

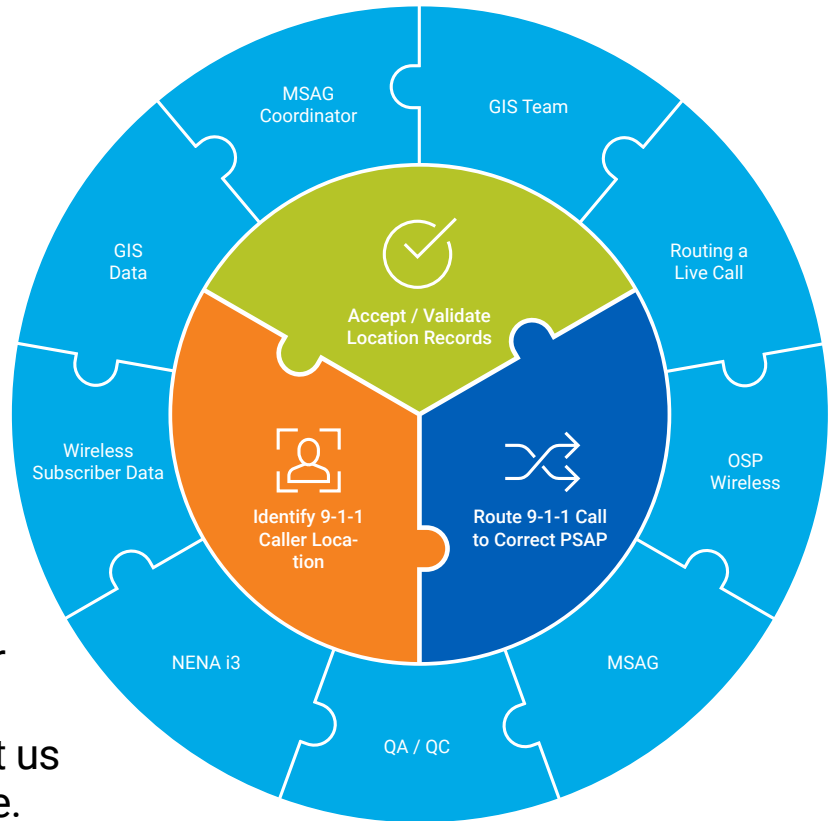
Brochure

9-1-1 location services

Intelligent data management for emergency call routing

Solving the i3 puzzle

Reduce the risks for your agency and benefit from greater oversight of your location data while improving data quality. Let us help you solve the i3 data puzzle.



The data challenges we help you solve

The essential functions of location data management for Next Generation emergency call routing are to accept and validate location records, identify the location of the 9-1-1 caller and route the call to the correct PSAP (Public Safety Answering Point).

In thinking about these functions and data integrity, two facts stand out:

1. Today, government agencies, for the first time, are the authority for the data used for call routing. With that, comes the obligation of having to deal with the complexities of migrating legacy data according to the NENA i3 evolving standards.
2. The parties involved in routing a 9-1-1 call use a combination of legacy and NG9-1-1 (Next Generation 9-1-1) technology and data that has not been uniformly transformed into the data sets needed for call routing. The result is data inaccuracy, which can impact the number of misrouted calls.

The 9-1-1 Location Services delivered by Motorola Solutions Connectivity, Inc., removes the complexity of how to migrate and manage both legacy and NG9-1-1 data to ensure calls are routed to the correct PSAP. With over 25 years of experience partnering with thousands of public safety agencies and processing location with millions of 911 calls, our in-depth knowledge ensures every subscriber location record is valid and routable before it goes live.

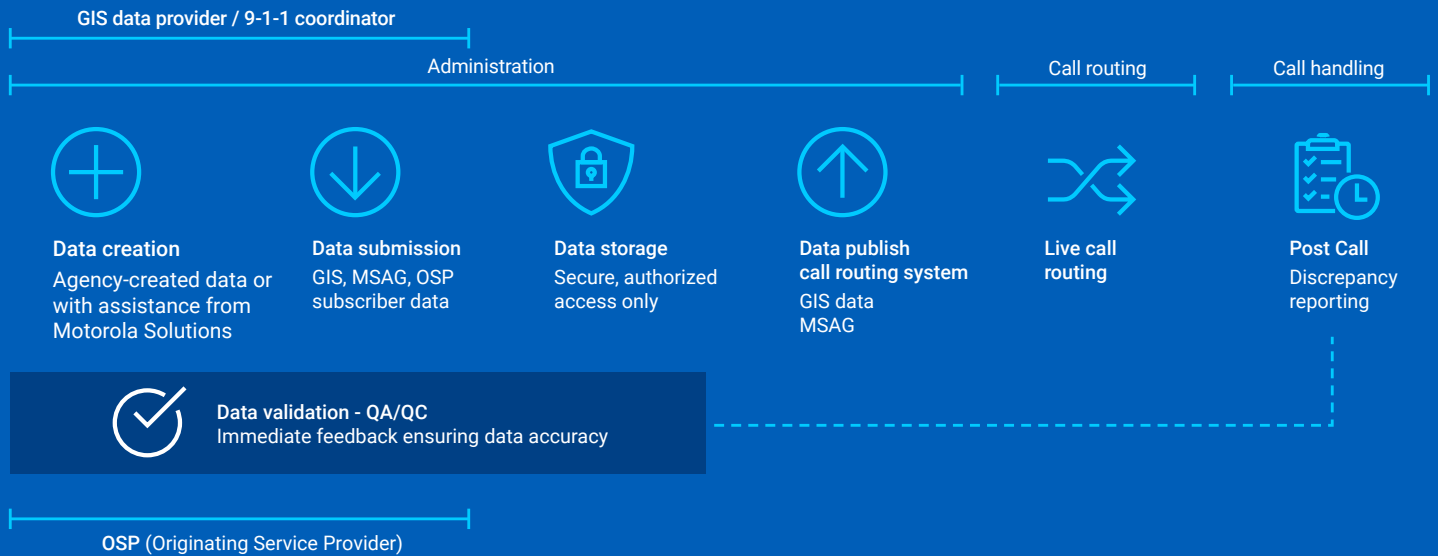
12%

of calls misrouted

Twelve percent of the 192 million wireless 9-1-1 calls made annually in the US are initially sent to an incorrect PSAP, requiring the 9-1-1 call taker to transfer the misrouted calls to the correct PSAP for response. The transfer can add an average of 40 seconds to the emergency response.

Source: New Progress for Getting Wireless 9-1-1 Calls to the Right ECC





The right tools at the right time

The diagram above depicts the elements of the 9-1-1 location data workflow that Motorola Solutions supports.

9-1-1 Location Services

Data Creation - Many agencies are already creating their data, which we encourage. However, for agencies that need assistance, we offer data creation services to supplement an agency's work on an as-needed basis.

Data Submission - Agencies submit their data and receive confirmation feedback and why it may be rejected so they can correct it. If an agency is already equipped with GIS tools, the agency has the option of leveraging Motorola Solutions' tools inside their Esri application set.

Data Storage - Location data is securely stored in Motorola Solutions' redundant and geographically dispersed locations for resiliency. It can only be accessed by authorized personnel.

Data Validation - With each change, we ensure the data conforms to policy, fits the criteria from the submitter and does not

conflict with other data in the system – not only within your agency, but across neighboring jurisdictions. Immediate and consistent feedback keeps the user aware of the state of their data before it goes live.

Data Publish - Once published, the data is live and ready for requests to be made against it. The data may be published for an entire county, from a municipality with multiple 911 coordinators, or it may be local data combined into a statewide data set.

Live Call Routing - The location data is used at the time of the call to determine the correct PSAP.

Post Call - After the live call, when an aspect of the data is questionable, e.g., no location was provided with the call, the agency submits a discrepancy report which comes back through the process to be addressed. That way, your data quality is always improving.

Our approach is to meet you on your terms. Our flexible, intelligent tools enable your agency to manage as much or as little of your authoritative data as needed, from data creation to data submission - all the way through to the call routing requirements. We accept data from any source, whether it be GIS data, MSAG or carrier subscriber data and align it to the location data to meet the requirements of emergency call routing. Our 9-1-1 Location Services address the requirements of your GIS team, 911 Coordinator and the OSP (Originating Service Provider), so your agency can easily and effectively manage the data from multiple sources.





Simplified data accuracy

Ensuring data accuracy for emergency call routing doesn't have to be complicated. Motorola Solutions' expertise and intelligent data tools bring all the pieces together to provide the highest data quality for those you serve. Let us help you focus resources, prepare, validate and publish your data. We stand ready to solve the i3 data puzzle with you.

Solving for safer

Location Services is part of Motorola Solutions NG9-1-1 call routing service, and provided by Motorola Solutions Connectivity, Inc., a wholly owned subsidiary of Motorola Solutions. Our portfolio of managed call routing services including location-based routing, location services, ESInet and cybersecurity - all part of Motorola Solutions' ecosystem where we build and connect safety and security technologies. Our never-ending pursuit is to help keep people safer everywhere.

To learn more, visit: www.motorolasolutions.com/callrouting



Motorola Solutions, Inc. 500 West Monroe Street, Chicago, IL 60661 U.S.A. motorolasolutions.com

MOTOROLA, MOTO, MOTOROLA SOLUTIONS and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. ©2024 Motorola Solutions, Inc. All rights reserved. 09-2024 [MW03]