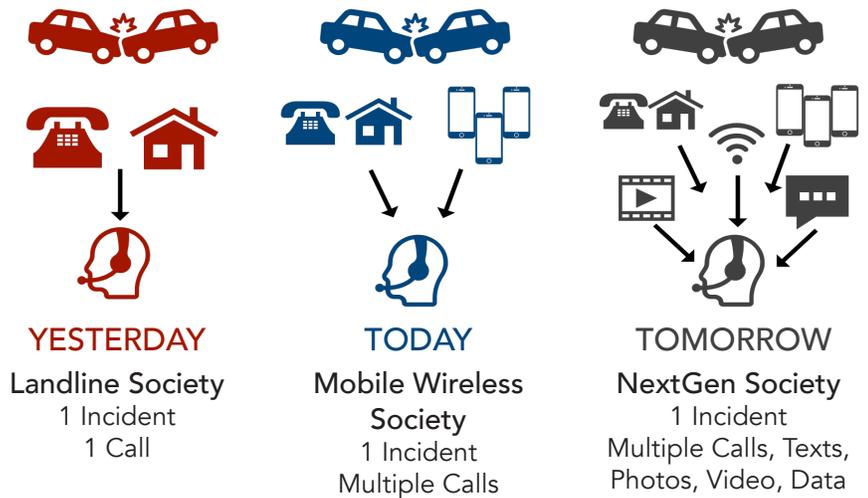


What is NEXTGEN 911?

NEXTGEN 911 (NG911) is a standards-based, Internet Protocol (IP) emergency communications infrastructure enabling voice and multimedia 911 communications. NG911 utilizes geographic information systems (GIS) to accurately route calls to public safety answering points (PSAP's).

NEXTGEN 911 creates a robust and redundant infrastructure that will deliver 9-1-1 service today and into the future. It will process all call types - including voice, text and crash notification - as well as images and video. In addition, it will enable improved location accuracy that will allow emergency personnel to send help more quickly. The figure to the right shows the progression on 9-1-1 technology.



Benefits of NEXTGEN 911



NG911 systems are broadband enabled to allow PSAPs to receive bandwidth data from callers: images, video and sensor data in order to provide telecommunicators with unprecedented situational awareness, better informed decision making and help First Responders do their jobs more effectively while keeping them safer. A NG911 infrastructure is required to make this work.



NG911 systems are also IP-based, which means that PSAPs can be interconnected and share data or seamlessly and quickly transfer operations, to a neighboring PSAP when a disaster or an emergency renders it inoperable, inaccessible or uninhabitable.



NG911 systems rely on geospatial data to locate callers in an emergency, a far more accurate approach than what's available with today's 9-1-1 system. As a result of more accurate 9-1-1 caller location, fewer calls will be misrouted, saving precious time when every second matters. Emergency response will also arrive more quickly.

What are we doing to prepare?

Washington County has been actively working to prepare for NEXTGEN 911. Joint monthly meetings between Washington County Emergency Communications Center and GIS staff members from both the City of Hagerstown and Washington County. Representatives from Washington County sit on the NG911 legislative committee which meets in Annapolis frequently. Emergency Communications Center participates in monthly NG911 conference calls between all counties and various other partners. Washington County is also looking at existing data bases to ensure they are compatible with NG911 and coordinating with adjacent jurisdictions to ensure seamless integration. We are also fixing any gaps in data such as ensuring all apartment units are accounted for in their correct location and/or making sure common points of interest have location information.



Examples of Address Errors

- Addressed to wrong street
- Addressed number out of sequence with surrounding numbers
- Odd/even on the wrong side of the street
- More than 4 structures using a private lane or lane needs named

In September 2018, the Maryland Emergency Number Systems Board (ENSB) approved a strategic plan for the implementation of NG911. The proposed implementation timeline for the 24 Maryland PSAPs to migrate to NG911 no later than December 31, 2021.

2018	2019	2020	2021	2022
	Next Generation Core Services Buildout			
	Emergency Services IP Network Buildout			
	Connect Originating Service Providers/PSAPs			
	GIS Development			
Text to 911 (Interim)				
		Text to 911 (Message Session Relay Protocol)		
			Geospatial Routing	