



Montgomery County 9-1-1

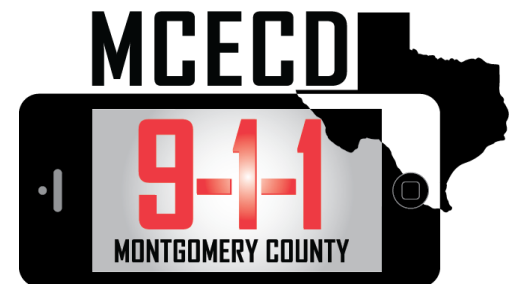
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Montgomery County 9-1-1

- 240 million 9-1-1 calls every year in the US
- 200,000 annually in Montgomery County
- Residents are serviced by:
 - 14 police agencies
 - 15 fire departments
 - 1 emergency medical provider
- 33 different combinations of police and fire response

Montgomery County 9-1-1

- Official name - Montgomery County Emergency Communication District
- Independent unit of local government
- 5 member Board of Managers
- Funded by 9-1-1 fees on your phone bill
- Annual budget - \$4 million



What We Do

- Purchase and maintain 9-1-1 phone and computer equipment
- Maintain network of trunk lines, fiber optic cable and switching equipment
- Serve as the county's official addressing agency
Maintain database of address information
- Maintain a GIS program to map the database
- Contract with law enforcement agencies to answer 9-1-1 calls
- Maintain emergency notification system

Public Safety Answering Points (PSAPs)



- Primary PSAPs
 - Montgomery Co. Sheriff's Office
 - Conroe Police Department



- Secondary PSAPs
 - Woodlands Fire Department
 - Montgomery Co. Hosp. District



Know the Phone You Own

Landlines

- Most reliable
- Delivers the most accurate information
- Continuous operations in a power outage



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Know the Phone You Own

Cell Phones

- No name, no address
- Phone #, carrier's name, address of cell tower, location on a map after 20 seconds
- Broad range of accuracy that depends on
 - technology in the phone, or
 - Ability to triangulate from multiple cell towers



Know the Phone You Own

Challenges for locating a cell phone caller

- Surface only, no elevation
- Downtowns
- Large venues that employ distributive antenna systems
- Rural areas
- Uninitialized phones



Know the Phone You Own

VoIP – Voice over Internet Protocol

- Call is routed based on the address you provide
- You must be proactive
- Residential or single business lines
 - Mobile
 - Relocate
 - Intentional inaccuracy
- Business systems
 - Multiple branches or a campus facility
 - Verify that all numbers are registered or that call management equipment is in place

Know the Phone You Own

Miscellaneous Devices

- Car, helmets, medical alerts, apps
- Call is not directly routed to 9-1-1



9-1-1 Public Education Campaign “ Be 9-1-1 Ready!”

Answer all questions.

Don't hang up.

Follow instructions.

**HELP US
HELP YOU**



Emergency Notifications

CodeRed

- Emergency notifications
- Weather warnings
- General notifications
- Automatic to landlines for emergency notifications
- Free enrollment required for cell phone calls, text messages and emails
- www.MC911.org



What's Coming

- Next Generation 9-1-1
 - Complete restructuring of 9-1-1 call architecture
 - Improved operational capabilities
 - Text messages, pictures and videos
- Integrated Public Alert and Warning System (IPAWS)
 - Update of the national emergency alert system
 - Scalable to geographical location of emergency
 - Push notifications from cell phone towers