

July 2019 – FIRE & EMS LAW Newsletter

SPECIAL EDITION: LOCATING 911 CALLERS

[NEWSLETTER IS NOT PROVIDING LEGAL ADVICE.]

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Lawrence T. Bennett, Esq.

Program Chair

Fire Science & Emergency Management

Cell 513-470-2744

Lawrence.bennett@uc.edu

Please share below e-mail from Andrew Knapp with your 911 Communications Director. Hopefully you can help prevent loss of another 911 caller – like 16-year-old Kyle Plush. [See article.](#)



Personal note: My pet therapy dog "FRYE" and I serve on Therapy Pets of Greater Cincinnati. The morning after Kyle's death, our Team brought several dogs to Seven Hills School. We have now been back on two more occasions; this memorial has now been erected near the parking lot where Kyle died.

Larry Bennett, Esq.
Program Chair
Fire Science & Emergency Management
University of Cincinnati

From: KNAPP, ANDREW <Andrew.Knapp@hamilton-co.org>
Sent: Monday, July 1, 2019 5:13 PM
To: Bennett, Lawrence (bennetlt) <bennetlt@ucmail.uc.edu>
Subject: NextGen911 (NG911) Location Information

Larry,
Here's a variety of links that address the location technology issue in the 911 industry. The good news, in Hamilton County, the three PSAPs (Public Safety Answering Points), Norwood, Cincinnati and Hamilton County are all operational on what is called NextGen911. In addition, Cincinnati and Hamilton County subscribe to Smart911. Smart911 employs the use of a technology called RapidSOS to bring much better location technology on calls from eligible subscriber phones. It is a complicated technology and one that is evolving so fast that many technology companies cannot keep up with it. Nonetheless, we are trying the best we can to keep up and provide the best location technology available.

Some of these links will lead you down a variety of "rabbit holes" where you'll lose all concept of time as we know it. But dig in and I'm sure you'll quickly learn the [reputable sources of info](#). This first one is pretty good and it has a series of links that provide even more info.

There are two main bodies that guide standard development as it relates to 911 and dispatch industry. NENA, the National Emergency Number Association and APCO, the Association of Public Safety Communications Officials. Both have excellent articles revolving around NG911 and location technology. [Here is the primary one for NENA](#).

[Here is APCO's](#).

It's a complicated animal, so feel free to reach out if there are any questions or clarifications that I can make.

Take care,

Andrew W. Knapp, O.F.E.
Director
Hamilton County Communications
2377 Civic Center Drive
Cincinnati, Ohio 45231
513-595-8440

