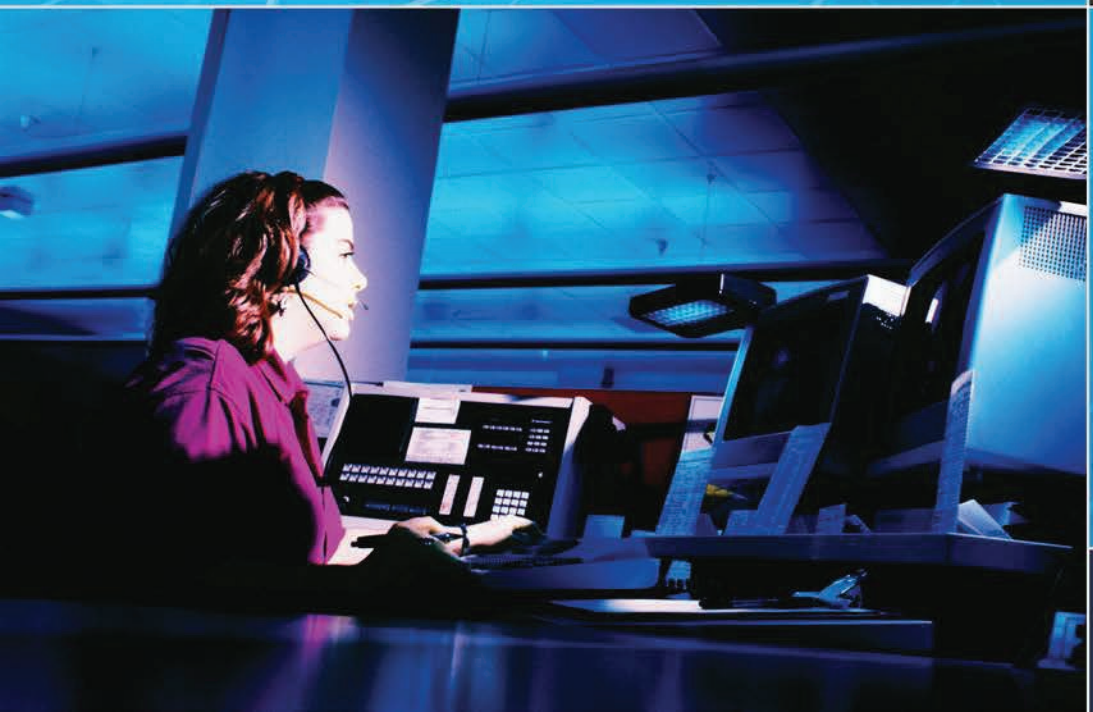
National 911 Progress Report: 2016 Data

National 911 Program

Report released 2017



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About the National 911 Program

The mission of the National 911 Program is to provide Federal leadership to support and promote optimal 911 services. The program was created to help coordinate activities among 911 stakeholders and to provide information that can be used to improve the 911 system. The National 911 Program has developed a variety of tools and resources, including tools that can be used to plan and implement Next Generation (NG) 911.

The National 911 Program is housed within the Office of Emergency Medical Services at the National Highway Traffic Safety Administration (NHTSA), which is part of the U.S. Department of Transportation (USDOT).

The data within the National 911 Progress Report was collected as part of a project titled, the "911 Resource Center" which is operated by Booz Allen Hamilton under a contract with NHTSA.

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ACRONYM LIST

Table 1 below includes a list of acronyms used throughout this report.

TABLE 1. LIST OF ACRONYMS

Acronym	Definition
ALI	Automatic Location Identification
ANI	Automatic Number Identification
BCF	Border Control Function
DHCP	Dynamic Host Configuration Protocol
DNS	Domain Name System
E911	Enhanced 911
ECRF	Emergency Call Routing Function
ESInet	Emergency Services IP Network
ESRP	Emergency Services Routing Proxy
FCC	Federal Communications Commission
GIS	Geographic Information Systems
IP	Internet Protocol
LOS	Level of Service
LoST	Location-to-Service Translation Protocol
MLTS	Multi-line Telephone System
NENA	National Emergency Number Association
NG911	Next Generation 911
NHTSA	National Highway Traffic Safety Administration
NRC	National 911 Resource Center
PSAP	Public Safety Answering Point
RFP	Request for Proposal
SR	Selective Router
USDOT	United States Department of Transportation
VoIP	Voice over Internet Protocol

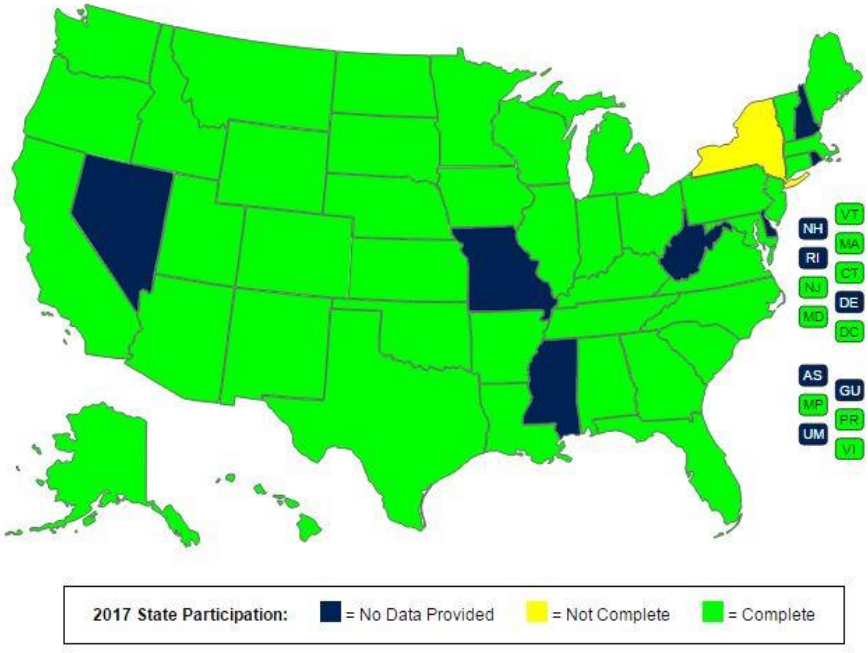
EXECUTIVE SUMMARY

The National 911 Program was created to provide Federal leadership and coordination in promoting optimal 911 services. The program is part of the U.S. Department of Transportation (USDOT) and is housed within the Office of Emergency Medical Services at the National Highway Traffic Safety Administration (NHTSA). The National 911 Program is responsible for developing, collecting, and disseminating information concerning practices, procedures, and technology used in the implementation of 911 services. The program operates and maintains a "National 911 Profile Database" (Profile Database) for collecting and analyzing data that can be used to characterize the status of the statewide 911 systems that comprise the National 911 system.

The Profile Database contains information that can be used to characterize the status and basic functions of State 911 agencies, as well as to measure and report on their progress in implementing advanced 911 systems using innovative technology and operations. This data is useful to States and 911 stakeholders in the development of effective policies, planning, and implementation strategies at all levels of government.

The National 911 Program has worked with the National Association of State 911 Administrators (NASNA) to encourage States to voluntarily share their data. This State data provides an updated picture of Next Generation 911 (NG911) progress across the country. A total of 48 States and territories provided data during the 2017 data collection effort, which is an increase from 46 States in 2016. Please note that data collected during the calendar year 2017 reflects the previous year's data (i.e., data collected in 2017 is 2016 data).[1] Also, for the purposes of the Profile Database, States, territories, and the District of Columbia are all referred to as "States." The map in **Figure 1** reflects participation by State.

FIGURE 1. NATIONAL 911 PROFILE DATABASE PROGRESS MAP



[1] This data collection effort is in compliance with the Paperwork Reduction Act of 1995 (44 U.S.C. 3501 et seq.), which requires NHTSA to receive approval from the Office of Management and Budget (OMB) (OMB Control #2127-0679).

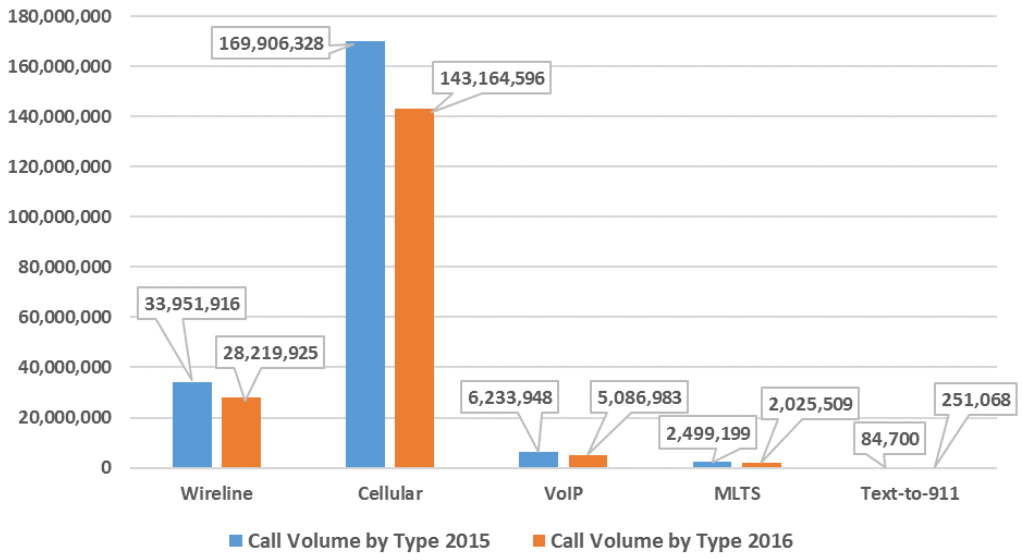
In consideration of the 48 reporting States, State designees worked with local and regional Public Safety Answering Points (PSAPs) to accumulate data information. To identify and quantify the source of this data, the National 911 Profile Database records information through Data Element Sup-Group 3.1.2.6, which refers to the Total Number of Primary and Secondary PSAPs within a State. The National Emergency Number Association (NENA) defines a primary PSAP as, "A PSAP to which 911 calls are routed directly from the 911 Control Office." Of 45 States who reported data for this element, **the total number of primary PSAPS is 4,510**. The number of call centers per regional locale differs by State and jurisdictional authority. Many States reroute calls to secondary PSAPs. Of 45 States who reported data for this element, **the total number of secondary PSAPs is 1,005**.

Analysis of the data collected during 2017 identified multiple key findings:

Finding 1: The Majority of 911 Calls Are Increasingly Received from Cellular Phones

According to States who submitted 2016 data, the majority of 911 calls are from cellular phones. As seen in **Figure 2**, 2016 data collected for the 2017 report shows that about 80 percent of consumers are using cellular phones to make 911 calls while about 16 percent are using wireline phones. This is similar to 2015 data, which showed the same results. Furthermore, Voice over Internet Protocol (VoIP)[2], and text-to-911 are being reported in increasing volumes. Multi-Line Telephone Systems (MLTS)[3] has decreased from 2015 data. Although the total volume of wireline and cellular calls has decreased from 2015 data, the percentages of total calls, which are 80 and 16 percent respectively, remains the same. As new technologies emerge and develop, it is important to recognize trends in consumer usage. Data elements 3.1.2.2.1 – 3.1.2.2.5 represent the total 911 call volume by call type (e.g., wireline, cellular, VoIP, MLTS, and text-to-911), even if the call was not answered or no dispatch occurred.

FIGURE 2. CALL VOLUME BY TYPE



[2] NENA Master Glossary of 911 Terminology, NENA ADM-000.17, September 9, 2013, p. 134, http://c.ymcdn.com/sites/www.nena.org/resource/collection/625EAB1D-49B3-4694-B037-8E854B43CA16/NENA-ADM-000.17_Master_Glossary_20130909.pdf

[3] Ibidem, p. 86.

Finding 2: Progress is Being Made Towards Implementing Next Generation 911

911 has long been considered to be a highly effective, reliable, and efficient emergency telecommunications service. The current 911 system has served us well since its inception in 1968, initially with wireline only service and more recently with wireless and VoiP. More recently, NG911 has emerged as the desired level of service. This report continues to track progress towards NG911, as represented in Finding 2.

Implementation towards NG911 shows improvement from previous reports in all related categories with 48 reporting States in the 2016 data collection for the 2017 report. This progress is reported in Table 2 below. Data collected for this finding is defined by the following data elements: 3.2.1.1, 3.2.2.1, 3.2.2.5, 3.2.2.7.

TABLE 2. IMPLEMENTING NEXT GENERATION 911

Data Element	2012 Report	2014 Report	2015 Report	2016 Report	2017 Report
Statewide NG911 Plan Adopted	9 of 27	15 of 39	19 of 42	20 of 46	**20 of 45**
Statewide Request for Proposal Released	Not Reported	13 of 36	18 of 42	19 of 46	**20 of 45**
State Contract Has Been Awarded	Not Reported	13 of 29	16 of 42	19 of 46	**19 of 45**
Statewide Installation and Testing	Not Reported	9 of 30	11 of 42	18 of 46	**22 of 47**

To track progress towards NG911, a question was added to the 2015 survey regarding the number of ESInets in each State. Many States are now developing either statewide or regional ESInets that PSAPs and 911 authorities can access. Data element 3.2.4.3 presents information on ESInets, by State. Future National Progress Reports will identify the growth in ESInets over time.

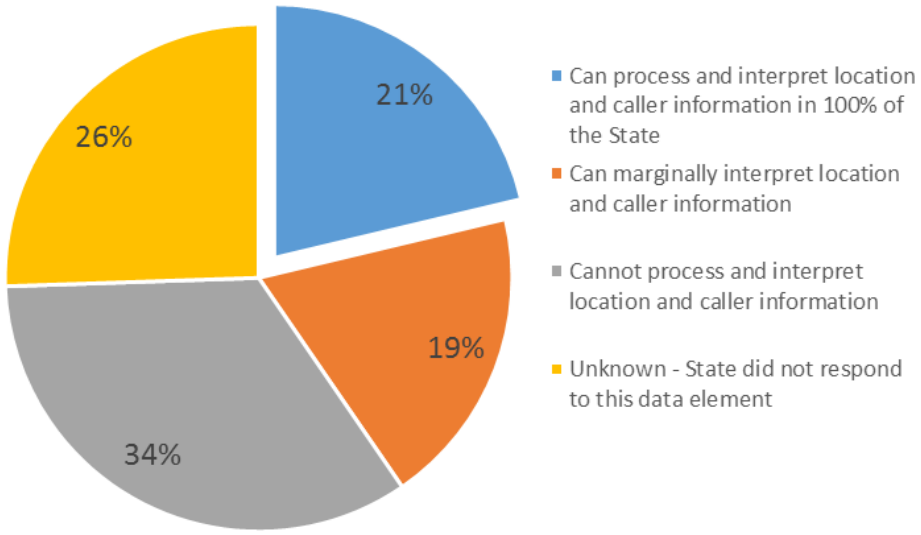
Finding 3: 911 Authorities are Capable of Using NG911 infrastructure to Process and Interpret Location and Caller Information for All Service Types in 21 Percent of Reporting States

In many cases, States are implementing NG911 networks incrementally, as circumstances enable deployment. The purpose of this data collection is to identify States that are advancing NG911 capabilities and components. One such capability is a system capable of processing NG911 emergency calls for all service types (e.g., wireline, wireless, VoIP) using NG911 capable infrastructure.[4] Specifically, data element 3.2.3.1 asks for the percentage of total 911 authorities in a State that have implemented systems capable of processing and interpreting location and caller information for all service types. Systems not being converted would not factor into this element. Figure 3 depicts the percentage of 911 authorities that can process and interpret location and caller information, based on data submitted by reporting States.

[4] "NG911 capable" refers to infrastructure and geographic information systems (GIS).

In the Profile Database, 47 States reported data regarding the percentage of their 911 authorities that can process and interpret location and caller information. 10 of the 47 States (21 percent) can process and interpret location and caller information in 100 percent of the state. 16 of 47 (34 percent) of the reporting States *cannot* process and interpret location and caller information. 9 of 47 (19 percent) of the reporting States responded they can marginally interpret location and caller information within 1 to 90 percent of the State. 12 of 47 (26 percent) of reporting States responded that their status was "unknown" (State did not respond to this data element).

FIGURE 3. PERCENTAGE OF 911 AUTHORITIES CAPABLE OF USING NG911 INFRASTRUCTURE TO PROCESS AND INTERPRET LOCATION AND CALLER INFORMATION FOR ALL SERVICE TYPES



Executive Summary: In Closing

The data contained in the National 911 Profile Database can serve as a resource to States, to garner support for the development of NG911 networks and to facilitate the process of sharing best practices and collaborating on initiatives for the advancement of 911 services. The data can help to identify and justify opportunities for collaboration and serve as a basis for proposals to seek the resources necessary to achieve the technical and operational changes essential to full migration to NG911.

Lessons learned from this data collection illustrate the difficulties States and territories have in collecting and submitting the requested data due to a lack of resources and legal authority. However, even collecting data on the nature of these difficulties can provide useful information. By identifying challenges and their prevalence, actions can be taken to overcome barriers and support States in collecting the necessary data to understand their own status and measure their own progress. As with any data collection effort, additional training and refining the data collection process and questions can improve future collection efforts and result in increased participation and more precise data.

Realizing this opportunity, the National 911 Program launched a working group to update and improve the Profile Database in 2016. This year's survey reflects this effort and readers will notice that eight questions

were removed that previously appeared in the survey. Many other questions and definitions were refined in an effort to better equip the Profile Database to serve as a comprehensive resource for States to exchange information with each other and identify effective strategies to move towards NG911

INTRODUCTION

Historically, there has been a general lack of data depicting the status of 911 and NG911 implementation nationwide to enable 911 stakeholders to answer basic questions such as:

- How many primary public safety answering points (PSAPs) does a specific State have?
- How many wireline and wireless 911 calls are answered per year?
- How many States have issued a request for proposals (RFPs) for NG911 procurements?
- How many PSAPS are capable of processing 911 calls using infrastructure?

To acquire data that is valuable to 911 stakeholders, the National 911 Program worked with the National Association of State 911 Administrators (NASNA) to develop a database whose data elements are both useful and feasible to collect. The National 911 Profile Database was developed, containing 56 data elements, though it now includes 48. NASNA also assisted with efforts to develop a Data Dictionary and an online data submission tool, which was trial tested in 2010.

During calendar year 2012, data from 2011 was successfully collected from a total of 27 States. During the summer of 2014, the National 911 Program repeated the data collection effort for by collecting 2013 data from 39 States to achieve an updated picture of NG911 implementation across the country. In the summer of 2015, the program again repeated data collection efforts, this time receiving data from a total of 42 States. In 2016, the National 911 Program collected data from 46 States. In 2017, the National 911 Program collected from 48 participating States.

The purpose of this report is to provide a summary of the data collected during 2017. Data collected during this most recent effort reflects 2016 data and highlights the status of State progression toward NG911, as well as essential 911 statistics that will be valuable for 911 stakeholders. This report provides State-by-State data, thus providing a wealth of information and allowing States to utilize the data for collaborative purposes. States with similar attributes may want to work together to identify and implement workable strategies for deploying NG911. Neighboring States may want to compare data to understand the issues inherent in creating interstate NG911 connections. National and Federal partners may want to create an overall picture of the status of NG911 implementation and provide opportunities for communities with identified deployment challenges.

National 911 Program and Resource Center

The National 911 Program was created to provide Federal leadership and coordination in promoting optimal 911 services. More specifically, the Program is responsible for developing, collecting, and disseminating information concerning practices, procedures, and technology used in the implementation of 911 services. To collect and disseminate this information, the National 911 Program houses the National 911 Resource Center (NRC). The purpose of the Resource Center is to provide useful information and resources to the 911 community. The NRC operates and maintains a “National 911 Profile Database” (Profile Database) for collecting and compiling data which can be used to characterize the demographics of the statewide 911 systems that comprise the national 911 network. It can also be used to measure and report on the progress of 911 authorities in enhancing their existing systems and implementing NG911.

Profile Database

The Profile Database was designed to collect information to assist the 911 community by providing basic demographic information on the characteristics of the National 911 system, as well as progress on implementation of NG911. Data related to operations, finance, and progress toward NG911 at the State level will be useful to 911 stakeholders in the development of effective policies, planning, and implementation

strategies at all levels of government. Having access to data will be valuable when justifying a position on proposed legislation, or the implementation of NG911 in a State or county. During the Profile Database data collection effort of 2014, an online survey tool was created for States and territories to easily enter their data. A map **(see Figure 4)** was also developed, which provided States with a real-time visual of current progress of the data collection effort.

Data Dictionary

After NASNA completed the list of data elements, the National 911 Program, with continued stakeholder input, completed a detailed Data Dictionary that identified data elements in 2010. The purpose of the Data Dictionary is to provide a clear definition of the data elements included in the Profile Database, as well as the parameters for filling out and submitting data using the online survey tool. The Data Dictionary contains tables that define each element and provides a description of the information being requested from reporting entities such as:

- The title assigned to the data element
- The database data type corresponding to the data element involved (i.e., number, text, drop down)
- The size (in bytes) allowed by the data type of the data element involved
- The form input type (i.e., numbers versus letters)
- A narrative description of the data element
- Any reporting instructions associated with the data element.

Within the Data Dictionary, data elements were grouped into two categories – Baseline Data and Progress Benchmarks:

- **Baseline Data** reflect the current status and nature of 911 operations from State to State. These data elements are largely descriptive in nature and are intended to provide a general demographic view of existing 911 services across the country.
- **Progress Benchmarks** reflect the status of State efforts to implement NG911 systems and capabilities. These data elements are largely implementation or deployment benchmarks against which progress can be measured.

Data element definitions are reviewed by the staff of the Resource Center and National 911 Program annually based on information gathered through the data collection and reporting process, as well as feedback provided by reporting entities. This process allows data elements to be evaluated and revised to improve future data collection.

Data Collection and Reporting Process

All 50 States, the District of Columbia, and six territories (American Samoa, Guam, Minor Outlying Islands, Northern Mariana Islands, Puerto Rico, and the U.S. Virgin Islands) were invited to participate in the Profile Database data collection effort. For the purposes of the Profile Database, States, territories, and the District of Columbia are all referred to as "States."

To kick off the effort, the National 911 Program provided in-depth information to members of the National Association of State 911 Administrators (NASNA) at their annual June meeting. Following the presentation, NASNA members are asked to reaffirm their State point of contact for data submission.

In March of 2017, the National 911 Program hosted two training webinars for State designees to provide guidance on survey administration and logistics. A reference guide was created for State designees to assist individuals in accessing the Profile Database site and utilizing its functions.

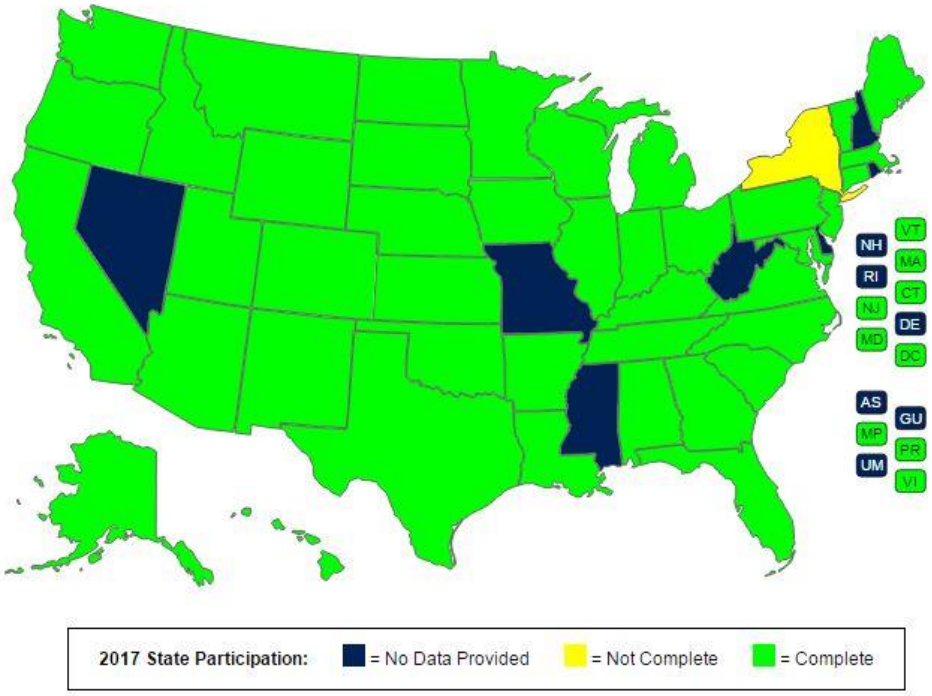
In April and May of 2017, the online survey tool was opened for input of State data. After the online survey tool was closed for submissions, the National 911 Program evaluated the data, followed up with States for clarification on specific data elements, and produced this report. The data collection effort greatly benefited from the support of NASNA and its members in advocating for data submission and promoting the benefits the data will provide to the 911 community. In addition, the National Emergency Number Association (NENA) assisted in analyzing the data and provided valuable insights on key findings and overall accuracy.

The National 911 Program obtained formal clearance from the Office of Management and Budget (OMB) for this data collection (OMB Control Number 2127-0679). [5]

State Participation

The National 911 Profile Database Progress Map in **Figure 4** depicts State participation for the 2017 Profile Database data collection effort. State participation is represented by three colors on the map. Blue indicates no data provided, yellow indicates a State did not complete their data collection submission, and green indicates States completed their data collection and submission. In 2017, all States who collected data also fully completed their submission. As illustrated in **Table 3**, the number of participating States has improved from previous years. In 2017, 48 states submitted data, compared to 46 in 2016, 42 in 2015, 39 in 2014, and 27 in 2012.

FIGURE 4. 2017 NATIONAL 911 PROFILE DATABASE PROGRESS MAP



[5] Ibid.

TABLE 3. STATE DATA SUBMISSION

Year	Complete	Not Complete	No Data Provided
2012	27	1	28
2014	39	1	16
2015	42	0	15
2016	44	2	11
2017	48	1	8

Although all 57 States and territories were invited to participate in the 2017 data collection effort, not all were able to submit data. Points of contact for these States were contacted to ascertain the reasons for their inability to provide data. As depicted in **Table 4**, these responses were collected and categorized. Furthermore, some States were unable to provide data for multiple collection efforts. Reasons for State inability to provide data are also listed.

TABLE 4. STATE CATEGORIZATION FOR NO DATA PROVIDED, O=2015 REPORT, I=2016 REPORT, X=2017 REPORT

CATEGORY	AS	DE	GU	MO	MS	NV	RI	UM	WV
Unable to Submit Data Due to Lack of Statutory Authority to Collect Data from Local 911 Authorities									O
Unable to Submit Data Due to Lack of Resources to Collect and/or Aggregate Data					OIX			OIX	
State Point of Contact is New to Position/In Transition									
Contacted State Point of Contact, But No Response Received	OIX	OIX	OIX				OIX		X
State Point of Contact Was Responding to An Emergency Situation During the Data Collection Period									I
No State Point of Contact				OIX		OIX			

Accuracy of the Data

The data contained in this report were analyzed; however, there may have been misinterpretations of certain data elements or data could have been entered incorrectly. Data points were verified through a variety of methods[6] including, but not limited to, following up with States who were extremely responsive; working with NENA; working with 911 system component subject matter experts; and utilizing the Federal Communications Commission (FCC) 911 Master PSAP Registry.[7] Data reported in the following sections represent actual responses received from States.

Challenges and Lessons Learned

Using feedback from reporting State points of contact and while administering the 2017 Profile Database data collection effort, several challenges and lessons learned were discovered. The National 911 Program has identified these challenges and lessons as opportunities to continue improving the data collection effort every year. There were many challenges and lessons learned during the 2017 data collection effort, which are listed below.

Challenges:

- A few States still lack essential resources to collect and/or aggregate data.
- Conveying universal definitions for technical specifications in data elements can be difficult and lead to misinterpretation by a State point of contact.

Lessons Learned:

- Planning and timing the data collection effort in conjunction with the FCC report has improved participation from State points of contact. This has also allowed for better quality in data collected.
- State points of contact have come to formalize data collection efforts with their PSAPs. This allows for a streamlined process of data collection and reporting by State points of contact to the National 911 Profile Database.
- Refining levels of service, revenue, and percentage questions can lead to more accurate responses by State points of contact.

6 The National Emergency Number Association (NENA) 911 Deployment Map aided in checking the accuracy of levels of service. The map can be found at the following link: http://nena.ddti.net/

7 Federal Communications Commission (FCC), 911 Master PSAP Registry spreadsheet: http://www.fcc.gov /encyclopedia/9-1-1-master-psap-registry.

DATA ELEMENT RESPONSES

The National Profile Database survey included two sections, Baseline Data and Progress Benchmarks. The following tables provide detailed responses by State for each data element within the survey. The data collected during calendar year 2017 reflects 2016 data, the data collected in 2016 reflects 2015 data, the data collected in 2015 reflects data from 2014, the data collected in 2014 reflects data from 2013, and the data collected during calendar year 2012 reflects data from 2011.

Baseline Data and Progress Benchmarks Elements

The 48 data elements were categorized as either Baseline Data or Progress Benchmarks. Baseline Data elements reflect the current status of State 911 operations and also provide a snapshot of 911 service levels nationwide. Progress Benchmarks capture State advancements in implementing NG911 systems and capabilities. **Table 5** below reflects the number of responses per data element. The "reported data" column indicates States that reviewed the questions and submitted a response. The "did not respond" column indicates States that did not provide the data requested; the field was left blank. For ease of comprehension, the format of data listed below varies by data element.

TABLE 5. RESPONSE BY DATA ELEMENT

Data Element Number	Data Element Description	Reported Data	Did Not Respond	Total
3.1.1.1	Year for which Data are Reported by Reporting State	48	10	58
3.1.1.2	Public Availability of State 911 Data	47	11	58
3.1.2.1	Total Number of 911 Calls Received Based on Local and Regional 911 Authority Data, and Aggregated at the State Level	47	11	58
3.1.2.2.1	Number of Wireline Calls	44	14	58
3.1.2.2.2	Number of Cellular Calls	47	11	58
3.1.2.2.3	Number of Voice over Internet Protocol (VoIP) Calls	47	11	58
3.1.2.2.4	Number of Multi-line Telephone System (MLTS) Calls	47	11	58
3.1.2.2.5	Number of Text-to-911 Messages	47	11	58
3.1.2.3	Total Number of Sub-State 911 Authorities in a State	47	11	58
3.1.2.4.1	No 911 Authority – Calls to 911 Remote Call Forwarded Only	47	11	58
3.1.2.4.2	Number of 911 Authorities with Basic 911 LOS	47	11	58

Data Element Number	Data Element Description	Reported Data	Did Not Respond	Total
3.1.2.4.3	Number of 911 Authorities with Landline Enhanced 911 LOS	47	11	58
3.1.2.4.4	Number of 911 Authorities that Provide Enhanced 911 LOS for VoIP	46	12	58
3.1.2.4.5	Number of 911 Authorities with Wireless Phase 1 (WPI) LOS	46	12	58
3.1.2.4.6	Number of 911 Authorities with Wireless Phase II (WPII) LOS	46	12	58
3.1.2.5.1	Percentage of Population with No 911 Authority – Calls to 911 are Remote Call Forwarded	47	11	58
3.1.2.5.2	Percentage of Population Served by 911 Authorities with Basic 911 LOS Only	46	12	58
3.1.2.5.3	Percentage of Population Served by 911 Authorities that Provide Enhanced 911 LOS	46	12	58
3.1.2.5.4	Percentage of Population Served by 911 Authorities that Provide Wireless Phase I (WPI) LOS	46	12	58
3.1.2.5.5	Percentage of Population Served by 911 Authorities that Provide Wireless Phase II LOS	46	12	58
3.1.2.5.6	Percentage of Population Served by 911 Authorities that Provide Enhanced 911 LOS for VoIP	46	12	58
3.1.2.5.7	Percentage of Geographic Area with No 911 Authority – Calls to 911 are Remote Call Forwarded	47	11	58
3.1.2.5.8	Percentage of Geographic Area with Basic 911 LOS Only	46	12	58
3.1.2.5.9	Percentage of Geographic Area Served by 911 Authorities that Provide Enhanced 911 LOS	46	12	58
3.1.2.5.10	Percentage of Geographic Area Served by 911 Authorities that Provide Wireless Phase I LOS	46	12	58
3.1.2.5.11	Percentage of Geographic Area Served by 911 Authorities that Provide Wireless Phase II LOS	46	12	58

Data Element Number	Data Element Description	Reported Data	Did Not Respond	Total
3.1.2.5.12	Percentage of Geographic Area Served by 911 Authorities that Provide Enhanced 911 LOS for VoIP	46	12	58
3.1.2.6.1	Total Number of Primary PSAPs within a State	47	11	58
3.1.2.6.2	Total Number of Secondary PSAPs within a State	47	11	58
3.2.1.1	Statewide NG911 Plan Adopted	47	11	58
3.2.1.2	Sub-State 911 Authority NG911 Plan Adopted	47	11	58
3.2.1.3	Statewide NG911 Concept of Operations Developed	55	3	58
3.2.1.4	Sub-State 911 Authority Concept of Operations Developed	47	11	58
3.2.2.1	Statewide Request for Proposal (RFP) Released	47	11	58
3.2.2.2	911 Authority RFP Released	47	11	58
3.2.2.3	Statewide Components Specified for Procurement	47	11	58
3.2.2.4	Sub-State 911 Authority Components Being Procured	47	11	58
3.2.2.5	Captures whether a State Contract for the NG911 Part, Function, or Component Identified Above has been Awarded	47	11	58
3.2.2.6	Number of 911 Authorities Statewide that Have Awarded a Contract for these System Components, Parts and/or Functions	47	11	58
3.2.2.7	Statewide Installation and Testing	47	11	58
3.2.2.8	Number of Sub-State 911 Authorities Statewide that Have Installed and Tested These System Components and/or Functions	47	11	58
3.2.3.1	Percentage of NG911 Authority Systems that Can Process and Interpret Location and Caller Information	47	11	58
3.2.3.2	Percentage of Total State Population Served by NG911 Capable Services	47	11	58

Data Element Number	Data Element Description	Reported Data	Did Not Respond	Total
3.2.3.3	Percentage of the Geographical Area of a State Served by NG911 Capable Services	47	11	58
3.2.4.1	Number of PSAPs Receiving Calls through an ESInet	47	11	58
3.2.4.2	Percentage of PSAPs that Process IP calls with their CPE	47	11	58
3.2.4.3	Number of Operational ESInets Deployed Within the State	47	11	58
3.2.4.4	Percentage of the Master Street Address Guide (MSAG) to Geographic Information Data Synchronization Progress	46	12	58
N/A	Open-ended response given by State			

BASELINE DATA: 3.1.1: DATA ELEMENT GROUP: ADMINISTRATIVE DATA

3.1.1.1: Year for which Data is being Reported by State

Question: Select the year for which data are being reported by your State.
Definition: The calendar year (January 1 through December 31) on which information or data was initially entered and/or updated. Data entered for a particular calendar year must apply to that calendar year. In addition to that date, the system will automatically maintain a history of changes to data elements, up to and including the last update. This is important because it indicates how old the information in the database is.

Data Finding:

The map below depicts State participation for the 2017 Profile Database data collection effort. States that fully participated in the 2017 data collection effort are represented in green. The State data that are part of the 2017 report was **recorded during calendar year 2016**.

FIGURE 5. 2017 NATIONAL 911 PROFILE DATABASE PROGRESS MAP

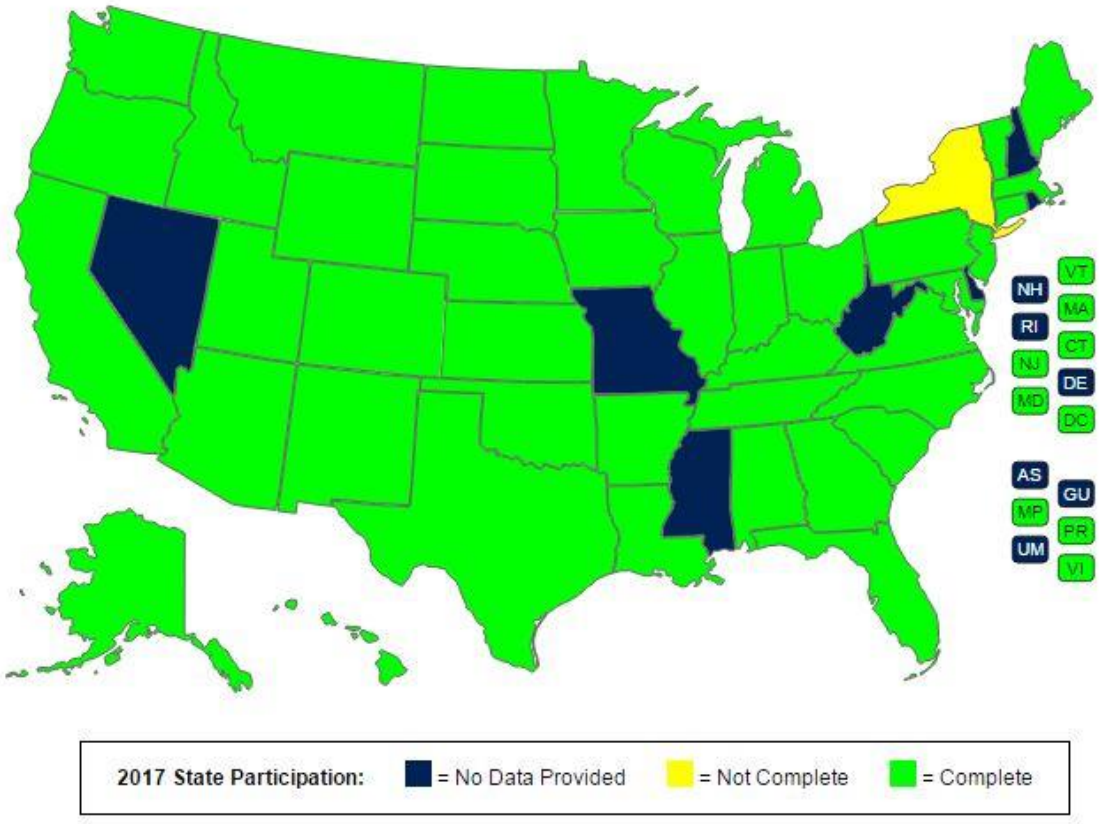


TABLE 6. DATASET SHIFT FOR NUMBER OF STATES PROVIDING DATA

Report Year	Complete	Not Complete	No Data Provided
2012	27	1	29
2014	39	1	17
2015	42	0	15
2016	44	2	11
2017	47	1	10

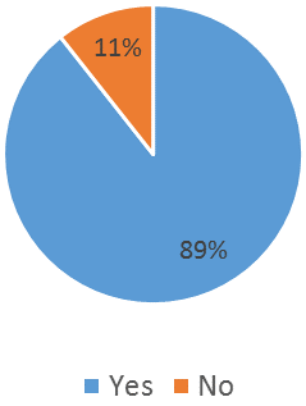
3.1.1.2: Public Availability of State 911 Data

Question: Is your data publicly available?
Definition: This element asserts that a State's 911 data are or are not available to the public.

TABLE 6. DATA ELEMENT RESPONSES BROKEN DOWN BY STATE

Response	State
Yes	AL, AR, CA, CO, CT, DC, FL, GA, HI, IA, ID, IL, IN, KS, KY, LA, MA, MD, ME, MI, MN, MT, NC, ND, NE, NJ, NM, OH, OK, OR, PA, PR, SC, SD, TN, TX, UT, VA, VI, VT, WA, WY
No	AK, AZ, MP, NY, WI
Did Not Report	AS, DE, GU, MO, MS, NH, NV, RI, UM, WV

FIGURE 6. 2017 PUBLIC AVAILABILITY OF STATE 911 DATA



2017 Finding:

Of all reporting U.S. States and territories:

- 42 have declared data is publicly available
- 5 have declared data is not publicly available.

Dataset Shift

- 2016 Finding: 39 States declared that data is publicly available.
- 2015 Finding: 34 States declared that data is publicly available.
- 2014 Finding: 39 States declared that data is publicly available.

3.1.2: DATA ELEMENT GROUP: SYSTEM DATA

3.1.2.1: Total Number of 911 Calls Delivered, Based on Local and Regional 911 Authority Data, and Aggregated at the State Level

Question: Enter the total number of 911 calls delivered to "primary" PSAPs in your State, even if not answered or no dispatch occurred.
Definition: Total number of calls delivered to "primary" PSAPs authorities for the calendar year, aggregated to the State level.[8]

TABLE 8. TOTAL NUMBER OF 911 CALLS DELIVERED TO "PRIMARY" PSAPS

State	Response	State	Response
AK	447,451	MP	4,215
AZ	4,299,711	NC	7,577,065
CA	25,727,909	ND	245,561
CO	6,152,554	NE	1,152,512
CT	2,198,755	NJ	8,100,000
DC	1,407,012	NM	1,315,194
FL	22,208,165	NY	23,048,141
HI	1,402,800	OH	7,798,078
IA	1,119,306	OR	1,813,503
IL	10,346,413	PA	9,536,270
IN	5,037,955	PR	2,320,804
KS	2,095,193	SD	307,866
KY	3,468,994	TX	27,247,770
LA	4,176,460	UT	1,022,955
MA	3,691,748	VA	4,470,764
MD	5,005,403	VI	331,692
ME	559,632	VT	203,142
MI	6,357,656	WA	6,706,648
MN	2,883,120	WY	248,222

Reported Unknown: AL, AR, GA, ID, MT, OK, SC, TN, WI
Did Not Report Data: AS, DE, GU, MO, MS, NH, NV, RI, UM, WV

8 NENA Master Glossary of 911 Terminology, NENA ADM-000.17, September 9, 2013, p. 98, http://c.ymcdn.com /sites/www.nena.org/resource/collection/625EAB1D-49B3-4694-B037-8E854B43CA16/NENA-ADM-000.17_Master_Glossary_20130909.pdf.

2017 Finding

Of all U.S. States and territories:

- The total number of delivered 911 calls based on 38 reporting States was 212,036,639
- 9 of 45 reporting States chose "unknown" – data is unknown by State
- 10 States did not complete survey.

Dataset Shift

- 2016 Finding: Of the 36 reporting states, the total number of calls was 181,720,179
- 2016 Finding: 9 of 45 reporting States chose "unknown."
- 2015 Finding: Of 31 reporting States, the total number of calls was 177,664,405
- 2015 Finding: 11 of 42 States chose "unknown."
- 2014 Finding: Of 30 reporting States the total number of calls was 147,690,005
- 2014 Finding: 10 of 40 reporting States chose "unknown."

3.1.2.2: Data Element Sub-Group: Call Volume by Type

3.1.2.2.1: Number of Wireline Calls

Question: Enter the number of incoming wireline calls delivered to "primary" PSAPs in your State, even if not answered or no dispatch occurred. If the total number is unknown, check the "Unknown" box.
Definition: Number of incoming wireline calls, aggregated to the State level.

TABLE 7. NUMBER OF INCOMING WIRELINE CALLS DELIVERED TO "PRIMARY" PSAPS

State	Response	State	Response
AK	98,440	MI	1,025,528
AZ	770,951	MN	411,358
CA	3,435,433	MP	4,215
CO	300,427	NC	1,343,033
CT	332,287	ND	39,867
DC	415,784	NE	249,509
FL	2,446,096	NM	171,955
HI	297,334	OR	344,732
IA	232,072	PA	2,849,599
IL	2,929,286	PR	87,931
IN	1,287,890	TX	2,754,617
KS	759,015	UT	91,849
KY	620,434	VA	1,083,170
LA	764,116	VT	42,136
MA	824,603	WA	885,047
MD	1,185,386	WY	24,284
ME	111,441		

Reported Unknown: AL, AR, GA, ID, MT, NJ, NY, OH, OK, SC, SD, TN, VI, WI
Did Not Report Data: AS, DE, GU, MO, MS, NH, NV, RI, UM, WV

2017 Finding

Of all U.S. States and territories:

- The total number of wireline calls based on 32 reporting States was 28,219,925
- 14 of 45 reporting States chose "unknown" – data is unknown by State.

Dataset Shift

- 2016 Finding: The total number of wireline calls based on 32 reporting States was 31,951,916
- 2016 Finding: 13 of 45 reporting States chose "unknown" – data is unknown by state.
- 2015 Finding: The total number of wireline calls based on 28 reporting States was 36,960,787
- 2015 Finding: 14 of 42 reporting States chose "unknown" – data is unknown by State
- 2014 Finding: The total number of wireline calls based on 24 reporting States was 37,440,826
- 2014 Finding: 16 of 40 reporting States chose "unknown"
- 2012 Finding: 11 of 27 reporting States chose "unknown."

3.1.2.2.2: Number of Cellular Calls

Question: Enter the number of incoming cellular calls delivered to "primary" PSAPs in your State, even if not answered or no dispatch occurred. If the total number is unknown, check the "unknown" box.
Definition: Number of incoming cellular calls, aggregated to the State level.

TABLE 8. NUMBER OF CELLULAR CALLS DELIVERED TO "PRIMARY" PSAPS

State	Response	State	Response
AK	349,011	ME	382,810
AL	2,672,191	MI	5,005,829
AZ	3,528,760	MN	2,274,527
CA	20,782,082	NC	5,646,736
CO	5,574,449	ND	203,519
CT	1,746,802	NE	903,003
DC	991,228	NM	1,143,239
FL	19,070,052	OR	1,369,144
HI	1,011,050	PA	6,245,566
IA	875,058	PR	1,719,712
IL	7,083,671	SC	4,079,389
IN	3,583,775	TX	22,963,173
KS	1,290,626	UT	913,455
KY	2,471,056	VA	3,387,594
LA	3,412,344	VT	135,427
MA	2,867,145	WA	5,452,271
MD	3,819,777	WY	210,125

Reported Unknown: AR, GA, ID, MP, MT, NJ, NY, OH, OK, SD, TN, VI, WI
Did Not Report Data: AS, DE, GU, MO, MS, NH, NV, RI, UM, WV

2017 Finding

Of all U.S. States and territories:

- The total number of cellular calls based on 34 reporting States was 143,164,596
- 13 of 45 reporting States chose "unknown" – data is unknown by State.

Dataset Shift

- 2016 Finding: The total number of cellular calls based on 34 reporting States was 144,906,328
- 2016 Finding: 11 of 45 reporting States chose "unknown" – data is unknown by State.
- 2015 Finding: The total number of cellular calls based on 30 reporting States was 129,116,609
- 2015 Finding: 12 of 42 reporting States chose "unknown" – data is unknown by State
- 2014 Finding: The total number of cellular calls based on 27 reporting States was 104,022,868
- 2014 Finding: 13 of 40 reporting States chose "unknown"
- 2012 Finding: 6 of 27 reporting States chose "unknown."

3.1.2.2.3: Number of Voice over Internet Protocol (VoIP) Calls

Question: Enter the number of incoming VoIP calls delivered to "primary" PSAPs in your State, even if not answered or no dispatch occurred. If the total number is unknown, check the "unknown" box.
Definition: Number of incoming VoIP calls, aggregated to the State level.

TABLE 9. NUMBER OF VOIP CALLS DELIVERED TO "PRIMARY" PSAPS

State	Response	State	Response
AK	0	MI	321,566
CA	838,369	MN	116,502
CO	186,421	NC	587,296
CT	119,666	ND	2,174
FL	461,144	NM	35,785
HI	52,800	OR	94,595
IA	12,176	PA	433,557
IL	329,349	TX	702,588
IN	166,290	UT	32,704
KS	29,536	VT	19,499
KY	94,600	WA	396,829
ME	50,922	WY	2,615

Reported Unknown: AL, AR, AZ, DC, GA, ID, LA, MA, MD, MP, MT, NE, NJ, NY, OH, OK, PR, SC, SD, TN, VA, VI, WI
Did Not Report Data: AS, DE, GU, MO, MS, NH, NV, RI, UM, WV

2017 Finding

Of all U.S. States and territories:

- The total number of VoIP calls based on 21 reporting States was 5,086,983
- 23 of 45 reporting States chose "unknown" – data is unknown by State.

Dataset Shift

- 2016 Finding: The total number of VoIP calls based on 21 reporting states was 4,233,948
- 2016 Finding: 24 of 25 reporting States chose "unknown" – data is unknown by state.
- 2015 Finding: The total number of VoIP calls based on 18 reporting States was 3,503,867
- 2015 Finding: 24 of 42 reporting States chose "unknown" – data is unknown by State
- 2014 Finding: The total number of VoIP calls based on 16 reporting States was 2,862,533
- 2014 Finding: 24 of 40 reporting States chose "unknown"
- 2012 Finding: 10 of 27 reporting States chose "unknown."

3.1.2.2.4: Number of Multi-line Telephone System (MLTS) Calls

Question: Enter the number of incoming MLTS calls received, even if not answered or no dispatch occurred. If the total number is unknown, check the "unknown" box.
Definition: Number of incoming MLTS calls, aggregated to the State level.

TABLE 10. NUMBER OF MLTS CALLS RECEIVED

State	Response	State	Response
AK	0	ME	13,594
CA	666,192	MN	80,733
CO	91,257	NM	6,160
FL	229,936	TX	884,347
KS	15,264	UT	25,546
KY	1,382	WY	11,098

Reported Unknown: AL, AR, AZ, CT, DC, GA, HI, IA, ID, IL, IN, LA, MA, MD, MI, MP, MT, NC, ND, NE, NJ, NY, OH, OK, OR, PA, PR, SC, SD, TN, VA, VI, VT, WA, WI
Did Not Report Data: AS, DE, GU, MO, MS, NH, NV, RI, UM, WV

2017 Finding

Of all U.S. States and territories:

- The total number of MLTS messages based on 12 reporting States was 2,025,509
- 35 of 45 reporting States chose "unknown" – data is unknown by State.

Dataset Shift

- 2016 Finding: The total number of MLTS messages based on 11 reporting states was 1,549,199
- 2016 Finding: 34 of 45 reporting States chose "unknown" – data is unknown by State.
- 2015 Finding: The total number of MLTS calls based on 10 reporting States was 1,101,146
- 2015 Finding: 32 of 42 reporting States chose "unknown" – data is unknown by State
- 2014 Finding: The total number of MLTS calls based on 7 reporting States was 851,871
- 2014 Finding: 33 of 40 reporting States chose "unknown"
- 2012 Finding: 17 of 27 reporting States chose "unknown."

3.1.2.2.5: Number of Text-to-911 Messages

Question: Enter the number of incoming text-to-911 messages delivered to "primary" PSAPs in your State, even if not answered or no dispatch occurred. If the total number is unknown, check the "unknown" box.
Definition: Number of incoming text-to-911 messages, aggregated to the State level.

TABLE 11. NUMBER OF INCOMING TEXT-TO-911 MESSAGES DELIVERED TO "PRIMARY" PSAPS

State	Response	State	Response
AK	0	MN	0
CA	5,833	NE	2,716
CT	0	NM	0
FL	937	OR	5,032
HI	2,950	PA	7,548
IL	4,107	PR	8,992
IN	165,199	SD	0
KS	752	TN	0
KY	614	TX	37,584
MA	0	UT	0
MD	240	VT	465
ME	865	WA	2,501
MI	4,733		

**Puerto Rico Text-to-911 message distribution depicts both emergency and non-emergency communications.*

Reported Unknown: AL, AR, AZ, CO, DC, GA, IA, ID, LA, MP, MT, NC, ND, NJ, NY, OH, OK, SC, VA, VI, WI, WY
Did Not Report Data: AS, DE, GU, MO, MS, NH, NV, RI, UM, WV

2017 Finding

Of all U.S. States and territories:

- The total number of text-to-911 messages based on 25 reporting States was 251,068
- 22 of 47 reporting States chose "unknown" – data is unknown by State
- Most States do not have the capacity or ability to separate text-to-911 messages from traditional calls
    - The following 8 States responded "0": AK, CT, MA, MN, NM, SD, TN, UT.

Dataset Shift

In 2015, the Data Element 3.1.2.2.5 was changed from "Number of Telematics Calls" to "Number of Text-to-911 Messages"

- 2016 Finding: The total number of text-to-911 messages based on 25 reporting States was 34,700
- 2016 Finding: 20 of 45 reporting States chose "unknown" – data is unknown by State
- 2016 Finding: Most States do not have the capacity or ability to separate text-to-911 messages from traditional calls
    - The following 11 States responded "0": AK, CT, DC, IA, MA, MN, ND, NJ, NM, OR, SD.
- 2015 Finding: The total number of text-to-911 messages based on 7 reporting States was 1,121
- 2015 Finding: 35 of 42 reporting States chose "unknown" – data is unknown by State
- 2014 Finding: The total number of "telematics" calls was 22,456 based on 9 reporting States
- 2014 Finding: 31 of 40 reporting States chose "unknown" for number of "telematics" calls
- 2012 Finding: Neither "text-to-911 messages" or "telematics" calls were recorded.

**REMOVED: 3.1.2.2.6: Previous versions of the National Program Profile Database Progress Report included the "Number of Other Calls".*

3.1.2.3: Total Number of Sub-State 911 Authorities in a State

Question: Enter the number of sub-state (including local and regional) 911 authorities in your State
Definitions The number of sub-state 911 Authorities having responsibility for planning, coordinating, funding, and supporting 911 in their respective jurisdictions. Most 911 Authorities will have a Board or equivalent body that oversees 911 for its geographic area or jurisdiction. 911 Authorities are organizations, agencies, or entities that are responsible for 911 service operations, and are typically a county, parish, municipality, Council of Government, or special 911 or emergency communications district authority. 911 Authorities are not synonymous with PSAPs; 911 Authorities typically manage/operate one or more PSAPs.

TABLE 12. NUMBER OF SUB-STATE 911 AUTHORITIES IN STATE

State	Response	State	Response
AK	5	MT	53
AL	88	NC	117
AR	80	ND	21
AZ	1	NE	71
CA	441	NM	1
CO	58	NY	57
DC	1	OH	88
FL	67	OR	43
HI	5	PA	69
IA	99	SC	50
ID	4	SD	32
IL	189	TN	100
IN	91	TX	75
KS	117	UT	32
KY	115	VA	119
LA	64	VI	1
MD	24	WA	48
MI	83	WI	72
MN	104	WY	23

State 911 Authority is Sole Authority Within State: CT, MA, ME, NJ, PR, VT
Reported Unknown: GA, MP, OK
Did Not Report Data: AS, DE, GU, MO, MS, NH, NV, RI, UM, WV

2017 Finding

Of all U.S. States and territories:

- The total number of sub-state 911 authorities was 2,708 based on 44 reporting States
- 6 of 45 reporting States report that their State 911 office is the sole authority
- 3 of 45 reporting States chose "unknown" – data is unknown by State.

Dataset Shift

- 2016 Finding: The total number of sub-state 911 authorities was 2,628 based on 42 reporting States
- 2016 Finding: 9 of 45 reporting States report that their State 911 office is the sole authority
- 2016 Finding: 3 of 45 reporting States chose "unknown" – data is unknown by State.
- 2015 Finding: The total number of sub-state 911 authorities was 2,614 based on 31 reporting States
- 2015 Finding: 10 of 42 reporting States reported that their State 911 office was the sole authority
- 2015 Finding: 1 of 42 reporting States chose "unknown" – data is unknown by State
- 2014 Finding: The total number of sub-state 911 authorities was 2,538 based on 27 reporting States
- 2014 Finding: 9 of 38 reporting States had no sub-state authority
- 2014 Finding: Data from 2 of 38 reporting States was "unknown."

3.1.2.4: Data Element Sub-Group: Level of Service (LOS) Provided/Available, and Organized by Sub-State 911 Authority

3.1.2.4.1: No 911 Authority – Calls to 911 are Remote Call Forwarded Only

Question: Enter the number of counties in your State that have no 911 authority – calls to 911 are remote call forwarded to an answering point.
Definition: The number of counties where there is no 911 service and where the telecommunications service providers, in compliance with the Federal Communications Commission's (FCC) Fifth Report & Order, direct 911 calls to a PSAP in areas where one has been designated or, in areas where a PSAP has not been designated, to an existing Statewide default answering point or another appropriate local emergency authority. The intent of this Order was to ensure that all 911 calls would get answered. These types of arrangements do not use dedicated 911 trunks. Carriers comply by using remote call forwarding. Remote call forwarding simply forwards a 911 call to a 10-digit telephone number, usually an existing emergency telephone number for the local or county law enforcement agency. This arrangement does not constitute 911 "service."

The States that contain counties that do not all have a 911 Authority are Alaska (AK), Arizona (AZ), Georgia (GA), Illinois (IL), and North Dakota (ND). Alaska responded to this data element with "38" counties, Arizona responded with "2" counties, Georgia responded with "1" county, Illinois responded with "11" counties, and North Dakota responded with 1 county.
All Counties Have 911 Authority: AL, AR, CA, CO, CT, DC, FL, HI, IA, ID, IN, KS, KY, LA, MA, MD, ME, MI, MN, MT, NC, NE, NJ, NM, NY, OH, OR, PA, PR, SC, SD, TN, TX, UT, VA, VI, VT, WA, WI, WY
Reported Unknown: MP, OK
Did Not Report Data: AS, DE, GU, MO, MS, NH, NV, RI, UM, WV

2017 Finding

Of all U.S. States and territories:

- The total number of counties with no 911 authority is 53 based on 47 reporting States—Alaska responded to this data element with "38" counties.
- 40 of 47 reporting States are completely covered by one or more 911 authorities
- Data from 2 of 47 reporting States is "unknown" – State did not respond to this data element.

Dataset Shift

- 2016 Finding: The total number of counties with no 911 authority is 14 based on 45 reporting States
- 2016 Finding: 39 of 45 reporting States are completely covered by one or more 911 authorities
- 2016 Finding: Data from 4 of 45 reporting States is "unknown" – State did not respond to this data element.
- 2015 Finding: The total number of counties with no 911 authority was 13 based on 1 reporting State
- 2015 Finding: 39 of 42 reporting States were completely covered by one or more 911 authorities
- 2015 Finding: Data from 2 of 42 reporting States was "unknown" – State did not respond to this data element
- 2014 Finding: The total number of counties with no 911 authority was 10 based on 1 reporting State
- 2014 Finding: 38 of 40 reporting States were completely covered by one or more 911 authorities
- 2014 Finding: Data from 1 of 40 reporting States was "unknown."

3.1.2.4.2: Number of 911 Authorities with Basic 911 LOS

Question: Enter the number of 911 authorities in your State with Basic 911 LOS.
Definition: The number of 911 Authorities where the "level of service" (LOS) is Basic 911. NENA defines Basic 911 as, "An emergency telephone system which automatically connects 911 callers to a designated answering point. Call routing is determined by originating central office only. Basic 911 may or may not support ANI (automatic number identification) and/or ALI (automatic location identification)."[9]

TABLE 13. NUMBER OF 911 AUTHORITIES IN STATE THAT ARE LIMITED TO BASIC 911

State	Response	State	Response
AR	4	SD	2
GA	3		

Not Limited to Basic 911: AK, AL, CA, CO, CT, DC, FL, HI, IA, ID, IL, IN, KS, LA, MA, MD, ME, MI, MN, MT, NC, ND, NE, NJ, NM, NY, OH, OR, PA, PR, SC, TN, TX, UT, VA, VI, VT, WA, WI, WY
Reported Unknown: AZ, KY, MP, OK
Did Not Report Data: AS, DE, GU, MO, MS, NH, NV, RI, UM, WV

2017 Finding

Of all U.S. States and territories:

- The total number of authorities limited to Basic 911 is 9 based on 47 reporting States
- 40 of 47 reporting States are not limited to Basic 911.

Dataset Shift

- 2016 Finding: The total number of authorities limited to basic 911 is 33 based on 45 reporting states.
- 2016 Finding: 37 of 45 reporting states are not limited to Basic 911
- 2015 Finding: The total number of authorities limited to Basic 911 was 34 based on 7 reporting States
- 2015 Finding: 35 of 42 reporting States were not limited to Basic 911
- 2014 Finding: The total number of authorities limited to Basic 911 was 29 based on 7 reporting States
- 2014 Finding: 30 of 39 reporting States were not limited to Basic 911
- 2014 Finding: Data from 1 of 39 reporting States was "unknown."

[9] NENA Master Glossary of 911 Terminology, NENA ADM-000.19, December 20, 2016, p. 30, https://c.ymcdn.com/sites/www.nena.org/resource/resmgr/standards/NENA-ADM-000.19-2016_FINAL_2.pdf.

3.1.2.4.3: Number of 911 Authorities with Landline Enhanced 911 LOS

Question: Enter the number of 911 authorities in your State with Enhanced 911, but no Wireless Enhanced Phase I or II.
***Note:** *The purpose of this question is to identify how many authorities have E911, and not imply that it is the "highest level" of 911 on a false continuum of Level of Service. Due to a lack of clarity in this question and definition, the data below may not be accurate.*
Definition: The number of 911 Authorities with Landline Enhanced 911 (E911) service with ANI & ALI only and without Wireless Phase I or II location data. NENA defines E911 as, "A telephone system which includes network switching, data base and Public Safety Answering Point premise elements capable of providing automatic location identification data, selective routing, selective transfer, fixed transfer, and a call back number. The term also includes any E911 service so designated by the FCC in its Report and Order in WC Docket Nos. 04-36 and 05-196, or any successor proceeding."[10]

TABLE 14. NUMBER OF 911 AUTHORITIES WITH ENHANCED 911

State	Response	State	Response	State	Response
AK	0	KY	0	OR	0
AL	0	LA	2	PA	0
AZ	3	MA	0	PR	0
CA	0	MD	0	SC	0
CO	0	ME	0	SD	30
CT	0	MI	0	TN	100
DC	1	MN	0	TX	0
FL	67	MT	0	UT	0
GA	2	NC	0	VA	0
HI	0	ND	21	VI	2
IA	0	NE	0	VT	0
ID	0	NJ	0	WA	0
IL	0	NM	0	WI	1
IN	91	NY	2	WY	23
KS	0	OH	0		

Did Not Report Data: AS, DE, GU, MO, MS, NH, NV, RI, UM, WV
Reported Unknown: AR, MP, OK

[10] Ibid., p. 53.

2017 Finding

Of all U.S. States and territories:

- The total number of authorities with Enhanced 911 is 345 based on 47 reporting States

Dataset Shift

- 2016 Finding: The total number of authorities with Enhanced 911 is 1,836 based on 45 reporting States.
- 2015 Finding: The total number of authorities with Enhanced 911 was 2,839 based on 39 reporting States
- 2015 Finding: 3 of 42 reporting States had portions of their State without Enhanced 911 service
- 2014 Finding: The total number of authorities with Enhanced 911 was 1,918 based on 34 reporting States

Due to a lack of clarity in this question and definition, the data above may not be accurate.

3.1.2.4.4: Number of 911 Authorities that Provide Enhanced 911 LOS for VoIP:

Question: Enter the number of 911 authorities in your State that provide E911 level of service for VoIP.
Definition: The number of 911 Authorities that provide E911 LOS for VoIP. NENA defines VoIP as, "Provides distinct packetized voice information in digital format using the Internet Protocol. The Internet Protocol (IP) address assigned to the user's telephone number may be static or dynamic." This category assumes the 911 Authority provides a LOS that includes E911 for landline subscribers, Wireless Phase I and II to wireless subscribers.

TABLE 15. NUMBER OF 911 AUTHORITIES WITH ENHANCED 911 LOS FOR VOIP

State	Response	State	Response
AR	127	NJ	173
CA	441	NM	1
CO	58	OK	71
CT	1	OR	43
DC	1	PA	69
HI	5	PR	1
IA	99	SC	50
IL	189	SD	30
IN	91	TN	100
MD	24	TX	75
ME	1	VA	119
MI	83	VI	2
MN	104	VT	1
NC	117	WA	48
ND	21	WY	23
NE	71		

Do Not Provide Enhanced 911 LOS for VoIP: AK, FL, KS, KY, MA, UT
Did Not Report Data: AS, DE, GU, MO, MS, NH, NV, NY, RI, UM, WV
Reported Unknown: AL, AZ, GA, ID, LA, MP, MT, OH, WI

2017 Finding

Of all U.S. States and territories:

- The total number of authorities providing E911 LOS for VoIP based on 47 reporting States is 2,239
- 6 of 47 responding States do not provide E911 LOS for VoIP
- Data from 9 of 47 reporting States is "unknown" – State did not respond to this data element.

Dataset Shift

- 2016 Finding: The total number of authorities providing E911 LOS for VoIP based on 45 reporting States is 2,423
- 2016 Finding: 1 of 45 responding States do not provide E911 LOS for VoIP
- 2016 Finding: Data from 8 of 45 reporting States is "unknown" – State did not respond to this data element.
- 2015 Finding: The total number of authorities providing E911 LOS for VoIP based on 34 reporting States was 2,309

- 2015 Finding: 2 of 42 responding States do not provide E911 LOS for VoIP
- 2015 Finding: Data from 6 of 42 reporting States is “unknown” – State did not respond to this data element
- 2014 Finding: The total number of authorities providing E911 LOS for VoIP based on 30 reporting States was 1,773
- 2014 Finding: 3 of 39 responding States did not provide E911 LOS for VoIP
- 2014 Finding: Data from 6 of 39 reporting States was “unknown.”

3.1.2.4.5: Number of 911 Authorities with Wireless Phase I (WPI) LOS:

Question: Enter the number of 911 authorities in your State that provide Wireless Phase I (WPI) level of service, but do not provide Wireless Phase II (WPII) level of service.
Definition: The number of 911 Authorities that are capable of processing Wireless Phase I LOS calls as the highest level of service available, but not capable of Wireless Phase II LOS. NENA defines Wireless Phase I as, "Required by FCC Report and Order 96-264 pursuant to Notice of Proposed Rulemaking (NPRM) 94-102. The delivery of a wireless 911 call with callback number and identification of the cell-tower from which the call originated. Call routing is usually determined by cell sector."[11]

TABLE 16. NUMBER OF 911 AUTHORITIES WITH WPI LOS

State	Response	State	Response	State	Response
AK	2	KS	0	OR	0
AL	0	KY	0	PA	0
AR	0	LA	2	PR	0
AZ	0	MA	0	SC	0
CA	0	MD	0	SD	0
CO	1	ME	0	TN	0
CT	0	MI	0	TX	0
DC	0	MN	0	UT	0
FL	0	MT	1	VA	0
GA	4	NC	0	VI	2
HI	0	ND	21	VT	0
IA	0	NE	71	WA	7
ID	0	NJ	0	WI	0
IL	0	NM	1	WY	0
IN	0	OH	0		

Reported Unknown: MP, OK
Did Not Report Data: AS, DE, GU, MO, MS, NH, NV, NY, RI, UM, WV

2017 Finding

Of all U.S. States and territories:

- The total number of 911 authorities providing WPI is 112 based on 46 reporting States.
- Data from 2 of 46 reporting States is "unknown" – State did not respond to this data element.

Dataset Shift

- 2016 Finding: The total number of 911 authorities providing WPI as he highest LOS is 34 based on 45 reporting States.

[11] Ibid. p. 136.

- 2015 Finding: The total number of 911 authorities providing WPI as the highest LOS was 188 based on 9 reporting States
- 2014 Finding: The total number of authorities providing WPI as the highest LOS was 239 based on 8 reporting States
- This trend indicates that a majority of States have migrated to Wireless Phase II.

3.1.2.4.6: Number of 911 Authorities with Wireless Phase II (WPII) LOS:

Question: Enter the number of 911 authorities in your State that provide Wireless Phase II level of service.
Definition: The number of 911 Authorities that are capable of processing Wireless Phase II LOS calls. NENA defines Wireless Phase II as, "Required by FCC Report and Order 96-264 pursuant to Notice of Proposed Rulemaking (NPRM) 94-102. The delivery of a wireless 911 call with Phase I requirements, plus location of the caller within 125 meters 67% of the time and Selective Routing based upon those coordinates. Subsequent FCC rulings have redefined the accuracy requirements."[12]

TABLE 17. NUMBER OF 911 AUTHORITIES THAT PROVIDE WPII LOS

State	Response	State	Response	State	Response
AK	3	KS	117	OR	43
AL	88	KY	116	PA	69
AR	127	LA	60	PR	1
AZ	16	MA	241	SC	50
CA	441	MD	24	SD	30
CO	57	ME	1	TN	100
CT	1	MI	83	TX	75
DC	1	MN	104	UT	33
FL	67	MT	52	VA	119
GA	146	NC	117	VT	1
HI	5	ND	21	WA	41
IA	99	NE	71	WI	71
ID	46	NJ	173	WY	23
IL	189	NM	1		
IN	91	OH	88		

Reported Unknown: MP, OK, VI
Did Not Report Data: AS, DE, GU, MO, MS, NH, NV, NY, RI, UM, WV

2017 Finding

Of all U.S. States and territories:

- The total number of 911 authorities providing WPII LOS is 3,302 based on 43 reporting states.
- Data from 12 of 43 states is "unknown" – State did not respond to this data element

[12] Ibid. p. 137.

3.1.2.5: Data Element Sub-Group: Percentage of Population and Land Area Served by Each Defined LOS

3.1.2.5.1: Percentage of Population with No 911 Authority – Calls to 911 are Remote Call Forwarded:

Question: Enter the percentage of population served with no 911 authority – calls to 911 are remote call forwarded to an answering point.
Definition: Percentage of the State's population residing in counties where there is no 911 service and where the telecommunications companies, in compliance with the FCC's Fifth Report & Order, direct 911 calls to a PSAP in areas where one has been designated or, in areas where a PSAP has not been designated, to an existing Statewide default answering point or another appropriate local emergency authority. The intent of this Order was to ensure that all 911 calls would get answered. These types of arrangements do not use dedicated 911 trunks. Carriers comply by using remote call forwarding. Remote call forwarding simply forwards a 911 call to a 10-digit telephone number, usually an existing emergency telephone number for the local or county law enforcement agency. This arrangement does not constitute 911 "service."

TABLE 18. PERCENTAGE OF POPULATION WITH NO 911 AUTHORITY

State	Response (%)	State	Response (%)
AK	20	IL	0.85
AZ	1		

Provide 911 Service: AL, AR, CA, CO, CT, DC, FL, HI, IA, ID, IN, KS, KY, LA, MA, MD, ME, MI, MN, MT, NC, ND, NE, NJ, NM, NY, OH, OR, PA, PR, SC, SD, TN, TX, UT, VA, VI, VT, WA, WI, WY
Reported Unknown: GA, MP, OK
Did Not Report Data: AS, DE, GU, MO, MS, NH, NV, RI, UM, WV

2017 Finding

Of all U.S. States and territories:

- 3 of 47 reporting States partially rely on "remote call forwarding"
- 41 of 47 reporting States do not rely on "remote call forwarding"
- Data from 3 of 47 reporting States is "unknown" – State did not respond to this data element.

Dataset Shift

- 2016 Finding: 4 of 44 reporting States partially rely on "remote call forwarding"
- 2016 Finding: 37 of 44 reporting States do not rely on "remote call forwarding"
- 2016 Finding: Data from 3 of 44 reporting States is "unknown" – State did not respond to this data element.
- 2015 Finding: 3 of 42 reporting States partially relied on "remote call forwarding"
- 2015 Finding: 36 of 42 reporting States did not rely on "remote call forwarding"
- 2015 Finding: Data from 3 of 42 reporting States was "unknown" – State did not respond to this data element
- 2014 Finding: 4 of 39 reporting States partially relied on "remote call forwarding"
- 2014 Finding: 33 of 39 reporting States did not rely on "remote call forwarding"
- 2014 Finding: Data from 2 of 39 reporting States was "unknown"
- 2012 Finding: 17 of 27 reporting States did not rely on "remote call forwarding."

3.1.2.5.2: Percentage of Population Served by 911 Authorities with Basic 911 LOS Only

Question: Enter the percentage of population served by 911 authorities with Basic 911 LOS only.
Definition: Percentage of population served by 911 authorities limited to Basic 911 LOS only. NENA defines Basic 911 as, "An emergency telephone system which automatically connects 911 callers to a designated answering point. Call routing is determined by originating central office only. Basic 911 may or may not support ANI and/or ALI." [13]

TABLE 19. PERCENTAGE OF POPULATION SERVED BY 911 AUTHORITIES WITH BASIC 911 LOS ONLY

State	Response (%)	State	Response (%)
AZ	1	SD	1.4
KY	1		

Not limited to Basic 911 LOS: AK, AL, CA, CO, CT, DC, FL, HI, IA, ID, IL, IN, KS, LA, MA, MD, ME, MI, MN, MT, NC, ND, NE, NJ, NM, OH, OR, PA, PR, SC, TN, TX, UT, VA, VI, VT, WA, WI, WY
Reported Unknown: AR, GA, MP, OK
Did Not Report Data: AS, DE, GU, MO, MS, NH, NV, NY, RI, UM, WV

2017 Finding

A majority of States have migrated to E911. Of all U.S. States and territories:

- 3 of 44 reporting States contain a population that relies on Basic 911 LOS only
- 39 of 44 reporting States do not have 911 authorities with Basic 911 only
- Data from 4 of 44 reporting States is "unknown" – State did not respond to this data element.

Dataset Shift

- 2015 Finding: 4 of 42 reporting States contained a population that relied on Basic 911 LOS only
- 2015 Finding: 35 of 42 reporting States had no 911 authorities with Basic 911 only
- 2015 Finding: Data from 3 of 42 reporting States was "unknown" – State did not respond to this data element
- 2014 Finding: 4 of 39 reporting States contained a population that relied on Basic 911 LOS only
- 2014 Finding: 30 of 39 reporting States had no 911 authorities with Basic 911 only
- 2014 Finding: Data from 5 of 39 reporting States was "unknown"
- 2012 Finding: 17 of 27 reporting States did not have 911 authorities with Basic 911 only.

13 Ibidem, p. 23.

3.1.2.5.3: Percentage of Population Served by 911 Authorities that Provide Enhanced 911 LOS

Question: Enter the percentage of population served by 911 authorities that provide Enhanced 911 LOS.
Definition: Percentage of population served by 911 authorities that provide Enhanced 911 LOS. NENA defines E911 as, "A telephone system which includes network switching, data base and Public Safety Answering Point premise elements capable of providing automatic location identification data, selective routing, selective transfer, fixed transfer, and a call back number. The term also includes any E911 service so designated by the Federal Communications Commission in its Report and Order in WC Docket Nos. 04-36 and 05-196, or any successor proceeding."[14]

TABLE 20. PERCENTAGE OF POPULATION SERVED BY 911 AUTHORITIES THAT PROVIDE ENHANCED 911 LOS

State	Response (%)	State	Response (%)
AL	0	MN	0
AK	80	MT	0
AZ	1	NE	0
CA	0	NJ	0
CT	0	NM	0
HI	0	NC	0
ID	0	OH	0
IL	99.1	OR	0
IA	0	PR	0
KS	0	SC	0
KY	0	SD	98.6
LA	1.2	TX	0
MA	0	VA	0
ME	0	VT	0
MD	0		

100% Population Served: CO, DC, FL, IN, MI, ND, PA, TN, UT, VI, WA, WI, WY
Reported Unknown: AR, GA, MP, OK
Did Not Report Data: AS, DE, GU, MO, MS, NH, NV, NY, RI, UM, WV

***Due to a lack of understanding of this question and definition, the data above may not be accurate.**

14 Ibidem, p. 53.

2017 Finding

Of all U.S. States and territories:

- 13 of 44 reporting States provide E911 LOS to 100% of its population
- 3 of 44 reporting States provide E911 LOS to at least 80% of its population
- Data from 4 of 44 reporting States is "unknown" – State did not respond to this data element.

Dataset Shift

- 2016 Finding: 19 of 44 reporting States provide E911 LOS to 100% of its population
- 2016 Finding: 4 of 44 reporting States provide E911 LOS to at least 80% of its population
- 2016 Finding: Data from 4 of 44 reporting States is "unknown" – State did not respond to this data element
- 2015 Finding: 32 of 42 reporting States provided E911 LOS to 100% of its population
- 2015 Finding: 7 of 42 reporting States provided E911 LOS to at least 80% of its population
- 2015 Finding: Data from 3 of 42 reporting States was "unknown" – State did not respond to this data element
- 2014 Finding: 28 of 39 reporting States provided E911 LOS to 100% of its population
- 2014 Finding: 8 of 39 reporting States provided E911 LOS to at least 80% of its population
- 2014 Finding: Data from 3 of 39 reporting States was "unknown."

3.1.2.5.4: Percentage of Population Served by 911 Authorities that Provide Wireless Phase I (WPI) LOS:

Question: Enter the percentage of population served by 911 authorities that provide Wireless Phase I (WPI) LOS, but do not include Wireless Phase II LOS.
Definition: Percentage of population served by 911 authorities that provide Phase I LOS, but not Wireless Phase II LOS. NENA defines Wireless Phase I as, "Required by FCC Report and Order 96-264 pursuant to Notice of Proposed Rulemaking (NPRM) 94-102. The delivery of a wireless 911 call with callback number and identification of the cell-tower from which the call originated. Call routing is usually determined by cell sector."[15]

TABLE 21. POPULATION PERCENTAGE SERVED BY 911 AUTHORITIES THAT PROVIDE WPI LOS, BUT NOT WPII LOS

State	Response (%)	State	Response (%)
CA	100	LA	1.4
CO	0.08	MT	0.05
ND	100	VI	100
WA	15		

Provide WPI: AK, AL, AR, AZ, CA, CO, CT, DC, FL, HI, IA, ID, IL, IN, KS, KY, LA, MA, MD, ME, MI, MN, MT, NC, ND, NE, NJ, NM, OH, OR, PA, PR, SC, SD, TN, TX, UT, VA, VI, VT, WA, WI, WY
Reported Unknown: GA, MP, OK
Did Not Report Data: AS, DE, GU, MO, MS, NH, NV, NY, RI, UM, WV

2017 Finding

Of all U.S. States and territories:

- 1 of 44 reporting States provide WPI LOS to 100% or nearly 100% of its population
- 3 of 44 reporting States provide only WPI LOS to at most 10% of its population
- Data from 5 of 44 reporting States is "unknown" – State did not respond to this data element.

Dataset Shift

- 2016 Finding: 1 of 44 reporting States provide WPI LOS to 100% or nearly 100% of its population
- 2016 Finding: 3 of 44 reporting States provide only WPI LOS to at most 10% of its population
- 2016 Finding: Data from 5 of 44 reporting States is "unknown" – State did not respond to this data element.
- 2015 Finding: 4 of 42 reporting States provided only WPI LOS to at most 1% of its population
- 2015 Finding: Data from 3 of 42 reporting States was "unknown" – State did not respond to this data element
- 2014 Finding: 30 of 39 reporting States provided WPI LOS to 95-100% of its population
- 2014 Finding: 3 of 39 reporting States provided WPI LOS to at most 2% of its population
- 2014 Finding: Data from 3 of 39 reporting States was "unknown."

15 Ibidem, p. 136.

3.1.2.5.5: Percentage of Population Served by 911 Authorities that Provide Wireless Phase II (WPII) LOS:

Question: Enter the percentage of population served by 911 authorities that provide Wireless Phase II (WPII) LOS.
Definition: Percentage of population served by 911 Authorities that provide Wireless Phase II LOS. NENA defines Wireless Phase II as, "Required by FCC Report and Order 96-264 pursuant to Notice of Proposed Rulemaking (NPRM) 94-102. The delivery of a wireless 911 call with Phase I requirements, plus location of the caller within 125 meters 67% of the time and Selective Routing based upon those coordinates. Subsequent FCC rulings have redefined the accuracy requirements."[16] This category assumes the 911 Authority provides a LOS that includes E911 for landline subscribers, Wireless Phase I and II to wireless subscribers.

TABLE 22. PERCENTAGE OF POPULATION SERVED BY 911 AUTHORITIES THAT PROVIDE WPII LOS

State	Response (%)	State	Response (%)
AK	80	PR	0
AZ	99	SD	98.6
CO	99.9	VI	0
IL	99.1	WA	85
LA	97.4	WI	99.5
NM	0		

100% Population Served: AL, AR, CA, CT, DC, FL, HI, IA, ID, IN, KS, KY, MA, MD, ME, MI, MN, MT, NC, ND, NE, NJ. OH. OR. PA. SC. TN. TX. UT. VA. VT. WY
Reported Unknown: GA, MP, OK
Did Not Report Data: AS, DE, GU, MO, MS, NH, NV, NY, RI, UM, WV

2017 Finding

All States are served by WPII. Of all U.S. States and territories:

- 32 of 46 reporting states provide WPII LOS to 100% of their population.
- 40 of 46 reporting States provide WPII LOS to at least 80% of its population (32 reporting States provide WPII LOS to 100% of its population; another 6 States provide WPII LOS to 97.4% or more of its population, and 2 reporting States provide WPII LOS to 80% or more of its population)
- Data from 3 of 46 reporting States is "unknown" – State did not respond to this data element.

Dataset Shift

- 2016 Finding: 38 of 44 reporting States provide WPII LOS to 100% or at least 75% of its population (29 reporting States provide WPII LOS to 100% of its population; another 6 States provide WPII LOS to 98.6% or more of its population, and 3 reporting States provide WPII LOS to 75% or more of its population)
- 2016 Finding: Data from 4 of 44 reporting States is "unknown" – State did not respond to this data element.
- 2015 Finding: 38 of 42 reporting States provided WPII LOS to 100% or nearly 100% of its population
- 2015 Finding: 1 of 42 reporting States provided WPII LOS to at least 80% of its population

[16] Ibid., p. 137.

- 2015 Finding: Data from 3 of 42 reporting States was “unknown” – State did not respond to this data element
- 2014 Finding: 24 of 39 reporting States provided WPII LOS to 100% of its population
- 2014 Finding: 8 of 39 reporting States provided WPII LOS to at least 80% of its population
- 2014 Finding: Data from 4 of 39 reporting States was “unknown”
- 2012 Finding: 3 of 39 reporting States provided WPII LOS to 0-8% of its population.

3.1.2.5.6: Percentage of Population Served by 911 Authorities that Provide Enhanced 911 LOS for VoIP

Question: Enter the percentage of population served by 911 authorities that provide Enhanced 911 LOS for VoIP.
Definition: Percentage of population served by 911 authorities limited to Wireless Phase II and VoIP LOS. NENA defines Wireless Phase I and II as defined in elements 3.1.2.5.4 and 3.1.2.5.5 above, and VoIP as, "Provides distinct packetized voice information in digital format using the Internet Protocol. The IP address assigned to the user's telephone number may be static or dynamic."[17] This category assumes the 911 authority provides a LOS that includes E911 for landline subscribers, Wireless Phase I and II to wireless subscribers.

TABLE 23. PERCENTAGE OF POPULATION SERVED BY 911 AUTHORITIES THAT PROVIDE ENHANCED 911 LOS FOR VOIP

State	Response (%)	State	Response (%)
AK	40	NM	0
AZ	99	SD	98.6
IL	99.14	VI	0
KY	99		

100% Population Served: CA, CO, CT, DC, FL, HI, IA, IN, KS, MA, MD, ME, MI, MN, NC, ND, NE, NJ, OR, PA, PR, TN, TX, UT, VA, VT, WA, WY
Reported Unknown: AL, AR, GA, ID, LA, MP, MT, OH, OK, SC, WI
Did Not Report Data: AS, DE, GU, MO, MS, NH, NV, NY, RI, UM, WV

2017 Finding

Of all U.S. States and territories:

- 28 of 46 reporting States provide E911 LOS for VoIP to 100% of its population
- 32 of 46 reporting States provide E911 LOS for VoIP to at least 98.6% of its population
- 3 of 46 reporting States provide E911 LOS for VoIP to 40% or less of its population
- Data from 11 of 46 reporting States is "unknown" – State did not respond to this data element.

Dataset Shift

- 2016 Finding: 27 of 44 reporting States provide E911 LOS for VoIP to 100% of its population
- 2016 Finding: 6 of 44 reporting States provide E911 LOS for VoIP to at least 80% of its population
- 2016 Finding: 3 of 44 reporting States provide E911 LOS for VoIP to 41% or less of its population
- 2016 Finding: Data from 8 of 44 reporting States is "unknown" – State did not respond to this data element.
- 2015 Finding: 28 of 42 reporting States provided E911 LOS for VoIP to 100% of its population
- 2015 Finding: 5 of 42 reporting States provided E911 LOS for VoIP to at least 96% of its population
- 2015 Finding: 3 of 42 reporting States provided E911 LOS for VoIP to 0-40% of its population
- 2015 Finding: Data from 6 of 42 reporting States was "unknown"

17 Ibidem, p. 134.

- 2014 Finding: 30 of 39 reporting States provided E911 LOS for VoIP to 100% of its population
- 2014 Finding: 4 of 39 reporting States provided E911 LOS for VoIP to at least 90% of its population
- 2014 Finding: Data from 7 of 39 reporting States was “unknown”
- 2012 Finding: 4 of 39 reporting States provided E911 LOS for VoIP to 0-5.45% of its population.

3.1.2.5.7: Percentage of Geographic Area with No 911 Authority – Calls to 911 are Remote Call Forwarded:

Question: Enter the percentage of geographic area with no 911 authority – calls to 911 are remote call forwarded to an answering point.
Definition: Percentage of geographic area with no 911 authority is where there is no 911 service and where the telecommunications companies, in compliance with the FCC's Fifth Report & Order, direct 911 calls to a PSAP in areas where one has been designated or, in areas where a PSAP has not been designated, to an existing statewide default answering point or another appropriate local emergency authority. The intent of this Order was to ensure that all 911 calls would be answered. These types of arrangements do not use dedicated 911 trunks. Carriers comply by using remote call forwarding. Remote call forwarding simply forwards a 911 call to a 10-digit telephone number, usually an existing emergency telephone number for the local or county law enforcement agency. This arrangement does not constitute 911 "service."

TABLE 24. PERCENTAGE OF GEOGRAPHIC AREA WITH NO 911 AUTHORITY

State	Response (%)	State	Response (%)
AK	92	IL	2.15

100% of Geographic Area has 911 Authority: AL, CA, CO, CT, DC, FL, HI, IA, ID, IL, IN, KS, KY, LA, MA, MD, ME, MI, MN, MT, NC, ND, NE, NJ, NY, OH, OR, PA, PR, SC, SD, TN, TX, UT, VA, VI, VT, WA, WI, WY
Reported Unknown: AR, AZ, GA, MP, NM, OK
Did Not Report Data: AS, DE, GU, MO, MS, NH, NV, RI, UM, WV

2017 Finding

Of all U.S. States and territories:

- 2 of 48 reporting States rely on "Remote Call Forwarding" for a portion of their State's geographic area.
- 39 of 48 reporting States do not rely on "Remote Call Forwarding."

Dataset Shift

- 2016 Finding: 4 of 45 reporting States rely on "Remote Call Forwarding"
- 2016 Finding: 37 of 45 reporting States do not rely on "Remote Call Forwarding."
- 2015 Finding: 5 of 42 reporting States relied on "Remote Call Forwarding"
- 2015 Finding: 34 of 42 reporting States did not rely on "Remote Call Forwarding"
- 2014 Finding: 4 of 39 reporting States relied on "Remote Call Forwarding"
- 2014 Finding: 33 of 39 reporting States did not rely on "Remote Call Forwarding"
- 2014 Finding: Data from 2 of 39 reporting States was "unknown."

3.1.2.5.8: Percentage of Geographic Area Served by 911 Authorities with Basic 911 LOS Only

Question: Enter the percentage of geographic area served by 911 authorities with Basic 911 LOS only.
Definition: Percentage of geographic area served by 911 authorities limited to Basic 911 LOS only. NENA defines Basic 911 as, "An emergency telephone system which automatically connects 911 callers to a designated answering point. Call routing is determined by originating central office only. Basic 911 may or may not support ANI and/or ALI."[18]

TABLE 25. PERCENTAGE OF GEOGRAPHIC AREA SERVED BY 911 AUTHORITIES WITH BASIC LOS ONLY

State	Response (%)	State	Response (%)
KY	3.47	SD	2.40

Not limited to Basic 911 LOS: AK, AL, CA, CO, CT, DC, FL, HI, IA, ID, IL, IN, KS, LA, MA, MD, ME, MI, MN, MT, NC, ND, NE, NJ, OH, OR, PA, PR, SC, TN, TX, UT, VA, VI, VT, WA, WI, WY
Reported Unknown: AR, AZ, GA, MT, OK, WY
Did Not Report Data: AS, DE, GU, LA, MO, MP, MS, NV, NY, RI, UM, WV

2017 Finding

A majority of States have migrated to E911. Of all U.S. States and territories:

- 2 of 46 reporting States contain a geographic area that relies on Basic 911 LOS only
- 38 of 46 reporting States do not rely on Basic 911 LOS only
- Data from 6 of 46 reporting States is "unknown" – State did not respond to this data element.

Dataset Shift

- 2016 Finding: 4 of 45 reporting States contain a geographic area that relies on Basic 911 LOS only
- 2016 Finding: 35 of 45 reporting States do not rely on Basic 911 LOS only
- 2016 Finding: Data from 6 of 45 reporting States is "unknown" – State did not respond to this data element.
- 2015 Finding: 5 of 42 reporting States contained a geographic area that relies on Basic 911 LOS only
- 2015 Finding: 33 of 42 reporting States did not rely on Basic 911 LOS only
- 2015 Finding: Data from 4 of 42 reporting States was "unknown" – State did not respond to this data element
- 2014 Finding: 5 of 39 reporting States contained a geographic area that relied on Basic 911 LOS only
- 2014 Finding: 32 of 39 reporting States did not rely on Basic 911 LOS only
- 2014 Finding: Data from 2 of 39 reporting States was "unknown."

18 Ibidem, p 23.

3.1.2.5.9: Percentage of Geographic Area Served by 911 Authorities that Provide Enhanced 911 LOS

Question: Enter the percentage of geographic area served by 911 authorities that provide Enhanced 911 LOS.
Definition: Percentage of geographic area served by 911 Authorities that provide Enhanced 911 LOS with ANI & ALI only and without Phase I or II location data. NENA defines E911 as, "A telephone system which includes network switching, data base and Public Safety Answering Point premise elements capable of providing automatic location identification data, selective routing, selective transfer, fixed transfer, and a call back number. The term also includes any E911 service so designated by the Federal Communications Commission in its Report and Order in WC Docket Nos. 04-36 and 05-196, or any successor proceeding."[19]

TABLE 26. PERCENTAGE OF GEOGRAPHIC AREA SERVED BY 911 AUTHORITIES THAT PROVIDE ENHANCED 911 LOS

State	Response (%)	State	Response (%)
AK	8	LA	0.7
AZ	99	SD	97.6
IL	97.85		

100% of Geographic Area Served: CO, DC, FL, HI, IN, MI, ND, PA, UT, VI, WA, WI, WY
0% Of Geographic Area Served: AL, CA, CT, IA, ID, KS, KY, MA, MD, ME, MN, MT, NC, NE, NJ, OH, OR, PR, SC, TN, TX, VA, VT
Reported Unknown: AR, GA, MP, NM, OK
Did Not Report Data: AS, DE, GU, MO, MS, NH, NV, NY, RI, UM, WV

2017 Finding

Of all U.S. States and territories:

- 13 of 46 reporting States provide E911 LOS to 100% of its geographic area
- 16 of 46 reporting States provide E911 LOS to at least 97.6% of its geographic area
- Data from 5 of 46 reporting States is "unknown" – State did not respond to this data element.

Dataset Shift

- 2016 Finding: 18 of 45 reporting States provide E911 LOS to 100% of its geographic area
- 2016 Finding: 3 of 45 reporting States provide E911 LOS to at least 80% of its geographic area
- 2016 Finding: Data from 5 of 45 reporting States is "unknown" – State did not respond to this data element.
- 2015 Finding: 31 of 42 reporting States provided E911 LOS to 100% of its geographic area
- 2015 Finding: 6 of 42 reporting States provided E911 LOS to at least 80% of its geographic area
- 2015 Finding: Data from 5 of 42 reporting States was "unknown" – State did not respond to this data element
- 2014 Finding: 28 of 39 reporting States provided E911 LOS to 100% of its geographic area
- 2014 Finding: 9 of 39 reporting States provided E911 LOS to at least 80% of its geographic area

***Due to a lack of understanding of this question and definition, the data above may not be accurate.**

[19] Ibid., p. 53.

3.1.2.5.10: Percentage of Geographic Area Served by 911 Authorities that Provide Wireless Phase I (WPI) LOS:

Question: Enter the percentage of geographic area served by 911 authorities that provide Wireless Phase I (WPI) LOS, but do not include Wireless Phase II LOS.
Definition: Percentage of geographic area served by 911 Authorities that provide Wireless Phase I LOS, but not Wireless Phase II LOS. NENA defines Wireless Phase I as, "Required by FCC Report and Order 96-264 pursuant to Notice of Proposed Rulemaking (NPRM) 94-102. The delivery of a wireless 911 call with callback number and identification of the cell-tower from which the call originated. Call routing is usually determined by cell sector."[20]

TABLE 27. PERCENTAGE OF GEOGRAPHIC AREA SERVED BY 911 AUTHORITIES THAT PROVIDE WPI LOS, BUT NOT WPII

State	Response (%)	State	Response (%)
AZ	1	LA	4
CO	0.64	WA	15

Provide WPI to 100% of Geographic Area: ND, VI
Provides WPII Coverage: AK, AL, AR, CA, CT, DC, FL, HI, IA, ID, IL, IN, KS, KY, MA, MD, ME, MI, MN, NC, NE, NJ, OH, OR, PA, PR, SC, SD, TN, TX, UT, VA, VT, WI, WY
Reported Unknown: GA, MP, MT, NM, OK
Did Not Report Data: AS, DE, GU, MO, MS, NH, NV, NY, RI, UM, WV

2017 Finding

Of all U.S. States and territories:

- 2 of 46 reporting States provide WPI LOS to 100% of its geographic area as the highest LOS available
- 3 of 46 reporting States only provide WPI LOS to at most 15% of its geographic area
- Data from 5 of 46 reporting States is "unknown" – State did not respond to this data element.

Dataset Shift

- 2016 Finding: 1 of 45 reporting States provide WPI LOS to 100% of its geographic area as the highest LOS available
- 2016 Finding: 4 of 45 reporting States only provide WPI LOS to at most 2% of its geographic area
- 2016 Finding: Data from 4 of 45 reporting States is "unknown" – State did not respond to this data element.
- 2015 Finding: 35 of 42 reporting States provided WPI LOS to 100% of its geographic area
- 2015 Finding: 3 of 42 reporting States only provided WPI LOS to at most 2% of its geographic area
- 2015 Finding: Data from 4 of 42 reporting States was "unknown" – State did not respond to this data element
- 2014 Finding: 33 of 39 reporting States provided WPI LOS to 100% of its geographic area
- 2014 Finding: 4 of 39 reporting States only provided WPI LOS to at most 2% of its geographic area
- 2014 Finding: Data from 2 of 39 reporting States was "unknown."

[20] Ibid. p. 136.

3.1.2.5.11: Percentage of Geographic Area Served by 911 Authorities that Provide Wireless Phase II (WPII) LOS:

Question: Enter the percentage of geographic area served by 911 authorities that provide Wireless Phase II (WPII) LOS.
Definition: Percentage of geographic area served by 911 Authorities that provide Wireless Phase II LOS. NENA defines Wireless Phase II as, "Required by FCC Report and Order 96-264 pursuant to Notice of Proposed Rulemaking (NPRM) 94-102. The delivery of a wireless 911 call with Phase I requirements, plus location of the caller within 125 meters 67% of the time and Selective Routing based upon those coordinates. Subsequent FCC rulings have redefined the accuracy requirements."[21]

TABLE 28. PERCENTAGE OF GEOGRAPHIC AREA SERVED BY 911 AUTHORITIES THAT PROVIDE WPII

State	Response (%)	State	Response (%)
AK	8	MT	0
AZ	99	NM	0
CO	99.36	SD	97.6
HI	0	VI	0
IL	97.85	WA	85
LA	95.3		

100% Geographic Area Served: AL, AR, CA, CT, DC, FL, IA, ID, IN, KS, KY, MA, MD, ME, MI, MN, NC, ND, NE, NJ, OH, OR, PA, PR, SC, TN, TX, UT, VA, VT, WY
Reported Unknown: GA, MP, OK, WI
Did Not Report Data: AS, DE, GU, MO, MS, NH, NV, NY, RI, UM, WV

2017 Finding

A majority of States are served by WPII. Of all U.S. States and territories:

- 31 of 46 reporting States provide WPII LOS to 100% of its geographic area
- Only 4 states have less than 95% coverage for WPII
- Data from 4 of 46 reporting States is "unknown" – State did not respond to this data element.

Dataset Shift

- 2016 Finding: 28 of 45 reporting States provide WPII LOS to 100% of its geographic area
- 2016 Finding: 6 of 45 reporting States provide WPII LOS to at least 96% of its geographic area
- 2016 Finding: 2 of 45 reporting States provide WPII LOS to less than 96%, but more than 8% of its geographic area
- 2016 Finding: 3 of 45 reporting States provide WPII LOS to 0-8% of its geographic area
- 2016 Finding: Data from 6 of 45 reporting States is "unknown" – State did not respond to this data element.
- 2015 Finding: 29 of 42 reporting States provided WPII LOS to 100% of its geographic area
- 2015 Finding: 6 of 42 reporting States provided WPII LOS to at least 96% of its geographic area

[21] Ibid., p. 137.

- 2015 Finding: 3 of 42 reporting States provided WPII LOS to 0-8% of its geographic area
- 2015 Finding: Data from 4 of 42 reporting States was “unknown”
- 2014 Finding: 26 of 39 reporting States provided WPII LOS to 100% of its geographic area
- 2014 Finding: 9 of 39 reporting States provided WPII LOS to at least 80% of its geographic area
- 2014 Finding: 2 of 39 reporting States provided WPII LOS to 0% of its geographic area
- 2014 Finding: Data from 2 of 39 reporting States was “unknown.”

3.1.2.5.12: Percentage of Geographic Area Served by 911 Authorities that Provide Enhanced 911 LOS for VoIP

Question: Enter the percentage of geographic area served by 911 Authorities that provide Enhanced 911 LOS for VoIP.
Definition: Percentage of geographic area served by 911 Authorities that provide E911 LOS to VoIP users. NENA defines VoIP as, "Provides distinct packetized voice information in digital format using the Internet Protocol. The IP address assigned to the user's telephone number may be static or dynamic." This category assumes the 911 authority provides a LOS that includes E911 for landline subscribers, Wireless Phase I and II to wireless subscribers.[22]

TABLE 29. PERCENTAGE OF GEOGRAPHIC AREA SERVED BY 911 AUTHORITIES THAT PROVIDE E911 LOS FOR VOIP

State	Response (%)	State	Response (%)
AK	0	KY	97
AZ	99	SD	97.6
IL	97.85	VI	0

100% Geographic Area Served: CA, CO, CT, DC, FL, IA, IN, KS, MA, MD, ME, MI, MN, NC, ND, NE, NJ, OR, PA, PR, SC, TN, TX, UT, VA, VT, WA, WY
Reported Unknown: AL, AR, GA, HI, ID, LA, MP, MT, NM, OH, OK, WI
Did Not Report Data: AS, DE, GU, MO, MS, NH, NV, NY, RI, UM, WV

2017 Finding

Of all U.S. States and territories:

- 28 of 46 reporting States provide E911 LOS for VoIP to 100% of its geographic area
- 32 of 46 reporting States provide E911 LOS for VoIP to at least 97% of its geographic area
- 2 of 46 reporting States provide E911 LOS for VoIP to 0% of its geographic area
- Data from 12 of 46 reporting States is "unknown" – State did not respond to this data element.

Dataset Shift

- 2016 Finding: 29 of 45 reporting States provide E911 LOS for VoIP to 100% of its geographic area
- 2016 Finding: 4 of 45 reporting States provide E911 LOS for VoIP to at least 90% of its geographic area
- 2016 Finding: 4 of 45 reporting States provide E911 LOS for VoIP to 0-80% of its geographic area
- 2016 Finding: Data from 8 of 45 reporting States is "unknown"
- 2015 Finding: 28 of 42 reporting States provided E911 LOS for VoIP to 100% of its geographic area
- 2015 Finding: 5 of 42 reporting States provided E911 LOS for VoIP to at least 90% of its geographic area
- 2015 Finding: 3 of 42 reporting States provided E911 LOS for VoIP to 0-5.45% of its geographic area
- 2015 Finding: Data from 6 of 42 reporting States was "unknown"
- 2014 Finding: 24 of 39 reporting States provided E911 LOS for VoIP to 100% of its geographic area
- 2014 Finding: 4 of 39 reporting States provided E911 LOS for VoIP to at least 95% of its geographic area
- 2014 Finding: Data from 7 of 39 reporting States was "unknown"
- 2012 Finding: 4 of 39 reporting States provided E911 LOS for VoIP to 0-41% of its geographic area.

22 Ibidem, p. 134.

**REMOVED: Previous versions of the National Program Profile Database Progress Report included the "State Adoption of Common Definitions for Each LOS".*

3.1.2.6: Data Element Sub-Group: Total Number of Primary and Secondary PSAPs within a State

3.1.2.6.1: Total Number of Primary PSAPs within a State

Question: Enter the number of primary PSAPs within your State.
Definition: NENA defines a primary PSAP as, "A PSAP to which 911 calls are routed directly from the 911 Control Office." [23]

TABLE 32. NUMBER OF PRIMARY PSAPS

State	Response	State	Response	State	Response
AK	34	KY	116	OK	136
AL	118	LA	57	OR	43
AR	102	MA	240	PA	63
AZ	56	MD	24	PR	2
CA	390	ME	26	SC	64
CO	93	MI	143	SD	32
CT	110	MN	99	TN	142
DC	1	MP	0	TX	498
FL	151	MT	53	UT	33
GA	137	NC	117	VA	119
HI	6	ND	21	VI	2
IA	113	NE	71	VT	6
ID	46	NJ	173	WA	55
IL	255	NM	42	WY	28
IN	91	NY	134		
KS	117	OH	151		

Total Primary PSAPs: **4,510**

Reported Unknown: WI
Did Not Report Data: AS, DE, GU, MO, MS, NH, NV, RI, UM, WV

2017 Finding

Of all U.S. States and territories:

- 0 of 45 reporting States indicated they do not have primary PSAPs
- 1 of 45 reporting States are "unknown" – State did not respond to this data element.

Dataset Shift

- 2016 Finding: 0 of 45 reporting States indicated they do not have primary PSAPs
- 2016 Finding: 2 of 45 reporting States are "unknown" – State did not respond to this data element.
- 2015 Finding: 7 of 42 reporting States indicated they did not have secondary PSAPs

23 Ibidem, p. 98.

- 2015 Finding: 6 of 42 reporting States were “unknown” – State did not respond to this data element
- 2014 Finding: 8 of 32 reporting States indicated they did not have secondary PSAPs
- 2014 Finding: 7 of 32 reporting States were “unknown” – State did not respond to this data element.

3.1.2.6.2: Total Number of Secondary PSAPs within a State

Question: Enter the number of secondary PSAPs within your State.
Definition: NENA defines a secondary PSAP as, "A PSAP to which 911 calls are transferred from a primary PSAP." [24]

TABLE 33. NUMBER OF SECONDARY PSAPS

State	Response	State	Response	State	Response
AK	12	LA	50	NY	50
AR	25	MA	72	OH	65
AZ	10	MD	70	OR	14
CA	51	ME	39	PA	15
CO	13	MI	5	PR	0
CT	4	MN	5	SC	4
DC	0	MP	0	SD	0
FL	55	MT	3	TX	59
GA	18	NC	54	UT	4
HI	2	ND	1	VA	41
ID	3	NE	0	VI	0
IL	23	NJ	75	VT	0
IN	30	NM	2	WA	18
KY	109	NY	50	WY	4

Total Secondary PSAPs: **1,005**

Reported Unknown: AL, IA, KS, OK, TN, WI
Did Not Report Data: AS, DE, GU, MO, MS, NH, NV, RI, UM, WV

2017 Finding

Of all U.S. States and territories:

- 7 of 45 reporting States indicated they do not have secondary PSAPs
- 6 of 45 reporting States are "unknown" – State did not respond to this data element.

Dataset Shift

- 2016 Finding: 7 of 45 reporting States indicated they do not have secondary PSAPs
- 2016 Finding: 7 of 45 reporting States are "unknown" -State did not respond to this data element.
- 2015 Finding: 7 of 42 reporting States indicated they do not have secondary PSAPs
- 2015 Finding: 6 of 42 reporting States were "unknown" – State did not respond to this data element
- 2014 Finding: 8 of 32 reporting States indicated they did not have secondary PSAPs
- 2014 Finding: 7 of 32 reporting States were "unknown" – State did not respond to this data element.

24 Ibidem, p. 109.

**REMOVED: 3.1.2.7: Previous versions of the National Program Profile Database Progress Report included the "State Adoption of Nationally Standardized Service Level Definitions".*

**REMOVED: 3.1.3: Previous versions of the National Program Profile Database Progress Report included "Financial Data", which included "Financial Data Reporting Period Type", "Annual Revenue for All 911 Authorities", "Annual Revenue by 911 Authority Source", and "Annual Costs by 911 Authority".*

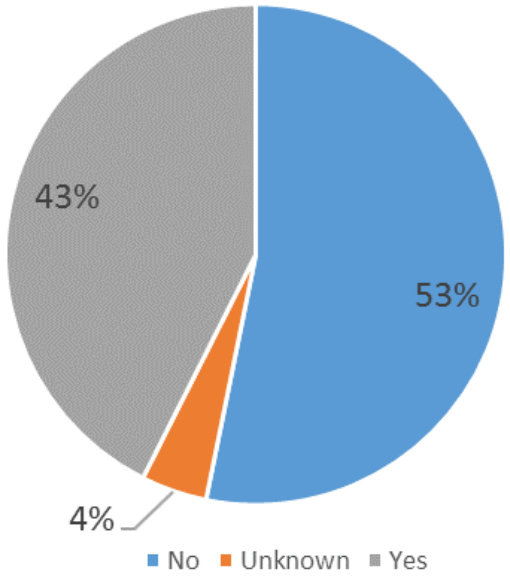
PROGRESS BENCHMARKS: 3.2.1: DATA ELEMENT GROUP: PLANNING

3.2.1.1: Statewide NG911 Plan Adopted

Question: Has your State developed and adopted a statewide NG911 Plan to include governance, funding, system components (IP network, ESInet, NG911 software services, security architecture, user identity management, database architecture, and PSAP configurations), and operations?
Definition: Identify whether or not your State developed and adopted a statewide NG911 Plan, including governance, funding, system components (IP network, Emergency Services IP network (ESInet), NG911 software services, security architecture, user identity management, database architecture, and PSAP configuration), and operations.

NENA defines NG911 as, "an Internet Protocol (IP)-based system comprised of managed Emergency Services IP networks (ESInets), functional elements (applications), and databases that replicate traditional E911 features and functions and provides additional capabilities. NG911 is designed to provide access to emergency services from all connected communications sources, and provide multimedia data capabilities for PSAPs and other emergency service organizations."[25]

FIGURE 10. 2017 RESPONSES ON STATEWIDE NG911 PLAN ADOPTION



25 Ibidem, p. 90.

TABLE 38. STATEWIDE NG911 PLAN ADOPTED

Response	State
Yes	AL, CA, CT, DC, IA, ID, IN, KS, MA, ME, MN, ND, PA, SD, TN, TX, UT, VA, VT, WA
No	AK, AR, AZ, CO, FL, HI, IL, KY, LA, MD, MI, MP, MT, NC, NE, NJ, NM, NY, OH, OK, OR, SC, VI, WI, WY
Reported Unknown	GA, PR
Did Not Report Data	AS, DE, GU, MO, MS, NH, NV, RI, UM, WV

** Wyoming does not currently have a statewide 911 plan. All PSAPs are locally administered and funded.*

2017 Finding

Of all U.S. States and territories:

- 20 of 45 reporting States have adopted a statewide plan
- 25 of 45 reporting States have ***not*** adopted a statewide plan
- 2 of 45 reporting States are "unknown" – State did not respond to this data element.

Dataset Shift

- 2016 Finding: 20 of 45 reporting States have adopted a statewide plan
- 2016 Finding: 22 of 45 reporting States have not adopted a statewide plan
- 2016 Finding: 2 of 45 reporting states are "unknown" -State did not respond to this data element.
- 2015 Finding: 19 of 42 reporting States had adopted a statewide plan
- 2015 Finding: 21 of 42 reporting States had ***not*** adopted a statewide plan
- 2015 Finding: 2 of 42 reporting States were "unknown" – State did not respond to this data element
- 2014 Finding: 15 of 39 reporting States had adopted a statewide plan
- 2012 Finding: 9 of 27 reporting States had adopted a statewide plan.

3.2.1.2: Sub-State 911 Authority NG911 Plan Adopted

Question: Enter the number of regional or local 911 Authorities within your State who have developed and adopted NG911 Plans for their area independent of the State. If your State does not have a statewide plan, enter the number of regional or county-wide plans that have been developed in your State.
Definition: Indicate the number of regional or local 911 Authorities within the State who have developed and adopted NG911 Plans for their area. This question is intended to differentiate between States that have a Statewide NG911 Strategic Plan versus where some sub-state areas (regions or counties) have developed their own NG911 Strategic Plans. If your State does not have a statewide plan, enter the number of regional or county-wide plans that have been developed in your State.

TABLE 39. SUB-STATE AUTHORITY NG911 PLAN ADOPTION

State	Response	State	Response
AZ	10	OH	10
IA	99	TX	28
IL	15	VA	11
MI	25	WA	41

No Sub-State Plan Adopted: AK, CA, CT, DC, HI, ID, KY, MA, MD, ME, MN, MT, ND, NE, NJ, NM, NY, OR, PA, SD, UT, VI, VT
Reported Unknown: AL, AR, CO, FL, GA, IN, KS, LA, MP, NC, OK, PR, SC, TN, WI, WY
Did Not Report Data: AS, DE, GU, MO, MS, NH, NV, RI, UM, WV

2017 Finding

Of all U.S. States and territories:

- 8 of 47 reporting States indicate that sub-state areas have adopted 911 plans
- 23 of 47 reporting States indicate that sub-state areas have ***not*** adopted a 911 plan
- 16 of 47 reporting States are "unknown" – State did not respond to this data element.

Dataset Shift

- 2016 Finding: 13 of 45 reporting States indicate that sub-state areas have adopted 911 plans
- 2016 Finding: 23 of 45 reporting States indicate that sub-stale areas have not adopted a 911 plan
- 2016 Finding: 9 of 45 reporting state are "unknown" -State did not respond to this data element.
- 2015 Finding: 12 of 42 reporting States adopted a sub-State plan
- 2015 Finding: 20 of 42 reporting States did ***not*** adopt a sub-State plan
- 2015 Finding: 10 of 42 reporting States were "unknown" – State did not respond to this data element
- 2014 Finding: 5 of 39 reporting States had adopted a sub-State plan
- 2014 Finding: 6 of 39 reporting States had marginally adopted a sub-State plan
- 2014 Finding: 20 of 39 reporting States had ***not*** adopted a sub-State plan
- 2014 Finding: 8 of 39 reporting States were "unknown" – State did not respond to this data element.

3.2.1.3: Statewide NG911 Concept of Operations (CONOPS) Developed

Question: Has your State established a statewide CONOPS document, including operations for NG911 and related architecture?
Definition: Is there a statewide NG911 concept of operations document or its equivalent, including operations for NG911 and related architecture? A concept of operations (CONOPS) is a user-oriented document that describes the desired characteristics for a proposed system from a user's perspective and how its implementation will enhance the user's current operation. The CONOPS would include, for example:

- User-oriented operational description for NG911 and related architecture
- Operational needs and use cases
- System overview and desired outcomes of users deploying the system
- Clear Statement of responsibilities and authorities delegated

FIGURE 11. 2017 RESPONSES BY REPORTING STATES ON ESTABLISHMENT OF NG911 CONOPS

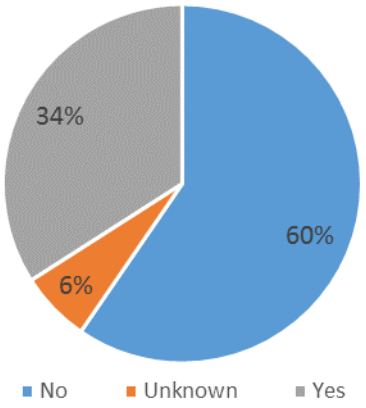


TABLE 40. STATEWIDE ESTABLISHMENT OF NG911 CONOPS

Response	State
Yes	AZ, CA, CT, DC, IA, MA, MD, ME, MN, NC, ND, OR, TX, UT, VA, WA
No	AK, AL, AR, CO, FL, HI, ID, IL, IN, KS, KY, LA, MI, MP, MT, NE, NJ, NM, NY, OH, OK, PA, SC, SD, VI, VT, WI, WY
Reported Unknown	GA, PR, TN
Did Not Report Data	AS, DE, GU, MO, MS, NH, NV, RI, UM, WV

2017 Finding

Of all U.S. States and territories:

- 16 of 45 reporting States have established a statewide concept of operations
- 28 of 45 reporting States have ***not*** established a statewide concept of operations
- 3 of 45 reporting States are "unknown" – State did not respond to this data element.

Dataset Shift

- 2016 Finding: 14 of 45 reporting States have established a statewide concept of operations
- 2016 Finding: 28 of 45 reporting States have ***not*** established a statewide concept of operations
- 2016 Finding: 3 of 45 reporting States are "unknown" -State did not respond to this data element.
- 2015 Finding: 16 of 42 reporting States established a statewide concept of operations
- 2015 Finding: 24 of 42 reporting States did ***not*** establish a statewide concept of operations
- 2015 Finding: 2 of 42 reporting States were "unknown" – State did not respond to this data element
- 2014 Finding: 12 of 36 reporting States established a statewide concept of operations
- 2014 Finding: 21 of 36 reporting States did ***not*** establish a statewide concept of operations
- 2014 Finding: 3 of 36 reporting States were "unknown" – State did not respond to this data element
- 2012 Finding: 3 of 27 reporting States established a statewide concept of operations.

3.2.1.4: Sub-State 911 Authority Concept of Operations Developed

Question: Enter the number of regional or local 911 authorities within your State who have developed an NG911 concept of operations for their area.
Definition: Indicate the number of regional or local 911 Authorities within the State who have developed a concept of operations for their area.

TABLE 41. NUMBER OF SUB-STATE 911 AUTHORITIES WITH ESTABLISHED NG911 CONOPS

State	Response	State	Response
AZ	10	NY	1
IA	99	OH	10
MI	26	TX	28
MN	104	VA	11
NC	6	WA	41

No Sub-State Concept Developed: AK, CA, CT, DC, HI, IL, KY, MA, MD, ME, MT, ND, NE, NJ, NM, OR, PA, SD, UT, VI, VT
Reported Unknown: AL, AR, CO, FL, GA, ID, IN, KS, LA, MP, OK, PR, SC, TN, WI, WY
Did Not Report Data: AS, DE, GU, MO, MS, NH, NV, RI, UM, WV

2017 Finding

Of all U.S. States and territories:

- 10 of 45 reporting States indicate that sub-state areas have developed sub-state concept of operations
- 21 of 45 reporting States have ***not*** developed a sub-State concept of operations
- 16 of 45 reporting States are "unknown" – State did not respond to this data element.

Dataset Shift

- 2016 Finding: 12 of 45 reporting States indicate that sub-state areas have developed sub-state concept of operations
- 2016 Finding: 23 of 45 reporting States have ***not*** developed a sub-State concept of operations
- 2016 Finding: 10 of 45 reporting state are "unknown" -State did not respond to this data element.
- 2015 Finding: 11 of 42 reporting States developed a sub-State concept of operations
- 2015 Finding: 20 of 42 reporting States did ***not*** develop a sub-State concept of operations
- 2015 Finding: 11 of 42 reporting States were "unknown" – State did not respond to this data element
- 2014 Finding: 4 of 39 reporting States developed a sub-State concept of operations
- 2014 Finding: 5 of 39 reporting States had marginally developed a sub-State concept of operations
- 2014 Finding: 20 of 39 reporting States had ***not*** developed a sub-State concept of operations
- 2014 Finding: 10 of 39 reporting States were "unknown" – State did not respond to this data element.

3.2.2: DATA ELEMENT GROUP: PROCUREMENT

3.2.2.1: Statewide Request for Proposal Released

Question: Has your State released an RFP for defined statewide NG911 components at any point in the past?
Definition: Identifies whether a State has released an RFP for defined statewide components, such as ESInet or State entry Emergency Services Routing Proxy (ESRP) capability, or for a statewide NG911 system. The element is not predicated on the procurement of a "complete" NG911 system. Instead, it tests any level or component of NG911, including i3 procurement.

FIGURE 12. 2017 RESPONSES REGARDING WHETHER STATE HAS RELEASED AN RFP FOR NG911 COMPONENTS

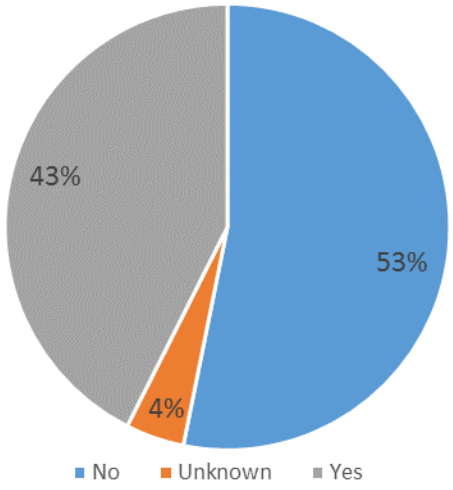


TABLE 42. HAS YOUR STATE RELEASED AN RFP FOR NG911 COMPONENTS?

Response	State
Yes	AL, CA, CT, DC, IA, IN, KS, MA, MD, ME, MN, NC, OH, OR, SD, TN, TX, UT, VT, WA
No	AK, AR, AZ, CO, FL, HI, ID, IL, LA, MI, MP, MT, ND, NE, NJ, NM, NY, OK, PA, PR, SC, VA, VI, WI, WY
Reported Unknown	GA, KY
Did Not Report Data	AS, DE, GU, MO, MS, NH, NV, RI, UM, WV

2017 Finding

Of all U.S. States and territories:

- 20 of 45 reporting States have released an RFP
- 25 of 45 reporting States have ***not*** released an RFP
- 2 of 45 reporting States are "unknown" – State did not respond to this data element.

Dataset Shift

- 2016 Finding: 19 of 45 reporting states have released an RFP
- 2016 Finding: 23 of 45 reporting states have ***not*** released an RFP
- 2016 Finding: 3 of 45 reporting states are "unknown" -State did not respond to this data element.
- 2015 Finding: 18 of 42 reporting States had released an RFP
- 2015 Finding: 21 of 42 reporting States had ***not*** released an RFP
- 2015 Finding: 3 of 42 reporting States were "unknown" – State did not respond to this data element
- 2014 Finding: 13 of 39 reporting States had released an RFP
- 2014 Finding: 23 of 39 reporting States had ***not*** released an RFP
- 2014 Finding: 3 of 39 reporting States were "unknown" – State did not respond to this data element.

3.2.2.2: 911 Authority RFP Released

Question: Enter the number of regional or local 911 Authorities within your State who have released an RFP for NG911 components for their area, regardless of the date the RFP was released.
Definition: Identifies the number of regional or local 911 Authorities within your State who have released an RFP for NG911 components for their area, regardless of the date the RFP was released.

TABLE 43. NUMBER OF 911 AUTHORITIES WHO HAVE RELEASED AN RFP FOR NG911 COMPONENTS

State	Response	State	Response
DC	1	NY	1
HI	5	OH	10
IL	3	TX	15
KY	2	UT	1
LA	42	VA	12
MI	12		

No RFP Released: AK, AR, AZ, CA, CT, ID, MA, ME, MN, ND, NE, NJ, NM, OR, PA, SD, VI, VT, WA
Reported Unknown: AL, CO, FL, GA, IA, IN, KS, MD, MP, MT, NC, OK, PR, SC, TN, WI, WY
Did Not Report Data: AS, DE, GU, MO, MS, NH, NV, RI, UM, WV

2017 Finding

Of all U.S. States and territories:

- 11 of 45 reporting States have released a 911 Authority RFP
- 19 of 45 reporting States have ***not*** released a 911 Authority RFP
- 17 of 45 reporting States are "unknown" – State did not respond to this data element.

Dataset Shift

- 2016 Finding: 14 of 45 reporting States have released a 911 Authority RFP
- 2016 Finding: 21 of 45 reporting States have ***not*** released a 911 Authority RFP
- 2016 Finding: 10 of 45 reporting state are "unknown" -State did not respond to this data element.
- 2015 Finding: 15 of 42 reporting States had released a 911 Authority RFP
- 2015 Finding: 17 of 42 reporting States had ***not*** released a 911 Authority RFP
- 2015 Finding: 10 of 42 reporting States were "unknown" – State did not respond to this data element
- 2014 Finding: 10 of 39 reporting States had marginally released a 911 Authority RFP
- 2014 Finding: 19 of 39 reporting States had ***not*** released a 911 Authority RFP
- 2014 Finding: 10 of 39 reporting States were "unknown" – State did not respond to this data element.

3.2.2.3: Statewide Components Specified for Procurement

Question: If the response to 3.2.2.1 is "Yes," list which parts, functions, or components of NG911 are being procured in your State.
Definition: Based upon a positive response to element 3.2.2.1, this element provides detail on what parts, functions, or components for NG911 are being procured. Parts, functions, or components are described in data element 3.2.2.1 above.

State	Response
AL	1. Basic IP Network (general purpose, common to any outsourced IP network). Examples include: Routers: every IP network is the routers and the links between the routers Firewalls Domain Name System (DNS) servers Dynamic Host Configuration Protocol (DHCP) servers Time/clock servers
AR	While the response to 3.2.2.1 is "No", the vendors for all of the primary PSAP 911 systems have confirmed that the systems are NG911 capable.
CA	Statewide RFP
DC	1. Basic IP Network (general purpose, common to any outsourced IP network). Examples include: Routers: every IP network is the routers and the links between the routers Firewalls Domain Name System (DNS) servers Dynamic Host Configuration Protocol (DHCP) servers Time/clock servers Email servers Possibly Web servers 2. ESInet (hardware, software, databases unique to an Emergency Services IP Network, supports specific emergency services applications, whether it supports NG911 or not). Examples include: "Forest Guide" Emergency Call Routing Function (ECRF) "Agency locator" functions 3. NG911 Applications (e.g., hardware, software, databases unique or necessary to NG911 services). Examples include: Location Validation Function (LVF) PSAP and other emergency agencies credentialing authority (core service) Emergency entity name/IP address service Data/service rights management (core service) Logging services (system wide, from gateways and Border Control Functions [BCF] through PSAPs and other emergency entities) Emergency service routing proxies (ESRPs) Geographic Information Systems (GIS) - provides validation and routing data layer info to Location-to-Service Translation Protocol (LoST) Servers Bridging services Authentication service (core service) Policy store/editor The rest of the BCF (not included with the firewall) 4. NG911 Transition components. Examples include: Legacy service gateway Legacy PSAP gateway Legacy SR gateway (where legacy services enter NG911 via Service Provider switches operating as selective routers, either partially or fully as tandems or, in past time frames
IN	All ESInet NG911 features listed.
IA	42739
ME	1, 2, 3 & 4
MD	The Emergency Number Systems Board requires all phone system and recorder purchases be NG911 Ready. The Emergency Number Systems Board has also has installed diverse broadband fiber for last mile connectivity for an ESInet to most primary PSAPs.
MN	All 104 Minnesota PSAPs are connected to a statewide ESInet. All calls, wireline, wireless, and VOIP are delivered over the ESInet. Thirty eight PSAPs have a direct SIP connection to their CPE and the remaining have a gateway converter for CAMA to the CPE.
NC	We have released the RFP and have responses, but we have not selected a vendor at this time.
ND	No RFP for NG9-1-1 released, prior wireless contract was amended to include NG9-1-1.
OR	State has implemented statewide IP network to replace Frame Relay Network for transport of ANI/ALI.
SD	We have procured levels 1,2,3, and 4.

State	Response
TN	1. Basic IP Network (general purpose, common to any outsourced IP network). Examples include: Routers: every IP network is the routers and the links between the routers Firewalls Domain Name System (DNS) servers Dynamic Host Configuration Protocol (DHCP) servers Time/clock servers 2. ESInet (hardware, software, databases unique to an Emergency Services IP Network, supports specific emergency services applications, whether it supports NG911 or not). Examples include: Emergency Call Routing Function (ECRF) "Agency locator" functions 3. NG911 Applications (e.g., hardware, software, databases unique or necessary to NG911 services). Examples include: Location Validation Function (LVF) PSAP and other emergency agencies credentialing authority (core service) Emergency entity name/IP address service Data/service rights management (core service) Logging services (system wide, from gateways and Border Control Functions [BCF] through PSAPs and other emergency entities) Emergency service routing proxies (ESRPs) Geographic Information Systems (GIS) - provides validation and routing data layer info to Location-to-Service Translation Protocol (LoST) Servers Bridging services Authentication service (core service) Policy store/editor The rest of the BCF (not included with the firewall) 4. NG911 Transition components. Examples include: Legacy service gateway Legacy PSAP gateway Legacy SR gateway (where legacy services enter NG911 via Service Provider switches operating as selective routers, either partially or fully as tandems or, in past time frames
TX	LVF and EGDMS
UT	Level 2
VT	1, 2, 3
WA	2. ESInet (hardware, software, databases unique to an Emergency Services IP Network, supports specific emergency services applications, whether it supports NG911 or not). 3. NG911 Applications (e.g., hardware, software, databases unique or necessary to NG911 services). 4. NG911 Transition components.

None, N/A, or Reported Unknown: AK, AZ, CO, FL, GA, HI, ID, IL, KY, LA, MI, MP, MT, NE, NJ, NM, NY, OH, OK, PR, SC, VA, VI, WI, WY
Did Not Report Data: AS, DE, GU, MO, MS, NH, NV, RI, UM, WV

2017 Finding

Of all U.S. States and territories:

- 22 of 47 reporting States submitted an extended response
- 25 of 47 reporting States listed “none,” “N/A,” or are “unknown” – State did not respond to this data element.

Dataset Shift

- 2016 Finding: 10 of 45 reporting States submitted an extended response
- 2016 Finding: 44 of 45 reporting States listed “non”, “N/A”, or are “unknown” -State did not respond to this data element.
- 2015 Finding: 14 of 42 reporting States submitted an extended response
- 2015 Finding: 28 of 42 reporting States listed “none,” “N/A,” or are “unknown” – State did not respond to this data element
- 2014 Finding: 17 of 39 reporting States submitted an extended response
- 2014 Finding: 22 of 39 reporting States listed “none,” “N/A,” or are “unknown” – State did not respond to this data element.

3.2.2.4: Sub-State 911 Authority Components Being Procured

Question: If the response to 3.2.2.1 is "Yes," list which parts, functions, or components of NG911 are being procured by regional or local 911 authorities within your State.
Definition: Based upon sub-State 911 Authorities within a reporting State that have released RFPs (see element 3.2.2.2), this element requests States to summarize what parts, functions, or components for NG911 are being procured by regional or local 911 Authorities. Said parts, functions, or components are described in data element 3.2.2.1 above.

TABLE 44. SUB-STATE AUTHORITY COMPONENTS PROCURED

State	Response
IL	Basic IP Network and ESInet
IA	3. NG911 Applications (e.g., hardware, software, databases unique or necessary to NG911 services).
ND	ESInet, LVF, ECRF, LIS, ESRP, IPSR, LNG, LSRG, LPG
TX	Border control function, ESRP, ESRF and LVF, Basic IP networks
UT	Level 2

None, N/A, or Reported Unknown: AL, AK, AZ, AR, CA, CO, CT, DC, FL, GA, HI, ID, IN, KS, KY, LA, ME, MD, MA, MI, MN, MT, NE, NJ, NM, NY, NC, OH, OK, OR, PA, SC, SD, TN, VT, VA, WA, WI, WY, MP, PR, VI
Did Not Report Data: UM, MS, GU, MO, AS, RI, DE, NV, NH, WV

2017 Finding

Of all U.S. States and territories:
- 5 of 47 reporting States submitted an extended response
- 17 of 47 reporting States listed “none,” “N/A,” or are “unknown” – State did not respond to this data element.

Dataset Shift

- 2016 Finding: 20 of 45 reporting States submitted an extended response
- 2016 Finding: 25 of 45 reporting States listed “none”, “N/A”, or are “unknown” -State did not respond to this data element.
- 2015 Finding: 21 of 42 reporting States submitted an extended response
- 2015 Finding: 21 of 42 reporting States listed “none,” “N/A,” or are “unknown” – State did not respond to this data element
- 2014 Finding: 10 of 39 reporting States submitted an extended response
- 2014 Finding: 29 of 39 reporting States listed “none,” “N/A,” or are “unknown” – State did not respond to this data element.

3.2.2.5: Captures whether a State Contract for the NG911 Part, Function, or Component Identified Above has been Awarded:

Question: Has your State awarded contracts for the procured components and/or functions defined in 3.2.2.3 either during this survey year or earlier?
Definition: This data element specifically relates to the detail identified by data element 3.2.2.3 (i.e., the NG911 part, function, and/or component acknowledged), and solicits a "yes" or "no" response.

FIGURE 13. 2017 RESPONSES BY REPORTING STATES ON AWARDS OF STATE CONTRACTS FOR NG911

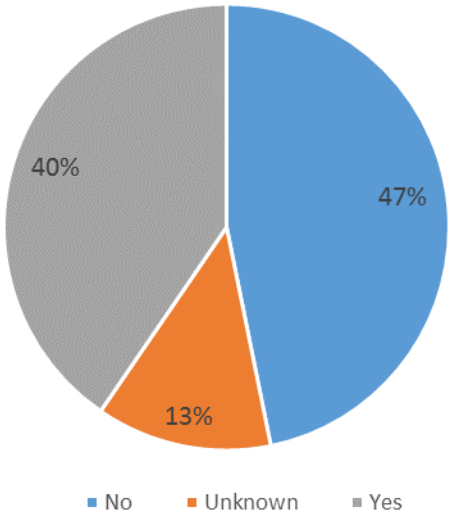


TABLE 45. STATE RESPONSES ON STATUS OF AWARDED CONTRACTS FOR NG911

Response	State
Yes	AL, CA, CT, DC, IA, IN, KS, MA, ME, MN, ND, OR, PR, SD, TN, TX, UT, VT, WA
No	AK, AR, AZ, CO, HI, ID, IL, LA, MD, MI, MP, MT, NC, NE, NJ, NM, NY, OH, OK, PA, VA, WY
Reported Unknown	FL, GA, KY, SC, VI, WI
Did Not Report Data	AS, DE, GU, MO, MS, NH, NV, RI, UM, WV

2017 Finding

Of all U.S. States and territories:

- 19 of 45 reporting States have awarded a State contract
- 22 of 45 reporting States have ***not*** awarded a State contract
- 4 of 45 reporting States are "unknown" – State did not respond to this data element.

Dataset Shift

- 2016 Finding: 19 of 45 reporting States have awarded a State contract
- 2016 Finding: 22 of 45 reporting States have ***not*** awarded a State contract
- 2016 Finding: 4 of 45 reporting States are "unknown" -State did not respond to this data element.
- 2015 Finding: 16 of 42 reporting States had awarded a State contract
- 2015 Finding: 24 of 42 reporting States had ***not*** awarded a State contract
- 2015 Finding: 2 of 42 reporting States were "unknown" – State did not respond to this data element

- 2014 Finding: 13 of 39 reporting States had awarded a State contract
- 2014 Finding: 22 of 39 reporting States had ***not*** awarded a State contract
- 2014 Finding: 4 of 39 reporting States were "unknown" – State did not respond to this data element.

3.2.2.6: Number of 911 Authorities Statewide that have Awarded a Contract for these System Components, Parts, and/or Functions

Question: Enter the number of 911 Authorities within your State that have awarded a contract of the system components and/or functions procured in 3.2.2.3 either during this survey year or earlier.
Definition: This data element is the sub-State counterpart to the data element 3.2.2.5, and speaks to similar regional and local effort. The number involved is calculated against the total number of 911 Authorities in a State, as reported in Section 3.1.2.3.

TABLE 46. NUMBER OF 911 AUTHORITIES THAT HAVE AWARDED A CONTRACT FOR NG911

State	Response	State	Response
AZ	30	MI	61
DC	100	MN	100
HI	100	NC	6
IL	26	ND	100
IN	1	PR	100
KS	70	TX	17
KY	44	UT	30
LA	66	VA	6
MD	100		

No Contract Awarded: AK, AL, AR, CA, CT, ID, MA, ME, NE, NJ, NM, NY, OR, PA, SD, VT, WA
Reported Unknown: CO, FL, GA, IA, MP, MT, OH, OK, SC, TN, VI, WI, WY
Did Not Report Data: AS, DE, GU, MO, MS, NH, NV, RI, UM, WV

2017 Finding

- 17 of 47 reporting States had awarded a contract
- 6 of 47 reporting States had been awarded 100 contracts
- 11 of 47 reporting States had been awarded less than 100 contracts
- 17 of 47 reporting States had ***not*** awarded a contract
- 13 of 47 reporting States were "unknown" – State did not respond to this data element

Due to some State points of contact misinterpreting the question, data reflected in element 3.2.2.6 may contain inaccuracies. This element requests information on how many 911 authorities have awarded a contract, as opposed to what percentage of authorities have awarded a contract.

Dataset Shift

- 2016 Finding: 5 of 45 reporting States had awarded a contract
- 2016 Finding: 8 of 45 reporting States had marginally awarded a contract
- 2016 Finding: 18 of 45 reporting States had ***not*** awarded a contract
- 2016 Finding: 14 of 45 reporting States were "unknown" – State did not respond to this data element
- 2015 Finding: 4 of 42 reporting States had awarded a contract
- 2015 Finding: 8 of 42 reporting States had marginally awarded a contract
- 2015 Finding: 21 of 42 reporting States had ***not*** awarded a contract
- 2015 Finding: 9 of 42 reporting States were "unknown" – State did not respond to this data element
- 2014 Finding: 5 of 39 reporting States had awarded a contract
- 2014 Finding: 7 of 39 reporting States had marginally awarded a contract

- 2014 Finding: 16 of 39 reporting States had ***not*** awarded a contract
- 2014 Finding: 11 of 39 reporting States were “unknown” – State did not respond to this data element.

3.2.2.7: Statewide Installation and Testing

Question: Has the NG911 part, function, and/or component defined in 3.2.2.3 been installed/deployed and tested at the State level, regardless of when the part, function, and/or component was installed and tested?
Definition: This data element specifically relates to the contract detail identified above, and solicits a "yes" or "no" response (i.e., it is asking reporting States to indicate whether the NG911 part, function, and/or component involved has been installed/deployed and tested), regardless of when the part, function, and/or component was installed and tested. From that, a list of States that reported they have met this milestone can be generated.

FIGURE 14. STATEWIDE INSTALLATION AND TESTING

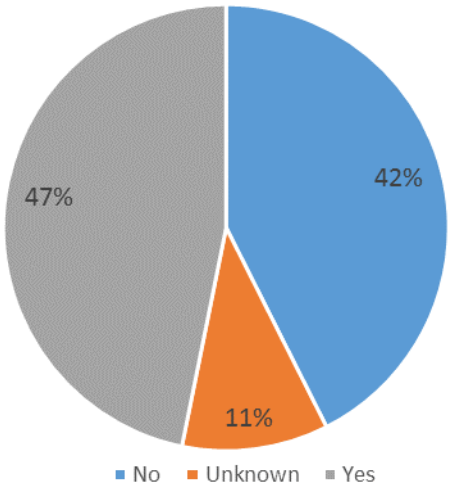


TABLE 47. STATEWIDE INSTALLATION AND TESTING

Response	State
Yes	AL, AZ, CA, CT, DC, HI, IA, IN, KS, MA, MD, ME, MN, ND, OR, PR, SD, TN, TX, UT, VT, WA
No	AK, AR, CO, GA, ID, IL, KY, LA, MI, MP, MT, NC, NE, NJ, NM, NY, OK, PA, VA, WY
Reported Unknown	FL, OH, SC, VI, WI
Did Not Report Data	AS, DE, GU, MO, MS, NH, NV, RI, UM, WV

2017 Finding

Of all U.S. States and territories:

- 22 of 47 reporting States have installed/deployed and tested
- 20 of 47 reporting States have ***not*** installed/deployed and tested
- 5 of 47 reporting States are "unknown" – State did not respond to this data element.

Dataset Shift

- 2016 Finding: 18 of 45 reporting States have installed/deployed and tested
- 2016 Finding: 23 of 45 reporting States have ***not*** installed/deployed and tested
- 2016 Finding: 4 of 45 reporting State are "unknown" -State did not respond to this data element.
- 2015 Finding: 11 of 42 reporting States had installed/deployed and tested
- 2015 Finding: 29 of 42 reporting States had ***not*** installed/deployed and tested
- 2015 Finding: 2 of 42 reporting States were "unknown" – State did not respond to this data element
- 2014 Finding: 9 of 39 reporting States had installed/deployed and tested
- 2014 Finding: 27 of 39 reporting States had ***not*** installed/deployed and tested
- 2014 Finding: 3 of 39 reporting States were "unknown" – State did not respond to this data element.

3.2.2.8: Number of Sub-State 911 Authorities Statewide that Have Installed and Tested These System Components and/or Functions

Question: Enter the number of 911 Authorities within your State that have installed/deployed and tested the components and/or functions defined in 3.2.2.3.
Definition: This is the sub-State counterpart to data element 3.2.2.7, and speaks to similar regional and local effort. The number involved is calculated against the total number of 911 Authorities in a State, as reported in Section 3.1.2.3.

TABLE 48. NUMBER OF SUB-STATE 911 AUTHORITIES THAT HAVE INSTALLED AND TESTED SYSTEM COMPONENTS AND FUNCTIONS

State	Response	State	Response
AZ	10	MD	24
CA	37	MI	29
HI	5	MN	104
IA	99	NC	6
IL	15	ND	21
IN	91	TX	15
KY	47	UT	30

No Installation and Testing: AK, AL, CT, DC, ID, MA, ME, NE, NJ, NM, NY, OR, PA, PR, SD, VT, WA
Reported Unknown: AR, CO, FL, GA, KS, LA, MP, MT, OH, OK, SC, TN, VA, VI, WI, WY
Did Not Report Data: AS, DE, GU, MO, MS, NH, NV, RI, UM, WV

2017 Finding

- 14 of 47 reporting States had installed/deployed and tested
- 3 of 47 reporting States had installed/deployed and tested of 90
- 11 of 47 reporting States had installed/deployed and tested between 1 and 90
- 17 of 47 reporting States had ***not*** installed/deployed and tested
- 16 of 47 reporting States were "unknown" – State did not respond to this data element

Table 48 above depicts the number of sub-state 911 authorities that have installed and tested system components and functions as reported by State points of contact.

Dataset Shift

- 2016 Finding: 3 of 45 reporting States had installed/deployed and tested
- 2016 Finding: 13 of 45 reporting States had marginally installed/deployed and tested
- 2016 Finding: 23 of 45 reporting States has ***not*** installed/deployed and tested
- 2016 Finding: 7 of 45 reporting States were "unknown" -State did not respond to this data element.
- 2015 Finding: 1 of 42 reporting States had installed/deployed and tested
- 2015 Finding: 11 of 42 reporting States had marginally installed/deployed and tested
- 2015 Finding: 23 of 42 reporting States had ***not*** installed/deployed and tested
- 2015 Finding: 7 of 42 reporting States were "unknown" – State did not respond to this data element
- 2014 Finding: 2 of 39 reporting States had installed/deployed and tested
- 2014 Finding: 8 of 39 reporting States had marginally installed/deployed and tested
- 2014 Finding: 20 of 39 reporting States had ***not*** installed/deployed and tested
- 2014 Finding: 9 of 39 reporting States were "unknown" – State did not respond to this data element.

**REMOVED: 3.2.2.9: Previous versions of the National Program Profile Database Progress Report included "Agreements (Capacity and Service Level) that Have/Have Not Been Reached with Originating Service Providers", which included "List of (Capacity and Service Level) that Have Been Reached with Telecommunications Carriers/Providers" and "Providers with No Agreements in Place".*

3.2.3: DATA ELEMENT GROUP: TRANSITION

3.2.3.1: Percentage of NG911 Authority Systems that Can Process and Interpret Location and Caller Information

Question: Enter the percentage of NG911 authority systems that are capable of processing and interpreting location and caller information within your State.
Definition: This data element reflects the percentage of 911 authority systems in each State that are capable of processing NG911 emergency calls for all service types (wireline, wireless, VoIP) using NG911 infrastructure (NG911 capable means infrastructure and geographic information systems [GIS]). Specifically, this is the percentage of total 911 authorities in a State that have implemented NG911 systems for all service types. Systems not being converted would not factor into this element.

TABLE 51. PERCENTAGE OF NG911 AUTHORITY SYSTEMS THAT CAN PROCESS AND INTERPRET INFORMATION

State	Response (%)	State	Response (%)
AZ	10	MI	100
CA	8.39	ND	100
CT	50	PR	100
HI	100	TN	100
ID	90	TX	2
IL	7	UT	25
KS	100	VA	100
MA	15	VT	100
MD	100	WA	78
ME	100		

No Authority Systems: AK, AL, AR, DC, IA, KY, MN, MT, NE, NJ, NM, NY, OR, PA, SD, WY
Reported Unknown: CO, FL, GA, IN, LA, MP, NC, OH, OK, SC, VI, WI
Did Not Report Data: AS, DE, GU, MO, MS, NH, NV, RI, UM, WV

2017 Finding

Of all U.S. States and territories:

- 10 of 47 reporting States can 100% process and interpret location and caller information
- 9 of 47 reporting States can marginally process and interpret location and caller information
- 16 of 47 reporting States ***cannot*** process and interpret location and caller information
- 12 of 47 reporting States are "unknown" – State did not respond to this data element.

Dataset Shift

- 2016 Finding: 10 of 45 reporting States can 100% process and interpret location and caller information
- 2016 Finding: 7 of 45 reporting States can marginally process and interpret location and caller information
- 2016 Finding: 18 of 45 reporting States ***cannot*** process and interpret location and caller information
- 2016 Finding: 10 of 45 reporting States are "unknown" – State did not respond to this data element.
- 2015 Finding: 6 of 42 reporting States could 100% process and interpret location and caller information
- 2015 Finding: 8 of 42 reporting States could marginally process and interpret location and caller information
- 2015 Finding: 21 of 42 reporting States ***could not*** process and interpret location and caller information

- 2015 Finding: 7 of 42 reporting States were "unknown" – State did not respond to this data element
- 2014 Finding: 8 of 39 reporting States could process and interpret location and caller information
    - These States were: AL, IA, IN, MN, PR, VI, VT, WA
    - IN chose not to respond this year; VI and VT did not participate in the survey this year
- 2014 Finding: 6 of 39 reporting States could marginally process and interpret information
- 2014 Finding: 20 of 39 reporting States ***could not*** process and interpret location and caller information
- 2014 Finding: 5 of 39 reporting States were "unknown" – State did not respond to this data element.

3.2.3.2: Percentage of the Total State Population Served by NG911 Capable Services

Question: Enter the percentage of population receiving IP-delivered 911 calls within your State.
Definition: Similar to data element 3.2.3.1, this element reflects the percentage of the population for a reporting State served by IP-capable 911 services meeting industry-accepted definitions for NG911.

Note, using NENA's i3 standard alone is not the same as an NG911 system. The i3 standard only describes the network, components, and interfaces required to establish NG911 service. To deploy a "full function" NG911 system, States will need equipment and software vendors, access network providers, and originating service providers, all elements not included in the i3 standard.

TABLE 52. PERCENTAGE OF STATE POPULATION SERVED BY NG911 CAPABLE SERVICES

State	Response (%)	State	Response (%)
AZ	10	NC	6
CA	2.66	ND	100
CT	47.5	OH	11
IA	100	PR	100
IL	2.6	TN	70
IN	100	UT	80
KS	40	VA	1
MA	15	VT	100
ME	100	WA	95
MI	28.3		

No Population Served: AK, AL, AR, DC, KY, MD, MT, NE, NJ, NM, NY, OR, PA, SD, TX, WY
Reported Unknown: CO, FL, GA, HI, ID, LA, MN, MP, OK, SC, VI, WI
Did Not Report Data: AS, DE, GU, MO, MS, NH, NV, RI, UM, WV

2017 Finding

Of all U.S. States and territories:

- 6 of 48 reporting States have 100% population served by NG911 capable services
- 13 of 48 reporting States marginally have population served by NG911 capable services
- 17 of 48 reporting States ***do not*** have population served by NG911 capable services
- 12 of 48 reporting States are "unknown" – State did not respond to this data element.

Dataset Shift

- 2016 Finding: 9 of 45 reporting States have 100% population served by NG911 capable services
- 2016 Finding: 9 of 45 reporting States marginally have population served by NG911 services
- 2016 Finding: 17 of 45 reporting States ***do not*** have population served by NG911 capable services
- 2016 Finding: 10 of 45 reporting States are "unknown" -State did not respond to this data element
- 2015 Finding: 4 of 42 reporting States had 100% population served by NG911 capable services
- 2015 Finding: 12 of 42 reporting States marginally had population served by NG911 capable services
- 2015 Finding: 19 of 42 reporting States ***did not*** have population served by NG911 capable services
- 2015 Finding: 7 of 42 reporting States were "unknown" – State did not respond to this data element
- 2014 Finding: 5 of 39 reporting States had 100% population served by NG911 capable services
    - These States were: AL, IA, PR, VI, VT
    - AL chose not to respond this year; VI and VT did not participate in the survey this year
- 2014 Finding: 7 of 39 reporting States marginally had population served by NG911 capable services

- 2014 Finding: 20 of 39 reporting States ***did not*** have population served by NG911 capable services
- 2014 Finding: 7 of 39 reporting States were "unknown" – State did not respond to this data element.

3.2.3.3: Percentage of the Geographical Area of a State Served by NG911 Capable Services

Question: Enter the percentage of geographical area where PSAPs are served by NG911 capable services within your sate.
Definition: Similar to data element 3.2.3.2, this data element specifically reflects the percentage of geographic area served (as opposed to population) by NG911 services. Data from this will help differentiate progress for those jurisdictions that have dense urban populations, and reflect IP-capable 911 services meeting industry-accepted definitions for NG911. They may be serving a large percentage of the population but may be serving a very small geographic portion of the State. This metric could indirectly help gauge progress for rural areas.

TABLE 53. PERCENTAGE OF GEOGRAPHICAL AREA SERVED BY NG911 CAPABLE SERVICES

State	Response (%)	State	Response (%)
AZ	10	NC	10
CA	21.49	ND	100
CT	21	OH	11
HI	100	PR	100
IA	100	TN	70
IL	3.6	TX	2
IN	100	UT	15
KS	45	VA	6.7
MA	15	VT	100
ME	100	WA	91
MI	37		

No Geo. Area Served: AK, AL, AR, DC, KY, MD, MT, NE, NJ, NM, NY, OR, PA, SD, WY
Reported Unknown: CO, FL, GA, ID, LA, MN, MP, OK, SC, VI, WI
Did Not Report Data: AS, DE, GU, MO, MS, NH, NV, RI, UM, WV

2017 Finding

Of all U.S. States and territories:

- 7 of 47 reporting States have 100% geographic area NG911 capable service
- 14 of 47 reporting States marginally have geographic area NG911 capable service
- 15 of 47 reporting States ***do not*** have geographic area NG911 capable service
- 11 of 47 reporting States are "unknown" – State did not respond to this data element.

Dataset Shift

-
- 2016 Finding: 8 of 45 reporting States have 100% geographic area NG911 capable service
- 2016 Finding: 10 of 45 reporting States marginally have geographic area NG911 service
- 2016 Finding: 17 of 45 reporting states ***do not*** have geographic area NG911 capable service
- 10 of 45 reporting States are "unknown" -State did not respond to this data element.
- 2015 Finding: 4 of 42 reporting States had 100% geographic area NG911 capable service
- 2015 Finding: 11 of 42 reporting States marginally had geographic area NG911 capable service
- 2015 Finding: 19 of 42 reporting States ***did not*** have geographic area NG911 capable service
- 2015 Finding: 8 of 42 reporting States were "unknown" – State did not respond to this data element
- 2014 Finding: 5 of 39 reporting States had 100% geographic area NG911 capable service
    - These States were: AL, IA, PR, VI, VT

- 2014 Finding: 7 of 39 reporting States marginally had geographic area NG911 capable service
- 2014 Finding: 21 of 39 reporting States ***did not*** have geographic area NG911 capable service
- 2014 Finding: 6 of 39 reporting States were "unknown" – State did not respond to this data element.

3.2.4: DATA ELEMENT GROUP: OPERATIONS

3.2.4.1: Number of PSAPs Receiving Calls through an ESInet

Question: Enter the number of ESInet connected PSAPs in your State out of the total number of primary PSAPs in your State.
Definition: This question is designed to track the progress of ESInet deployments and PSAP connectivity to ESInets for call delivery. This includes PSAPs that are receiving IP calls from an ESInet, but have a Legacy PSAP Gateway (LPG) converting the calls back into analog to be processed by the CPE.

TABLE 54. NUMBER OF ESINET CONNECTED PSAPS

State	Response (#)	State	Response (#)
AL	118	MA	40
AZ	6	ME	26
CA	37	MI	61
CT	110	MN	104
HI	6	ND	21
IA	113	PA	24
IL	19	TN	109*
IN	91	TX	303
KS	47	UT	12
KY	20	VT	6
LA	1	WA	54

No ESInet Connected PSAPs: AK, AR, DC, ID, MD, MT, NE, NJ, NM, NY, OH, OK, OR, PR, SD, VA, WY
Reported Unknown: CO, FL, GA, MP, NC, SC, VI, WI
Did Not Report Data: AS, DE, GU, MO, MS, NH, NV, RI, UM, WV

**For Tennessee: All PSAPs are receiving calls through ESInet, but some still need to convert to analog. This is because some jurisdictions don't have the proper equipment for digital reception.*

2017 Finding

Of all U.S. States and territories:

The total number of PSAPs receiving calls through an ESInet is 1,328

- 6 of 47 reporting States have over 100 ESInet connected PSAPs.
- 16 of 47 reporting States have under 100 ESInet connected PSAPs.
- 17 of 47 reporting States ***do not*** have ESInet connected PSAPs
- 8 of 47 reporting States are "unknown" – State did not respond to this data element.

Dataset Shift

Prior to 2017, this question asked for the percentage of PSAPs.
- 2016 Finding: 10 of 45 reporting States have 100% ESInet connected PSAPs
- 2016 Finding: 10 of 45 reporting States marginally have ESInet connected PSAPs

- 2016 Finding: 19 of 45 reporting States ***do not*** have ESInet connected
- 2016 Finding: 6 of 45 reporting States are "unknown" -State did not respond to this data element.
- 2015 Finding: 6 of 42 reporting States had 100% ESInet connected PSAPs
- 2015 Finding: 11 of 42 reporting States marginally had ESInet connected PSAPs
- 2015 Finding: 29 of 42 reporting States ***did not*** have ESInet connected PSAPs
- 2015 Finding: 6 of 42 reporting States were "unknown" – State did not respond to this data element
- This data element was changed for 2015. The previous element and responses are as follows: Percentage of the planned NG911 Systems (as identified in the State's NG911 Plan) that are operational for NG911 call-taking.
- 2014 Finding: 8 of 39 reporting States were operational for NG911 call-taking
    - These States were: AL, CT, IA, MN, PR, VA, VI, VT
- 2014 Finding: 5 of 39 reporting States were marginally operational for NG911 call-taking
- 2014 Finding: 20 of 39 reporting States ***were not*** operational for NG911 call-taking
- 2014 Finding: 6 of 39 reporting States were "unknown" – State did not respond to this data element.

3.2.4.2: Percentage of PSAPs that Process IP calls with their CPE:

Question: Enter the percentage of primary PSAPs that have CPE processing IP calls from an ESInet out of the total number of primary PSAPs in your State.
Definition: This question is designed to track how many primary PSAPs are processing IP emergency requests (calls) into their CPE directly (without conversion back to analog) from an ESInet.

TABLE 55. PERCENTAGE OF PRIMARY PSAPS WITH CPE HANDLING IP CALLS

State	Response (%)	State	Response (%)
AZ	10	ME	100
CT	52	MI	30
HI	100	MN	36
IA	75	ND	57
IL	8	SC	5
IN	100	UT	20
KS	40	VT	100
LA	2	WA	41
MA	15		

No CPE Handling IP Calls: CA, KY, NC, TX
Reported Unknown: CO, FL, GA, MP, NC, SC, VI, WI
Did Not Report Data: AS, DE, GU, MO, MS, NH, NV, RI, UM, WV

2017 Finding

Of all U.S. States and territories:
- 4 of 37 reporting States have 100% CPE handling IP calls
- 13 of 37 reporting States marginally have CPE handling IP calls
- 4 of 37 reporting States ***do not*** have CPE handling IP calls
- 8 of 37 reporting States are "unknown".

Dataset Shift

- 2016 Finding: 6 of 45 reporting States have 100% CPE handling IP calls
- 2016 Finding: 10 of 45 reporting States marginally have CPE handling IP calls
- 2016 Finding: 18 of 45 reporting States ***do not*** have CPE handling IP calls
- 2016 Finding: 11 of 45 reporting States are "unknown" -State did not respond to this data element
- 2015 Finding: 2 of 42 reporting States had 100% CPE handling IP calls
- 2015 Finding: 10 of 42 reporting States marginally had CPE handling IP calls
- 2015 Finding: 22 of 42 reporting States did not have CPE handling IP calls
- 2015 Finding: 8 of 42 reporting States were "unknown" – State did not respond to this data element
- This data element was changed for 2015. The previous element and responses are as follows: Percentage of the NG911 Systems (as identified in the architecture) that can coordinate directly (over the IP-based network) with external organizations (first responders, third-party organizations, poison control, etc.)
- 2014 Finding: 4 of 39 reporting States were coordinating directly with external organizations
    - These States were: IA, PR, VI, VT
- 2014 Finding: 5 of 39 reporting States were marginally coordinating directly with external organizations
- 2014 Finding: 24 of 39 reporting States ***were not*** coordinating directly with external organizations
- 2014 Finding: 6 of 39 reporting States were "unknown" – State did not respond to this data element.

3.2.4.3: Number of Operational ESInets Deployed within the State

Question: Enter the total number of operational ESInets deployed within your State.
Definition: The number of ESInets deployed and operational within the State that are delivering IP calls to primary PSAPs.

NENA defines an ESInet as a managed IP network that is used for emergency services communications, and which can be shared by all public safety agencies. It provides the IP transport infrastructure upon which independent application platforms and core functional processes can be deployed, including, but not restricted to, those necessary for providing NG911 services. ESInets may be constructed from a mix of dedicated and shared facilities. ESInets may be interconnected at local, regional, State, federal, national, and international levels to form an IP-based inter-network (network of networks).

TABLE 56. NUMBER OF OPERATIONAL ESINETS DEPLOYED WITHIN STATE

State	Response	State	Response
AL	1	MA	1
AZ	2	ME	1
CA	1	MI	25
CT	1	MN	1
HI	1	ND	1
IA	2	PA	2
IL	2	TX	40
IN	1	UT	12
KS	2	VT	1
KY	2	WA	2

No ESInets Deployed: AK, AR, DC, ID, MD, MT, NE, NJ, NM, NY, OH, OK, OR, PR, SD, VA, WY
Reported Unknown: CO, FL, GA, LA, MP, NC, SC, TN, VI, WI
Did Not Report Data: AS, DE, GU, MO, MS, NH, NV, RI, UM, WV

2017 Finding

Of all U.S. States and territories:

- 10 of 47 reporting States have 2 or more operational ESInets deployed
- 10 of 47 reporting States have 1 operational ESInet deployed
- 17 of 47 reporting States ***do not*** have ESInet connected PSAPs
- 10 of 47 reporting States are “unknown” – State did not respond to this data element.

Dataset Shift

- 2016 Finding: 8 of 45 reporting States have 2 or more operational ESInets deployed
- 2016 Finding: 13 of 45 reporting States have 1 operational ESInet deployed
- 2016 Finding: 16 of 45 reporting States ***do not*** have ESInet connected PSAPs
- 2016 Finding: 8 of 45 reporting State are “unknown” -State did not respond to this data element.
- 2015 Finding: 5 of 42 reporting States had 2 or more operational ESInets deployed
- 2015 Finding: 13 of 42 reporting States had at least 1 operational ESInet deployed
- 2015 Finding: 18 of 42 reporting States ***do not*** have ESInet connected PSAPs
- 2015 Finding: 6 of 42 reporting States are “unknown” – State did not respond to this data element.

3.2.4.4: Percentage of the Master Street Address Guide (MSAG) to Geographic Information System (GIS) Data Synchronization Progress

Question: Enter the percentage of address authorities within your State that have geocoded their addresses to a GIS ready format.
Definition: The percentage of all the civic addresses in the State that have been geocoded into geospatial points. This occurs by synchronizing the Master Street Address Guide (MSAG) civic addresses to a geographic information system (GIS) geospatial database of road centerlines, site / structure locations, and related spatial databases.

Converting civic addresses into GIS information enables NG911 systems to geospatially route calls and is necessary for other NG911 services.

TABLE 57. PERCENTAGE OF ADDRESSES THAT ARE GEOCODED

State	Response (%)	State	Response (%)
AK	7	MN	60
AZ	50	ND	50
CT	100	OR	100
DC	100	SC	95
HI	100	SD	97
IA	87	TN	100
ID	50	TX	13
IN	100	UT	100
KS	98	VA	100
MA	100	VT	100
ME	100	WA	83
MI	39	WY	40

No Geocoded Addresses: AR, CA, MT, NC, NE, NJ, NM, PA, PR
Reported Unknown: AL, CO, FL, GA, IL, KY, LA, MD, MP, OH, OK, VI, WI
Did Not Report Data: AS, DE, GU, MO, MS, NH, NV, NY, RI, UM, WV

2017 Finding

Of all U.S. States and territories:
- 11 of 46 reporting States have 100% geocoded addresses
- 3 of 46 reporting States have 90-99% geocoded addresses
- 10 of 46 reporting States have 5-51% geocoded addresses
- 9 of 46 reporting States ***do not*** have geocoded addresses
- 13 of 46 reporting States are “unknown” – State did not respond to this data element.

Dataset Shift

- 2016 Finding: 8 of 45 reporting States have 100% geocoded addresses
- 2016 Finding: 3 of 45 reporting States have 90-99% geocoded addresses
- 2016 Finding: 5 of 45 reporting states have 5-51% geocoded addresses
- 2016 Finding: 10 of 45 reporting States ***do not*** have geocoded addresses
- 2016 Finding: 16 of 45 reporting states are “unknown” -State did not respond to this data element.

- 2015 Finding: 4 of 42 reporting States had 100% geocoded addresses
- 2015 Finding: 4 of 42 reporting States had 90-99% geocoded addresses
- 2015 Finding: 4 of 42 reporting States had 5-51% geocoded addresses
- 2015 Finding: 11 of 42 reporting States ***did not*** have geocoded addresses
- 2015 Finding: 19 of 42 reporting States were "unknown" – State did not respond to this data element.

Additional Comments Submitted by State Points of Contact

National 911 Profile Database State designees were given the option to provide any comments to supplement their data input. These comments have been added to this document as listed below of in the form of an asterisked comment added to its corresponding data element.

TABLE 58. ADDITIONAL COMMENTS SUBMITTED BY STATES

State	Response
AL	In 2016, the Alabama 9-1-1 Board sought competitive bids from qualified vendors to provide integrated network services for the operation of the Alabama Next Generation Emergency Network (ANGEN), currently serving the PSAPs of Alabama as a wireless 9-1-1 call delivery network. The purpose of the 2016 procurement is to ensure that, at a minimum, the current services provided by the existing ANGEN (i.e. wireless only) are continued and improved upon as technology, standards, and societal demands evolve. The Alabama 9-1-1 Board sought proposals to provide wireless as well as wireline E9-1-1 call delivery, i3 ESInet Network Services, reporting, monitoring, service, and support for the operation of ANGEN. The RFP did not include PSAP CPE, PSAP call taking equipment, furniture, computers, or other operational systems required by PSAPs. It focused only on the services required for the operation of ANGEN and the services it provides to Alabama PSAPs. Through this procurement, the Board sought to procure a solution or combination of solutions that: 1. Are designed to industry standard including the NENA i3 standard 2. Provide or support a foundation for NG9-1-1 and are designed to support or interoperate with core i3 functionality 3. Are secure and resilient to cyber-attack, penetration, abuse or misuse 4. Provide the ability to alarm, report, monitor, manage and support on a 24/7/365 basis 5. Are able to support or integrate with Interim SMS Text-to-9-1-1 solutions that are currently in-place or planned via delivery methods as prescribed by the Board, as per FCC order or by Carrier consent decree a. Both inbound and outbound via a TCC and/or through the use of direct SIP based MSRP messaging as prescribed in NENA i3 6. Provides or Supports Wireless and Wireline E9-1-1 Call Routing and Data Delivery a. Is capable of the primary receipt, routing and delivery of Wireless 9-1-1 calls from wireless carriers via an ESInet to any PSAP throughout Alabama and neighboring states (MS, TN, GA, FL) or b. A solution capable of supporting, integrating with and assisting in the delivery of Wireline E9-1-1 Calls to any Alabama PSAP and neighboring states. c. A solution capable of supporting, integrating with and assisting in the delivery of Wireless E9-1-1 Calls to any Alabama PSAP and neighboring states. 7. Provide or support increased fault tolerance, reliability, resiliency and disaster recovery across Alabama 8. Provide for or support Enterprise wide call accounting and data collection More specifically, the services sought by this RFP included: 1. ESInet network design, management, and operation services 2. NG, i3 core functions and capabilities

State	Response
	3. Wireless and Wireline E911 call routing and reporting services 4. Text to 9-1-1 services 5. Enterprise-/State-wide data collection and reporting services on all ANGEN facilitated transactions 6. System and component level monitoring, alarming, diagnostics and reporting services 7. Disaster recovery and system restoration services 8. 24/7/365 Help desk, trouble ticketing and customer facing support services 9. 24/7/365 Network operations center (NOC) monitoring services 10. Installation, testing, maintenance and on-site support services 11. Project management services for the planning, design, testing, installation and operation of the system or systems All of this is to say that Alabama is in its second procurement of a network, which involves transitioning the one currently in place and migrating to a fully NG911 environment.
AZ	NG911 network is available within the State although not all sub-divisions have agreed to join the network. 26 of 86 PSAPs will be deployed by the end of calendar year 2017. Limited funding is available, and some of the political sub-divisions and service providers have not completed their NG911 plans.
AR	Legislation was passed during the 2017 Legislative Session to appropriate funds to secure a consultant to complete a study and provide a report of the current status of 911 in Arkansas and provide recommendations for improvement (including the requirements necessary to implement NG911 services).
CO	Unfortunately, many of the questions regarding NG9-1-1 activity at the sub-state or local level are very difficult to answer. Local 9-1-1 governing bodies are not required to report to Public Utilities Commission, and previous attempts to retrieve this sort of information on a voluntary basis has produced questionable results. The response rate is low, and the responses received seem to indicate a widely varying definition of what NG9-1-1 is among the local 9-1-1 governing bodies, casting doubt on the integrity and usefulness of the results.
FL	The State E911 Board is working with the Florida counties and the Florida Department of Management Services (DMS) to create an NG-911 roadmap that will be used to help implement NG-911 services in the State of Florida.
ID	Not all PSAPS responded to the survey questions in enough time for me to compile the results. I only had 27 of 46 PSAPs respond this year. We have begun cost analysis of NG through line studies and fee analysis. We have budgetary quotes for ESI and GIS that will be used to balance a fee study as we prepare to engage with potential fee changes to be able to support NG 911.
IL	The State issued an RFP in June of 2016 for a consultant to complete a feasibility study with recommendations for deploying a statewide NG911 Network. A firm was selected and a contract executed in December 2016. The feasibility report is due in October 2017. We are anticipating that an RFP will be issued in the 4th Quarter of 2016 or the first Quarter of 2017.
KS	911 service is a local unit of government function in the State of Kansas. Data provided in this report is gathered through a survey of the local PSAP jurisdictions. Estimated data, based on historical data, has been used in compiling this report for PSAP jurisdictions that failed to respond to this year's survey.

State	Response
MD	Maryland is in the process of preparing a statewide RFP for an ESInet and core NG911 services for routing calls. It is anticipated that the RFP will be released late this year, and a contract awarded by mid-2018. Part of the planning and procurement process will be an analysis of GIS data to make sure it is NG911 ready.
MI	The figures include all counties except Manistee, Schoolcraft, and Wayne Eastern Service District.
MN	Further clarification of question 3.2.3.2 would have allowed us to answer the question properly.
MT	Montana HB-61 (Revise & update 9-1-1 laws) is currently in the 2017 Legislative Session, and if it passes, it will progress NG9-1-1 within the state.
NJ	The State of New Jersey anticipates the release of a NG911 RFP in 3Q of 2017.
OH	- 82 of 88 counties responded to the survey for local information. - Many counties lack the system capabilities to get to the granular level of data requested. - Estimates from similar counties were input to fill-in for non-reporting counties.
OK	We are developing a questionnaire to gather the information contained in this report. We hope to distribute the questionnaire in the 3rd quarter of 2017.
OR	In regards to Section 3.1.2.2.5, Text to 9-1-1: This was started in August 2016 with 7 pilot PSAPs for the rest of the year. On the call count for Text to 9-1-1, an Unknown percentage will have been test calls.
SC	Right now, the state is only involved with Wireless 911. The locals handle the wireline 911. We only receive their total number of wireless calls, so we cannot report how many total 911 calls there are in the state. We are currently going through some legislative changes that hopefully will allow for South Carolina to begin building statewide NG9-1-1 infrastructure and will help all SC counties in the transition to an NG environment.
TX	8 out of 27 municipal districts replied to request for information. The information was incomplete in several areas.
WA	Washington State law delegates 911 authority to the State 911 Coordination Office (SECO), but the 39 individual counties, in this "home rule" state, retain complete authority for 911 calling within their county. The SECO provides for statewide 911 calling (from the Call-maker to the Call-taker) by providing, operating and maintaining a Statewide 911 system, which includes a NG911 ESInet (currently undergoing a complete redesign and upgrade to a NENA i3 standard (plus) NG911 network). The SECO also provides limited funding to the 39 counties, plus the Washington State Patrol, to ensure that every county is able to provide a basic level of 911 service. That said, Washington state is also home to 29 federally-recognized Indian tribes. A small number still operate what would be a clearly recognizable Secondary PSAP, but most generally rely upon their host county for 911 services. One of these PSAPs is directly connected to the state-wide NG911 ESInet, but none were NG911 capable during the reporting period. In addition, there are two National Parks, multiple Department of Defense installations, and one Department of Energy installation. All of these operate Primary or Secondary PSAPs. The US Navy operates the only other ESInet within the state and operates a Regional Dispatch Center for all Navy installations/activities in state. We do not know if their systems are NG911 capable. The US Army and US Air Force both operate Primary PSAPs that are connected to the statewide NG911 ESInet, but they are dependent upon their respective service components for financial support. Joint Base Lewis McChord is in the process of upgrading their systems to be NG911 capable. Fairchild AFB has an active budget request to upgrade to a NG 911

State	Response
	capable system. A very large sub-installation of Joint Base Lewis McChord, the Yakima Training Center, is wholly dependent upon the host county for 911 services. The Department of Energy, Hanford Reservation operates a traditional Secondary PSAP, but is not on the statewide ESInet. None of the entities listed above receives any direct State funding. Regarding question 3.2.4.4: Percentage of the MSAG to GIS Data Synchronization Progress; the State of Washington has set the goal of an MSAG-to-GIS match rate of 75% by June 2017 and 98% by June 2018. For the year ending December 2016, we consider the match rate reported as a tremendous success!
WY	Wyoming has no State authority or structure for 9-1-1 services. All decisions on 9-1-1 services and technology are made at the County or Municipal level.

CONCLUSION

The data collected during 2016 for the 2017 report is not notably different from data previously collected for the National Profile Database - both in quantity and character. The number of States submitting data increased from 46 to 48. Data is broken out by State, providing practical and useful information to the 911 community. This allows public and private 911 stakeholders to identify multiple comparable traits among States and reasons to collaborate on numerous issues.

Progress is being made towards implementation of Next Generation 911:

TABLE 59. PROGRESS IMPLEMENTING NG911

Data Element	2012 Report	2014 Report	2015 Report	2016 Report	2017 Report
Statewide NG911 Plan Adopted	9 of 27	15 of 39	19 of 42	20 of 46	**20 of 45**
Statewide Request for Proposal Released	Not Reported	13 of 36	18 of 42	19 of 46	**20 of 45**
State Contract Has Been Awarded	Not Reported	13 of 29	16 of 42	19 of 46	**19 of 45**
Statewide Installation and Testing	Not Reported	9 of 30	11 of 42	18 of 46	**22 of 47**

A new question regarding the number of ESInets was added in the 2015 survey and the 2017 report data showed 20 States with one or more ESInets. As NG911 progresses from year to year, the number of ESInets will increase, until most of the country will have ESInets to which PSAPs and 911 Authorities connect.

In 2016, the National 911 Program created a working group to refine and update the data element questions and definitions. The working group is going through each data element and asking whether it is feasible and useful to collect, as well as easy to understand. This effort already allowed the National 911 Program to remove eight questions from the 2017 survey and refine many of the remaining questions and definitions. The Program expects that in 2018 even more elements will be removed and some additional questions will be added. This will help the Profile Database to serve as a truly comprehensive resource for States to exchange information with each other and identify effective strategies to move towards NG911.

The National 911 Program gratefully acknowledges the invaluable contributions of NASNA members, as well as the staff of the respective State 911 Offices. Without their time, experience, and expertise, the National Profile Database would not be possible.