

## **Next-Generation 9-1-1:**

# **Assuring Universal Access to 911 for all persons, in all emergencies, from all devices**

**911** emergency services are vital for citizen-initiated emergency reporting and efficient and effective emergency response. With the 911 system now ubiquitous in the U.S., we must also assure that it is accessible for all persons, in all emergencies, and from all devices. Next-generation 911 (NG9-1-1) is the latest innovation that brings together the latest computing, communications, and networking technologies to ensure this universal access.

### **Assuring Universal Access to All Persons**

NG9-1-1 assures accessibility for all persons. Universal access for persons that are especially vulnerable in emergencies is key. These persons include children, the elderly, and disabled persons that either have a single disability (affecting hearing, vision, mobility), or combined disabilities and age factors.

### **Assuring Universal Access in All Emergencies**

NG9-1-1 assures accessibility in all emergencies. 911 is well known for reporting almost every kind of emergency event, ranging from fires and medical emergencies, to crime and vehicle collisions. Integrating the latest computing and communications systems technologies and data analytics into NG9-1-1 systems provides emergency responders with visual and information situational awareness of all emergencies, allowing them to understand key details in different types of emergencies.

### **Assuring Universal Access from All Devices**

The 911 system was designed to be accessed from a telephone, or as a means to relay emergency messages via telecommunications systems. As telecommunications technologies advanced from landlines (voice only) to wireless (voice, wireless location) and over the Internet (VoIP), 911 systems technology had to advance to accommodate technologies that enhance public safety and the safety of first responders. NG9-1-1 systems technologies ensure access from not only the latest smartphones, allowing text-to-911, images and video, but also ensure access from other 911-connected life safety devices and systems that incorporate the latest communications technologies and sensors.

Many of these 911-connected devices are included in the *Internet of Things*, employed by the public that desire an automatic emergency 911 message be sent to a 911 center in certain emergencies. For example, a 911-connected personal health monitor can be worn in case of a seizure or heart attack, a 911-connected collision notification device can be installed in vehicles in case of a vehicle crash or fire, or a 911-connected smoke or carbon monoxide alarms can be installed in a home. These devices are especially useful for vulnerable persons who may not quickly react in an emergency or be unable to place a 911 call on their own.

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