

U.S. Congressman Gene Green

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NEWS RELEASE

For Immediate Distribution
Sept. 5, 2001

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Green Joins NENA, Senators, and Members of Congress to Unveil the First 911 Report Card to the Nation

Washington, D.C. --Today, U.S. Congressman Gene Green (D-TX) joined the National Emergency Number Association (NENA), U.S. Senators, Members of Congress, and representatives of telecommunications companies to unveil the first "911 Report Card to the Nation". This is the first comprehensive study assessing the current state and future of 911 services in the United States. According to NENA, approximately 190 million 911 calls are made each year—demonstrating the need for a better, efficient and effective 911 system. **The event was held on Capitol Hill at the Senate Hart office building, in Room 708.**

The National Emergency Number Association is a non-profit organization dedicated to education, research and implementation of 9-1-1 as America's universal emergency number. The Report Card to the Nation (RCN) is a collaborative effort of organizations including the American Heart Association (AHA), the Association of Public-Safety Communications Officials International (APCO), the Cellular Telecommunications and Internet Association (CTIA), Intrado, Inc., SBC Communications, and others.

"911 is a critical public safety program that benefits all Americans," Green said. "However, the results of the Report Card to the Nation highlights problem areas that need quick improvement. Some of our rural areas still do not have hardline access to a 911."

"This system works and saves lives, but we need the fastest, most complete deployment technologically possible," Green added. As a state representative, Congressman Green successfully passed the Texas first 911 legislation for Houston-Harris County Texas.

In a press conference coinciding with the 15th anniversary of "National 9-1-1 Day," U.S. Senator Conrad Burns (R-MT), Ranking Member of the Senate Subcommittee on Communications, Congressman Fred Upton (R-MI), Chairman of the House Subcommittee on Telecommunications and Congressman Green and representatives from NENA joined forces to present the following results and of the report and recommendations to improve the 911 system.

- **Quality of Service: (A-):** 911's current quality of service is largely reliable and the American public has a high degree of trust and faith in the effectiveness of 911 service.
- **Availability: (B):** 911 service via traditional phone lines is widely available to approximately 97.8 percent of the U.S. population. However, there are under served areas, primarily in rural counties.

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- **Public Awareness and Education: (B):** While the American public is aware of 911, public education remains the key to reducing the number of non-emergency calls to 911.
- **Wireless: Incomplete:** The RCN's grade for Wireless is "incomplete" due to the fact that wireless 911 support is a work in progress and the implementation of this technology is behind schedule.
- **9-1-1 New Technologies: (D)** The 9-1-1 system must accommodate new technologies, increased competition and other institutional changes at a cost likely to exceed current levels of public funding. 9-1-1 needs sufficient investment if it is to meet challenges that will impact future services

Recommendations:

- **Wireless 9-1-1 support must be accelerated.** Of the 190 million calls made across the nation to 9-1-1, 50 million came from wireless telephone users (approximately one in four calls.) In the next five years, the number of wireless 911 calls is expected to more than double to 100 million calls.
- **911 service via traditional phone lines (wireline) must be accessible to all Americans.** While 97.8% of the U.S. population has 911 support via their wireline phones, approximately 231 counties do not have 911 support. These counties are generally rural areas with sparse population, high poverty levels, Native American lands, and military locations, and often do not have the funds needed to implement 911 infrastructure

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