



## Improving Public Safety Through Effective Public Policies 2020

### Overview

Accelerated deployment of Next Generation 911 (“NG911”) technology is critically needed to ensure integration with today’s smartphones, IoT devices, and intelligent alarms, promote interoperability among cities and states, and improve 911 resiliency in the face of natural disasters. NG911 implementation will also align with communications trends that are increasingly mobile, data-centric, and bandwidth-intensive. These trends are driving new innovations in areas like 5G Mobility, Internet-of-Things (IoT), Virtual Reality/Augmented Reality, and Cloud Computing – technological innovations that will transform public safety communications and substantially improve situational awareness and emergency response.

iCERT supports public policies that will promote the development and use of innovative technologies and that align with the following overarching goals:

1. **Competition & Industry Growth.** iCERT believes that competition is the single most important driver to increased innovation, and we seek to promote policies that ensure robust competition and encourage the expansion of an ecosystem that is focused on improving public safety communications.
2. **Technology Investments.** Advanced communications technologies will enable public safety agencies to increase efficiencies, improve situational awareness and emergency response, and protect the lives of first responders and the public they serve. Conversely, a failure to invest in such technologies imposes significant risks by exposing agencies to potential operational malfunctions, an increased vulnerability to hacking, and service outages. iCERT believes that public safety and national security interests demand an increase of investments in advanced communications including investments in a comprehensive cybersecurity framework that anticipates cyber-based threats and promotes effective protection of public safety networks, services, and applications.
3. **Sustainable Funding Policies.** State and local 911 funding policies have not kept pace with technological and marketplace changes, which impedes the transition to new technologies. This problem is made worse when some states divert 911 funding to other purposes. iCERT supports 911 policies that discourage 911 fee diversion and ensure stable and sufficient funding for emergency response systems including direct Federal funding for NG911 systems and services.

4. **Conformance to Open Standards and Interoperability.** Technology standards are important to the success of emergency response systems and services, as they promote competition and interoperability between disparate systems and services. iCERT supports the implementation of open standards for all components of the emergency response ecosystem and works with its member companies to promote standards compliance and interoperability.
5. **Data Use & Data Sharing.** Advanced communications technologies enable public safety agencies to utilize a variety of data to improve situational awareness and emergency response. If data is to be used effectively, however, emergency response systems must ensure that data can be collected, analyzed, and shared between public safety agencies and jurisdictions. This includes data that originates with a 911 caller, is passed through a 911 system, and delivered to a first responder, as well as data that is collected from a variety of sensors and other sources. Interoperability across these system components is critical to ensuring the data is available, intelligible, and used effectively. iCERT supports implementation of standards, best practices, and policies that promote effective data use and data sharing.

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