

Did you know that at the present time...

- Your ability to communicate with any 9-1-1 Dispatcher and First Responder is being handled exactly the same way as it was handled over FORTY YEARS AGO?
- Cell phone users CANNOT text 9-1-1 for help?
- The speech impaired and hard of hearing community does NOT have equal access to communicating with 9-1-1... regardless of federal law as outlined in The Americans with Disabilities Act (1990)?
- At this moment you CANNOT pinpoint a cell phone callers EXACT location when they have called from a cell phone to 9-1-1 Emergency Dispatcher. First Responders are only able to pinpoint a general location that is within 450 feet.



**WE NEED THE LEGISLATURES
HELP!**

The complete funding by the U.S. Government and implementation of Next Generation 9-1-1 by the states...

Will allow ALL citizens to be able to call 9-1-1 on *any device*, at *any time*, and from *anywhere!*



North Central Texas Council of Governments

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**Next
Generation
9-1-1...**



**The ability to call 9-1-1
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What is the “COG” and why do they care?

NCTCOG 9-1-1 Regional Program covers 14 counties surrounding the Dallas/Ft. Worth Metroplex and five municipalities in Dallas County. The program is part of the state 9-1-1 program governed by the Commission on State Emergency Communications (CSEC). NCTCOG 9-1-1 provides 9-1-1 service through 44 Public Safety Answering Points (PSAPs) in the region, including a backup site and training center located at the NCTCOG offices.

Why is it time for Next Generation 9-1-1? What is wrong with what we have now?

Currently, more than 255 million Americans use wireless phones. Out of all 9-1-1 calls made in the NCTCOG Region, 85% were made from a cell phone. While wireless 9-1-1 calls are made daily, the current system was designed and built when only land-line (plug in phones) were in use. This is more than 40 year old technology! At this time citizens can only call 9-1-1 with a cell phone or a landline phone. You CAN NOT text a message, send a photo or send video to 9-1-1.

There are over 6 million Deaf and hard of hearing in the United States. The Deaf and hard of hearing do NOT have equal access to the 9-1-1 system. In many cases they have no way to communicate with 9-1-1, particularly in an emergency where they are not near TDD/TTY equipment.

What will it do for us?

It will allow for us to have:

Resolution of infrastructure limitations. It will update the antiquated systems that we have now and then allow use of today’s digital mobile society to provide for wireless phones and other devices to transmit images, text, video and other various other data. The technological advancements will allow first responders to receive photos and video feeds, floor plans and improved mapping, additional crash notification information, medical information and a great deal more data than you are capable of receiving through 9-1-1 today.

Equal Access for Hearing Impaired...Deaf and hard of hearing cannot call 9-1-1 .

More Functionality for 9-1-1 and access by the general public

Fast Data Sharing of information with Public Service Answering Points, (PSAP’s-where calls are answered), other emergency service providers & responders, which will allow for faster response time.

Improved caller location.

It will allow for information, that is NOT initiated by a person, to be transmitted to first responders. The technological advancements will allow for police, fire and EMS as first responders to receive photos and video feeds, floor plans and improved mapping, additional crash notification information, medical information and a great deal more data than you are capable of receiving through 9-1-1 today. This information can be transmitted to First Responders through:

Highway Cameras/Security Cameras,

Alarms

Sensors

Personal Medical Devices

Telematics

Consumer Electronics in Cars

Finally, the funding and adapting of Next Gen 9-1-1 will allow First Responders to have the ability to set up a “VIRTUAL” Public Service Answering Point. This means that in a disaster or catastrophic event an answering point could potentially be set up just about anywhere.

Well if it 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, due, in part to 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. Experts estimate it will cost between 8 billion and 12 billion to upgrade nationwide. Presently the current system is funded by a combination of special-purpose, dedicated 911 fees and state general fund

revenues...the same way it started being funded over 40 YEARS AGO! This mission to upgrade and bring 40 year old technology is not on the front burner anywhere, and it needs to be!

Funding Issues

In Texas, House Bill 911 was passed in 1987 and established the framework by which 9-1-1 emergency answering service is delivered through Texas. The bill authorized .50\$ per month to be collected for the purpose of purchase, maintenance and repair of emergency communications equipment. The money is collected by landline and wireless telephone companies and then forwarded to the State Comptroller. Unfortunately for several years now, the legislature has NOT appropriated all of the money paid in fees by the telephone owners to purchase, maintain and repair emergency communications equipment. In fact, approximately 154,000,000 has been accumulated and is being held by the Comptroller.

Ok, how does my state go about getting it?

In Texas, 9-1-1 is a dedicated fund, as per legislation, and cannot be spent on anything other than it’s intended purpose. Unfortunately, It can be held to balance the state’s budget, and that’s what is happening. Because of this the 9-1-1 program in Texas is in jeopardy. Around the nation there are similar issues. It is imperative that you talk to your legislatures. Send them emails! Speak out about how the local, state and national legislature must make this a top priority.. It must be on the front burner! Let them know we MUST move forward with Next Gen 911 for the benefit of all citizens and the future safety and security of our states and our Nation!



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Ok, how do we go about getting it?

It is imperative that you talk to your legislatures. Send them emails! Speak out about how the local, state and national legislature must make this a top priority. The Federal Government’s Fiscal Year begins October 1 and ends September 30 of the following year. This issue must be on the front burner! Let them know we MUST move forward with Next Gen 911 for the benefit of all citizens and the future safety and security of our states and our Nation!

