Across the United States, public safety agencies are transforming how they handle and respond to 9-1-1 emergency calls. With people embracing mobile technology in ever-increasing numbers, the move to modernization will help public safety agencies shorten response times and improve positive outcomes. Let’s look at the numbers.

1. **240 Million calls are placed to 9-1-1 every year.**

   Launched in 1968, America’s 9-1-1 emergency call system handles an astonishing number of calls annually. Every incoming 9-1-1 call connects to a nearby Public Safety Answering Point (PSAP) dispatcher who then routes the call to local emergency medical, fire, and law enforcement agencies.

2. **97% of 9-1-1 calls will originate from mobile devices by 2022.**

   Mobile phone usage is accelerating rapidly—and it’s shown no signs of slowing. The transition to Next Generation 9-1-1 (NG9-1-1) systems is essential to handle the increased volume of mobile calls. This transition to next-generation telecommunication systems has the potential to accelerate response times and improve outcomes.

3. **50.8% of US homes are cell phone-only.**

   Fewer landlines indicate a greater need for PSAPs that can handle 9-1-1 emergency information delivered by mobile technology.

4. **5,783 primary and secondary US public safety answering points (PSAPs) will handle emergency calls in 2017.**

   According to the US Bureau of Labor Statistics, the US has nearly 100,000 emergency dispatchers working in close to 6,000 PSAPs.

5. **10,000 lives saved every year.**

   With 4,020 emergency dispatchers working in close to 6,000 PSAPs, America’s 9-1-1 system can save thousands of lives annually.

6. **When seconds count, experience counts the most.**

   AT&T is the leading name in 9-1-1 history. With unrivaled 9-1-1 experience that began in 1968, our passion and commitment to protecting communities is stronger today than ever. Every day, on every call, we’re closing the public safety gap.

7. **Experience counts the most.**

   According to the US Bureau of Labor Statistics, the US has nearly 100,000 emergency dispatchers working in close to 6,000 PSAPs.

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SOURCES:


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