National 911 Program

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Agenda

1. Evolution of the U.S. 911 System
2. Role of the National 911 Program
3. Resources for State & Local PSAPs
4. Status of NG911 Deployment
5. Status of Text-to-911 Deployment
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
## Comparing 911 Ecosystems

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<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</td>
<td>Voice, text, or video information, from many types of communication devices, sent</td>
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<td>to access PSAP.</td>
<td>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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<td>Callers routed through legacy selective routers, limited forwarding /</td>
<td>Physical location of PSAP becomes immaterial, callers routed automatically</td>
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<td>backup ability</td>
<td>based on geographic location, enhanced backup and resiliency</td>
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<tr>
<td>Only back-up: PSAP next door (maybe)</td>
<td>Multiple back-up possibilities</td>
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<td>Connection to other PSAPs: None</td>
<td>Connection to all other PSAPs</td>
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<tr>
<td>Limited ability to handle overflow situations, callers could receive a</td>
<td>PSAPs able to control call congestion treatment, including dynamically rerouting</td>
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<tr>
<td>busy signal</td>
<td>callers</td>
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Evolution of the U.S. 911 System & Culture
Goals of the National 911 Program

1. Enable & promote coordination among public and private 911 stakeholders at local, State and Federal/national levels

2. Collect & create resources for state/local 911 Authorities

3. Administer a grant program for the benefit of 911 Public Safety Answering Points (PSAPs)

- Provide a Federal “home” for 911
- Promote and support 911 services
The Emergency Communications System

- Utility Commission
- PSAP Manager
- 911 Authority
- State 911 Coordinator
- Police
- Fire
- EMS
Resources for State/Local PSAPs

- “State of 911 Webinar Series”
- NG911 Video
- Compendium of NG911 Technical Standards
- Model State 911 Plan
- Guidelines for State NG911 Legislative Language
- Online 911 Legislation Tracking Database
- 911 Outreach to Law Enforcement
- Assessment of the Operation of a Statewide 911 System
- National 911 Profile Database
- Interstate Play Book
- Minimum Training for the 911 Telecommunicator
911 Grant Program: $115 Million

- “(A) Migration to an IP-enabled emergency network, and adoption and operation of Next Generation 911 services and applications;
- “(B) Implementation of IP-enabled emergency services and applications enabled by Next Generation 911 services, including the establishment of IP backbone networks and the application layer software infrastructure needed to interconnect the multitude of emergency response organizations; and
- “(C) Training public safety personnel
States with NG911 Infrastructure to Process & Interpret Location (ALI) & Caller Info (ANI)

- Responded NO or did not respond in 2011 and 2013
- Responded YES in 2011
- Responded YES in 2013
Availability of Text to 911 in the U.S.

As of June 2015:

- 374 PSAPs
- 5% of PSAPs
- 15-20% of U.S. population
- 12-15 more states in 2016

Source: Mark Fletcher, Avaya, http://www.slideshare.net/MarkFletcherEnp/apn-text-to9110630
Resources:

www.911.gov

www.know911.org

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