

911 Communications

Compiled by Laura Lay, December 2012

www.legis.wisconsin.gov/lrb/pubs/tapthepower.htm

Significant advances have been made in the way 911 systems are designed and operate since Wisconsin adopted the service in the 1970s. Advances in technology, such as mobile phones and voice over Internet protocol services have created new obstacles for the 911 system. The Wisconsin Legislative Council has established a Special Committee on 911 Communications to address these problems in order to strengthen and improve the system. This publication provides resources related to 911 communications, focusing on Next Generation 911 (NG911).

- Abusch-Magder, D., et al. "911-NOW: A Network on Wheels for Emergency Response and Disaster Recovery Operations." *Bell Labs Technical Journal* 11, no. 4 (Winter 2007): 113-133. www.alcatel-lucent.com/enrich/v1i22007/pdf/BLTJ_20199.pdf.
Discusses the 911-network on wheels (911-NOW) approach, technical requirements, and benefits of this system. 911-NOW is a portable cellular system based on base station routers (BSRs) that does not require any pre-existing wireless infrastructure.
- Baker, Edwin L. *Wireless Enhanced 911 Working Group: Report of Proceedings*. Honolulu, HI: Hawaii Legislative Reference Bureau, 2004. (384.1/H31c)
- Bezruki, Don. *A Best Practices Review: 9-1-1 Services*. Madison, WI: Wisconsin Legislative Audit Bureau, 1997. (Au2/1997 31)
Historical 1997 report identifies the varying organization, equipment, staffing, and services of 911 throughout the state and determines best practices to follow.
- Buntin, John. "Judgement Call." *Governing* 26, no. 1 (October 2012): 48. (321/C761)
The article focuses on the policing approaches made by Milwaukee, Wisconsin Police Chief Ed Flynn in his department. It mentions the Differential Police Response (DPR), created by Flynn for dealing with 911 calls, which has gained scrutiny from the public. Under DPR, telecommunicators assign each incident a code, depending on how serious a threat is and the call is responded to accordingly.
- Fleming, Cory. "Minneapolis 311 System." *Call 311: Connecting Citizens to Local Government Case Study Series*. Washington, DC: International City/County Management Association, 2008. <http://icma.org/Documents/Document/Document/3592>.
Report provides information about the Minneapolis 311 system, used for nonemergency calls which take up 911 resources.
- 4G Americas. *Texting to 9-1-1: Examining the Design and Limitations of SMS*. Bellevue, WA: 4G Americas, 2010. www.4gamericas.org/documents/SMS%20to%20911%20White%20Paper%20Final%20October%202010.pdf.
- Kenneally, Christine. "How to Fix 911." *Time* 177, no. 14 (April 11, 2011): 36-38. www.time.com/time/magazine/article/0,9171,2062452,00.html.
- Konopacki, Larry, and Chad Brown. "911 Communications." *Staff Brief* 12-04. Madison, WI: Wisconsin Legislative Council, 2012. (384.1/W7f1) http://legis.wisconsin.gov/lc/publications/sb/sb_2012_04.pdf.
Provides a description of the structure of the 911 system, federal requirements related to 911, state law, funding for 911 programs, and the operation of the 911 system in Wisconsin.
- L. Robert Kimball & Associates, Inc. *Model State 9-1-1 Plan*. Ebensburg, PA: L. Robert Kimball & Associates, Inc., 2008. http://c.ymcdn.com/sites/www.nena.org/resource/collection/22DBDB9D-FBD7-445E-A760-1C39A222ED34/NASNA_Model_State_9-1-1_Plan.pdf.
The Model State 9-1-1 Plan provides a format, information, and examples to guide a state's development of its own statewide 9-1-1 plan.
- Moore, Linda K. *Emergency Communications: Broadband and the Future of 911*. Washington, DC: Congressional Research Service, 2010. www.fas.org/spp/crs/homesec/R41208.pdf.
Summarizes how past federal 911 legislation and policy has established a base for the transition to IP-enabled systems, discusses the transition to next generation 911 systems, and describes the potential role of the Department of Homeland Security in emergency communication.
- National Emergency Number Association. *Next Generation 9-1-1 Transition Policy Implementation Handbook: Application of the Implementation Checklist*. Alexandria, VA: National Emergency Number Association, 2011. https://c.ymcdn.com/sites/www.nena.org/resource/resmgr/ngpp/ng911_transition_policy_hand.pdf.
- 911 Resource Center. *Draft Report for National 9-1-1 Assessment Guidelines*. Edensburg, PA: 911 Resource Center, 2012. www.911resourcecenter.org/911Guidelines/RPT053012_National_911_Assessment_Guidelines_Report_FINAL.pdf.
The report provides guidelines that can be used to evaluate a state's current 911 system and identify strengths and weaknesses.

911 Communications

Continued

- Office of the State of New York Comptroller. *Department of State, Oversight of the Enhanced Wireless 911 Program*. Albany, NY: Office of the State Comptroller, Division of State Services, 2006. www.osc.state.ny.us/audits/allaudits/093007/05s68.pdf.
An audit report which identifies the status of enhanced wireless 911 services in each New York county as of April 2006, determines whether the counties' progress in achieving this status was appropriately monitored by the Department of State, and determines whether the state funding made available for enhanced 911 systems was appropriately distributed.
- Paolino, Robert. "Voice Over Internet Protocol: New Telephone Service Poses Regulatory Challenges." *Wisconsin Briefs* 4-15. Madison, WI: Wisconsin Legislative Reference Bureau, 2004. (384.1/W7c1) <http://legis.wisconsin.gov/lrb/pubs/wb/04wb15.pdf>.
- Parrino, Cheryl L. *Emergency Telephone Service: Should 9-1-1 Receive Universal Service Fund Support?: A Report to Joint Committee on Information Policy*. Madison, WI: Public Service Commission of Wisconsin, 1996. (384.1/W7b)
- Perlman, Ellen. "The Buzz About 311." *Governing* 21, no. 10 (July 2008): 45. (321/C761)
This article discusses nonemergency 311 systems developed to draw off nonemergency calls from the 911 system.
- Sampson, Rana. *Misuse and Abuse of 911*. Washington, DC: United States Department of Justice, Office of Community Oriented Policing Services, 2004. www.cops.usdoj.gov/Publications/e07042423_web.pdf.
- Stolzenberg, John. "Wireless 911 System Grant Program: 2003 Wisconsin Act 48." *Legal Memorandum* LM-2003-4. Madison, WI: Wisconsin Legislative Council, 2003. (384.1/W7f)
- Texas Advisory Commission on Intergovernmental Relations. *Implementing 9-1-1 Systems in Texas: Legal and Institutional Background*. Austin, TX: Texas Advisory Commission on Intergovernmental Relations, 1987. (384.1/T3)
- "The Texting Troubles of 911." *State Legislatures* 38, no. 8 (September 2012): 7. (328.11/N214) www.ncsl.org/Portals/1/Documents/magazine/articles/2012/SL_0912-Trends.pdf.
- United States. *E-911 Implementation: Hearing Before the Subcommittee on Communications of the Committee on Commerce, Science, and Transportation, United States Senate, One Hundred Eighth Congress, First Session, March 5, 2003*. Washington, DC: United States Government Printing Office, 2010. www.gpo.gov/fdsys/pkg/CHRG-108shrg99966/pdf/CHRG-108shrg99966.pdf.
- United States. *Issues in Emergency Communications: The 911 Modernization and Public Safety Act of 2007: Hearing Before the Subcommittee on Telecommunications and the Internet of the Committee on Energy and Commerce, House of Representatives, One Hundred Tenth Congress, First Session, on H.R. 3403, September 19, 2007*. Washington, DC: United States Government Printing Office, 2008. www.gpo.gov/fdsys/pkg/CHRG-110hhr44392/pdf/CHRG-110hhr44392.pdf.
- Wisconsin Division of Emergency Government. *Wisconsin's Public Agency 9-1-1 Planning Manual*, rev. ed. Madison, WI: Wisconsin Department of Administration, Division of Emergency Government, 1984. (Admin Emer/w) (library use only)
- Wisconsin Legislative Council. *Staff Memorandum to Members of the Special Committee on 911 Communications*. Madison, WI: Wisconsin Legislative Council, 2012. (LegisCl 2011-2013/m-1) (library use only) http://legis.wisconsin.gov/lc/committees/study/2012/911/files/memo_1.pdf.

Related Web Sites

- Federal Communications Commission. "Wireless 911 Services." Accessed November 26, 2012. www.fcc.gov/guides/wireless-911-service.
Contains information on challenges posed by wireless phones for emergency communication, FCC wireless 911 rules, and tips for 911 calling.
- National Emergency Number Association.
- "Future Path Plan – FPP." Accessed November 27, 2012. www.nena.org/?page=FPP.
 - "Public Safety Considerations for Smartphone App Developers." Accessed November 27, 2012. www.nena.org/?page=SmartphoneApps.
- Criteria established by the National Emergency Number Association to ensure that callers contact the correct public safety answering point regardless of the device used to place the call.
- National 911 Program, United States Department of Transportation.
- "Challenges for Rural 911." Accessed November 26, 2012. www.911.gov/911-issues/challenges.html.
 - "Serving the Hearing Impaired." Accessed November 26, 2012. www.911.gov/911-issues/serving.html.
 - "Standards of Next Generation 911." Accessed November 26, 2012. www.911.gov/911-issues/standards.html.
- NG9-1-1 Institute. "Successful Legislation." Accessed November 26, 2012. www.ng911institute.org/Successful-Legislation.html.
- Research and Innovative Technology Administration, United States Department of Transportation. "Next Generation." Accessed November 26, 2012. www.its.dot.gov/ng911/index.htm.
Provides a research overview of the Next Generation 911 initiative.
- United States Department of Justice, Civil Rights Division, Disability Rights Section. "Access for 9-1-1 and Telephone Emergency Services." Last revised July 15, 1998. www.ada.gov/911ta.htm.
Information about the requirements of the Americans with Disabilities Act for direct, equal access to 9-1-1 for persons with disabilities.

Legislative Reference Bureau

One East Main Street, Suite 200

Madison, WI 53703

Library Catalog: <http://lrbcat.legis.wisconsin.gov/>

For questions or to suggest a topic for future bibliographies:

LRB.Library@legis.wisconsin.gov

Library Circulation Desk: (608) 266-7040

Research Questions: (608) 266-0341