

# 7 URGENT FACTS ABOUT NG 9-1-1 EMERGENCY COMMUNICATION IN AMERICA: BEHIND THE NUMBERS.

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 increase positive outcomes. Let's look at the numbers...

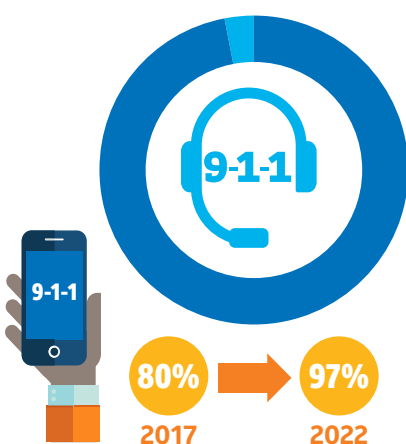
1



## 240 MILLION CALLS ARE PLACED TO 9-1-1 EVERY YEAR.

Launched in 1968, America's 9-1-1 emergency call system handles an astounding 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.<sup>[1]</sup>

2



## 97% OF 9-1-1 CALLS WILL ORIGINATE FROM MOBILE DEVICES BY 2022.

Mobile phone usage is accelerating rapidly—and it shows no signs of slowing. Public Safety Answering Points need to modernize from legacy 9-1-1 systems to harness greater mobile call volumes and take full advantage of Next Generation capabilities.<sup>[2]</sup>

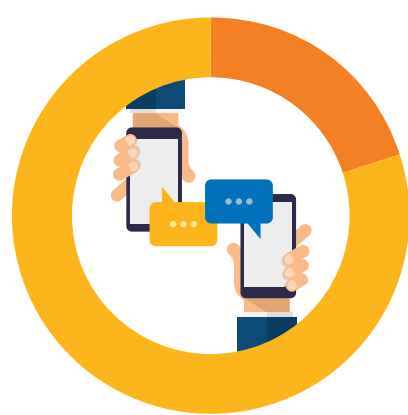
3

## 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.<sup>[3]</sup>



4



## ONLY 20% OF PSAPS CAN ACCEPT TEXT-TO-9-1-1.

The "public safety gap" is exposing a lethal weakness in America's 9-1-1 communication system. With the transition to NG9-1-1, Text-to-9-1-1 capabilities have the potential to accelerate response times and improve outcomes.<sup>[4]</sup>

5



## 5,783

### PRIMARY AND SECONDARY US PUBLIC SAFETY ANSWERING POINTS (PSAPS)

According to the US Bureau of Labor Statistics, the US has nearly 100,000 emergency dispatchers working in close to 6,000 Public Safety Answering Points.<sup>[5]</sup>

6



## 10,000 LIVES SAVED EVERY YEAR

Estimates indicate improved geo-location information delivered by NG9-1-1 technology can save thousands of lives annually.<sup>[6]</sup>

7



## 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 even stronger today. Every day, on every call, we're closing the public safety gap.

**"AT&T HAS EMERGED AS A LEADER IN THE TRANSITION OF LEGACY 9-1-1 OR TRADITIONAL 9-1-1 TO NEXT GENERATION 9-1-1."**

—Brent Iadarola, Mobile & Wireless Group, Frost & Sullivan

Learn more at [www.att.com/business/ng911](http://www.att.com/business/ng911)

**SOURCES:**

[1] <http://www.nena.org/page/aboutfaq2017>

[2] Frost & Sullivan

[3] <https://www.npr.org/sections/alltechconsidered/2015/12/03/458225197/the-daredevils-without-landlines-and-why-health-experts-are-tracking-them>

[4] <https://dps.mn.gov/divisions/ecr/Documents/tr-daily-article-text-to-911-psaps-burden.pdf>

[5] <http://www.nena.org/?page=911statistics>

<https://www.bls.gov/oes/current/oes435031.htm>

[6] <https://www.foxnews.com/us/2016/12/28/911-centers-struggle-to-find-callers-on-cellphones-and-results-can-be-deadly.html>

