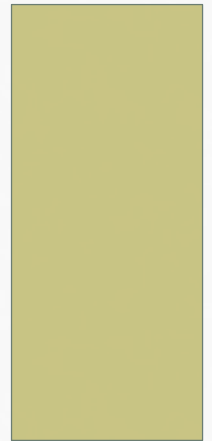


# NEXT GENERATION 9-1-1 (NG9-1-1) REDUCING RESPONSE TIME IN ND

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# THE FUTURE NETWORKS OF 9-1-1 SERVICE



911  
Center



# WHAT ARE THE PURPOSES OF THESE NEW NETWORKS?

- NG9-1-1 – New IP-based network that facilitates new forms of **caller to 911** voice and multimedia communications.
  - Managed by NDACo
  - Funded through 911 surcharges on phone bills
- FirstNet – New IP-based system that facilitates data exchange between **911 to responders / responder to responder**.
  - Managed by ND Information Technology Department
  - Funding still a question
- Land Mobile Radio – Proposed new IP-based radio system. Facilitates mission critical voice comms between **911 and first responders**.
  - Managed by ???
  - Funding still a question

# WHAT IS NG9-1-1?

[Embedded Video](#)

Or

[Web Link](#)

# HOW ARE WE DOING?

- One of a handful of states to have a statewide NG9-1-1 network already installed and operational
- 6<sup>th</sup> State in the US to deploy text to 911 service statewide (October 2016)
- 1<sup>st</sup> State (together with MN) to have interoperable 911 networks
- 1<sup>st</sup> State to receive a real-time text call
- Will be one of first states to have a statewide GIS address database driving its 911 system.

# STATEWIDE SEAMLESS BASEMAP

- Project to map all of the addresses and roads in North Dakota – Managed by NDDDES.
  - Involved DOT doing imagery, contractor assigning address data
  - 2012 – 2015
- GIS Data will become the cornerstone for NG9-1-1 service but will also be extremely useful for:
  - Voter Registration
  - Drivers License Division
  - Emergency Management
  - First Responders
  - Any service where address verification is needed
- Local government (counties & cities) will keep the database up to date
  - Motivated by the desire to keep their residents safe and accounted for.
  - Statutorily required to do so
  - Ensures data is fresh for both 911 and other users of the data

# SEAMLESS BASEMAP DEMO

[HTTPS://911MAPPING.ND.GOV/GLSERVER/](https://911mapping.nd.gov/glserver/)

# SEAMLESS BASEMAP DATA...

- Serves as the primary database for routing 911 calls to the proper 911 center.
- Will be used as the primary source of mapping data for 911 centers and first responders.
  - Provides for accurate location and optimal routing directions for first responders
- Data Accuracy will give law enforcement and other emergency responders more confidence in the data so they can focus on their job.



# ADVANTAGES OF NG9-1-1

- IP enabling the 911 system allows for limitless possibilities to improve public safety. Similar to the beginning of the Internet.
- Calls are delivered faster and with more data than ever before
- Calls can be rerouted to avoid physical cuts to the network, creating more resiliency and redundancy.
- Calls can be distributed based on policies set in place by the 911 center.
  - Time of day routing
  - Language based routing
  - Call load sharing for catastrophic events
- GIS enabling the 911 system allows calls to be delivered much more accurately than in the past.
  - Virtually eliminates possibility of the call going to the wrong 911 center

# EXAMPLES OF 911 USE IN THE FUTURE

- Responders will be able to see the scene before they arrive through bystanders who have contacted 911.
- Vehicle crash information & audio will automatically flow into a 911 center & out to dispatched responders.
- Pictures, Videos will be shared from the PSAP to the calling party, offering visual instruction on how to handle a situation until help arrives. Where to check for pulse, where to apply pressure, etc.
- Phones as sensors... pulse, temperature, breathing, etc.
- In terms of a trajectory for these IP-based emergency networks it is similar to the beginning of the Internet.

THANK YOU!  
QUESTIONS?

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