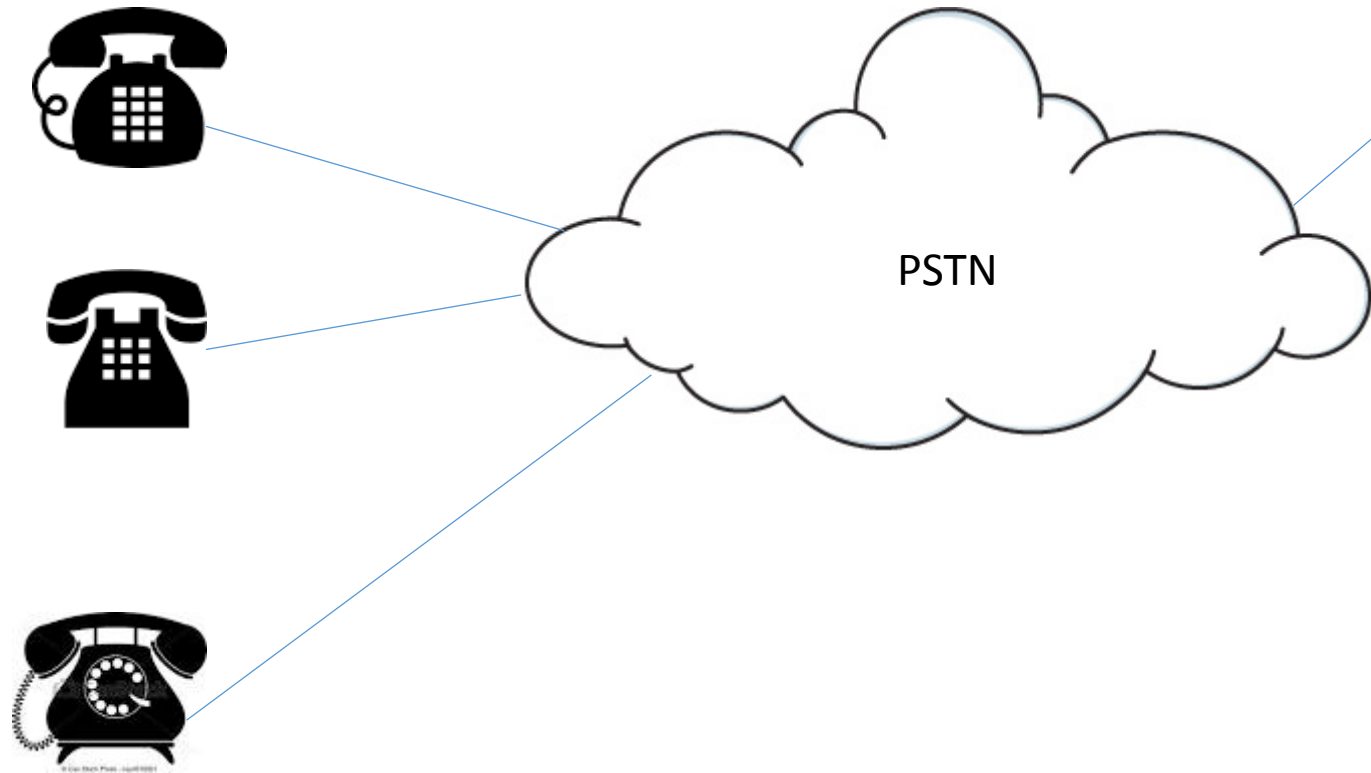


# Emergency Response Framework

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# Current 911



PSAP

Approx. 6100 Primary and Secondary PSAPs in the US  
Handle, Police, Fire, and EMT requests

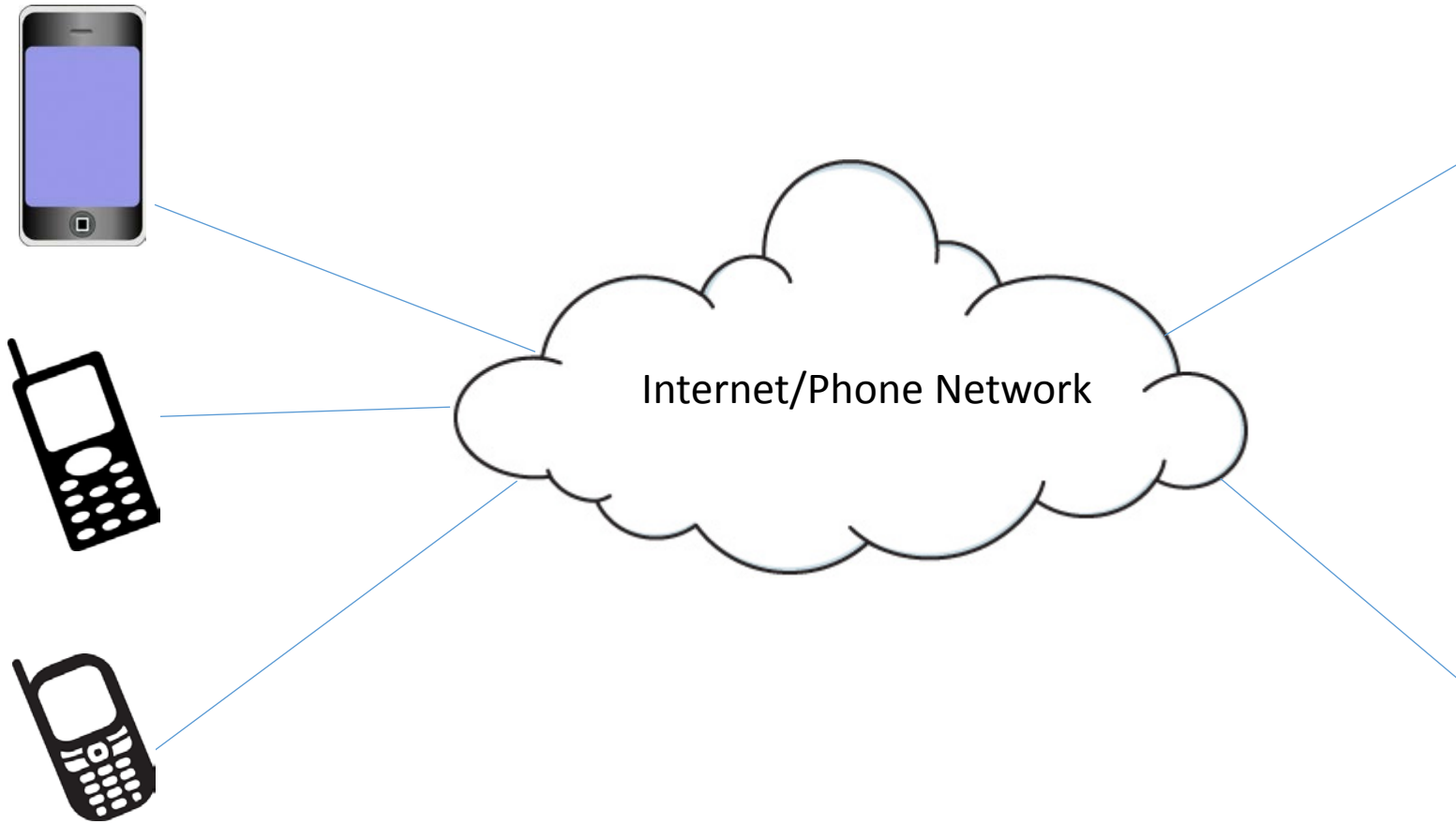
Need information about –

What is needed

By Whom

Where

# Future 911



PSAP

# Future Emergency Response

- Caller
  - Using smart phones
    - Compute Power/storage
    - Communication – 4G, WiFi – Internet Connectivity
    - Other sensors – camera,...
  - Victim/Third Party
  - Anonymous tip
- Modes
  - Immediate call
  - Delayed – Escort mode
- Communication
  - Internet
    - Audio/Video/Data
- Location
  - Smart Phone based system
- Call Routing
  - Geofences

# PSAP

- Integrating with current operation
  - Audio for a call may have to come through as a regular phone call
    - SIP integration
  - All information has to be logged securely with the chain of custody maintained
  - Call Transfer along with metadata and continued audio, video and sensor data

# Future Emergency Response

- Calls may be for
  - EMT response for isolated incident
  - Complex
    - Natural disaster
    - Terrorism
    - Group Actions
- Calls for Better Situational Awareness and integrated response when needed
  - Access to various sources of information
    - Cameras/sensors in the area
    - Accurate location – Which building/floor/room
    - ...
  - Ongoing role in the response
    - Command Role
    - Situational awareness of the incident scene
    - ...

# Response Center of Tomorrow

- Not simply call answering and dispatch function
- Monitoring the response
  - Information from the scene
  - Accessing other relevant information
- Forwarding information to the responders as needed
- Transferring the command to a mobile command center in the field
- ...