

*Next
Generation
9-1-1*

*Aleisha Rucker-Wright
Deputy Executive Director*



Topics for Discussion

Define Next Generation 9-1-1

Increases caller location accuracy reported to the 9-1-1 center

Increases compatibility with emerging communication trends

Improves emergency response for the public and first responders

Increase redundancy and resiliency of the 9-1-1 system



What is Next Generation 9-1-1?

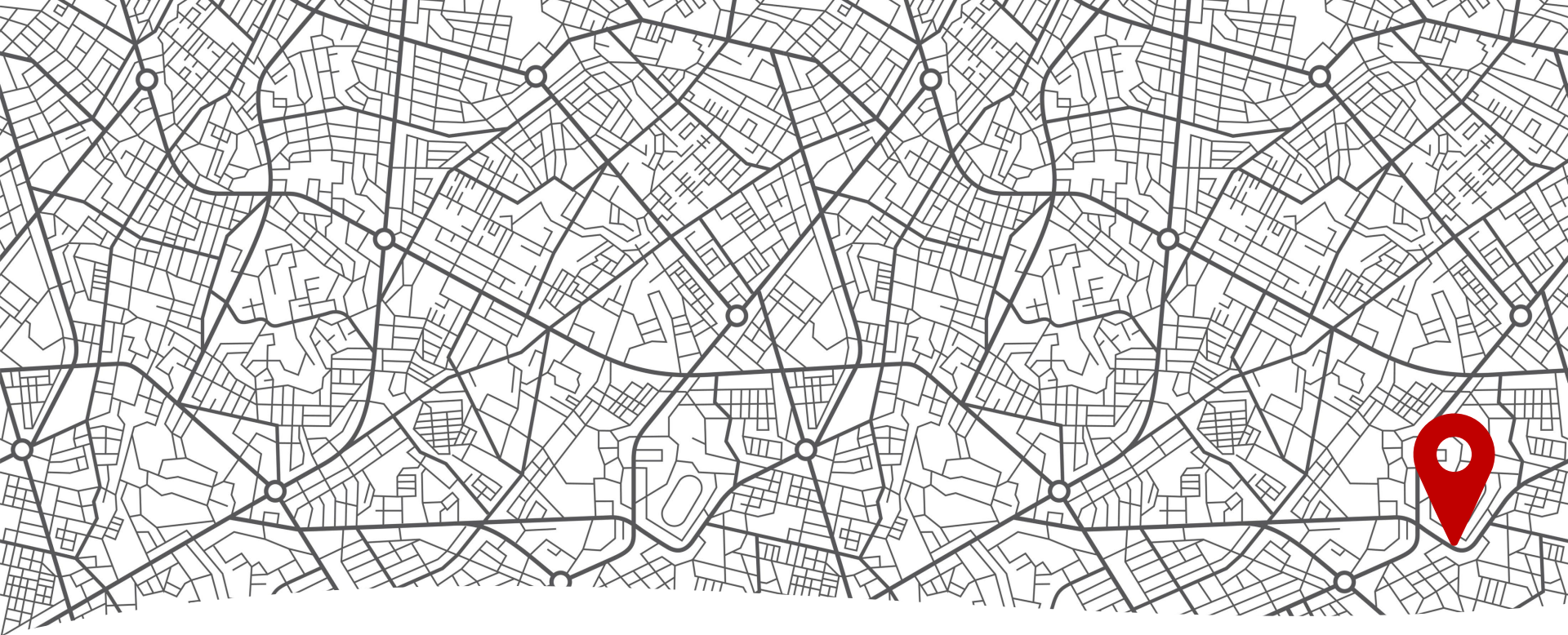
- Replaces the analog 9-1-1 infrastructure that has been in place since 1968
- A secure, nationwide, interoperable, standards-based, all-IP network
- Landline versus smart phone



BROADBAND IMPLICATIONS FOR THE PSAP

ANALYZING THE FUTURE OF EMERGENCY COMMUNICATIONS





Increases caller location accuracy reported to the 9-1-1 center

- Over 80% of 9-1-1 calls are from wireless devices (National Emergency Number Association).
- The current 9-1-1 system does not pinpoint a wireless caller's location with precision, which delays response time.
- NG9-1-1 is an all-digital environment that can use software to locate a caller's location faster and more accurately.



**Increases
compatibility
with emerging
communication
trends**

- Those we serve expect 9-1-1 to receive voice calls, photos, videos, and text messages.
- NG9-1-1 meets this expectation, which allows callers to contact 9-1-1 using the method that best fits their individual or situational needs.
- NG9-1-1 will keep up with emerging technology.

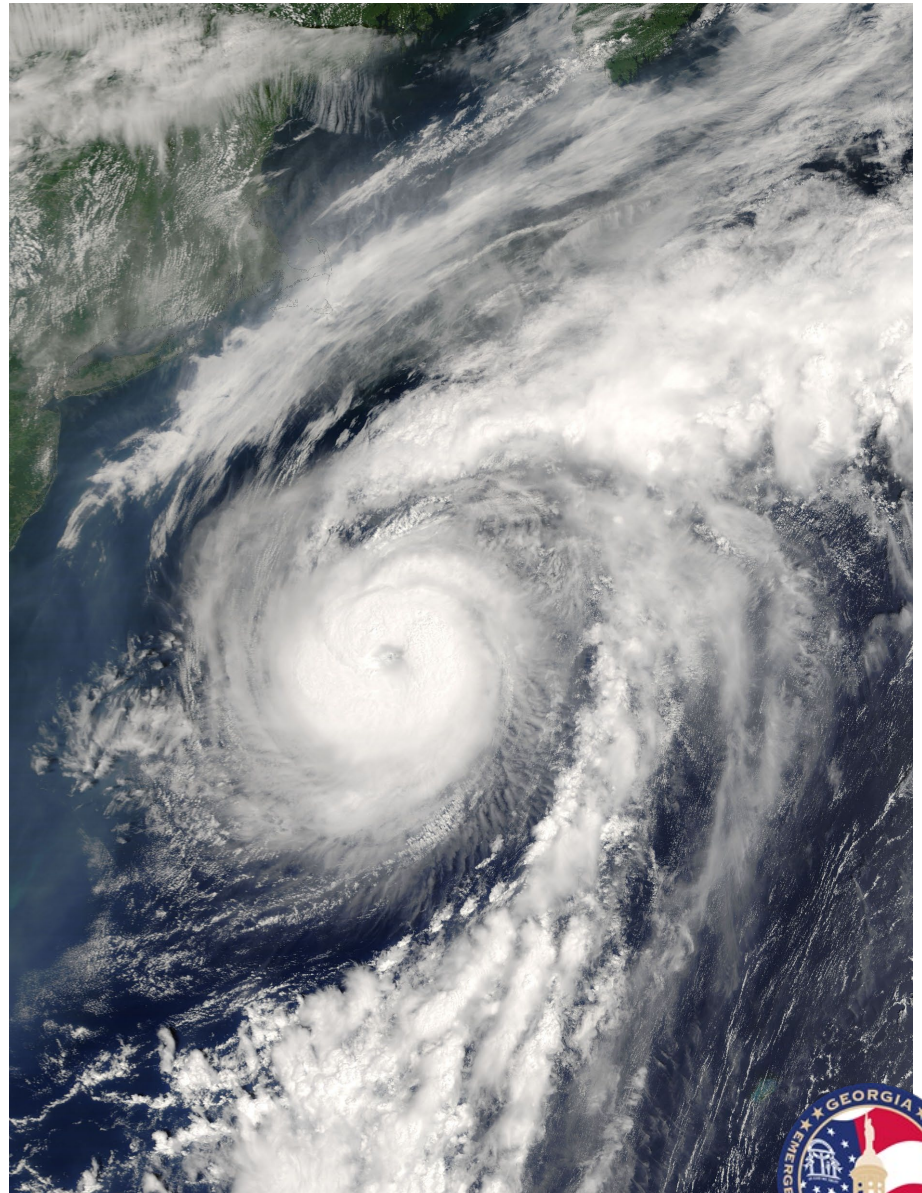


**Improves
emergency
response for
the public and
first
responders**

- Improves call processing times
- Allows 9-1-1 centers to receive and relay additional data and information to responders
- Enhances situational awareness
- Increases responder safety

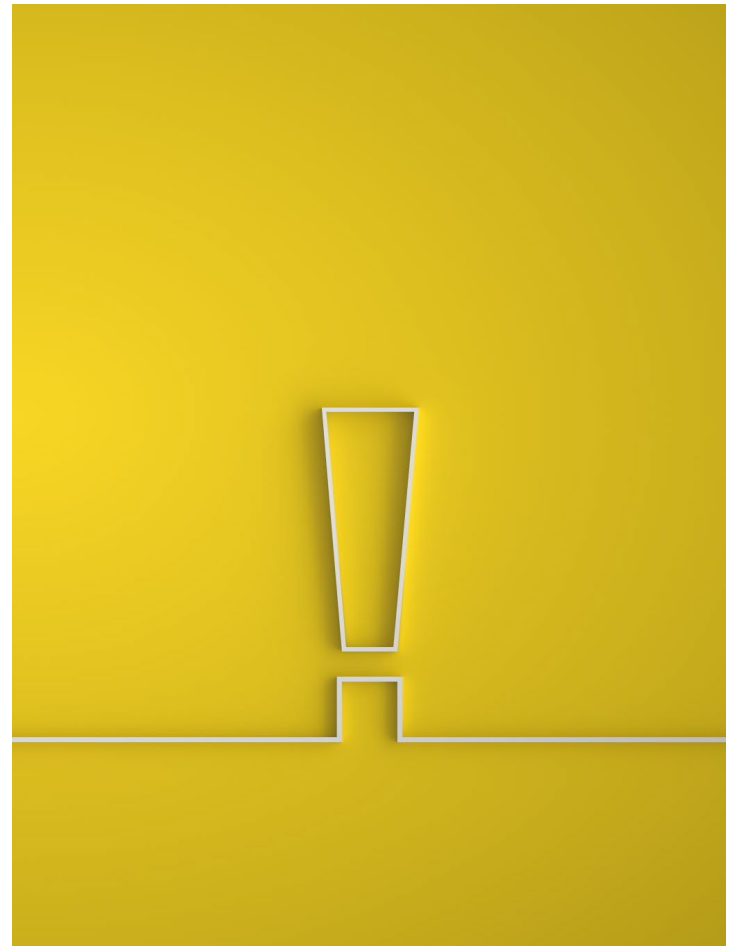
Increase redundancy and resiliency of the 9-1-1 system

- Increases the 9-1-1 system's redundancy and resiliency by improving a 9-1-1 center's ability to manage call overload, natural disasters, and transfer of 9-1-1 calls based on caller location



Key Takeaway

NG9-1-1 will improve the 9-1-1 service provided to those seeking assistance, while increasing responder safety.





Aleisha Rucker-Wright
Deputy Executive Director
Georgia Emergency Communications Authority
aleisha.rucker-wright@gema.ga.gov
C: 404-358-7194