AUSTIN POLICE DEPARTMENT EMERGENCY COMMUNICATIONS

Public Safety Commission

February 7, 2011

911 Calls 2010

- Calls Answered in $\leq$ 10 seconds: 96.6%*
- Calls Offered: 815,990
- Calls Answered: 798,346
- Average Answer Delay: 2 seconds
- Max Delay: 4:35 (May); 4:03 (Dec)
- Total Abandoned Calls: 17,644
  - Of the total, 6,317 received "no agents available" recording

NENA & APCO recommended standard 90% in 10 seconds

APD Call Taker Staffing

79 Full Time (No increase in 10 years)

- 911
- Teletype (warrants, missing persons, etc.)
- Non-Emergency (police reports, officers dispatched, police info requests)
- Control Center
- Scheduling
- Training
- Payroll Administration
- Tech Support (CAD, phones, back-up center)
- QA

Calendar Year	911 Calls	Non Emergency Calls	Total Calls
2007	809,576	294,523	1,104,099
2008	832,366	285,531	1,117,897
2009	827,234	297,609	1,124,843
2010	815,990	261,289	1,077,279

Next Generation 911 (NG911)

CALLS

Land Line, Cell, or IP Service Provider

- Today 911 calls are routed across phone lines
- 40 year old technology

Next Generation 911 (NG911)

Future: IP based technology to route 911

- This type of network is still being tested (Williamson County, Bexar County)
- NG911 national network standards have **not** been finalized (NENA)
- Equipment not available until testing is complete and standards have been set
- No ETA

Next Generation 911 (NG911)

TEXT TODAY

- No 911 text alias
- Cell carriers do not prioritize 911 texts
- No guarantee of delivery or reliability of order
- No location or address information available
- 3rd party solution in limited use in spite of the cell network limitations

Next Generation 911 (NG911)

THE FUTURE OF EMERGENCY TEXTING

- Will require FCC involvement to mandate cell carriers to develop standards and make necessary network changes
- 911 cell carriers must
  - Add location information to emergency messages
  - Add "911 only" priority routing to their network (HOV lane)
  - Create method to route emergency texts from non-registered phones
- No ETA