



The Governing Voice for  
700,000 Wayne County Residents

10-17-2017 House Appropriations: Subcommittee on Michigan State Police

Chairman Miller and Members,

Let me begin with saying that SMART911 is a fine product and my statements today are purely in regards to help in understanding the differences between Next Generation 911(NG911) and SMART911, not to imply that one is better than the other. There are significant differences between NG911 and all third party applications or software, but for today's purposes I'm going to speak specifically to the differences between NG911 and SMART911.

Pat gave you the overview of what NG911 is and I believe you are familiar with what SMART911 offers.

Both SMART and NG911 offer new 911 features to the user, but they are truly like comparing apples to bicycles. They are two distinctly different parts of the 911 world. NG911 is the name given to the upgrade of our 911 infrastructure from a copper network to a fiber network. SMART911 is a software app for the general public that PSAPs can add on to their in-house platform.

When NG911 is implemented statewide, every person in Michigan will reap the benefits from NG911 that Pat went over. SMART911 is a national database that needs users to create a profile in order to benefit from the software, and for best results this profile needs to be updated by that user a couple of times a year. As of July 2017, there were 33,000 MI residents who created user profiles through SMART911. With NG911, all 9 million residents and MI visitors will reap the benefits of NG911 if they ever need to contact 911. And this is simply because NG911 is not user initiated. Again, it is a broadband fiber network.

SMART911 will benefit from NG911 as well. NG911 provides more bandwidth, as a company SMART911 is currently limited to an extent in what they can develop and offer because of the lack of bandwidth going to PSAPs. With NG911, their ability for new product development increases. The simplest way to think about this is comparing it to your own smartphones, you have your network and then you have the applications on your phone. If you don't have fast or reliable service, your applications are not going to work, or not work at their best. The faster speed you have and the more data available, the more you are able to do with your applications.

Thank you for your service to the 911 community and we look forward to continue working with the committee to bring the best 911 services to Michigan.

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