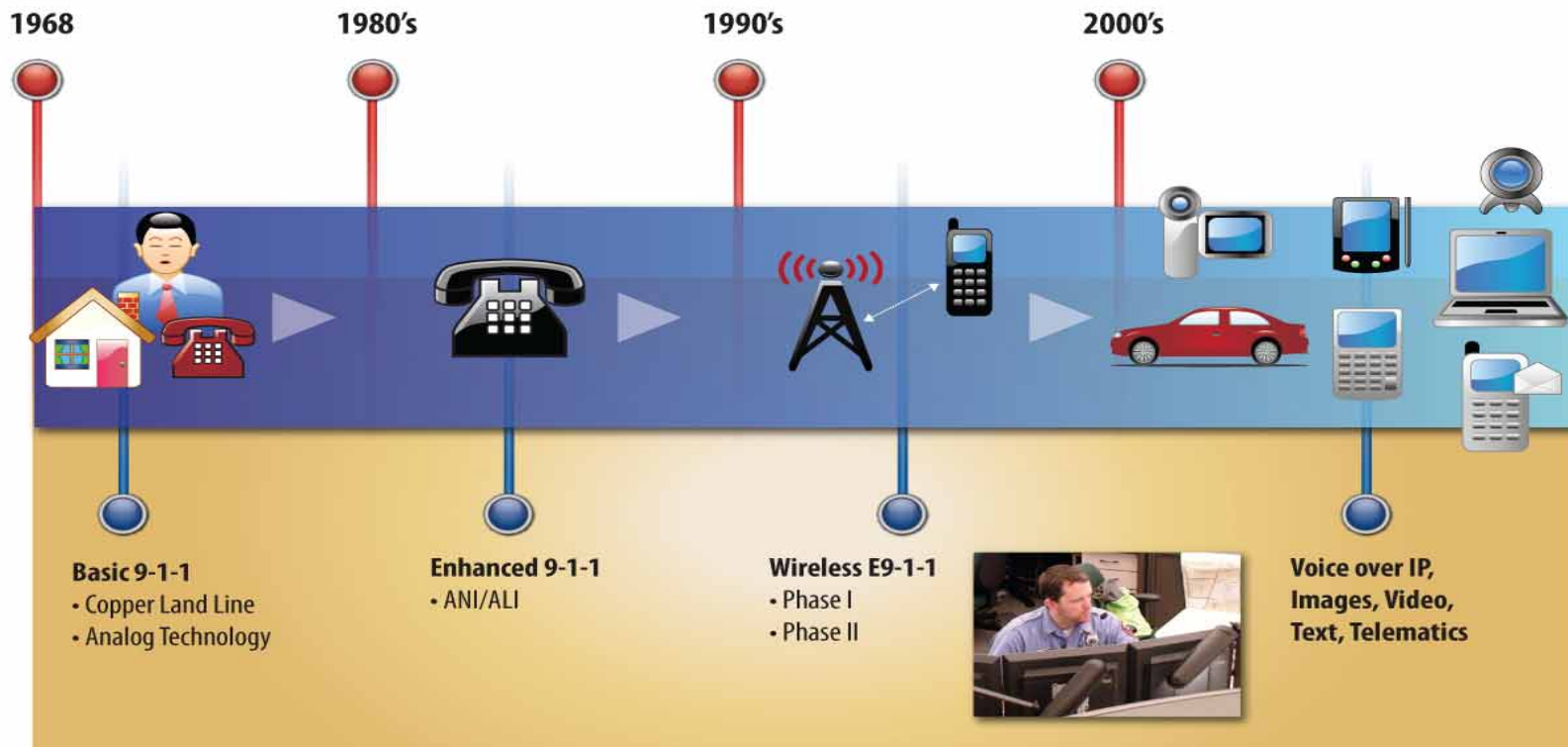


# ***The Evolution of Telecommunications vs. 9-1-1***

NARUC, July 2009  
Laurie Flaherty  
National 9-1-1 Office

# The Current 9-1-1 Network



# *Problem Statement*



# ***Consensus of 9-1-1 Community***

Capitalize on advances in technologies that provide:

- ✓ Quicker and more accurate information
- ✓ Better and more useful forms of information (real-time text, images, video, and other data)
- ✓ More flexible, secure and robust Public Safety Answering Point (PSAP) operations
- ✓ Increased sharing of data, resources, procedures, and standards
- ✓ Promotion of increased coordination and partnerships

# Next Generation 9-1-1

Today's 9-1-1	Next Generation 9-1-1
Primarily voice calls via telephones	Voice, text, or video information, from many types of communication devices
Minimal data available	Advanced data sharing is automatically performed
PSAP services – access, transfer, backup – are local only	Enhanced “long distance” capabilities; physical location of PSAP becomes immaterial
Limited capability for emergency notification	Location-specific emergency alerts possible for any networked device