

MEMORANDUM OF UNDERSTANDING



Title: Vesta Improvements and Next-Gen 9-1-1 Project

To: All PSAP/ECC Managers and Telecommunicators

From: Technical Operations TC911

Date: August 12, 2024

Vesta Improvements and Next-Gen 9-1-1 Project

The District is currently in the process of a backroom hardware refresh and software upgrade for Vesta. The refresh will assist us in moving to Next Generation Core Services and provide future system functionality. During the upgrade, the PSAP/ECC will undergo a planned cutover of the new system as we complete the project. The PSAP/ECC will not notice any changes during the cutover.

After the hardware refresh is completed and we progress through our Next-Gen Core Services project, minor changes regarding your PSAP/ECC operations will be communicated to you. We will meet with you to discuss these changes and provide an opportunity for you to have input in this process where applicable.

We understand there may be concerns about SMS images and video being introduced to the PSAP after the Next-Gen launch. Please be assured that this will not happen without prior engagement and consent. As always, TC9-1-1 will be with you and support you in every way possible throughout this process.

We appreciate your cooperation,

Technical Operation Team
Tarrant County 9-1-1 District

