

## What is Next Generation 9-1-1?

The mission of 9-1-1 ACOG is to provide state-of-the-art, lifesaving, emergency communication technology to Central Oklahomans. To improve public safety emergency communications in an ever-increasing wireless mobile society, Next Generation 9-1-1 (NG9-1-1) was developed as a nationwide initiative aimed at updating the 9-1-1 service infrastructure in the United States. 9-1-1 ACOG has entered the process of transitioning from a legacy 9-1-1 system to an NG9-1-1 system for the over 50 communities and Central Oklahoma region this organization serves.

NG9-1-1 is a standards-based, all Internet Protocol (IP) emergency communications infrastructure that will enable voice and multimedia communications between a 9-1-1 caller and the Public Safety Answering Point (PSAP) to be passed on to responders in the field. 9-1-1 ACOG has 21 PSAPs that service our regional system.

## What are the Benefits of NG9-1-1?

Today, the current Enhanced 9-1-1 (E9-1-1) system supports voice calling for wireline, cellular, and Voice over IP (VoIP) service providers. NG9-1-1 has the capability to evolve more quickly to meet advancements in technology and the expectations of individuals seeking emergency assistance. NG9-1-1 uses an IP-based system and modernizes the 9-1-1 infrastructure to accommodate communications through mobile and digital devices. As technology evolves, NG9-1-1 will allow for the delivery of data, images, text, and video with an emergency request for assistance.

### Additional advantages of NG9-1-1:

- Enhanced location accuracy of 9-1-1 wireless callers because of additional location information provided through geographic information system (GIS) technology
- IP-based network that is not proprietary to one vendor and works in conjunction with many communication systems
- Public is able to send digital data to PSAPs from transmitting devices other than wireless phones, such as wearable medical devices, vehicle computers, and building alarms
- Meeting the expectations of public users operating in a wireless, high-tech society by providing capabilities for voice, text, and, ultimately, video and images
- Interconnectivity with personal safety devices such as Advanced Automatic Collision Notification (AACN) systems, medical alert systems, and sensors
- Improved reliability and resiliency, which decreases chances of 9-1-1 calls going unanswered or system failures
- Further security that protects against cyberattacks
- Improved coordinated emergency response
- Equal access for individuals with special needs
- Added flexibility to support additional PSAPs during a large-scale emergency
- Reduced costs based on regionally shared costs of maintaining interconnected systems and networks