

14-1244

PUBLIC SAFETY

INNOVATION, TECHNOLOGY & GENERAL SERVICES

MOTION

Surveys indicate that eight out of ten Americans use their cell phones to send or receive text messages. Emergency response centers around the country are updating their technology to accommodate text messaging, especially in situations in which calling 911 may be difficult or impossible. Those with speech or hearing impairments who are away from assistive devices and those held in hostage situations are certainly potential users. In addition, the implementation of Next Generation 911, which relies on broadband technology, allows the transmission of a wide range of information, including photos, and enables call centers to share data immediately.

As the City of Los Angeles is in the process of improving its emergency call processing and considering how to achieve maximum efficiency with its Computer Assisted Dispatch (CAD) systems, consideration of Next Generation broadband capability should be included in the planning. Today, in Los Angeles, if residents send a text message to 911 they will receive a return message telling them to call 911. We need to have a better and more up-to-date response.

I THEREFORE MOVE that the Council INSTRUCT the Los Angeles Police Department, the Los Angeles Fire Department, the Information Technology Agency and other City departments as necessary, undertake an analysis of what would be required to achieve Next Generation 911 capability for the City's emergency response system and report back to the Council within 180 days on the result of the analysis.

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ORIGINAL

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