



E9-1-1 Institute Roundtable Discussion E9-1-1: Learn How It's Done

APRIL 29th, 2004

On April 29th, 2004, the E9-1-1 Institute hosted a briefing, entitled “9-1-1: Learn How it’s Done,” in Dirksen Senate Office Building. This briefing was the first in a series of roundtable discussions being hosted by the E9-1-1 Institute. This series is designed to provide policy makers, reporters and interested members of the public with accurate information on various aspects of 9-1-1 communications systems and the deployment of enhanced 9-1-1 services throughout the country.

FCC Commissioner Jonathan Adelstein provided some opening remarks which focused on the importance of widespread coordination between all levels: local, state, and federal. He stressed that there are still significant challenges to overcome such as E9-1-1 deployment in rural areas and technological hurdles such as Voice-over Internet Protocol (VoIP).

Gregory L. Rohde, the Executive Director of the E9-1-1 Institute, moderated a panel discussion which began with an overview of how PSAPs operate today by **Steve Souder, Director of the Montgomery County, MD 9-1-1 Emergency Communications Center**. Mr. Souder provided some historical context on PSAPs and discussed some of the challenges facing location technology. According to Souder, the problem is dependent upon the call-centers and the funding they receive. He stated that 26% of the population still does not have basic 9-1-1 and in time, cellular 9-1-1 will overtake these areas.

Other members of the panel included **Maureen Napolitano, Director of E9-1-1 Systems Management & Wireless E9-1-1 Implementation at Verizon**, **John Garner, National Director of Public Safety at AT&T Wireless**, and **Alan Felson, Montgomery County, MD Police Department Officer**.

Napolitano highlighted the importance of dedicated networks and explained how Phase II/ (x,y) coordinates are important in detecting specific locations. To learn more, please refer to the Verizon PowerPoint presentation slides on the previous webpage.

Garner provided the audience with a detailed description on the differences between Phase I and Phase II. Garner stated that while Phase I identifies the call sector, it does not provide a precise location – it simply narrows down the playing field. Phase II, on the other hand, narrows down the scope even further. Garner also discussed how Phase II accuracy varies between handset-based and network-based solutions.

Alan Felson provided a unique perspective. Felson described the benefits of Phase II, from the vantage point of a First Responder. He stated that by having Phase II, abuses to the 9-1-1 system, such as prank calls and fake reports, can be more easily detected.

In addition, Gregory Rohde, Executive Director of the E9-1-1 Institute, announced the Institute's plan to host a pair of Public Safety Answering Point tours for Congressional staff, to be held on Monday, May 24th and Monday, June 28th. These tours will provide a hands-on look at rural and urban PSAP operations. More details will be provided as these dates approach.

The Institute is planning their next Roundtable for Thursday, June 24th in B-354 Rayburn House Office Building from 12:00 – 1:30 pm. The June Roundtable will address 9-1-1 challenges with respect to Voice-over Internet Protocol (VoIP).