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**KEVIN MURRAY LEADS DISCUSSION FOCUSING ON 9-1-1 OVERLOAD  
Panelists share challenges facing Public Safety Answering Points (PSAPs)**

**STATE COLLEGE, PA, OCTOBER 19, 2011** — Joining emergency communication leaders, Kevin Murray, President/Chief Executive Officer of Mission Critical Partners, Inc. (MCP) and founding member of the 9-1-1 Industry Alliance (91A), reflected on 9-1-1's mounting communication issues on October 6, 2011 at the 9-1-1 Overload Workshop in Washington, DC.

Identifying PSAP's overwhelming call volume and laying the framework for solutions were the panelist's primary objectives. Together with federal regulators and industry representatives, the expert panel reviewed current 9-1-1 overload issues; future demands and funding worries for our nations call centers. Established in 2005 to study 9-1-1 technology and finances, (91A) has a new moniker – iCert – Industry Council for Emergency Response Technologies. The name change reflects ongoing efforts to examine and develop Next Generation 9-1-1 (NG9-1-1). With 9-1-1 calls up 37% since 1999, NG9-1-1 is essential to handle advancing consumer technology, specifically the eruption in wireless communication devices. "Our objective was to initiate a national conversation on the issue of 9-1-1 overload – and to identify potential solutions such as NG9-1-1 – now we need to develop an action plan to implement these proposed solutions" said Murray.

Murray is a respected public safety leader and is passionate about implementing new technology and applications to advance community safety. His firm, MCP, provides innovative consultative services for life safety and mission critical systems throughout North America. With a staff of over 30, MCP's team includes former public safety managers, project management professionals, emergency number professionals and

technology, forensic and policy specialists. MCP's service areas include: Executive Consulting/Master Planning; Next-Generation 9-1-1; Facility/Technology Integration; Broadband Deployment; Consolidation Services; Emergency Management Communications; Land Mobile Radio; and Forensics/Systems Analysis. Headquartered in State College, PA, MCP maintains satellite offices in Harrisburg, PA and Southlake, TX. Additional MCP information is available at [www.mcp911.com](http://www.mcp911.com).

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