

## Did you know that at the present time...

- Your ability to communicate with any 9-1-1 Telecommunicator is being handled the same way as it was handled over FORTY YEARS AGO?
- Most cell phone users CANNOT text 9-1-1 for help?
- Individuals who are Deaf, Deaf-Blind, Hard of Hearing and Speech Disabled do NOT have equal access to 9-1-1... regardless of federal law and as outlined in The Americans with Disabilities Act (1990)?
- You CANNOT locate a caller's EXACT location when they call from a cell phone to 9-1-1? Telecommunicators are only able to identify approximate locations of the caller.



## 9-1-1 NEEDS YOUR HELP, AND THAT OF THE LEGISLATURE IN EACH STATE!

AMERICA needs funding by the U.S. Government and implementation of Next Generation 9-1-1 to allow ALL citizens the ability to call 9-1-1 on **any device**, at **any time**, from **anywhere!**



### National Emergency Number Association (NENA)

1700 Diagonal Road, Suite 500  
Alexandria, Virginia 22314  
202-618-6370  
[www.nena.org](http://www.nena.org)  
[www.thenew911.org](http://www.thenew911.org)  
Visit NENA on Facebook, Twitter and  
YouTube.



# Next Generation

## 9-1-1...



**The ability to call 9-1-1  
from  
any device,  
at any time,  
from anywhere!**

## How are 9-1-1 programs run?

9-1-1 programs across the U.S. are managed in many different ways. They can be governed at a local, tribal, county, state or federal level. For more information, contact your 9-1-1 authority.

## What is wrong with what we have now?

Currently, more than 255 million Americans use wireless phones. More than 240 million calls are made to 9-1-1 in the U.S. each year. According to the Federal Communications Commission, one-third are wireless calls; in many communities it's one-half or more!

- The current 9-1-1 phone system is more than 40 year old technology! It was designed and built when only landline (plug-in) phones were in use.
- At this time, in most communities citizens can only contact 9-1-1 with a cell phone or a landline phone.
- Most communities CAN NOT text a message, send a photo or send video to 9-1-1.
- Over 32 million citizens who are Deaf, Deaf-Blind, Hard of Hearing and Speech Disabled in the United States do NOT have equal access to the 9-1-1 system from wireless devices. In many cases they have no way to communicate with 9-1-1, particularly in an emergency when they are not near TDD/TTY equipment.

## What will this new technology do for us?

Update the old 9-1-1 infrastructure and move 9-1-1 into the digital mobile world!

This new technology will provide the ability for wireless phones and other devices to transmit images, text, video and other various data. These advancements will allow First Responders to receive photos and video feeds, floor plans, integrated mapping and additional information such as crash notification information, medical information and much more!

- Information could be transmitted to First Responders from:  
Highway Cameras/Security Cameras, Alarms, Sensors, Personal Medical Devices, Telematics and Consumer Electronics in Cars.
- ***Provide equal access for Deaf, Deaf-Blind, Hard of Hearing and Speech Disabled citizens*** who have limited ways to access 9-1-1 today.
- ***More functionality and greater access to 9-1-1 by the general public.***
- ***Near real time sharing of information between Public Safety Answering Points***, (PSAP's-where 9-1-1 calls are answered), emergency service providers and first responders; which will allow for improved overall response time.

Finally, the funding and adopting of Next Generation 9-1-1 will allow Public Safety to have the ability to set up a "VIRTUAL" Public Safety Answering Point (PSAP). This means that in a disaster or catastrophic event an answering point could potentially be set up anywhere.

## If new technology will allow us to have and do all these things, why don't we have it?

Experts agree that the nation's current 9-1-1 system is out of date. Contributing factors include lack of coordination among public safety agencies, land-line and wireless carriers, technology vendors and equipment manufacturers. Further, the extent and type of 9-1-1 coordination varies widely among states. In some states budgets are left to local jurisdiction, some are centrally managed by the state. After much research from private industry and by state and federal agencies it has been determined that state oversight represents the logical way to move toward Next Generation 9-1-1.

## Funding Issues

Experts estimate it will cost between 8 to 12 billion to upgrade the 9-1-1 system nationwide. Presently the system is funded by a combination of special purpose, dedicated 9-1-1 fees and state general fund revenues...basically, the same way funding began over 40

YEARS AGO! This mission to upgrade and bring 40 year old technology up to date should be on the front burner!

Many areas face funding issues relating to 9-1-1 and its programs. In most areas, households and businesses pay a small monthly fee for 9-1-1 services. This charge appears on the phone bill. Due to a large number of residences and businesses that have discontinued landline phones and begun to strictly use cellular or voice over internet service, the landline service fee revenue has been reduced dramatically in the past several years.

Many areas have fees collected and earmarked for 9-1-1 that have either not been appropriated or have been used for other purposes.

## OK, how does my area go about getting this technology and fixing the funding issues?

- It is imperative that you talk to your legislators.
  - Send them emails!
  - Speak out about how the local, state and national legislature must make this a top priority.
  - Let them know we **MUST** move forward with Next Generation 9-1-1 for the security of our states and our Nation!

