

Search, Tap, and Swipe for Help: Apps in the 9-1-1 Ecosystem

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NENA: The 9-1-1 Association

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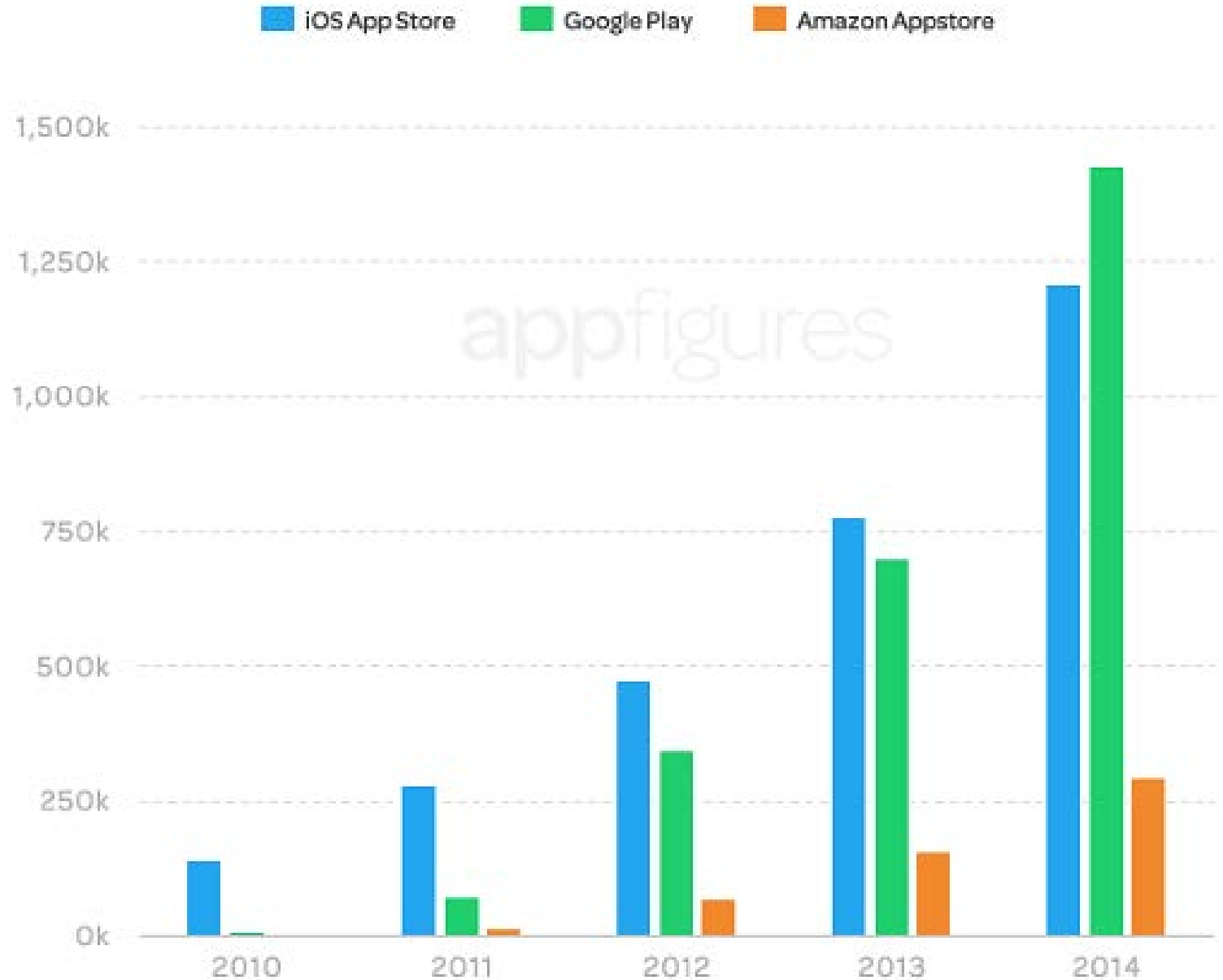
- Founded 1981
- 9,000 members
- Solely 9-1-1
- 38+ Standards
- 100% Adoption



Apps have changed almost every aspect of modern life...

...except 9-1-1

Total Number of Apps by App Store



*Source: goo.gl/v970GQ

Why is 9-1-1 Successful?

Advantages

- Universal **Availability**
- Universal **Capability**
- Universal **Methods**

Success builds interest: Devs want to help!

Why is 9-1-1 Limited?

Advantages

- Universal **Number**
- Universal **Availability**
- Universal **Methods**

Challenges

- Low **Speed**
- Low **Connectivity**
- Low **Extensibility**

Limitations *can* drive positive change...

...or disaster.

Key Challenge

How do we open-up 9-1-1 to rapid app advancements, while maintaining the universality *required* for success?

Two Paths Forward

Augmented Legacy

Repurposed

- Boxes
- Links
- Data

Re-Trained

- Consumers
- Telecommunicators

Native Next-Gen

Standardized

- Functional Elements
- Interfaces
- Schemas

Integrated

- Networks & Services
- User Experiences

Key Goal:

Maintain the security, reliability, universal character, and seamless user experience of 9-1-1 service as we add new capabilities.

Further Reading

- Public Safety Considerations for Smartphone App Devs goo.gl/mYhgtm
- i3 Standard for NG9-1-1 goo.gl/e2oBs0
- NET 911 Improvement Act goo.gl/4H6C9P

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