

9-1-1 GOES TO WASHINGTON

Who We Are

NENA: The 9-1-1 Association improves 9-1-1 through research, standards development, training, education, outreach, and advocacy. We are the only professional association that is solely-focused on 9-1-1. Our members are directly involved in shaping the future of 9-1-1 and in keeping communities in your district safe and secure.

One way we're working to save consumers money is through standardization. By developing the core NG9-1-1 standard, known as "i3," using the same protocols and interfaces that are common for the internet applications consumers use already, we're lowering the cost of providing advanced 9-1-1 services to the public. This increases competition by allowing governments to use commercial, off-the-shelf hardware and software, to share hardware and systems across county and state lines, and to coordinate purchases between agencies, even when exact requirements differ. This also allows application and hardware developers to connect their users with 9-1-1 at the lowest possible cost, by reducing additional development time and complexity. This is a first for the public safety community, and one we're very proud of!

Why We're Here

Each year, NENA hosts 9-1-1 Goes to Washington to keep members of Congress and key policy makers abreast of the evolving needs of the public and the public safety community. This year, we have only one policy priority: ***accelerating the transition to Next Generation 9-1-1 with a significant injection of federal capital to support one-time deployment costs for state and local 9-1-1 systems.***

How We Connect You to Your District

NENA leaders in your state or district are here to help! To find out more about 9-1-1 or the issues above, or to **schedule a Member visit to a local 9-1-1 center**, contact:

9-1-1 Professional _____ City _____ County _____

Email _____ Phone _____

How to Get Involved

9-1-1 centers serve every community in the nation. By connecting the public with emergency responders, 9-1-1 saves lives, protects property, and helps discharge a core responsibility of state and local government. But important requirements for wired and wireless access network providers; voice, video, and data originating service providers; hardware manufacturers and software developers; and 9-1-1 system service providers can *only* be set at the federal level. This is how consumers in every state know they can rely on 9-1-1, regardless of where they may travel.

To help make sure that 9-1-1 systems continue to evolve alongside fast-moving commercial networks and services, we need your help! Here are a few ways to get involved with 9-1-1:

- Join the Congressional NextGen 9-1-1 Caucus.
- Tour a 9-1-1 center in your district.
- Make a 1-minute speech for Telecommunicator Week.
- Attend a NENA Chapter Conference in your state, and meet the leaders who keep local 9-1-1 systems running.
- Visit www.nena.org for deep-dive information on standards, technology, 9-1-1 operations, public policy, public education efforts, and 9-1-1 center training.
- Contact NENA's Government Affairs department at 202.618.4392 or tforgety@nena.org to schedule an in-person briefing or request materials on any 9-1-1 topic.
- Reach out to 9-1-1 professionals in your district through NENA's Membership department at 202.618.4398 or brobinson@nena.org.

How to Show Your Support

NENA's Friends of 9-1-1 program provides scholarships, continuing education opportunities, and wellness programs for America's 9-1-1 professionals. Friends of 9-1-1 equips 9-1-1 call takers to better serve our communities by providing them with on- and off-the-job resources they need to stay healthy and well-trained. You can become a Friend of 9-1-1 on our website at:

www.FriendsOf911.org.



9-1-1 GOES TO WASHINGTON

Accelerating NG9-1-1 Deployment

Whether for a burglary that affects a single home, a terror attack that threatens an entire community, or a nation-state adversary that threatens our very way of life, 9-1-1 is the critical first link in the response chain. For almost 50 years, we've trained generations of Americans to trust and use 9-1-1 in an emergency. When the Department of Homeland Security tells citizens "when you see something, say something," the unspoken coda to that phrase is "to your local 9-1-1 center." Yet, today, America's 9-1-1 systems are frozen in time, relics of the long-dead telephone era.

Today's consumers communicate using dozens of applications that seamlessly fuse together voice, video, pictures, text, and data. These applications often sync between mobile, tablet, and desktop systems, and enable rich, location- and context-aware interactions. Not so, for 9-1-1: In almost all of the nation's 7,000+ 9-1-1 centers – known in the industry as "Public Safety Answering Points" or "PSAPs" – legacy analog voice remains the exclusive means of accepting a 9-1-1 call. Legacy TTY text, enabled to support deaf, hard-of-hearing, and speech-impaired callers, is no longer used by the overwhelming majority of consumers, and isn't supported by most mobile phones. SMS text, though itself declining, is supported by 100% of today's mobile phones, but by less than 15% of all 9-1-1 centers. With mobile devices accounting for 75% or more of all 9-1-1 calls, and consumers accustomed to modern, message-based and real-time text, we're long past time for an upgrade.

Next Generation 9-1-1 is a modern, standards-based, all-IP replacement for legacy 9-1-1 systems. It provides new applications and services with common internet-style interfaces and protocols that make it easy and cheap to connect consumers with 9-1-1. Once NG9-1-1 is deployed, consumers will still be able to *call* 9-1-1. But they'll also be able to *text* 9-1-1 in real time, send pictures along with their calls, and share live video with the telecommunicator who responds to their call. For 9-1-1 centers, the benefits are even greater: easier transfers that include the caller's location and call-back details, three-way calls with translators and video interpreters, improved location details, and policy-based routing of different types of calls.

NG9-1-1 must be deployed *soon*! Consumers have already made the switch to IP-based communications, and major carriers are already working to sunset the last

vestiges of the analog telephone network. Field responders, the law enforcement, fire, and EMS agencies that receive virtually 100% of their dispatches as a result of 9-1-1 calls, are switching, too: Soon enough, FirstNet will make available an all-IP LTE-based network for their use. The longer we delay the deployment of NG9-1-1, the more it will cost to support aging E9-1-1 systems. Worse still, each passing day without NG9-1-1 will cost our society more in lives lost and property destroyed.

Major public safety, industry, academic, and non-profit organizations have joined together to create the Next Generation 9-1-1 NOW Coalition, and set a goal of deploying NG9-1-1 nation-wide by the end of the year 2020. This is an aggressive goal, but one that is definitely achievable. To meet it, we need a major injection of federal capital to offset the one-time costs that state and local 9-1-1 systems will face in the transition. These costs include planning, network deployment, Geospatial Information System data collection, cybersecurity, and training, among others. Without federal help, many states or localities may be unable to make this critical transition in time, costing taxpayers millions or billions of extra dollars in legacy system maintenance.



State and local governments face large costs in the IP transition:

- Local agencies must maintain and operate existing E9-1-1 systems during the transition to NG9-1-1.
- NG9-1-1 systems require the development of local "Geospatial Information System" or "GIS" data models for call routing and caller location.
- The adoption of new media types and operational models will require extensive retraining of 9-1-1 professionals in each local center.
- NG9-1-1 systems must be built for high reliability and security.
- Federal assistance is needed *soon* to ensure that local 9-1-1 systems are upgraded at the same time as both consumers' and field responders' systems.
- More details area available at www.NG9-1-1Now.org.

