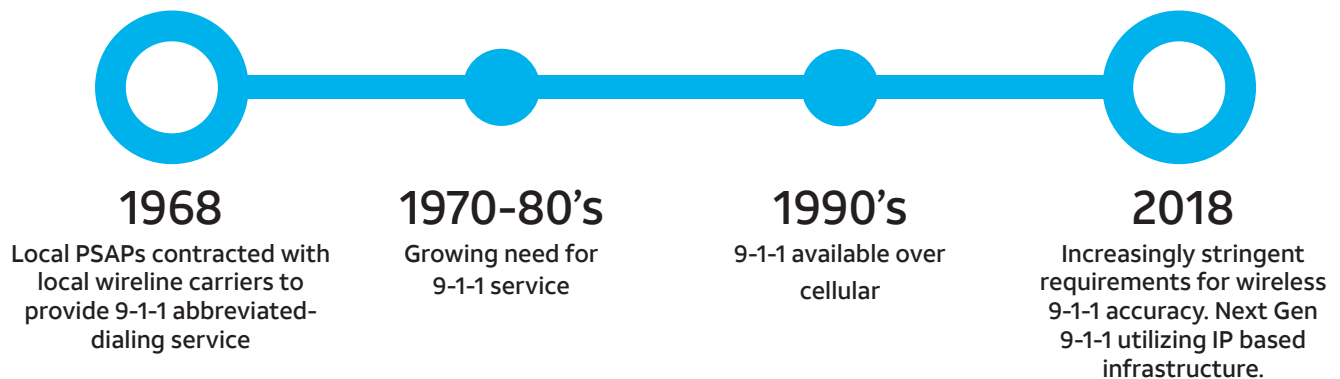


9-1-1/E9-1-1/NG9-1-1

An Evolving Public Safety Toolkit: Part I

In 1968, calling for help meant using a conventional wireline phone to contact an operator or dialing a seven-digit local telephone number. Today, calling for police, fire, or medical assistance is both easier for customers and, from a technology perspective, much more complex.



9-1-1 Definitions

Understanding modern emergency calling begins with definitions:

- **Basic 9-1-1 service:** Three-digit dialing over a wireline phone, with voice calls sent automatically to a local public safety answering point (PSAP)
- **Enhanced 9-1-1 service (E9-1-1):** Three-digit dialing over a wireline phone, with the voice call, the caller's phone number, and the caller's physical location sent automatically to a local PSAP
- **Wireless Enhanced 9-1-1 service (Wireless E9-1-1):** Three-digit dialing over a wireless phone and network, with the voice call, the caller's phone number, and an estimate of the caller's physical location sent automatically to a local PSAP
- **Next Generation 9-1-1 (NG9-1-1):** Three-digit dialing over wireline or wireless phones and networks, with the voice call, the caller's phone number, and caller location information sent automatically over an Internet-protocol (IP) network to a designated PSAP (local or remote, based on public safety requirements)

For more information on NG9-1-1, see this [primer](#)



9-1-1 Open Issues: Today in the 9-1-1 world, key issues concern system performance, governance, and funding. System performance requirements are being addressed successfully by industry and the FCC. However, the local orientation of 9-1-1 systems is constrained more than ever by budgetary and technical shortfalls, and addressing those issues potentially jeopardize long-established relationships between residents and government.

For more information click [here](#)

