

# Wireless E 9-1-1 Operational Issues

National Wireless Status

Roger Hixson

Technical Issues Director  
NENA



1/24/2002



# Unintentional Calls

- **50 million** wireless calls originate from wireless devices annually
- Data to date shows 40-60% of calls to PSAPs are unintended 9-1-1 calls from wireless sets
- **20 million+** unintended calls to PSAPs annually?
- Huge, growing load on the 9-1-1 systems and PSAP calltakers



1/24/2002





# Unintentional Calls

- Minimize the opportunity to unknowingly call 9-1-1
- Three actions:
  - Deactivate the auto9-1-1 feature in new sets
  - Notify/educate current users to deactivate
  - Make users aware of unintended 9-1-1 calls
  - Protect the involved keys on wireless sets



1/24/2002



# Unintentional Calls

- Using a special Work Group's efforts, NENA issued a letter to major carriers asking for deactivation for new and current users
  - the FCC was aware of this action, and were sent a copy
  - NENA will document responses on the NENA web site
- NENA, APCO, and NASNA have jointly requested the FCC issue a Notice of Inquiry on the Unintentional Call problem
- Both are available on the NENA web site
- The next NENA NEWS will carry an article on this national problem



1/24/2002





# Wireless E 9-1-1 NENA Standards

- 2000-2001
  - Wireless Data Standards
  - Network Congestion Control
  - SS7 Application Recommendations
  - E2 Protocol Recommendation
- 2002
  - SR to PSAP interface, beyond EMF
  - ALI Data Field Usage (Screen Display and CAD impacts)
  - Wireless E 9-1-1 Interface/Operational (Design Issues)



1/24/2002



# Wireless E 9-1-1 NENA Standards

## System Interface/Operational Design Issues/Clarifications

- Delayed caller X,Y:
  - Phase I data always delivered under Phase II service?
  - Delivery of Phase I data prior to, or with Phase II data, per call
  - ALI server query, or PSAP CPE query, or Calltaker rebid query
  - Does PSAP CPE software design limit immediate options?
- Minimal vs. Additional Data Items for Phase II
  - Is the baseline data caller X,Y, or more?
  - Should there be a baseline, intermediate, and full data definition?
- What should be the technical direction for the future, in order to support Telematics, ACN, and other data sets?



1/24/2002





# Wireless E 9-1-1 NENA Standards

## NENA E 9-1-1 Future Path Plan

- A renewed initiative to clearly define the evolutionary parameters, service criteria and features for E 9-1-1 and Emergency Communications voice and data services
- Led by NENA, joint effort with many other organizations, such as ATIS, ComCare, APCO



1/24/2002

