During a natural disaster or other large-scale emergency, law enforcement and the public need to know their 911 system will be there. In the case of a large-scale incident, NG911 helps protect against call overload since the system can re-route calls and other data to alternative PSAPs. In cases where a PSAP is rendered inoperable, calls can also be transferred to an operational agency.

Redundancy & Multi-Agency Interoperability

During a natural disaster or other large-scale emergency, law enforcement and the public need to know their 911 system will be there. In the case of a large-scale incident, NG911 helps protect against call overload since the system can re-route calls and other data to alternative PSAPs. In cases where a PSAP is rendered inoperable, calls can also be transferred to an operational agency.

Enhanced Location Accuracy

With improved location accuracy, law enforcement will reach crime scenes and other incidents more efficiently. This is important in a variety of environments like rural areas or parks, densely populated urban areas, or on freeways. NG911-enabled mapping technology enables emergency responders to reach incident scenes quickly, even if callers are not aware of their exact location.

Better Situational Awareness

NG911 will provide a variety of new data — photos, video footage, text messages, GIS/location information, surveillance videos and more — to provide better situational awareness, and to find and arrest a suspect more quickly. The information may also be used later as evidence during prosecution, and can be shared with additional law enforcement officials, as well as other appropriate agencies.

Improved Officer Safety

In a hostage situation, information about the inside of an active crime scene is key for officer and hostage safety. Access to security cameras and building sensors will provide valuable information for increased officer safety, such as number of suspects, hostage location and more. Pre-arrival information is also crucial for officer safety during active violent incidents.