

GIS is Critical for Next Generation 9-1-1



How does 9-1-1 work?

Most of the United States today uses **40-year-old analog copper wire technology** for emergency calls. Designed for fixed location landline phones, the system adapted over time to work with the 80% of 9-1-1 calls placed from wireless phones. While calls make their way to a 9-1-1 call center, call takers have to verbally confirm the location of the emergency with each caller.

What is different about Next Generation 9-1-1?

Next Generation 9-1-1 is **modern technology**. Emergency calls are sent to the appropriate 9-1-1 center based on the mobile phone's latitude and longitude location. When the 9-1-1 call taker answers, they already know the caller's location and can see it displayed on a map. When seconds count, Next Generation 9-1-1 saves time.

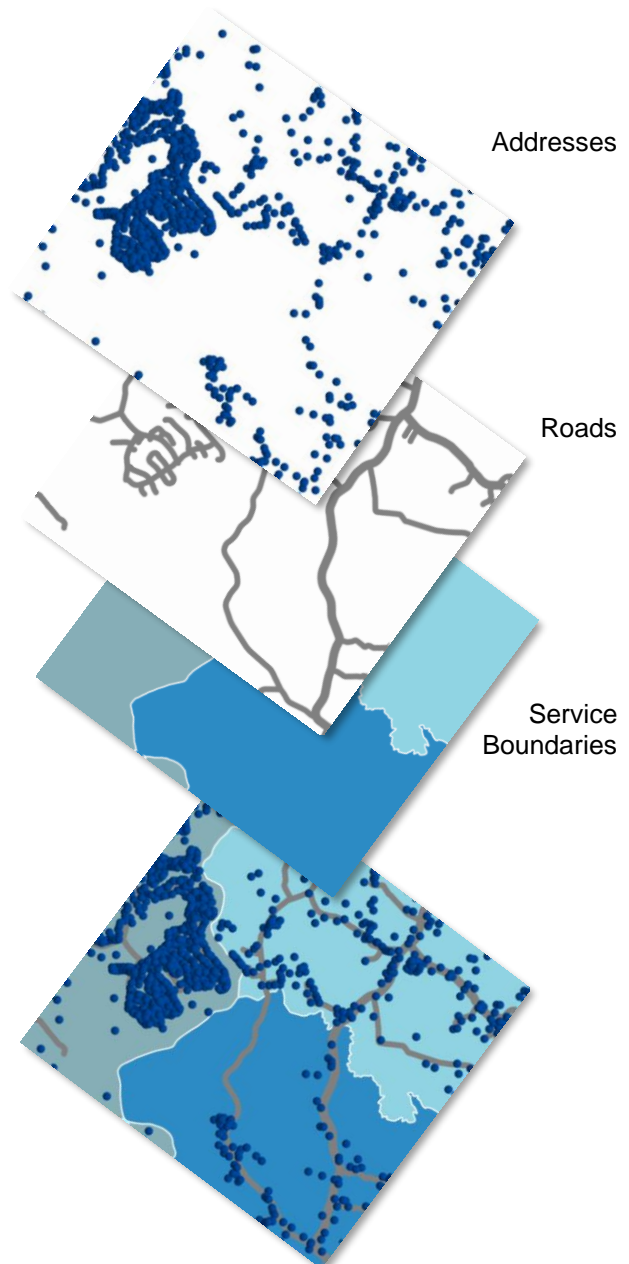
What is GIS and why is it important for 9-1-1?

Local, regional, and state governments use Geographic Information Systems (GIS) for many things ranging from planning and zoning to utility management and work orders. Next Generation 9-1-1 asks the same GIS layers supporting these functions to also drive Next Generation 9-1-1 call routing. GIS staff at local, regional, and/or state levels work to ensure that GIS data are up-to-date and pass standards-based quality control checks. Once verified, GIS data layers **are maintained and kept current for 9-1-1 system operations**.

How can I support GIS for Next Generation 9-1-1?

Next Generation 9-1-1 implementation is occurring at various levels: state, regional, and local. **The location-based call routing critical to Next Generation 9-1-1 does not happen without GIS.** As efforts start and continue in your area, consider the GIS resources needed to:

1. Improve GIS data including physical addresses, roads, and 9-1-1 service areas for a successful move to Next Generation 9-1-1.
2. Maintain Next Generation 9-1-1 GIS data quality going forward for continued benefit.



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