

9-1-1

POLICE + MEDICAL + FIRE
EMERGENCY

NENA

NENA, 9-1-1, &
NG9-1-1

Current Issues & Initiatives

What is NENA?

- Membership-based, volunteer-driven professional organization focused on 9-1-1/emergency communications issues
 - Provide leadership & guidance on 9-1-1 & public safety issues in Washington & locally
 - Facilitate the creation of an IP-based Next Generation 9-1-1 system
 - Establish industry leading technical & operations standards
 - Develop industry-best training & certifications
- 48 Chapters, 7,000+ Members

Today's 9-1-1 System

- Predominantly based on antiquated technology & the public switched telephone network (PSTN)
- 6,184 9-1-1 Centers aka Public Safety Answering Points (PSAPs)
- Types of 9-1-1 service
 - Basic
 - Enhanced (E9-1-1)
 - Wireless
 - ✓ Phase I & Phase II
 - Voice over Internet Protocol (VoIP)

System Limitations & Issues

- Inability to receive non-voice information from the public
- Can't receive, send, or share information or data with other agencies or responders
- System upgrades are piecemeal retrofits
- Difficult to transfer calls that are routed incorrectly
- Call taking is impossible outside of the brick & mortar PSAP
- Location accuracy
- Interoperability
- States raiding & diverting 9-1-1 funds

9-1-1 Stats & Consumer Trends

- 240m calls to 9-1-1 per year
- Increase in the number of 9-1-1 calls from wireless devices each year
 - 291,000+ wireless 9-1-1 calls per day in the US
 - In many communities, 50% or more of 9-1-1 call volume comes from wireless devices
- Exponential increase in text messaging
 - 14.4m texts per month sent in 2000
 - 152.7b texts per month sent in 2009 – 1.56t for the year
- 45m active smartphones in the US
 - 19% of market in 2009, up from 4.8% in 2007

What is NG9-1-1?

Next Generation 9-1-1 (NG9-1-1) is a system comprised of hardware, software, data, & operational policies & procedures designed to:

- Serve as an IP-Based replacement for E9-1-1 features & functions
- Support all sources of emergency access to the appropriate PSAP
- Operate on privately managed, multipurpose IP-networks
- Provide for improved & increased information (text, images, data) sharing capabilities between the public, PSAPs, & other public safety entities

Why is NG9-1-1 Important?

- Resolving infrastructure limitations
- Easing regionalization logistics
- Increasing redundancy & reliability
- Reducing long-term costs through shared services
- Increasing functionality & features
- Sharing data & information across agency & geographic boundaries
- Implementing Virtual PSAP capabilities

Why is NG9-1-1 Important?

- Incident & mutual aid collaborations
- Backup & overflow during crises
- Improved caller location solutions
- Managing call volume
- Adaptable & upgradable
- Interoperability
- Equal access for traditionally underserved populations (ex. deaf & hard of hearing)
- Meeting the public's expectations!

NG9-1-1 Transition Issues

- Need for coordinated state-wide plan
 - Ensure wide stakeholder engagement
- Determine structure of the system & steps toward implementation
 - Multiple interconnected regional systems; single state system?
 - Understand new databases & software
- System management & governance issues
 - Role of state, 9-1-1 governing authorities
- Address funding & policy / regulatory / legislative issues

NENA's NG9-1-1 Leadership

- Released first-ever definition of NG9-1-1
- Worked with Congress to see NG9-1-1 legislation introduced
- Overseeing successful demonstrations & trials across the country
- Ongoing operations & technical standards work in the NENA Committee structure
- Stakeholder education & advocacy
- Certification & Accreditation Program
- Next Generation Partner Program

Broadband & Public Safety

- FCC's National Broadband Plan – Chapter 16 – Public Safety
 - Encourage innovation in the development & deployment of Next Generation 9-1-1 networks & emergency alert systems
 - Promote public safety wireless broadband communications
 - Promote cybersecurity & the protection of critical broadband infrastructure

Broadband & Public Safety

- NENA's Public Safety Broadband Survey
 - 600 9-1-1 Coordinators & PSAP Managers
 - 14.9% not connected to wireline broadband
 - 45.4% not connected to wireless broadband
 - Cost was the primary limiting factor for respondents without broadband
 - 4% with no access to broadband what-so-ever.
 - Respondents hope to utilize broadband in the future for:
 - ✓ Next Generation 9-1-1 (87.9%)
 - ✓ Direct receipt of images/video from 9-1-1 callers (75.3%)
 - ✓ Direct connection to video services used by the deaf & hard of hearing (71.8%)
 - ✓ Inter-agency information sharing (68.1%)

Thank You!

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