Next Generation 911

Rep. Jason Saine

National Conference of State Legislatures Annual Meeting
Our 911 infrastructure is approaching 40 years old
- Analog system with fixed end points
- Designed primarily for voice based landline 911 calls

240 million 911 calls each year
- FCC estimates that 70% of calls are from a mobile device
- 48% of households are wireless only
- We require a 911 system that can seamlessly handles: voice, txt, data, video, photos, and even social networking
North Carolina 911 Board

- Administers both wired and wireless 911
- Funded through statewide fee $0.60/month paid by communication service customers
- PSAP = Public Safety Answering Points
911 Calls From Cell Phones

Cellphone calls to 911 often directed to wrong dispatch

ADAMS COUNTY, Ill. (WGEM) - Having a real emergency and calling 911 for help is one of the most scary situations that anyone can find themselves in. And, in the age of cellphones, there’s a chance callers can be thrown an immediate curve-ball.

Because we are so close to three state lines, cell towers will sometimes send a 911 call to the wrong emergency dispatch center.

911's deadly flaw: Lack of location data

A TECHNOLOGY SHORTFALL CAN LEAD TO TRAGIC RESULTS, A NATIONAL INVESTIGATION SHOWS.

John Kelly and Brendan Keefe, USA TODAY
What is NG911

(14a) Next generation 911 system. – An IP-enabled emergency communications system using Internet Protocol, or any other available technology, to enable the user of a communications service to reach an appropriate PSAP by sending the digits 911 via dialing, text, or short message service (SMS), or any other technological means.
Benefits of NG911

- Helps ensure connectivity during disasters
- Supports passing data between emergency entities that don’t share a single PSAP
- Location data ensures all calls are routed to the correct PSAP
- Secure text messaging capability
- Cybersecurity
- Consolidation and resiliency
North Carolina NG911
H 730

• Modernizes 911 Definitions
• Provides a statewide funding source for NG911
• Establishes parameters for contracting
• Modernizes limitation of liability to include 911
• Provides grants for PSAPs
Funding NG911

• Creating an all IP infrastructure will be expensive

• H 730 provides that 10% of total 911 service charges will be reserved for NG911.

• Principals NC followed:
  • Fees generated by end users
  • Single statewide rate
  • Fund reserved for 911 use
  • Efficient, accountable, and transparent PSAP operations.