

2014 Interoperability Conference



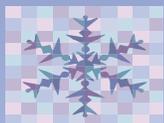
**Panel Discussion on NG911, FirstNet,
Interoperability, and the Future**

Panel Members: **April Heinze**

Jeff Troyer

Greg Clark

Moderator: **Harriet Miller-Brown**



What is NG911?



As it is commonly used and relates to the current telephony network:

- The current 911 system, while reliable, was built for analog voice-based landline calls that were made on it decades ago.
- The past decade's advancements in Voice over Internet Protocol (VoIP) services, telematics, and the proliferation of cellular phones has resulted in the "retrofitting" of 911 calls from these systems into the existing landline 911 system.
- Modes of communication have since become digitized, increasingly mobile, and can easily send and receive multi-media information. Multi-media can include:
 - Text, both in the form of SMS and MMS
 - Pictures
 - Video
 - Audio files
 - Data from other sources such as documents

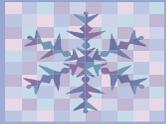




What is NG911?

- The current 911 system is also limited in its ability to process additional data that may accompany a call, transfer calls from jurisdiction to jurisdiction, and accommodate the advancing technologies and applications becoming commonly used by people to receive information and communicate with one another.
- NG911 is best described as an open-standards-based, network of networks that allows the public to use any device to request help or send information to the appropriate public safety agency.
- NG911 is often considered a network, but it is more than that – it is the culmination of converging many applications into a common platform for public safety use.
- It contains the functions of the legacy 911 system while allowing for the integration of secure, redundant, and flexible digital access into a new ESInet-based 911 system.
- NG911 comprises operational, technical, and policy opportunities for a strategic roadmap into the future of emergency call taking and responder communications.

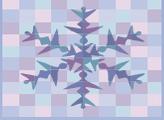




NG911 and Interoperability

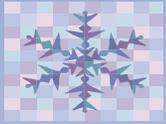


- Concept of Public Safety Ecosystem.
- NG911 is opening doors for innovation beyond the 911 network between the caller and the PSAP.
- At a national level, the country is seeing a convergence in public safety communications:
 - Development of Emergency Services IP-based Networks (ESInets)
 - FirstNet and the National Public Safety Broadband Network
 - Public Safety Land Mobile Radio Systems
 - Virtual PSAPs that can serve regardless of physical location
- Interoperability becomes more than just voice-based radio systems:
 - CAD – Computer Aided Dispatch
 - RMS – Records Management System
 - PSAP telephony – Public Safety Answering Point telephony

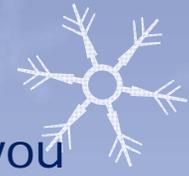


- What is your vision for NextGen 911?
- What steps are you taking to develop NextGen 911?
- As you all represent different organizations, can you speak to the view your organization has developed for NextGen 911
 - Citizen involvement
 - Public safety involvement
 - Technology evolution
 - Collaboration
 - Other facets of multiple-organization processes
- What do you think is one of the significant hurdles that you have to overcome to achieve NextGen 911?





- What working relationships and/or strategies have you developed or identified within your region to facilitate interoperability?
- What are your thoughts on NextGen 911 and FirstNet?
- What is the timeframe you see for your organization or department you work for, to see NextGen 911 fruition for your community and across the state?
- What do you see as the biggest opportunity in the future for NG911 and public safety interoperability?
- What can other levels of government (i.e. state and federal) do to facilitate your move to NextGen911 and effective interoperability?





Questions???

