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## **Burns Announces Unveiling of "9-1-1: Report Card to the Nation"** *Report Grades Performance of 9-1-1 in the U.S.*

WASHINGTON, D.C. — Montana Senator Conrad Burns today joined Senator Wayne Allard (R-CO), Congressman Fred Upton (R-MI), and Congressman Gene Green (D-TX), and the National Emergency Number Association (NENA), an organization representing communications and public safety organizations, to unveil NENA's "9-1-1: Report Card to the Nation," the first comprehensive study of the current state and the future potential of 9-1-1 services in the U.S.

"We've got the building blocks in place to take emergency communications to the next level," said Burns. "We have extremely competent public safety professionals looking out for us. And now, finally, we have a single, comprehensive source of reliable 9-1-1 information. It's time to look at what steps need to be taken to get us to the next level of preparedness. Lives will be saved if we use the technology at our fingertips to implement a better, more responsive 9-1-1 system, including comprehensive wireless 9-1-1 services."

The "Report Card to the Nation" reviews and grades the performance of the 9-1-1 system as calls have increased to roughly 500,000 each day. Its findings graded the 9-1-1 system in the U.S. a "B," noting the need to upgrade from analog to digital technology. In addition, the "Report Card to the Nation" gave wireless 9-1-1 services a grade of "incomplete," noting the need for accelerated wireless 9-1-1, or so-called "E-9-1-1," implementation. According to NENA, approximately 190 million 9-1-1 calls are made in the U.S. each year. Fifty million - or 26.5 percent - currently come from wireless phones. That number is expected to reach 100 million in five years, yet wireless 9-1-1 services are not in place.

Burns noted the need for implementation of "E-9-1-1" services and his 1999 law requiring wireless carriers to upgrade their systems to allow 9-1-1 operators to trace callers' locations in an emergency the same way operators now trace calls made on land line phones. Burns listened firsthand to concerns on this issue at his "Wireless Solutions for Savings Lives" conference in Montana in August.

The "Report Card to the Nation" study was jointly undertaken by communications and public safety organizations including the National Association of State 9-1-1 Administrators (NASNA), 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.

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