

Single Source

communityCONNECT

Why be concerned with E911?

Two reasons for certain: Community Safety & Legislative Compliance

One of the most basic protections you can provide your residents is the availability of enhanced 9-1-1 services to their resident unit. Most senior living communities are not fully E911 compliant, creating a challenge for E911 emergency responders. Campus buildings, floors, and resident unit details are often omitted from records relayed to the emergency responders, and they may only see the address that was provisioned when telephone service was established. While your resident waits for help to arrive, first responders may be wasting precious time searching for community staff to help locate an E911 caller. Ultimately, E911 performance reflects upon the image of the community. By design, communityCONNECT empowers communities to insure optimal E911 performance.

Pending legislation will be cause for many senior community property owners to incur significant investments that can be subsidized or avoided entirely with communityCONNECT.

Our systems are fully NG E911 (next-generation E911) compliant and powered by leading Cisco-BroadCloud technology. Our community partners will proactively be E911 compliant for all foreseeable legislation.

To insure every resident unit is fully E911 compliant, you may choose to mandate community provided E911 for all community resident units. All of which serves to enhance resident safety, satisfy compliance obligations, and enhance the community value proposition.

Recently passed FCC E911 legislation requires States to enforce “Kari’s Law” <https://docs.fcc.gov/public/attachments/DA-18-912A1.pdf>, which affects senior community properties utilizing MLTS (Multi-Line Telephone Systems) today. The FCC has also established guidelines for future legislation requiring NG-E911 (Next-Generation E911) as the new standard in late 2020. As seen in select State Legislative recommendations, Senior Communities will be targets for States looking to assess “property ownership” for new E911 fees based on a per resident unit basis, and not billing non-property owners (“renters”) direct for such a surcharge. Our community partners will be prepared to effectively address these sorts of challenges with our assistance.

Many States are introducing E911 Legislation that will affect campus community telephone networks and MTLS systems. http://images.e.westuc.com/Web/InterCall/%7B9d63c18a-c82f-454f-84a0-5d9df2c754fd%7D_911enable_wp_state_e911_legislation_summary_v11.pdf

communityCONNECT insures all our partner communities get and remain E911 compliant.