

# **Next Generation 9-1-1 and Emergency Communications**

**Operational and Management  
Considerations for  
Regional Organizations**

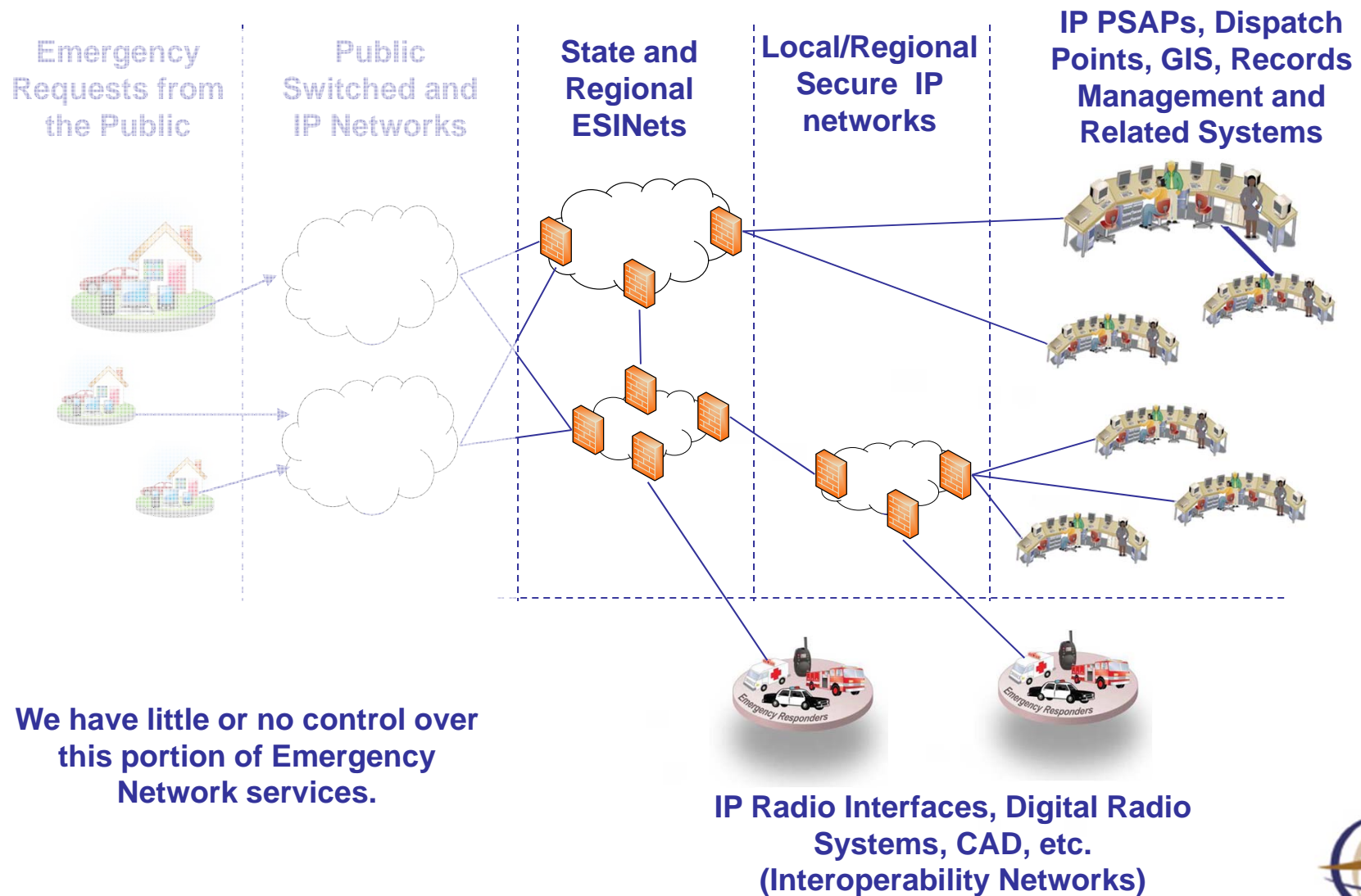
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# What is Next Generation Emergency Communications?

- ◆ Migrate, over time, to Voice over IP from switched phone lines, following the direction of communications technology
- ◆ Applies to both 9-1-1 systems and radio systems
- ◆ Add information beyond location and voice communications:
  - ◆ Text messaging
  - ◆ Instant messaging
  - ◆ WiFi and WiMax wireless phone location
  - ◆ Pictures and video from portable devices
  - ◆ Video from surveillance cameras
  - ◆ Other input, such as car crash telematics, Shot-Spotter, etc.
- ◆ Interaction among emergency services over wider geographic areas

# What are the Major Parts in NG EC?



**We have little or no control over this portion of Emergency Network services.**

## Upgrade Drivers

Some of the current drivers for upgrading PSAPs and Networks include the following:

- ◆ Enhanced support systems, including GIS, Records Management, Recording, etc.
- ◆ New software-based and standards-based NG9-1-1 systems
- ◆ Public Safety Interoperability, including IP radio integration, P25 digital radio initiatives, CAD, AVL, etc.
- ◆ Improved emergency communications, response integration and disaster management initiatives

# Reasons to Upgrade Networks and Technology

- ◆ Reduce ongoing costs
  - ◆ Newer equipment may have reduced maintenance and lower life cycle costs.
  - ◆ More efficient networks may reduce ongoing costs.
- ◆ Improve public safety response performance
  - ◆ Assure faster call answering and location data acquisition
  - ◆ Allow collection and transfer of better dispatch data
- ◆ Improve emergency management and disaster recovery performance
  - ◆ Improve multi-location operations
  - ◆ Reduce time to backup activation
- ◆ Governmental mandates
  - ◆ NG 9-1-1
  - ◆ P25
  - ◆ Radio Interoperability

# Top Level Upgrade/Migration Considerations

## ◆ **Funds Available:**

If one-time funds are available for upgrades and ongoing costs are not materially affected, then seriously consider the upgrade(s).

## ◆ **Reduced Life Cycle Costs:**

If the life cycle costs of technology changes will result in improved operations at similar costs or will result in reduced ongoing costs, consider the upgrade(s).

## ◆ **Mandated Upgrades:**

If State or Federal mandates require upgrades, investigate the most economical means to meet the requirements of the mandates.

# Thank You.

## Next Generation 9-1-1 Intelligent Migration<sup>SM</sup>

Contact: Mart D. Nelson, P.E., ENP, CISSP  
214-597-2851  
mnelson@avistas.com

**AVISTAS**  
The Summit at Las Colinas  
545 E John Carpenter Fwy, Suite 300  
Irving, Texas 75062  
Tel: 214-544-0400  
Fax: 214-242-2311  
www.avistas.com



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