

NG911 FOR TELECOMMUNICATORS

How PSAP/Emergency Communications Center Staff Benefit from Next Generation 911

The Next Generation 911 network and related technologies will provide telecommunicators with new opportunities to keep field responders and the public safer, while also giving you tools to make you more effective and efficient as your community's first first responders. "Next-gen can offer public safety telecommunicators an opportunity to get more information, ideally in a more user-friendly form than we've ever received it before," says Crystal Lawrence, APCO's Communication Center and 9-1-1 Services Manager.

KEY: VIDEO, IMAGES LOCATION DATA



More Ways to Help All Types of Callers

NG911 will enable new services like language assistance/translation for non-native English speakers and help for the deaf and hard-of-hearing. These technologies will be embedded in Next-Gen platforms, making them seamless for telecommunicators to use.

Better Location Accuracy

NG911 tools allow you to get not just a caller's latitude and longitude, but an extremely accurate dispatchable location. PSAPs will be able to view, too, a three-dimensional map showing which floor in a building someone is calling from. Even better, all the data that comes in with a next-gen call can be immediately transferred to field responders, medical providers or others who may need the information.

Improved Crash Data

Telematics, already integrated into many vehicles, are capable of notifying 911 with precise location information and crucial details like speed at impact, airbag deployment, number of occupants, and how many seat belts were in use. This data, available at dispatch, helps fire services and EMS prepare appropriate equipment and provides medics with key information to plan for transport to the appropriate hospital or trauma center.

Safer Communities

Once ECCs are able to easily and quickly access media such as photos and video, citizens can readily report crimes, enabling telecommunicators to better understand a situation and dispatch law enforcement. For example, a witness might capture a video of a hit-and-run in progress and send it to 911 so dispatchers, and then officers, can see the situation and the suspect.



Improved Field Responder Safety & Awareness

New and emerging technologies in the NG911 environment provide information in the form of photos, streaming video, texts and other data that helps your colleagues in law enforcement, fire services and EMS better understand what's happening, even before they're on-scene. Telecommunicators can access building sensors and video feeds, too, helping to identify hazardous materials, environmental conditions or the location of potential victims.

Greater Reliability & Coordination with Other Agencies

During a natural disaster, large-scale emergency, or an event that generates large call volume, the NG911 system can reroute calls when necessary. The system also allows for better coordination with first responders and between other emergency services and agencies in your area and beyond, ensuring that all 911 calls are answered, even if one ECC experiences an outage or call overload.