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## **Emergency Call Centers Face Mounting Challenges, Experts Tell Congress**

### *E9-1-1 Institute Launches New Series of Expert Briefings and Call Center Tours*

**Washington, D.C.** – America’s emergency call centers face mounting challenges from rising call volumes and funding challenges, according to a panel of experts briefing Congressional staff and others today on Capitol Hill.

The briefing is the first in a new series of roundtable discussions and field trips being offered by the E9-1-1 Institute. The 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.

Today’s briefing, entitled “9-1-1: Learn How it’s Done,” is being held from 12:00 noon to 1:30 pm in Room 138 of the Dirksen Senate Office Building. Speakers include Steve Souder, Director of the Montgomery County, MD 9-1-1 Emergency Communications Center; Maureen Napolitano, Director of E9-1-1 Systems Management & Wireless E9-1-1 Implementation, Verizon; John Garner, National Director of Public Safety, AT&T Wireless; and Alan Felson, a Montgomery County, MD Police Officer. The session is moderated by Gregory L. Rohde, Executive Director of the E9-1-1 Institute.

“Americans rely on the 9-1-1 system every day to save lives and rescue us from trouble,” said Rohde. “But ensuring that a 9-1-1 call gets through to a first responder is actually a complicated business, with a variety of technical, human resource, funding and policy issues that affect the quality of service. Today’s briefing is aimed at helping policymakers and the public fully understand how the 911 system works and how it can work better.”

**PSAP tours:** The Institute also is planning a pair of tours of Public Safety Answering Points (PSAPs) for Congressional staff and members of the press, to be held on Monday, May 24, and Monday, June 28. These tours will provide a hands-on look at rural and urban PSAP operations. More details will be provided as the dates approach.

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*The E9-1-1 Institute ([www.e911institute.org](http://www.e911institute.org)) is a not-for-profit organization which provides administrative and policy support to the Congressional E9-1-1 Caucus. The purpose of the E9-1-1 Institute is to promote public education and awareness of E9-1-1 and emergency communications issues and serve the Congressional E9-1-1 Caucus as a facilitator of dialogue and clearinghouse of information. The Caucus is co-chaired by Senator Conrad Burns (R-MT), Senator Hillary Clinton (D-NY), Congressman John Shimkus (R-IL) and Congresswoman Anna Eshoo (D-CA). Gregory L. Rohde, former Administrator of the National Telecommunications and Information Administration, serves as the Institute's Executive Director.*

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