Next Up: The Future of 911
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911.gov
Agenda:

- Evolution of the 911 System
- Status of Next Generation 911 Deployment
- Role of the National 911 Program
- Resources
Evolution of the 911 system

1968
Basic 9-1-1
- Copper Land Line
- Analog Technology

1980's
Enhanced 9-1-1
- ANI/ALI

1990's
Wireless E9-1-1
- Phase I
- Phase II

2000's
Voice over IP, Images, Video, Text, Telematics
The Emergency Communications System

3G, 4G, VoLTE, VoIP
- Public Utility Commission
- FCC

NG911
- PSAP Managers
- 911 Authorities
- State 911 Coordinator

LMR / FirstNet
- Police
- Fire
- EMS
## Comparing 911 Ecosystems

<table>
<thead>
<tr>
<th>Legacy 911</th>
<th>Next Generation 911</th>
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<tr>
<td>Virtually all calls are voice callers via telephones using analog lines to access PSAP.</td>
<td>Voice, text, or video information, from many types of communication devices, sent over IP networks</td>
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<td>Most information transferred via voice, very limited data capability</td>
<td>Advanced data sharing is automatically performed</td>
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<tr>
<td>Callers routed through legacy selective routers, limited forwarding / backup ability</td>
<td>Physical location of PSAP becomes immaterial, callers routed automatically based on geographic location, enhanced backup and resiliency</td>
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<td>Only back-up: PSAP next door (maybe)</td>
<td>Multiple back-up possibilities</td>
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<tr>
<td>Connection to other PSAPs: None</td>
<td>Connection to all other PSAPs</td>
</tr>
<tr>
<td>Limited ability to handle overflow</td>
<td>PSAPs able to control call congestion</td>
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911 Reporting Structure

- Approx. 6,000 Public Safety Answering Points (PSAPs)
- 45 - 50 State 911 Offices
  - Huge variance in authority & responsibility
- 911 housed within:
  - Emergency Management
  - State CIO
  - Law Enforcement
  - Independent
(Operational NG911 Systems defined as processing voice calls (ANI & ALI) using IP infrastructure)

1. To date, no state has fully implemented NG911.
2. On this map, states were included, even if only part of state has progressed to each level.
2013 data reported in 2014

2014 data reported in 2015
As of June, 2016:

- 615 PSAPs
- 31 states & Puerto Rico
- 579 Counties
- 10% of PSAPs
- >25% of U.S. population
- 12-15 more states this year

http://www.slideshare.net/MarkFletcherEnp/map-of-text-2-911-based-on-fcc-dataset-121615
National 911 Program

• Serve as convener/coordinator among public and private stakeholders at local, state and Federal/national levels
• Collect/create resources for local/state 911 Authorities
• Administer a grant program for the benefit of PSAPs

• Provide a Federal focus for 911
• Promote and support 911 services
The National 911 Program
Next Generation 911 (NG911)
Standards Identification and Review

Resources

Model State 911 Plan

NG911
A LEADER’S GUIDE TO NEXT GENERATION 911 LEGISLATIVE LANGUAGE

Saving lives
Gaining efficiencies  Adapting to the future

Guidelines for STATE NG9-1-1 Legislative Language

9-1-1.gov
National Conference of State Legislatures

Online 911 Legislation Tracking Database

http://www.911.gov/911legislation.html
State of 911 Webinar Series

Format:
- 20 minute Federal presentation/10 minute Q&A
- 20 minute “Early Adopter” presentation/10 minute Q&A

Full archives available

http://www.911.gov/webinars.html
The advances in telecommunications technology are changing every portion of the emergency communications ecosystem. The 911 Grant Program provides grant funding to support local and state 911 Public Safety Answering Points (PSAPs) in upgrading their 911 systems.

In September 2009, the U.S. Department of Transportation's National Highway Traffic Safety Administration (NHTSA) and the U.S. Department of Commerce's National Telecommunications and Information Administration (NTIA) awarded more than $140 million in grants for the implementation and operation of Phase II enhanced 911 services and for the migration to an Internet Protocol (IP) enabled emergency network. Grantees used funds to upgrade their 911 systems to comply with Phase II wireless E911 requirements, implemented Next Generation 911 (NG911) technologies, and make significant improvements in technology and emergency communication. Go to the E911 Grant Program page to learn more and read the full report online here.

In November 2014, the FCC conducted the AWS-3 spectrum auction which generated approximately $44.8 billion in revenue. Of that total, $115 million has been set aside for the 911 Grant Program. See below to gain a general understanding of the activities that will be completed as part of the 911 Grant Program.

Stage 1: FCC conducts AWS-3 spectrum auction
Stage 2: Auction proceeds transferred to Public Safety Trust Fund
Stage 3: Public Safety Trust Fund transfers funds to 911 Grant Program
Stage 4: NHTSA & NTIA draft joint grant regulations
Stage 5: Public provides comments on draft regulations
Stage 6: Final regulations are published and grant applications accepted
Stage 7: Grants are awarded

http://www.911.gov/911grants.html

Click here to sign up to receive updates on the NHTSA/NTIA 911 Grant Program.
NG911NOW Coalition

http://www.ng911now.org