**Support Life Saving Technology through Next Generation 9-1-1 (NG 9-1-1)**

**CCAO Operating Budget Request:**

* Increase funding to counties to upgrade and implement technology necessary to operate a NG 9-1-1 system.
* Budget Amendment: Urge support for [HC-0401](https://ccao.org/aws/CCAO/asset_manager/get_file/917859), to increase the user fee to $1.00 per month.

**Talking Points (Personalize for your county when applicable):**

* If you are a pilot county or currently operating an NG 9-1-1 system highlight the impact of the system on your community.  
  + Examples may include:
    - Decrease in the number of call transfers;
    - Ability to consolidate PSAP’s; and
    - Real examples of the lifesaving technology provided by NG 91-1.
* If you are not a pilot county or currently operating a NG 9-1-1 system, the NG 9-1-1 system offers many benefits, including:  
  + Allows for precise geolocating for dispatchers to increase response time for first responders;
  + Allows citizens to text to 9-1-1 or send videos to privately contact 9-1-1 if they are in a vulnerable situation;
  + Allow dispatchers to transfer information collected when the caller crosses county lines; and
  + Virtually eliminates the possibility that a 9-1-1 call will be disconnected or “dropped.”
* The previous operating budget increased the monthly user fee from 25 cents per month to 40 cents per month and expanded that fee to apply to wireless devices, VoIP channels, and Multi-telephone Systems (MTS).
* The revenue from that fee was expected to bring in around $100 million dollars a year to the state and counties. The fee is currently bringing in around $50 million.
* The system is going to go live statewide during 2025 and counties need financial support to upgrade and operate this system at the local level.