National 911 Progress Report:

2020 Data

Data from January 1 – December 31, 2020

Report released February 2022

National 911 Program

911.gov

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National 911 Program

The National Highway Traffic Safety Administration (NHTSA) created the National 911 Program to help provide federal leadership and coordination in promoting optimal 911 services nationwide. It is housed within the NHTSA Office of Emergency Medical Services (OEMS) in the U.S. Department of Transportation (USDOT), as part of NHTSA's comprehensive approach to traffic safety. The program is responsible for developing, collecting, and disseminating information concerning practices, procedures and technology used in the implementation of 911 services across the country. To collect and disseminate this information, OEMS, under a contract, operates and maintains an annual, voluntary 911 data collection and reporting tool, the National 911 Profile Database (Profile Database). The National Association of State 911 Administrators (NASNA) and its members have supported these efforts for many years by responding to requests for information and serving as the primary sources of data.

National 911 Profile Database

The National 911 Profile Database is compiled through a voluntary online survey tool composed of 56 data elements. The data points capture details that help characterize a state's 911 operations, protocols and progress toward Next Generation 911 (NG911) implementation. For the purposes of the Profile Database, states, territories, and the District of Columbia are all referred to as "states." The online survey collects self-reported data from states and territories for the calendar year (January 1, 2020 – December 31, 2020). It provides basic demographic information on the characteristics of 911 systems nationwide and helps answer fundamental questions such as:

- Approximately how many 911 calls are answered per year, broken down by 911 call types?
- How many primary and secondary public safety answering points (PSAPs[1]) does a specific state have?
- Which states provide Emergency Medical Dispatch and follow a specific formal protocol for responding to emergencies?
- In which states are there minimum training requirements for telecommunicators?
- How far along are states in the procurement process for specific NG911 systems, services and components?
- What is the progress toward NG911 in each state?

The Value of 911 Data

The information collected in the database and shared in this report seeks to provide the most complete and current information about 911 at the state level to support the development of effective policies, plans and implementation strategies at all levels of government. Though there has historically been a lack of data available to depict the state of 911 and status of NG911 implementation, standardizing definitions and collecting this information is increasingly important as communities, states, the public, and all sectors of public safety and emergency communications become more digitized and connected. This 2021 National 911 Progress Report summarizes the data provided by states and territories for the 2020 calendar year. For continuity purposes, years referenced in this report are the year of the data rather than the year the report was released. The National 911 Progress Report data is also displayed through an interactive map tool on the 911 Stats & Data page of 911.gov.

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1 The Nation Number Association (NENA) defines a primary PSAP as, "a PSAP to which 911 calls are routed directly from the 911 Control Office" Secondary PSAPs receive calls from a primary PSAP following the initial call to the primary.

Introduction

The report offers valuable insight into state 911 systems and enables the 911 community to:

- Better understand progress toward Next Generation 911 both nationally and at the state level, as well as identify states with similar attributes and opportunities for collaboration and shared strategies with each other and with Department of Defense (DoD) PSAPs in their respective states

- Benchmark annual progress and compare this progress with other states

- Consider changes to state programs based on models successfully implemented in other states

- Help educate state legislators and policy makers about how one state 911 system compares with others to justify proposed legislation affecting 911

Neighboring states may utilize the report to compare data to understand the issues inherent in creating interstate NG911 connections. National and federal partners utilize the data and report analysis to assess the status of NG911 implementation and create opportunities for identified deployment challenges.

State Participation in 2021

In collaboration with NASNA and the state administrators, data was submitted from April – July 2021.

- 48 states submitted data[2]

- 8 states did not submit data

- The DoD also provided PSAP data to be included in this year's report

The number of participants in the data collection effort has increased since the survey's inception, from 26 states in the first year of the survey to 48 states.

Note: No data was collected in 2012 or 2017

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2 This report solicited information from states, territories, and the District of Columbia. For simplicity, all are referred to as states throughout this document.

Introduction

Data Collection and Reporting Process

All 50 states, the District of Columbia, and 5 territories (American Samoa, Guam, Northern Mariana Islands, Puerto Rico, and the U.S. Virgin Islands) were invited to participate in the Profile Database data collection effort. To ensure data integrity and security, access to the survey was limited to the NASNA state 911 contact or a single designee per state. The survey was open for data submission from April 1 – July 1, 2021.

In April of 2021, the National 911 Program hosted training sessions offering guidance on survey administration and logistics for the state designees. A session was archived on the survey website for digital on-demand viewing. The state designees received a weekly email during the two-month data collection period with helpful resources, such as video tutorials for new questions, and a map showing each state's progress toward data submission. Designees were also offered assistance collecting and aggregating their data by the project team. A Data Dictionary was made available to states that included clear definitions 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. Brief explanatory videos were also provided.

Once the survey closed, 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 can provide to the 911 community. The National 911 Program obtained formal clearance from the Office of Management and Budget (OMB) for this data collection (OMB Control Number 2127-0679; expired August 31, 2021).

Accuracy of the Data

The COVID-19 pandemic has affected the 911 systems in different states in different ways. It may take several years to evaluate the depth of impact on PSAP operations. For some, the impact may have been minimal, while others may have experienced severe disruptions. Despite the challenges, the number of states that participated in the data collection has been fairly consistent. Even when managing increased stressors in the PSAP, the 911 community demonstrated continued commitment to the collection and sharing of this valuable data.

Survey responses were analyzed and verified through a variety of methods including, but not limited to, follow up with specific states and engagement with 911 system component subject matter experts. However, there may have been misinterpretations of certain data elements by respondents or data may have been entered incorrectly.

There is a concerted effort to improve the accuracy of the data each year. In 2021, video tutorials were created to elaborate on the definitions of new questions. There are plans in future years to make the survey website more robust with additional resources, provide more opportunities for states to receive assistance in data collection, and implement an improved method to compare a state's data to prior years to check for outliers or potential miscalculations.

Lessons Learned

During the data collection period, the National 911 Program and state 911 contacts identified and acted on several lessons learned and opportunities noted below.

- Strategies to address the amount and accuracy of data:
  - Continue to conduct personal outreach to state contacts to help clarify survey questions to increase participation and data accuracy
  - Encourage and support states as they develop more effective ways to collect and share data
- Planning and timing the data collection effort in conjunction with the FCC annual report has improved participation from state 911 contacts
- A few states still lack essential resources to collect and/or aggregate data, and while the project team offers resources to support collection, other barriers may exist
- The opportunity for analyzing trends over time (e.g., progress toward NG911 and adoption of text-to-911) has increased with each data collection effort

Introduction

2021 National 911 Profile Database Acronym List

Acronym	Definition
ALI	Automatic Location Identification
ANI	Automatic Number Identification
ATIS	Alliance for Telecommunicators Industry Solutions
BCF	Border Control Function
CAD	Computer Aided Dispatch
CAMA	Centralized Automatic Message Accounting
CONOPS	Concept of Operations
CPE	Call Processing Equipment
DoD	Department of Defense
DOI	Department of the Interior
E911	Enhanced 911
ECRF	Emergency Call Routing Function
EMD	Emergency Medical Dispatch
ESInet	Emergency Services IP Network
ESRP	Emergency Services Routing Proxy
GIS	Geographic Information Systems
IP	Internet Protocol
LNG	Legacy Network Gateway LPG Legacy PSAP Gateway
LSRG	Legacy Selective Router Gateway
MLTS	Multi-line Telephone System
MSAG	Master Street Address Guide
NENA	National Emergency Number Association
NG911	Next Generation 911
NGCS	Next Generation Core Services
OSP	Originating Service Provider
PBX	Private Branch Exchange
PSAP	Public Safety Answering Point
QA	Quality Assurance
RFAI	Request for Assistance Interface
RFP	Request for Proposal
SIP	Session Initiation Protocol
TDM	Time-Division Multiplexing
VoIP	Voice over Internet Protocol

Executive Summary

Progress Continues Toward Planning for Next Generation 911

The 911 system has long been considered a highly effective, reliable and efficient emergency telecommunications service. The current 911 system has served the country well since its inception in 1968, initially with wireline service and more recently with wireless and VoIP. NG911 has now emerged as the desired level of service. Nine new data elements, referred to as the NG911 Maturity Model[3], were added to the survey in 2018 to identify states that are advancing NG911 capabilities and components. The data elements are:

- Governance
- Routing / Location
- Geographic Information Systems (GIS)

- Core Services
- ESInet
- Call Handling

- Security
- Operations
- Optional Interfaces

Statewide NG911 Plan Adoption Sees Growth

The implementation of NG911 is often a product of a comprehensive strategy detailed in a statewide NG911 plan. The Profile Database is used to capture states' progress establishing such a plan.

35 states[4], about 73% of those reporting for this data element, said they have adopted a statewide NG911 plan. This marks an increase from 33 states, or 69%, in the 2019 data.

DoD PSAP Data included for First Time

For the first time in the history of this report DoD PSAP data has been reported and included. The number of PSAPs stateside is currently 177 and an additional 43 PSAPs operate overseas in 21 U.S. Territories and Countries.

Nationwide ESInet Implementation is Increasing

The number of new Emergency Services IP Networks (ESInet), shared services, and other NG911-related changes — driven by states and state 911 offices — is increasing. Many states are now deploying ESInets either statewide or regionally to benefit PSAPs and 911 authorities.

In the 2020 data, 2,177 PSAPs[5] reported using an ESInet across 47 states. This is nearly a 2% increase from the 2019 data, when 2,152 PSAPs reported using an ESInet across 46 states.

More States are Utilizing Text-to-911

Noticeable progress has been made in the capability to process text-to-911. Some states now have statewide text-to-911 capability, while many others are experiencing rapid implementation of text-to-911 on a PSAP or 911 authority basis. Adoption of text-to-911 appears to be a priority.

In 2020, 492,328 texts-to-911[6] were received in 39 states, compared to 581,151 texts in 38 states in 2019 data. While more states are gaining this capability, states are also continuing to encourage the public to place a voice call when they can and text when it is unsafe to call.

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3 More information about the NG911 Maturity Model can be found in the Next Generation 911 Cost Estimate Report to Congress.
4 Profile Database 2021 Report, p. 37
5 Profile Database 2021 Report, p. 60
6 Profile Database 2021 Report, p. 16

Executive Summary

PSAP Numbers and Sizes Remain Stable

- The number of primary PSAPs[7] reported is relatively consistent, with 4,627 reported in 48 states in 2020 compared to 4,658 Primary PSAPs in 48 states reported the previous year.

- In 2020, 759 secondary PSAPs[8] were reported in 42 states compared with 957 secondary PSAPs reported in 41 states in 2019 data.

- About 61%[9] of reported primary PSAPs across the country have one to five 911 equipment positions.

EMD Protocol, QA and Minimum Training Requirements

The number of states reporting having PSAPs that follow protocols, minimum training requirements, and call-handling Quality Assurance (QA) for compliance with call-handling protocols for Emergency Medical Dispatch (EMD) increased from 2019 to 2020. Some states may have a QA system in place but did not report it in the data due to varying minimum requirements to meet formal QA standards.

2020 Data

- 41 states reported 2,519 PSAPs[10] that provide EMD and follow a formal protocol

- 28 states[11] have minimum training requirements for EMD

- 17 states[12] have QA requirements

2019 Data

- 39 states reported 2,472 PSAPs that provide EMD and follow a formal protocol

- 29 states have minimum training requirements for EMD

- 17 states have QA requirements for EMD protocols

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[7] Profile Database 2021 Report, p. 17
[8] Profile Database 2021 Report, p. 18
[9] Profile Database 2021 Report, p. 19-20
[10] Profile Database 2021 Report, p. 25
[11] Profile Database 2021 Report, p. 33
[12] Profile Database 2021 Report, p. 28

Executive Summary

Conclusion

Data provided by the states and territories, as well as the DoD, indicates the continued transition to NG911 across the country. Generally speaking, states with formalized 911 offices are driving the deployment of NG911 as well as the collection and submission of data included in this report. Adoption of text-to-911 continues to grow as states and territories take advantage of the capability. Information shared in this report can be helpful in planning and funding for the future of 911 and emergency services. As identified by the data in this report, continued collaboration and cooperation across all jurisdictions is necessary to advance 911 into the future.

The National 911 Program will continue efforts to collect and share the most relevant, useful, and accurate state 911 data available. The Program thanks all survey participants for their recognition of the value and benefits of the survey and their continued efforts to provide accurate and timely information, especially considering the challenges of the COVID-19 pandemic during the collection period.

DoD PSAP Data[13]

As a milestone event, which expands the informative value of the report, 2021 is the first time data was submitted from the DoD as part of the data collection for the Profile Database Report. The DoD data is in aggregate form and is not presented in individual form other than to correlate DoD PSAPs to the States and territories. The DoD data is being introduced here to identify opportunities for collaboration, cooperation and planning in an NG911 context. As the data sharing relationship between the National 911 Office and the DoD continues to evolve, the intent is to add additional comparative data elements, like total 911 call volumes and number of 911 call taking positions, so as to consider the DoD PSAP operations as part of the national view presented annually in this report.

DoD PSAPs are ubiquitous and emphasis should be placed on outreach where appropriate between the state 911 programs and the DoD PSAPs in their respective jurisdictions. Economies of scale, similarity of requirements, mission, and purpose all drive formalizing relationships between state 911 programs and the DoD in the NG911 context. The provided DoD data points out the many opportunities that exist to extend NG911 statewide services, capabilities, and interoperability to all 911 services in a state.

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13 Thank you to the Department of Defense for voluntarily submitting this data and helping to complete the picture of 911 resources across the nation.

Data

1. Enter the total annual number of 911 calls delivered to primary PSAPs in your state, even if not answered or no dispatch occurred.

Total number of calls delivered to primary Public Safety Answering Points (PSAPs) in the calendar year, aggregated to the state level. NENA defines a primary PSAP as "a PSAP to which 911 calls are routed directly from the 911 Central Office."

State	Response	State	Response
Alabama	3,621,045	Montana	?
Alaska	318,640	Nebraska	976,792
American Samoa	x	Nevada	x
Arizona	5,640,576	New Hampshire	454,562
Arkansas	1,908,933	New Jersey	9,500,000
California	25,927,317	New Mexico	2,797,419
Colorado	7,918,493	New York	15,696,230
Connecticut	1,921,838	North Carolina	7,198,651
Delaware	x	North Dakota	262,783
District of Columbia	1,247,624	Northern Mariana Islands	x
Florida	14,382,811	Ohio	5,988,876
Georgia	?	Oklahoma	2,822,791
Guam	x	Oregon	1,940,596
Hawaii	1,536,100	Pennsylvania	8,144,551
Idaho	?	Puerto Rico	1,781,101
Illinois	8,728,427	Rhode Island	463,800
Indiana	3,732,379	South Carolina	4,410,436
Iowa	1,182,348	South Dakota	344,529
Kansas	1,603,856	Tennessee	3,255,673
Kentucky	2,911,921	Texas	23,281,814
Louisiana	4,090,217	Utah	1,072,223
Maine	568,631	Vermont	209,990
Maryland	4,146,531	Virgin Islands (U.S.)	x
Massachusetts	3,217,315	Virginia	4,044,011
Michigan	5,987,876	Washington	5,057,065
Minnesota	2,948,550	West Virginia	x
Mississippi	x	Wisconsin	?
Missouri	5,584,621	Wyoming	195,046

Total: 44 States – 209,024,988

? Total states that responded this data element was unknown: 4

x States that did not submit data: 8

Findings

The total reported 911 calls is a close estimate. Accurately tracking total 911 calls in a state requires input from many entities that may include estimates.

Data

2. Enter the total annual number of incoming wireline 911 calls delivered to primary PSAPs in your state, even if not answered or no dispatch occurred.

Number of incoming wireline 911 calls, aggregated to the state level. NENA defines a primary PSAP as "a PSAP to which 911 calls are routed directly from the 911 Central Office."

State	Response	State	Response
Alabama	218,232	Montana	?
Alaska	83,255	Nebraska	116,076
American Samoa	x	Nevada	x
Arizona	516,113	New Hampshire	39,436
Arkansas	177,232	New Jersey	?
California	2,236,812	New Mexico	395,452
Colorado	186,364	New York	3,200,280
Connecticut	189,689	North Carolina	898,161
Delaware	x	North Dakota	33,355
District of Columbia	132,973	Northern Mariana Islands	x
Florida	1,540,217	Ohio	594,458
Georgia	?	Oklahoma	584,487
Guam	x	Oregon	198,915
Hawaii	237,600	Pennsylvania	1,866,616
Idaho	?	Puerto Rico	45,743
Illinois	1,260,168	Rhode Island	43,721
Indiana	281,810	South Carolina	818,988
Iowa	187,048	South Dakota	35,757
Kansas	134,989	Tennessee	?
Kentucky	595,759	Texas	1,686,170
Louisiana	1,137,770	Utah	57,010
Maine	76,945	Vermont	35,801
Maryland	1,000,217	Virgin Islands (U.S.)	x
Massachusetts	695,167	Virginia	578,729
Michigan	801,425	Washington	438,508
Minnesota	328,798	West Virginia	x
Mississippi	x	Wisconsin	?
Missouri	551,347	Wyoming	16,250

Total: 42 States – 24,253,843

? Total states that responded this data element was unknown: 6

x States that did not submit data: 8

Findings

Year-over-year, the number of wireline calls continues to trend downward as landline services decrease and wireless services increase.

Data

3. Enter the total annual number of incoming wireless 911 calls delivered to primary PSAPs in your state, even if not answered or no dispatch occurred.

Number of incoming wireless 911 calls, aggregated to the state level. NENA defines a primary PSAP as "a PSAP to which 911 calls are routed directly from the 911 Central Office."

State	Response	State	Response
Alabama	2,371,407	Montana	?
Alaska	235,385	Nebraska	805,032
American Samoa	x	Nevada	x
Arizona	4,794,490	New Hampshire	355,045
Arkansas	1,679,597	New Jersey	?
California	21,830,501	New Mexico	1,137,091
Colorado	7,492,050	New York	11,312,155
Connecticut	1,596,737	North Carolina	5,713,316
Delaware	x	North Dakota	225,387
District of Columbia	746,995	Northern Mariana Islands	x
Florida	10,792,423	Ohio	4,565,301
Georgia	?	Oklahoma	2,238,304
Guam	x	Oregon	1,605,596
Hawaii	1,246,700	Pennsylvania	5,673,579
Idaho	?	Puerto Rico	1,230,156
Illinois	6,727,476	Rhode Island	419,631
Indiana	3,258,918	South Carolina	3,436,475
Iowa	958,396	South Dakota	298,679
Kansas	1,350,476	Tennessee	?
Kentucky	2,190,001	Texas	17,498,126
Louisiana	2,831,296	Utah	963,190
Maine	434,611	Vermont	144,983
Maryland	3,137,256	Virgin Islands (U.S.)	x
Massachusetts	2,522,148	Virginia	3,226,585
Michigan	4,868,354	Washington	4,278,152
Minnesota	2,483,510	West Virginia	x
Mississippi	x	Wisconsin	?
Missouri	1,824,098	Wyoming	174,835

Total: 42 States – 150,674,443

? Total states that responded this data element was unknown: 6

x States that did not submit data: 8

Findings

Year-over-year, the number of wireless calls continues to be much greater than the number of wireline calls as the ratio of wireless to wireline calls increases throughout the country.

Data

4. Enter the total annual number of incoming VoIP 911 calls delivered to primary PSAPs in your state, even if not answered or no dispatch occurred.

Number of incoming Voice over Internet Protocol (VoIP) 911 calls, aggregated to the state level. NENA defines a primary PSAP as "a PSAP to which 911 calls are routed directly from the 911 Central Office."

State	Response	State	Response
Alabama	60,130	Montana	?
Alaska	?	Nebraska	53,553
American Samoa	x	Nevada	x
Arizona	329,973	New Hampshire	45,572
Arkansas	44,234	New Jersey	?
California	1,242,522	New Mexico	221,703
Colorado	176,352	New York	847,688
Connecticut	130,074	North Carolina	587,174
Delaware	x	North Dakota	3,526
District of Columbia	59,289	Northern Mariana Islands	x
Florida	702,698	Ohio	454,551
Georgia	?	Oklahoma	?
Guam	x	Oregon	108,148
Hawaii	49,100	Pennsylvania	596,218
Idaho	?	Puerto Rico	?
Illinois	734,152	Rhode Island	?
Indiana	191,651	South Carolina	149,164
Iowa	33,117	South Dakota	6,649
Kansas	110,309	Tennessee	?
Kentucky	124,663	Texas	796,137
Louisiana	115,363	Utah	34,792
Maine	48,166	Vermont	21,641
Maryland	?	Virgin Islands (U.S.)	x
Massachusetts	?	Virginia	238,697
Michigan	306,638	Washington	328,051
Minnesota	136,225	West Virginia	x
Mississippi	x	Wisconsin	?
Missouri	143,871	Wyoming	3,961

Total: 36 States – 9,235,752

? Total states that responded this data element was unknown: 12

x States that did not submit data: 8

Findings

The reported data show an increase in the number of VoIP calls until 2020, dropping slightly.
- 2020: 36 states reported 9,235,752 VoIP calls
- 2019: 34 states reported 9,252,320 VoIP calls
- 2018: 33 states reported 8,369,223 VoIP calls
- 2017: 21 states reported 5,086,983 VoIP calls

Data

5. Enter the total annual number of incoming MLTS 911 calls delivered to primary PSAPs in your state, even if not answered or no dispatch occurred.

Number of incoming Multi-line Telephone System (MLTS) 911 calls, aggregated to the state level. NENA defines a primary PSAP as "a PSAP to which 911 calls are routed directly from the 911 Central Office."

State	Response	State	Response
Alabama	?	Montana	?
Alaska	?	Nebraska	?
American Samoa	x	Nevada	x
Arizona	?	New Hampshire	?
Arkansas	?	New Jersey	?
California	?	New Mexico	184,519
Colorado	55,882	New York	310,159
Connecticut	?	North Carolina	?
Delaware	x	North Dakota	0
District of Columbia	?	Northern Mariana Islands	x
Florida	198,414	Ohio	42,339
Georgia	?	Oklahoma	?
Guam	x	Oregon	27,937
Hawaii	?	Pennsylvania	?
Idaho	?	Puerto Rico	?
Illinois	?	Rhode Island	?
Indiana	?	South Carolina	?
Iowa	?	South Dakota	3,444
Kansas	?	Tennessee	?
Kentucky	439	Texas	705,058
Louisiana	?	Utah	17,231
Maine	8,004	Vermont	?
Maryland	?	Virgin Islands (U.S.)	x
Massachusetts	?	Virginia	?
Michigan	?	Washington	?
Minnesota	?	West Virginia	x
Mississippi	x	Wisconsin	?
Missouri	?	Wyoming	?

Total: 12 States – 1,553,426

? Total states that responded this data element was unknown: 36

x States that did not submit data: 8

Findings

During the past five data collection years, a significant number of states have responded "unknown" or did not submit an answer to this data element. MLTS data, differentiated from total call numbers, are difficult to collect at a state level because it requires knowing how many MLTS systems are in place throughout the state and how they are configured.

Data

6. Enter the total annual number of incoming texts-to-911 delivered to primary PSAPs in your state, even if not answered or no dispatch occurred.

Number of incoming texts-to-911, aggregated to the state level. NENA defines a primary PSAP as "a PSAP to which 911 calls are routed directly from the 911 Central Office."

State	Response	State	Response
Alabama	9,805	Montana	?
Alaska	0	Nebraska	2,131
American Samoa	x	Nevada	x
Arizona	6,656	New Hampshire	342
Arkansas	7,870	New Jersey	?
California	84,455	New Mexico	0
Colorado	7,845	New York	25,948
Connecticut	5,338	North Carolina	?
Delaware	x	North Dakota	515
District of Columbia	2,822	Northern Mariana Islands	x
Florida	28,218	Ohio	6,587
Georgia	?	Oklahoma	14,328
Guam	x	Oregon	5,989
Hawaii	2,700	Pennsylvania	8,138
Idaho	?	Puerto Rico	13,957
Illinois	6,631	Rhode Island	448
Indiana	13,014	South Carolina	5,809
Iowa	3,787	South Dakota	0
Kansas	8,082	Tennessee	?
Kentucky	1,059	Texas	155,267
Louisiana	5,788	Utah	2,906
Maine	905	Vermont	340
Maryland	9,058	Virgin Islands (U.S.)	x
Massachusetts	5,976	Virginia	?
Michigan	11,459	Washington	12,354
Minnesota	7,000	West Virginia	x
Mississippi	x	Wisconsin	?
Missouri	8,801	Wyoming	?

Total: 39 States – 492,328

? Total states that responded this data element was unknown: 9

x States that did not submit data: 8

Findings

As the nation moves toward NG911, more states are gaining the ability and capacity to provide text-to-911 service. Though frequently deployed at a local or regional level, text-to-911 is increasingly being deployed at a statewide level to offer a consistent level of service.
- 2020: 39 states reported 492,328 text-to-911 messages
- 2019: 36 states reported 581,151 text-to-911 messages
- 2018: 33 states reported 188,646 text-to-911 messages

Data

7. Enter the number of primary PSAPs within your state.

NENA defines a primary PSAP as "a PSAP to which 911 calls are routed directly from the 911 Central Office."

State	Response	State	Response
Alabama	110	Montana	53
Alaska	42	Nebraska	68
American Samoa	x	Nevada	x
Arizona	73	New Hampshire	2
Arkansas	101	New Jersey	166
California	387	New Mexico	41
Colorado	83	New York	150
Connecticut	103	North Carolina	115
Delaware	x	North Dakota	21
District of Columbia	1	Northern Mariana Islands	x
Florida	144	Ohio	148
Georgia	154	Oklahoma	130
Guam	x	Oregon	43
Hawaii	6	Pennsylvania	61
Idaho	48	Puerto Rico	2
Illinois	184	Rhode Island	2
Indiana	91	South Carolina	68
Iowa	113	South Dakota	32
Kansas	119	Tennessee	119
Kentucky	117	Texas	501
Louisiana	78	Utah	30
Maine	24	Vermont	6
Maryland	24	Virgin Islands (U.S.)	x
Massachusetts	220	Virginia	119
Michigan	136	Washington	51
Minnesota	98	West Virginia	x
Mississippi	x	Wisconsin	111
Missouri	98	Wyoming	34

Total: 48 States – 4,627 PSAPs
(Primary + Secondary) – 5,401 PSAPs

? Total states that responded
this data element was unknown: 0

x States that did not submit data: 8

Findings

While the reported number of primary PSAPs has generally increased over the previous four data collection years, this year it has decreased.
- 2020: The total number of Primary PSAPs was 4,627 based on 48 reporting States
- 2019: The total number of Primary PSAPs was 4,658 based on 48 reporting States
- 2018: The total number of Primary PSAPs was 4,505 based on 46 reporting States

Data

8. Enter the number of secondary PSAPs within your state.

NENA defines a secondary PSAP as "a PSAP to which 911 calls are transferred from a primary PSAP." A secondary PSAP does not receive any direct 911 calls. It only received 911 calls as transfers from another PSAP.

State	Response	State	Response
Alabama	57	Montana	4
Alaska	8	Nebraska	9
American Samoa	x	Nevada	x
Arizona	8	New Hampshire	0
Arkansas	?	New Jersey	66
California	51	New Mexico	0
Colorado	2	New York	24
Connecticut	4	North Carolina	12
Delaware	x	North Dakota	1
District of Columbia	0	Northern Mariana Islands	x
Florida	51	Ohio	29
Georgia	?	Oklahoma	?
Guam	x	Oregon	14
Hawaii	3	Pennsylvania	0
Idaho	4	Puerto Rico	0
Illinois	14	Rhode Island	64
Indiana	30	South Carolina	10
Iowa	?	South Dakota	1
Kansas	12	Tennessee	17
Kentucky	16	Texas	74
Louisiana	?	Utah	2
Maine	?	Vermont	0
Maryland	71	Virgin Islands (U.S.)	x
Massachusetts	16	Virginia	41
Michigan	5	Washington	27
Minnesota	7	West Virginia	x
Mississippi	x	Wisconsin	11
Missouri	5	Wyoming	4

Total: 42 States – 774 PSAPs

? Total states that responded this data element was unknown: 6

x States that did not submit data: 8

Findings

This information is often difficult for states to determine depending on how they are structured. Three of the previous four data collection years show a reasonable, incremental increase of reported secondary PSAPs while this year that number decreased.
- 2020: 42 states reported 774 secondary PSAPs
- 2019: 41 states reported 957 secondary PSAPs
- 2018: 39 states reported 927 secondary PSAPs

Data

9. Enter the number of primary PSAPs that have 1-2 911 equipment positions.

This element identifies how many primary PSAPs in your state have 1-2 equipment positions, including call-taking and/or dispatching. NENA defines a primary PSAP as "a PSAP to which 911 calls are routed directly from the 911 Central Office." A call-taking equipment position is the customer premise equipment by which 911 calls are answered and responded to (source: NENA master glossary).

State	Response	State	Response
Alabama	46	Montana	48
Alaska	31	Nebraska	40
American Samoa	x	Nevada	x
Arizona	19	New Hampshire	0
Arkansas	62	New Jersey	67
California	109	New Mexico	8
Colorado	20	New York	37
Connecticut	47	North Carolina	8
Delaware	x	North Dakota	11
District of Columbia	0	Northern Mariana Islands	x
Florida	48	Ohio	71
Georgia	?	Oklahoma	11
Guam	x	Oregon	4
Hawaii	1	Pennsylvania	1
Idaho	15	Puerto Rico	0
Illinois	59	Rhode Island	0
Indiana	19	South Carolina	6
Iowa	58	South Dakota	8
Kansas	52	Tennessee	21
Kentucky	48	Texas	287
Louisiana	34	Utah	6
Maine	1	Vermont	2
Maryland	0	Virgin Islands (U.S.)	x
Massachusetts	121	Virginia	14
Michigan	14	Washington	1
Minnesota	39	West Virginia	x
Mississippi	x	Wisconsin	28
Missouri	31	Wyoming	16

Total: 47 States – 1,569 PSAPs

? Total states that responded this data element was unknown: 1

x States that did not submit data: 8

Findings

The percentage of PSAPs within the 47 reporting states with 1-2 911 equipment positions has decreased over the past two years.
- 2020: 29% of PSAPs in reporting states were considered very small
- 2019: 29% of PSAPs in reporting states were considered very small
- 2018: 37% of PSAPs in reporting states were considered very small

Data

10. Enter the number of primary PSAPs that have 3-5 911 equipment positions.

This element identifies how many PSAPs in your state have 3-5 911 equipment positions, including call-taking and/or dispatching. NENA defines a primary PSAP as "a PSAP to which 911 calls are routed directly from the 911 Central Office." A call-taking equipment position is the customer premise equipment by which 911 calls are answered and responded to (source: NENA master glossary).

State	Response	State	Response
Alabama	39	Montana	5
Alaska	3	Nebraska	23
American Samoa	x	Nevada	x
Arizona	26	New Hampshire	0
Arkansas	25	New Jersey	57
California	119	New Mexico	15
Colorado	30	New York	50
Connecticut	44	North Carolina	55
Delaware	x	North Dakota	7
District of Columbia	0	Northern Mariana Islands	x
Florida	52	Ohio	112
Georgia	?	Oklahoma	37
Guam	x	Oregon	21
Hawaii	0	Pennsylvania	13
Idaho	25	Puerto Rico	0
Illinois	67	Rhode Island	0
Indiana	72	South Carolina	32
Iowa	31	South Dakota	17
Kansas	49	Tennessee	71
Kentucky	50	Texas	130
Louisiana	26	Utah	9
Maine	16	Vermont	2
Maryland	0	Virgin Islands (U.S.)	x
Massachusetts	89	Virginia	57
Michigan	81	Washington	22
Minnesota	41	West Virginia	x
Mississippi	x	Wisconsin	52
Missouri	42	Wyoming	13

Total: 47 States – 1,727 PSAPs

? Total states that responded this data element was unknown: 1

x States that did not submit data: 8

Findings

32% of the PSAPs in reporting states have 3-5 911 equipment positions.
- 2020: 32% of PSAPs in reporting states were considered small
- 2019: 28% of PSAPs in reporting states were considered small
- 2018: 33% of PSAPs in reporting states were considered small

Data

11. Enter the number of primary PSAPs that have 6-20 911 equipment positions.

This element identifies how many PSAPs in your state have 6-20 911 equipment positions, including call-taking and/or dispatching. NENA defines a primary PSAP as "a PSAP to which 911 calls are routed directly from the 911 Central Office." A call-taking equipment position is the customer premise equipment by which 911 calls are answered and responded to (source: NENA master glossary).

State	Response	State	Response
Alabama	20	Montana	0
Alaska	4	Nebraska	5
American Samoa	x	Nevada	x
Arizona	23	New Hampshire	1
Arkansas	14	New Jersey	32
California	137	New Mexico	17
Colorado	26	New York	51
Connecticut	12	North Carolina	49
Delaware	x	North Dakota	3
District of Columbia	0	Northern Mariana Islands	x
Florida	73	Ohio	25
Georgia	?	Oklahoma	7
Guam	x	Oregon	9
Hawaii	3	Pennsylvania	35
Idaho	8	Puerto Rico	0
Illinois	54	Rhode Island	2
Indiana	26	South Carolina	26
Iowa	5	South Dakota	2
Kansas	17	Tennessee	23
Kentucky	18	Texas	70
Louisiana	13	Utah	12
Maine	7	Vermont	2
Maryland	11	Virgin Islands (U.S.)	x
Massachusetts	18	Virginia	36
Michigan	39	Washington	19
Minnesota	15	West Virginia	x
Mississippi	x	Wisconsin	23
Missouri	18	Wyoming	5

Total: 47 States – 1,015 PSAPs

? Total states that responded this data element was unknown: 1

x States that did not submit data: 8

Findings

19% of the PSAPs in reporting states have 6-20 911 equipment positions.
- 2020: 19% of PSAPs in reporting states were considered medium
- 2019: 16% of PSAPs in reporting states were considered medium
- 2018: 25% of PSAPs in reporting states were considered medium

Data

12. Enter the number of primary PSAPs that have 21-49 911 equipment positions.

This element identifies how many PSAPs in your state have 21-49 911 equipment positions, including call-taking and/or dispatching. NENA defines a primary PSAP as "a PSAP to which 911 calls are routed directly from the 911 Central Office." A call-taking equipment position is the customer premise equipment by which 911 calls are answered and responded to (source: NENA master glossary).

State	Response	State	Response
Alabama	4	Montana	0
Alaska	0	Nebraska	0
American Samoa	x	Nevada	x
Arizona	5	New Hampshire	1
Arkansas	0	New Jersey	9
California	16	New Mexico	0
Colorado	6	New York	7
Connecticut	0	North Carolina	2
Delaware	x	North Dakota	0
District of Columbia	0	Northern Mariana Islands	x
Florida	18	Ohio	8
Georgia	?	Oklahoma	1
Guam	x	Oregon	2
Hawaii	1	Pennsylvania	10
Idaho	0	Puerto Rico	2
Illinois	3	Rhode Island	0
Indiana	3	South Carolina	4
Iowa	1	South Dakota	1
Kansas	1	Tennessee	4
Kentucky	0	Texas	10
Louisiana	5	Utah	2
Maine	0	Vermont	0
Maryland	9	Virgin Islands (U.S.)	x
Massachusetts	2	Virginia	10
Michigan	2	Washington	8
Minnesota	3	West Virginia	x
Mississippi	x	Wisconsin	4
Missouri	2	Wyoming	0

Total: 47 States – 166 PSAPs

? Total states that responded this data element was unknown: 1

x States that did not submit data: 8

Findings

3% of the PSAPs in reporting states have 21-49 911 equipment positions. Large PSAPs have stayed the same over the last three reporting years.
- 2020: 3% of PSAPs in reporting states were considered large
- 2019: 3% of PSAPs in reporting states were considered large
- 2018: 3% of PSAPs in reporting states were considered large

Data

13. Enter the number of primary PSAPs that have 50 or more 911 equipment positions.

This element identifies how many PSAPs in your state have 50 or more 911 equipment positions, including call-taking and/or dispatching. NENA defines a primary PSAP as "a PSAP to which 911 calls are routed directly from the 911 Central Office." A call-taking equipment position is the customer premise equipment by which 911 calls are answered and responded to (source: NENA master glossary).

State	Response	State	Response
Alabama	1	Montana	0
Alaska	0	Nebraska	0
American Samoa	x	Nevada	x
Arizona	0	New Hampshire	0
Arkansas	0	New Jersey	1
California	6	New Mexico	1
Colorado	1	New York	5
Connecticut	0	North Carolina	1
Delaware	x	North Dakota	0
District of Columbia	1	Northern Mariana Islands	x
Florida	4	Ohio	0
Georgia	?	Oklahoma	0
Guam	x	Oregon	0
Hawaii	1	Pennsylvania	2
Idaho	0	Puerto Rico	0
Illinois	1	Rhode Island	0
Indiana	1	South Carolina	0
Iowa	0	South Dakota	0
Kansas	0	Tennessee	0
Kentucky	1	Texas	4
Louisiana	0	Utah	1
Maine	0	Vermont	0
Maryland	4	Virgin Islands (U.S.)	x
Massachusetts	0	Virginia	2
Michigan	0	Washington	1
Minnesota	0	West Virginia	x
Mississippi	x	Wisconsin	1
Missouri	0	Wyoming	0

Total: 47 States – 40 PSAPs

? Total states that responded this data element was unknown: 1

x States that did not submit data: 8

Findings

Fewer than 1% of the PSAPs in reporting states have 50+ 911 equipment positions.
- 2020: fewer than 1% of PSAPs in reporting states were considered very large
- 2019: fewer than 1% of PSAPs in reporting states were considered very large
- 2018: fewer than 1% of PSAPs in reporting states were considered very large

Data

14. Enter the total number of 911 call-taking equipment positions in your state, whether hosted or local.

This element identifies the total number of 911 call-taking equipment positions in the state. A call-taking equipment position is the customer premise equipment by which 911 calls are answered and responded to (source: NENA master glossary).

State	Response	State	Response
Alabama	573	Montana	?
Alaska	71	Nebraska	213
American Samoa	x	Nevada	x
Arizona	592	New Hampshire	50
Arkansas	320	New Jersey	1,024
California	3,427	New Mexico	317
Colorado	618	New York	1,770
Connecticut	367	North Carolina	1,408
Delaware	x	North Dakota	72
District of Columbia	75	Northern Mariana Islands	x
Florida	1,852	Ohio	955
Georgia	?	Oklahoma	367
Guam	x	Oregon	290
Hawaii	?	Pennsylvania	822
Idaho	178	Puerto Rico	53
Illinois	1,112	Rhode Island	28
Indiana	706	South Carolina	722
Iowa	293	South Dakota	126
Kansas	445	Tennessee	668
Kentucky	544	Texas	2,986
Louisiana	?	Utah	262
Maine	132	Vermont	26
Maryland	?	Virgin Islands (U.S.)	x
Massachusetts	768	Virginia	1,075
Michigan	787	Washington	726
Minnesota	500	West Virginia	x
Mississippi	x	Wisconsin	617
Missouri	424	Wyoming	?

Total: 42 States – 28,361 PSAPs

? Total states that responded this data element was unknown: 6

x States that did not submit data: 8

Findings

Depending on the governance structure, states may not have access to this information.
• 2020: 42 states reported 28,361 total 911 call-taking equipment positions
• 2019: 43 states reported 26,651 total 911 call-taking equipment positions
• 2018: 34 states reported 19,334 total 911 call-taking equipment positions

Data

NUMBER OF PSAPS

15. Enter the number of PSAPs in your state that provide Emergency Medical Dispatch (EMD) and follow a specific formal protocol.

This element identifies how many PSAPs in your state provide EMD and follow a formally state-recognized protocol, whether it be a commercial or a state-approved locally developed EMD protocol.

State	Response	State	Response
Alabama	84	Montana	?
Alaska	3	Nebraska	?
American Samoa	x	Nevada	x
Arizona	6	New Hampshire	2
Arkansas	?	New Jersey	166
California	?	New Mexico	24
Colorado	65	New York	140
Connecticut	107	North Carolina	108
Delaware	x	North Dakota	21
District of Columbia	1	Northern Mariana Islands	x
Florida	168	Ohio	149
Georgia	74	Oklahoma	24
Guam	x	Oregon	43
Hawaii	2	Pennsylvania	61
Idaho	30	Puerto Rico	0
Illinois	170	Rhode Island	0
Indiana	94	South Carolina	?
Iowa	38	South Dakota	28
Kansas	57	Tennessee	?
Kentucky	87	Texas	177
Louisiana	?	Utah	29
Maine	24	Vermont	6
Maryland	24	Virgin Islands (U.S.)	x
Massachusetts	157	Virginia	47
Michigan	82	Washington	55
Minnesota	29	West Virginia	x
Mississippi	x	Wisconsin	59
Missouri	53	Wyoming	25

Total: 41 States – 2,519 PSAPs

? Total states that responded this data element was unknown: 7

x States that did not submit data: 8

Findings

The average number of PSAPs across all states that reported that they provide EMD and follow a specific protocol is approximately 61.
- 2020: 41 states reported having at least 1 PSAP that provides EMD and follows a specific formal protocol
- 2019: 39 states reported having at least 1 PSAP that provides EMD and follows a specific formal protocol
- 2018: 32 states reported having at least 1 PSAP that provides EMD and follows a specific formal protocol

Data

16. Enter the number of PSAPs in your state that are operated by the Department of Defense (DoD).

This element identifies how many PSAPs in your state are operated by the DoD (including those on military installations as well as the National Guard).

State	Response	State	Response
Alabama	4	Montana	1
Alaska	2	Nebraska	1
American Samoa	x	Nevada	x
Arizona	4	New Hampshire	0
Arkansas	3	New Jersey	2
California	15	New Mexico	4
Colorado	5	New York	2
Connecticut	0	North Carolina	?
Delaware	x	North Dakota	3
District of Columbia	0	Northern Mariana Islands	x
Florida	11	Ohio	2
Georgia	6	Oklahoma	4
Guam	x	Oregon	0
Hawaii	1	Pennsylvania	0
Idaho	2	Puerto Rico	0
Illinois	0	Rhode Island	0
Indiana	1	South Carolina	2
Iowa	0	South Dakota	1
Kansas	2	Tennessee	?
Kentucky	0	Texas	3
Louisiana	0	Utah	1
Maine	0	Vermont	1
Maryland	3	Virgin Islands (U.S.)	x
Massachusetts	0	Virginia	?
Michigan	2	Washington	3
Minnesota	1	West Virginia	x
Mississippi	x	Wisconsin	3
Missouri	?	Wyoming	1

Total: 44 States – 96 PSAPs

? Total states that responded this data element was unknown: 4

x States that did not submit data: 8

Findings

It's important for states to identify and include PSAPs operated by the DoD in their state and NG911 plans. (Data from the DoD is included separately later in this report.)
• 2020: 44 states reported 96 PSAPs
• 2019: 40 states reported 77 PSAPs
• 2018: 38 states reported 60 PSAPs

Data

17. Enter the number of PSAPs in your state that are operated by the Department of the Interior (DOI).

This element identifies how many PSAPs in your state are operated by the DOI. The DOI includes the National Park Service.

State	Response	State	Response
Alabama	?	Montana	?
Alaska	?	Nebraska	0
American Samoa	x	Nevada	x
Arizona	2	New Hampshire	0
Arkansas	?	New Jersey	0
California	3	New Mexico	?
Colorado	0	New York	0
Connecticut	0	North Carolina	?
Delaware	x	North Dakota	0
District of Columbia	0	Northern Mariana Islands	x
Florida	?	Ohio	1
Georgia	?	Oklahoma	0
Guam	x	Oregon	0
Hawaii	?	Pennsylvania	0
Idaho	?	Puerto Rico	0
Illinois	0	Rhode Island	0
Indiana	0	South Carolina	?
Iowa	0	South Dakota	1
Kansas	0	Tennessee	?
Kentucky	0	Texas	0
Louisiana	0	Utah	0
Maine	0	Vermont	0
Maryland	0	Virgin Islands (U.S.)	x
Massachusetts	0	Virginia	?
Michigan	?	Washington	2
Minnesota	0	West Virginia	x
Mississippi	x	Wisconsin	?
Missouri	?	Wyoming	6

Total: 32 States – 15 PSAPs

? Total states that responded this data element was unknown: 16

x States that did not submit data: 8

Findings

It's important for states to identify and include PSAPs operated by the DOI in their state and NG911 plans.
• 2020: 32 states reported 15 PSAPs
• 2019: 34 states reported 11 PSAPs
• 2018: 31 states reported 4 PSAPs

Data

18. Does your state have QA requirements for compliance with call-handling protocols for EMD?

This data element identifies whether a state has Quality Assurance (QA) requirements for compliance with call-handling protocols for EMD dispatch services.

State	Response	State	Response
Alabama	No	Montana	?
Alaska	No	Nebraska	No
American Samoa	x	Nevada	x
Arizona	No	New Hampshire	Yes
Arkansas	No	New Jersey	No
California	No	New Mexico	Yes
Colorado	No	New York	No
Connecticut	Yes	North Carolina	Yes
Delaware	x	North Dakota	No
District of Columbia	Yes	Northern Mariana Islands	x
Florida	No	Ohio	No
Georgia	No	Oklahoma	No
Guam	x	Oregon	No
Hawaii	Yes	Pennsylvania	Yes
Idaho	No	Puerto Rico	?
Illinois	Yes	Rhode Island	No
Indiana	No	South Carolina	No
Iowa	No	South Dakota	Yes
Kansas	No	Tennessee	Yes
Kentucky	Yes	Texas	No
Louisiana	No	Utah	Yes
Maine	Yes	Vermont	Yes
Maryland	Yes	Virgin Islands (U.S.)	x
Massachusetts	Yes	Virginia	No
Michigan	No	Washington	No
Minnesota	No	West Virginia	x
Mississippi	x	Wisconsin	No
Missouri	No	Wyoming	Yes

Total:
17 States – Yes
29 States – No

? Total states that responded this data element was unknown: 2

x States that did not submit data: 8

Findings

The question this year combined two questions from the previous two years (2018 and 2019) as you will notice in the findings below.
- 2020: Of the 46 states that provided data 17 (37%) of those have QA requirements for compliance with call-handling protocols
- 2019: 46 states reported providing EMD and 17 of those (37%) also had QA requirements
- 2018: 33 states reported providing EMD and 16 of those (48%) also had QA requirements

Data

19. Does your state have QA requirements for compliance with call-handling protocols for fire?

This data element identifies whether a state has Quality Assurance (QA) requirements for compliance with call-handling protocols for fire dispatch services.

State	Response	State	Response
Alabama	No	Montana	?
Alaska	No	Nebraska	No
American Samoa	x	Nevada	x
Arizona	No	New Hampshire	No
Arkansas	No	New Jersey	No
California	No	New Mexico	No
Colorado	No	New York	No
Connecticut	No	North Carolina	Yes
Delaware	x	North Dakota	No
District of Columbia	Yes	Northern Mariana Islands	x
Florida	No	Ohio	No
Georgia	No	Oklahoma	No
Guam	x	Oregon	No
Hawaii	Yes	Pennsylvania	Yes
Idaho	No	Puerto Rico	?
Illinois	No	Rhode Island	No
Indiana	No	South Carolina	No
Iowa	No	South Dakota	Yes
Kansas	No	Tennessee	No
Kentucky	Yes	Texas	No
Louisiana	No	Utah	Yes
Maine	Yes	Vermont	Yes
Maryland	Yes	Virgin Islands (U.S.)	x
Massachusetts	Yes	Virginia	No
Michigan	No	Washington	No
Minnesota	No	West Virginia	x
Mississippi	x	Wisconsin	No
Missouri	No	Wyoming	?

Total:
11 States – Yes
34 States – No

? Total states that responded this data element was unknown: 3

x States that did not submit data: 8

Findings

Considering the number of reporting states each year, this has stayed consistent year-over-year.
- 2020: 11 states (24%) that answered this question reported having QA requirements for compliance with fire call-handling protocols
- 2019: 13 states (28%) that answered this question reported having QA requirements for compliance with fire call-handling protocols
- 2018: 12 states (25%) that answered this question reported having QA requirements for compliance with fire call-handling protocols

Data

20. Does your state have QA requirements for compliance with call-handling protocols for police?

This data element identifies whether a state has Quality Assurance (QA) requirements for compliance with call-handling protocols for police dispatch services.

State	Response	State	Response
Alabama	No	Montana	?
Alaska	No	Nebraska	No
American Samoa	x	Nevada	x
Arizona	No	New Hampshire	No
Arkansas	No	New Jersey	No
California	No	New Mexico	No
Colorado	No	New York	No
Connecticut	No	North Carolina	Yes
Delaware	x	North Dakota	No
District of Columbia	Yes	Northern Mariana Islands	x
Florida	No	Ohio	No
Georgia	No	Oklahoma	No
Guam	x	Oregon	No
Hawaii	Yes	Pennsylvania	Yes
Idaho	No	Puerto Rico	?
Illinois	No	Rhode Island	No
Indiana	No	South Carolina	No
Iowa	No	South Dakota	Yes
Kansas	No	Tennessee	No
Kentucky	Yes	Texas	No
Louisiana	No	Utah	Yes
Maine	No	Vermont	Yes
Maryland	Yes	Virgin Islands (U.S.)	x
Massachusetts	Yes	Virginia	No
Michigan	No	Washington	No
Minnesota	No	West Virginia	x
Mississippi	x	Wisconsin	No
Missouri	No	Wyoming	?

**Total:
10 States – Yes
35 States – No**

? Total states that responded
this data element was unknown: 3

x States that did not submit data: 8

Findings

The total states that reported has stayed the same over the last two years. There has been a decline in QA requirements for compliance with police call-handling protocols.
- 2020: 10 states (22%) that answered this question reported having QA requirements for compliance with police call-handling protocols
- 2019: 12 states (27%) that answered this question reported having QA requirements for compliance with police call-handling protocols
- 2018: 10 states (21%) that answered this question reported having QA requirements for compliance with police call-handling protocols

Data

21. Do minimum training requirements for telecommunicators exist statewide?

This element identifies if your state has minimum training requirements.

State	Response	State	Response
Alabama	No	Montana	Yes
Alaska	No	Nebraska	No
American Samoa	x	Nevada	x
Arizona	No	New Hampshire	Yes
Arkansas	Yes	New Jersey	Yes
California	Yes	New Mexico	Yes
Colorado	No	New York	Yes
Connecticut	Yes	North Carolina	Yes
Delaware	x	North Dakota	Yes
District of Columbia	Yes	Northern Mariana Islands	x
Florida	Yes	Ohio	Yes
Georgia	Yes	Oklahoma	No
Guam	x	Oregon	Yes
Hawaii	No	Pennsylvania	Yes
Idaho	Yes	Puerto Rico	Yes
Illinois	Yes	Rhode Island	Yes
Indiana	No	South Carolina	Yes
Iowa	Yes	South Dakota	Yes
Kansas	Yes	Tennessee	Yes
Kentucky	Yes	Texas	Yes
Louisiana	No	Utah	Yes
Maine	Yes	Vermont	Yes
Maryland	Yes	Virgin Islands (U.S.)	x
Massachusetts	Yes	Virginia	Yes
Michigan	Yes	Washington	Yes
Minnesota	No	West Virginia	x
Mississippi	x	Wisconsin	Yes
Missouri	Yes	Wyoming	Yes

Total:
38 States – Yes
10 States – No

? Total states that responded this data element was unknown: 0

x States that did not submit data: 8

Findings

The number of states that have minimum training requirements for telecommunications has increased over the years.
- 2020: 38 states (73%) reported having minimum training requirements
- 2019: 35 states (73%) reported having minimum training requirements
- 2018: 31 states (66%) reported having minimum training requirements

Data

22. Are mechanisms in place at the state level to ensure minimum training requirements are carried out? Mechanisms may include regulation, legislation, funding or audits.

This element identifies if minimum training requirements are defined in state statute and can be enforced. Examples include having a 40-hour training program or a standard that identifies the number of trainee hours per year per PSAP.

State	Response	State	Response
Alabama	No	Montana	No
Alaska	No	Nebraska	No
American Samoa	x	Nevada	x
Arizona	No	New Hampshire	Yes
Arkansas	Yes	New Jersey	Yes
California	Yes	New Mexico	Yes
Colorado	No	New York	Yes
Connecticut	Yes	North Carolina	Yes
Delaware	x	North Dakota	Yes
District of Columbia	Yes	Northern Mariana Islands	x
Florida	Yes	Ohio	Yes
Georgia	Yes	Oklahoma	No
Guam	x	Oregon	Yes
Hawaii	No	Pennsylvania	Yes
Idaho	Yes	Puerto Rico	No
Illinois	Yes	Rhode Island	Yes
Indiana	Yes	South Carolina	Yes
Iowa	Yes	South Dakota	Yes
Kansas	No	Tennessee	Yes
Kentucky	Yes	Texas	Yes
Louisiana	No	Utah	Yes
Maine	Yes	Vermont	Yes
Maryland	Yes	Virgin Islands (U.S.)	x
Massachusetts	Yes	Virginia	No
Michigan	Yes	Washington	Yes
Minnesota	No	West Virginia	x
Mississippi	x	Wisconsin	No
Missouri	Yes	Wyoming	Yes

Total:
34 States – Yes
14 States – No

? Total states that responded this data element was unknown: 0

x States that did not submit data: 8

Findings

Mechanisms in place at the state level to ensure minimum training requirements are carried out have been consistent since this question was introduced in 2019.
- 2020: 34 states (71%) reported having minimum training requirements in place
- 2019: 34 states (71%) reported having minimum training requirements in place

Data

23. Do minimum training requirements exist for EMD?

This element identifies if there are minimum training requirements for EMD in your state.

State	Response	State	Response
Alabama	Yes	Montana	?
Alaska	No	Nebraska	No
American Samoa	x	Nevada	x
Arizona	No	New Hampshire	Yes
Arkansas	No	New Jersey	Yes
California	No	New Mexico	Yes
Colorado	No	New York	Yes
Connecticut	Yes	North Carolina	Yes
Delaware	x	North Dakota	Yes
District of Columbia	Yes	Northern Mariana Islands	x
Florida	Yes	Ohio	Yes
Georgia	No	Oklahoma	No
Guam	x	Oregon	Yes
Hawaii	?	Pennsylvania	Yes
Idaho	No	Puerto Rico	?
Illinois	Yes	Rhode Island	Yes
Indiana	Yes	South Carolina	No
Iowa	No	South Dakota	Yes
Kansas	No	Tennessee	Yes
Kentucky	Yes	Texas	No
Louisiana	No	Utah	Yes
Maine	Yes	Vermont	Yes
Maryland	Yes	Virgin Islands (U.S.)	x
Massachusetts	Yes	Virginia	No
Michigan	No	Washington	Yes
Minnesota	No	West Virginia	x
Mississippi	x	Wisconsin	Yes
Missouri	Yes	Wyoming	Yes

Total:
28 States – Yes
17 States – No

? Total states that responded this data element was unknown: 3

x States that did not submit data: 8

Findings

From 2019 to 2020 fewer states reported on minimum training requirements for EMD causing the percentage to decrease.
• 2020: 28 states (62%) reported having minimum training requirements for EMD
• 2019: 29 states (63%) reported having minimum training requirements for EMD
• 2018: 27 states (57%) reported having minimum training requirements for EMD

Data

24. Do minimum training requirements exist for fire dispatch?

This element identifies if there are minimum training requirements for fire dispatch in your state.

State	Response	State	Response
Alabama	No	Montana	?
Alaska	No	Nebraska	No
American Samoa	x	Nevada	x
Arizona	No	New Hampshire	Yes
Arkansas	No	New Jersey	No
California	No	New Mexico	No
Colorado	No	New York	Yes
Connecticut	Yes	North Carolina	Yes
Delaware	x	North Dakota	No
District of Columbia	Yes	Northern Mariana Islands	x
Florida	Yes	Ohio	No
Georgia	No	Oklahoma	No
Guam	x	Oregon	Yes
Hawaii	?	Pennsylvania	Yes
Idaho	No	Puerto Rico	?
Illinois	No	Rhode Island	No
Indiana	No	South Carolina	No
Iowa	No	South Dakota	Yes
Kansas	No	Tennessee	Yes
Kentucky	Yes	Texas	No
Louisiana	No	Utah	Yes
Maine	Yes	Vermont	No
Maryland	Yes	Virgin Islands (U.S.)	x
Massachusetts	Yes	Virginia	No
Michigan	No	Washington	Yes
Minnesota	No	West Virginia	x
Mississippi	x	Wisconsin	No
Missouri	Yes	Wyoming	Yes

Total:
18 States – Yes
20 States – No

? Total states that responded this data element was unknown: 3

x States that did not submit data: 8

Findings

From 2019 to 2020 fewer states reported on minimum training requirements for fire dispatch causing the percentage to decrease.
- 2020: 18 states (40%) reported having minimum training requirements for fire dispatch
- 2019: 20 states (43%) reported having minimum training requirements for fire dispatch
- 2018: 19 states (40%) reported having minimum training requirements for fire dispatch

Data

25. Do minimum training requirements exist for police dispatch?

This element identifies if there are minimum training requirements for police dispatch in your state.

State	Response	State	Response
Alabama	No	Montana	?
Alaska	No	Nebraska	No
American Samoa	x	Nevada	x
Arizona	No	New Hampshire	Yes
Arkansas	No	New Jersey	No
California	Yes	New Mexico	Yes
Colorado	No	New York	Yes
Connecticut	Yes	North Carolina	Yes
Delaware	x	North Dakota	No
District of Columbia	Yes	Northern Mariana Islands	x
Florida	Yes	Ohio	No
Georgia	No	Oklahoma	No
Guam	x	Oregon	Yes
Hawaii	?	Pennsylvania	Yes
Idaho	No	Puerto Rico	?
Illinois	No	Rhode Island	No
Indiana	No	South Carolina	No
Iowa	No	South Dakota	Yes
Kansas	No	Tennessee	Yes
Kentucky	Yes	Texas	Yes
Louisiana	No	Utah	Yes
Maine	No	Vermont	No
Maryland	Yes	Virgin Islands (U.S.)	x
Massachusetts	Yes	Virginia	Yes
Michigan	No	Washington	Yes
Minnesota	No	West Virginia	x
Mississippi	x	Wisconsin	No
Missouri	Yes	Wyoming	Yes

Total:
21 States – Yes
24 States – No

? Total states that responded this data element was unknown: 3

x States that did not submit data: 8

Findings

The percentage of states having minimum training requirements for police dispatch has stayed consistent over that last two years.
- 2020: 21 states (46%) reported having minimum training requirements for police dispatch
- 2019: 21 states (46%) reported having minimum training requirements for police dispatch
- 2018: 20 states (43%) reported having minimum training requirements for police dispatch

Data

26. **Has your state developed and adopted a statewide NG911 Plan to include governance, funding, system components and operations, at any point?**

This element identifies whether or not your state has, at any point, developed and adopted a statewide NG911 Plan, which includes governance, funding, system components (IP network, ESInet, NG911 software services, security architecture, user identity management, database architecture, and PSAP configuration), and operations. Locally administered and funded organizations can still develop and adopt a coordinated statewide NG911 plan.

NENA defines NG911 as, "an Internet Protocol (IP)-based system comprised of managed Emergency Services IP networks (ESInet), functional elements (applications), and databases that replicate traditional Enhanced 911 (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."

Data

26. Has your state developed and adopted a statewide NG911 Plan to include governance, funding, system components and operations, at any point?

State	Response	State	Response
Alabama	Yes	Montana	Yes
Alaska	No	Nebraska	Yes
American Samoa	x	Nevada	x
Arizona	Yes	New Hampshire	No
Arkansas	Yes	New Jersey	No
California	Yes	New Mexico	No
Colorado	Yes	New York	No
Connecticut	Yes	North Carolina	Yes
Delaware	x	North Dakota	Yes
District of Columbia	Yes	Northern Mariana Islands	x
Florida	Yes	Ohio	Yes
Georgia	No	Oklahoma	No
Guam	x	Oregon	No
Hawaii	No	Pennsylvania	Yes
Idaho	Yes	Puerto Rico	No
Illinois	Yes	Rhode Island	No
Indiana	Yes	South Carolina	Yes
Iowa	Yes	South Dakota	Yes
Kansas	Yes	Tennessee	Yes
Kentucky	Yes	Texas	Yes
Louisiana	Yes	Utah	Yes
Maine	Yes	Vermont	Yes
Maryland	Yes	Virgin Islands (U.S.)	x
Massachusetts	Yes	Virginia	Yes
Michigan	No	Washington	Yes
Minnesota	Yes	West Virginia	x
Mississippi	x	Wisconsin	Yes
Missouri	No	Wyoming	Yes

Total:
35 States – Yes
13 States – No

? Total states that responded this data element was unknown: 0

x States that did not submit data: 8

Findings

The implementation of NG911 is often directly linked with a strong state coordination role and the existence of a statewide plan.
• 2020: 35 States reported Yes
• 2019: 33 States reported Yes
• 2018: 31 States reported Yes

Data

27. Enter the number of sub-state or regional NG911 plans that exist within your state and are independent of a statewide NG911 plan.

Indicate the number of regional or local 911 authorities within your state who have developed and adopted NG911 plans for their area and currently have such a plan in place, regardless of when the plan was developed or adopted.

State	Response	State	Response
Alabama	0	Montana	?
Alaska	3	Nebraska	0
American Samoa	x	Nevada	x
Arizona	1	New Hampshire	0
Arkansas	0	New Jersey	0
California	0	New Mexico	0
Colorado	0	New York	1
Connecticut	0	North Carolina	0
Delaware	x	North Dakota	0
District of Columbia	0	Northern Mariana Islands	x
Florida	?	Ohio	19
Georgia	1	Oklahoma	1
Guam	x	Oregon	0
Hawaii	0	Pennsylvania	0
Idaho	1	Puerto Rico	0
Illinois	20	Rhode Island	0
Indiana	0	South Carolina	1
Iowa	99	South Dakota	0
Kansas	1	Tennessee	0
Kentucky	?	Texas	47
Louisiana	0	Utah	0
Maine	0	Vermont	0
Maryland	1	Virgin Islands (U.S.)	x
Massachusetts	0	Virginia	11
Michigan	6	Washington	40
Minnesota	0	West Virginia	x
Mississippi	x	Wisconsin	?
Missouri	?	Wyoming	?

Total: 16 States have ≥ 1 sub-state or regional NG911 plan

? Total states that responded this data element was unknown: 6

x States that did not submit data: 8

Findings

The data shows that many states have adopted sub-state plans, but there has been little increase over time. An increase in statewide NG911 plan adoption (see question 26) may result in limiting adoption of sub-state NG911 plans due to the need to ensure alignment with the statewide plan. Some sub-state plans have also been adopted prior to a statewide NG911 plan being approved.
• 2020: 16 States had ≥ 1 sub-state or regional NG911 plan
• 2019: 14 States had ≥ 1 sub-state or regional NG911 plan
• 2018: 14 States had ≥ 1 sub-state or regional NG911 plan

Data

28. Has your state established a statewide concept of operations document or its equivalent, including operations for NG911 and related architecture, at any point?

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

Data

28. Has your state established a statewide concept of operations document or its equivalent, including operations for NG911 and related architecture, at any point?

State	Response	State	Response
Alabama	Yes	Montana	?
Alaska	No	Nebraska	No
American Samoa	x	Nevada	x
Arizona	Yes	New Hampshire	Yes
Arkansas	No	New Jersey	No
California	Yes	New Mexico	No
Colorado	No	New York	Yes
Connecticut	Yes	North Carolina	Yes
Delaware	x	North Dakota	Yes
District of Columbia	Yes	Northern Mariana Islands	x
Florida	No	Ohio	Yes
Georgia	No	Oklahoma	No
Guam	x	Oregon	No
Hawaii	No	Pennsylvania	Yes
Idaho	Yes	Puerto Rico	Yes
Illinois	Yes	Rhode Island	Yes
Indiana	Yes	South Carolina	No
Iowa	Yes	South Dakota	Yes
Kansas	Yes	Tennessee	Yes
Kentucky	Yes	Texas	No
Louisiana	No	Utah	Yes
Maine	Yes	Vermont	Yes
Maryland	Yes	Virgin Islands (U.S.)	x
Massachusetts	Yes	Virginia	Yes
Michigan	No	Washington	Yes
Minnesota	No	West Virginia	x
Mississippi	x	Wisconsin	No
Missouri	No	Wyoming	No

Total:
28 States – Yes
19 States – No

? Total states that responded this data element was unknown: 1

x States that did not submit data: 8

Findings

A Concept of Operations plan is usually used in conjunction with a statewide NG911 plan to operationalize the strategic and long-term goals of the NG911 plan. Many states have chosen to use the statewide NG911 plan to document the specific NG911 strategy while the Concept of Operations plan provides a more step-by-step approach for how they are going to operate in an NG911 environment. Year-over-year the number of states that have established a statewide Concept of Operations plan has increased.
• 2020: 28 States established a statewide Concept of Operations plan
• 2019: 25 States established a statewide Concept of Operations plan
• 2018: 20 States established a statewide Concept of Operations plan

Data

29. Enter the number of regional or local 911 authorities within your state who have developed an NG911 Concept of Operations or its equivalent for their area.

Indicate the number of regional or local 911 authorities within the state who have developed a concept of

State	Response	State	Response
Alabama	0	Montana	?
Alaska	3	Nebraska	0
American Samoa	x	Nevada	x
Arizona	1	New Hampshire	1
Arkansas	0	New Jersey	0
California	0	New Mexico	0
Colorado	0	New York	1
Connecticut	0	North Carolina	0
Delaware	x	North Dakota	0
District of Columbia	1	Northern Mariana Islands	x
Florida	?	Ohio	21
Georgia	0	Oklahoma	1
Guam	x	Oregon	0
Hawaii	0	Pennsylvania	0
Idaho	1	Puerto Rico	1
Illinois	0	Rhode Island	0
Indiana	0	South Carolina	14
Iowa	99	South Dakota	0
Kansas	1	Tennessee	0
Kentucky	2	Texas	21
Louisiana	?	Utah	1
Maine	0	Vermont	0
Maryland	1	Virgin Islands (U.S.)	x
Massachusetts	0	Virginia	11
Michigan	84	Washington	41
Minnesota	0	West Virginia	x
Mississippi	x	Wisconsin	?
Missouri	?	Wyoming	?

Total: 19 States have ≥ 1 regional or local 911 authority with a Concept of Operations plan

? Total states that responded this data element was unknown: 6

x States that did not submit data: 8

Findings

Regional or local Concept of Operations plans are usually developed from a grassroots model. Where present, they are usually the result of individual PSAPs making progress toward NG911 without a state-driven plan. In many cases, the jurisdictions with authority of NG911 have introduced efforts to implement solutions for their respective PSAPs and followed national efforts to align with industry standards.
- 2020: 19 States had ≥ 1 regional or local 911 authority that developed a NG911 Concept of Operations plan
- 2019: 16 States had ≥ 1 regional or local 911 authority that developed a NG911 Concept of Operations plan
- 2018: 13 States had ≥ 1 regional or local 911 authority that developed a NG911 Concept of Operations plan

Data

30. Identify if your state has met any of the following milestones for NG911 procurement at the state level, this year or at any point in the past, for Database (GIS Services).

Select the milestone showing the farthest progress made for each NG911 part, function, and component this year or at any point in the past.

| None | Released RFP | Completed Procurement | Awarded Contract(s) | Installed/Tested/Deployed |

State	Response	State	Response
Alabama	Awarded Contract(s)	Montana	None
Alaska	None	Nebraska	Awarded Contract(s)
American Samoa	x	Nevada	x
Arizona	Installed/Tested/Deployed	New Hampshire	Installed/Tested/Deployed
Arkansas	Awarded Contract(s)	New Jersey	Released an RFP
California	Awarded Contract(s)	New Mexico	Installed/Tested/Deployed
Colorado	None	New York	None
Connecticut	Installed/Tested/Deployed	North Carolina	Installed/Tested/Deployed
Delaware	x	North Dakota	Awarded Contract(s)
District of Columbia	Installed/Tested/Deployed	Northern Mariana Islands	x
Florida	None	Ohio	Completed Procurement
Georgia	None	Oklahoma	Awarded Contract(s)
Guam	x	Oregon	None
Hawaii	Installed/Tested/Deployed	Pennsylvania	Awarded Contract(s)
Idaho	None	Puerto Rico	None
Illinois	Awarded Contract(s)	Rhode Island	None
Indiana	None	South Carolina	Awarded Contract(s)
Iowa	Installed/Tested/Deployed	South Dakota	Awarded Contract(s)
Kansas	Installed/Tested/Deployed	Tennessee	Released an RFP
Kentucky	Awarded Contract(s)	Texas	Installed/Tested/Deployed
Louisiana	None	Utah	Awarded Contract(s)
Maine	Installed/Tested/Deployed	Vermont	Installed/Tested/Deployed
Maryland	Awarded Contract(s)	Virgin Islands (U.S.)	x
Massachusetts	Installed/Tested/Deployed	Virginia	None
Michigan	None	Washington	Installed/Tested/Deployed
Minnesota	None	West Virginia	x
Mississippi	x	Wisconsin	None
Missouri	None	Wyoming	None

Total: 48 States – 60 PSAPs

? Total states that responded
this data element was unknown: 0

x States that did not submit data: 8

Data

31. Identify if your state has met any of the following milestones for NG911 procurement at the state level, this year or at any point in the past, for NG Core Services.

Select the milestone showing the farthest progress made for each NG911 part, function and component this year or at any point in the past.

| None | Released RFP | Completed Procurement | Awarded Contract(s) | Installed/Tested/Deployed |

State	Response	State	Response
Alabama	Installed/Tested/Deployed	Montana	None
Alaska	None	Nebraska	Awarded Contract(s)
American Samoa	x	Nevada	x
Arizona	Released an RFP	New Hampshire	Installed/Tested/Deployed
Arkansas	Completed Procurement	New Jersey	Released an RFP
California	Awarded Contract(s)	New Mexico	None
Colorado	Awarded Contract(s)	New York	None
Connecticut	Installed/Tested/Deployed	North Carolina	Installed/Tested/Deployed
Delaware	x	North Dakota	Awarded Contract(s)
District of Columbia	Released an RFP	Northern Mariana Islands	x
Florida	None	Ohio	Awarded Contract(s)
Georgia	None	Oklahoma	None
Guam	x	Oregon	None
Hawaii	?	Pennsylvania	Awarded Contract(s)
Idaho	None	Puerto Rico	None
Illinois	Awarded Contract(s)	Rhode Island	None
Indiana	Installed/Tested/Deployed	South Carolina	Awarded Contract(s)
Iowa	Installed/Tested/Deployed	South Dakota	Installed/Tested/Deployed
Kansas	Installed/Tested/Deployed	Tennessee	Released an RFP
Kentucky	None	Texas	Awarded Contract(s)
Louisiana	None	Utah	Awarded Contract(s)
Maine	Installed/Tested/Deployed	Vermont	Installed/Tested/Deployed
Maryland	None	Virgin Islands (U.S.)	x
Massachusetts	Installed/Tested/Deployed	Virginia	None
Michigan	None	Washington	Installed/Tested/Deployed
Minnesota	None	West Virginia	x
Mississippi	x	Wisconsin	Completed Procurement
Missouri	None	Wyoming	None

Total: 47 States – 60 PSAPs

? Total states that responded this data element was unknown: 1

x States that did not submit data: 8

Data

32. Identify if your state has met any of the following milestones for NG911 procurement at the state level, this year or at any point in the past, for CAD.

Select the milestone showing the farthest progress made for each NG911 part, function and component this year or at any point in the past.

| None | Released RFP | Completed Procurement | Awarded Contract(s) | Installed/Tested/Deployed |

State	Response	State	Response
Alabama	None	Montana	None
Alaska	None	Nebraska	None
American Samoa	x	Nevada	x
Arizona	None	New Hampshire	Installed/Tested/Deployed
Arkansas	None	New Jersey	None
California	None	New Mexico	?
Colorado	None	New York	None
Connecticut	None	North Carolina	None
Delaware	x	North Dakota	Installed/Tested/Deployed
District of Columbia	Installed/Tested/Deployed	Northern Mariana Islands	x
Florida	None	Ohio	None
Georgia	None	Oklahoma	None
Guam	x	Oregon	None
Hawaii	?	Pennsylvania	None
Idaho	None	Puerto Rico	None
Illinois	None	Rhode Island	Awarded Contract(s)
Indiana	None	South Carolina	None
Iowa	Awarded Contract(s)	South Dakota	None
Kansas	Awarded Contract(s)	Tennessee	None
Kentucky	None	Texas	None
Louisiana	None	Utah	None
Maine	None	Vermont	None
Maryland	None	Virgin Islands (U.S.)	x
Massachusetts	Installed/Tested/Deployed	Virginia	None
Michigan	None	Washington	None
Minnesota	None	West Virginia	x
Mississippi	x	Wisconsin	None
Missouri	None	Wyoming	None

Total: 46 States – 60 PSAPs

? Total states that responded this data element was unknown: 2

x States that did not submit data: 8

Data

33. Identify if your state has met any of the following milestones for NG911 procurement at the state level, this year or at any point in the past, for CPE.

Select the milestone showing the farthest progress made for each NG911 part, function and component this year or at any point in the past.

| None | ⋯ | Released RFP | ⋯ | Completed Procurement | ⋯ | Awarded Contract(s) | ⋯ | Installed/Tested/Deployed |

State	Response	State	Response
Alabama	Installed/Tested/Deployed	Montana	None
Alaska	None	Nebraska	None
American Samoa	x	Nevada	x
Arizona	Released an RFP	New Hampshire	Installed/Tested/Deployed
Arkansas	None	New Jersey	None
California	Awarded Contract(s)	New Mexico	Installed/Tested/Deployed
Colorado	None	New York	None
Connecticut	Installed/Tested/Deployed	North Carolina	Installed/Tested/Deployed
Delaware	x	North Dakota	Installed/Tested/Deployed
District of Columbia	Installed/Tested/Deployed	Northern Mariana Islands	x
Florida	None	Ohio	None
Georgia	None	Oklahoma	None
Guam	x	Oregon	Installed/Tested/Deployed
Hawaii	?	Pennsylvania	None
Idaho	None	Puerto Rico	Installed/Tested/Deployed
Illinois	None	Rhode Island	Installed/Tested/Deployed
Indiana	None	South Carolina	Awarded Contract(s)
Iowa	Installed/Tested/Deployed	South Dakota	Installed/Tested/Deployed
Kansas	Installed/Tested/Deployed	Tennessee	Released an RFP
Kentucky	None	Texas	None
Louisiana	None	Utah	Awarded Contract(s)
Maine	Installed/Tested/Deployed	Vermont	Installed/Tested/Deployed
Maryland	None	Virgin Islands (U.S.)	x
Massachusetts	Installed/Tested/Deployed	Virginia	None
Michigan	None	Washington	None
Minnesota	None	West Virginia	x
Mississippi	x	Wisconsin	None
Missouri	None	Wyoming	None

Total: 47 States – 60 PSAPs

? Total states that responded
  this data element was unknown: 1

x States that did not submit data: 8

Data

34. Identify if your state has met any of the following milestones for NG911 procurement at the state level, this year or at any point in the past, for Recording.

Select the milestone showing the farthest progress made for each NG911 part, function and component this year or at any point in the past.

None	Released RFP	Completed Procurement	Awarded Contract(s)	Installed/Tested/Deployed

State	Response	State	Response
Alabama	Installed/Tested/Deployed	Montana	None
Alaska	None	Nebraska	None
American Samoa	x	Nevada	x
Arizona	None	New Hampshire	Installed/Tested/Deployed
Arkansas	None	New Jersey	None
California	Awarded Contract(s)	New Mexico	Installed/Tested/Deployed
Colorado	None	New York	None
Connecticut	None	North Carolina	None
Delaware	x	North Dakota	Awarded Contract(s)
District of Columbia	Installed/Tested/Deployed	Northern Mariana Islands	x
Florida	None	Ohio	None
Georgia	None	Oklahoma	None
Guam	x	Oregon	None
Hawaii	?	Pennsylvania	None
Idaho	None	Puerto Rico	Installed/Tested/Deployed
Illinois	None	Rhode Island	Installed/Tested/Deployed
Indiana	None	South Carolina	None
Iowa	Installed/Tested/Deployed	South Dakota	None
Kansas	None	Tennessee	None
Kentucky	None	Texas	None
Louisiana	None	Utah	None
Maine	None	Vermont	Installed/Tested/Deployed
Maryland	None	Virgin Islands (U.S.)	x
Massachusetts	Installed/Tested/Deployed	Virginia	None
Michigan	None	Washington	None
Minnesota	None	West Virginia	x
Mississippi	x	Wisconsin	None
Missouri	None	Wyoming	None

Total: 47 States – 60 PSAPs

? Total states that responded this data element was unknown: 1

x States that did not submit data: 8

Data

35. Enter the number of regional or local 911 authorities within your state that have released an RFP for any NG911 component for their area, this year or at any point in the past.

Select the milestone showing the farthest progress made for each NG911 part, function and component this year or at any point in the past.

| None | Released RFP | Completed Procurement | Awarded Contract(s) | Installed/Tested/Deployed |

State	Response	State	Response
Alabama	0	Montana	?
Alaska	4	Nebraska	0
American Samoa	x	Nevada	x
Arizona	1	New Hampshire	1
Arkansas	?	New Jersey	0
California	0	New Mexico	?
Colorado	0	New York	1
Connecticut	0	North Carolina	0
Delaware	x	North Dakota	?
District of Columbia	1	Northern Mariana Islands	x
Florida	?	Ohio	14
Georgia	0	Oklahoma	1
Guam	x	Oregon	0
Hawaii	0	Pennsylvania	0
Idaho	10	Puerto Rico	0
Illinois	118	Rhode Island	0
Indiana	?	South Carolina	2
Iowa	?	South Dakota	0
Kansas	1	Tennessee	0
Kentucky	117	Texas	37
Louisiana	?	Utah	1
Maine	0	Vermont	0
Maryland	2	Virgin Islands (U.S.)	x
Massachusetts	0	Virginia	14
Michigan	32	Washington	40
Minnesota	35	West Virginia	x
Mississippi	x	Wisconsin	1
Missouri	3	Wyoming	?

Total: 39 States – 60 PSAPs

? Total states that responded this data element was unknown: 9

x States that did not submit data: 8

Findings

Several states with a method of procurement in place have encouraged PSAPs and local jurisdictions to utilize the contract to procure systems and services. Many procurements have occurred that generate the functional NG911 networks and services.

Data

36. Identify if regional or local 911 authorities in your state have met any of the following milestones for NG911 procurement at the sub-state level, this year or at any point in the past, for Database (GIS Services).

Select the milestone showing the farthest progress made for each NG911 part, function and component this year or at any point in the past.

| None | Released RFP | Completed Procurement | Awarded Contract(s) | Installed/Tested/Deployed |

State	Response	State	Response
Alabama	None	Montana	None
Alaska	Installed/Tested/Deployed	Nebraska	None
American Samoa	x	Nevada	x
Arizona	Installed/Tested/Deployed	New Hampshire	None
Arkansas	?	New Jersey	None
California	None	New Mexico	?
Colorado	?	New York	Awarded Contract(s)
Connecticut	None	North Carolina	None
Delaware	x	North Dakota	?
District of Columbia	None	Northern Mariana Islands	x
Florida	Installed/Tested/Deployed	Ohio	?
Georgia	None	Oklahoma	Awarded Contract(s)
Guam	x	Oregon	None
Hawaii	None	Pennsylvania	None
Idaho	Awarded Contract(s)	Puerto Rico	None
Illinois	Installed/Tested/Deployed	Rhode Island	None
Indiana	?	South Carolina	?
Iowa	Installed/Tested/Deployed	South Dakota	None
Kansas	Installed/Tested/Deployed	Tennessee	?
Kentucky	Completed Procurement	Texas	Installed/Tested/Deployed
Louisiana	?	Utah	None
Maine	None	Vermont	None
Maryland	Installed/Tested/Deployed	Virgin Islands (U.S.)	x
Massachusetts	None	Virginia	Installed/Tested/Deployed
Michigan	None	Washington	None
Minnesota	Installed/Tested/Deployed	West Virginia	x
Mississippi	x	Wisconsin	?
Missouri	Installed/Tested/Deployed	Wyoming	?

Total: 37 States – 60 PSAPs

? Total states that responded
   this data element was unknown: 11

x States that did not submit data: 8

Data

37. Identify if regional or local 911 authorities in your state have met any of the following milestones for NG911 procurement at the sub-state level, this year or at any point in the past, for NG Core Services.

Select the milestone showing the farthest progress made for each NG911 part, function and component this year or at any point in the past.

None	Released RFP	Completed Procurement	Awarded Contract(s)	Installed/Tested/Deployed

State	Response	State	Response
Alabama	None	Montana	None
Alaska	Installed/Tested/Deployed	Nebraska	None
American Samoa	x	Nevada	x
Arizona	Released an RFP	New Hampshire	None
Arkansas	None	New Jersey	None
California	None	New Mexico	None
Colorado	None	New York	Awarded Contract(s)
Connecticut	None	North Carolina	None
Delaware	x	North Dakota	?
District of Columbia	None	Northern Mariana Islands	x
Florida	Installed/Tested/Deployed	Ohio	?
Georgia	None	Oklahoma	Awarded Contract(s)
Guam	x	Oregon	None
Hawaii	None	Pennsylvania	None
Idaho	None	Puerto Rico	None
Illinois	Installed/Tested/Deployed	Rhode Island	None
Indiana	None	South Carolina	Awarded Contract(s)
Iowa	None	South Dakota	None
Kansas	None	Tennessee	None
Kentucky	None	Texas	Installed/Tested/Deployed
Louisiana	?	Utah	None
Maine	None	Vermont	None
Maryland	Installed/Tested/Deployed	Virgin Islands (U.S.)	x
Massachusetts	None	Virginia	Installed/Tested/Deployed
Michigan	None	Washington	None
Minnesota	None	West Virginia	x
Mississippi	x	Wisconsin	Installed/Tested/Deployed
Missouri	Awarded Contract(s)	Wyoming	?

Total: 44 States – 60 PSAPs

? Total states that responded this data element was unknown: 4

x States that did not submit data: 8

Data

38. **Identify if regional or local 911 authorities in your state have met any of the following milestones for NG911 procurement at the sub-state level, this year or at any point in the past, for CAD.**

Select the milestone showing the farthest progress made for each NG911 part, function and component this year or at any point in the past.

| None | ···· | Released RFP | ···· | Completed Procurement | ···· | Awarded Contract(s) | ···· | Installed/Tested/Deployed |

State	Response	State	Response
Alabama	None	Montana	None
Alaska	Installed/Tested/Deployed	Nebraska	None
American Samoa	x	Nevada	x
Arizona	None	New Hampshire	None
Arkansas	Installed/Tested/Deployed	New Jersey	None
California	None	New Mexico	Installed/Tested/Deployed
Colorado	?	New York	Awarded Contract(s)
Connecticut	None	North Carolina	None
Delaware	x	North Dakota	?
District of Columbia	None	Northern Mariana Islands	x
Florida	?	Ohio	?
Georgia	None	Oklahoma	None
Guam	x	Oregon	None
Hawaii	None	Pennsylvania	?
Idaho	None	Puerto Rico	Installed/Tested/Deployed
Illinois	Installed/Tested/Deployed	Rhode Island	None
Indiana	?	South Carolina	?
Iowa	Installed/Tested/Deployed	South Dakota	None
Kansas	None	Tennessee	?
Kentucky	None	Texas	Installed/Tested/Deployed
Louisiana	?	Utah	?
Maine	?	Vermont	None
Maryland	Installed/Tested/Deployed	Virgin Islands (U.S.)	x
Massachusetts	None	Virginia	Installed/Tested/Deployed
Michigan	None	Washington	Installed/Tested/Deployed
Minnesota	Installed/Tested/Deployed	West Virginia	x
Mississippi	x	Wisconsin	?
Missouri	?	Wyoming	?

Total: 34 States – 60 PSAPs

? Total states that responded this data element was unknown: 14

x States that did not submit data: 8

Data

39. Identify if regional or local 911 authorities in your state have met any of the following milestones for NG911 procurement at the sub-state level, this year or at any point in the past, for CPE.

Select the milestone showing the farthest progress made for each NG911 part, function and component this year or at any point in the past.

| None | ... | Released RFP | ... | Completed Procurement | ... | Awarded Contract(s) | ... | Installed/Tested/Deployed |

State	Response	State	Response
Alabama	None	Montana	None
Alaska	?	Nebraska	None
American Samoa	x	Nevada	x
Arizona	Installed/Tested/Deployed	New Hampshire	None
Arkansas	Installed/Tested/Deployed	New Jersey	None
California	None	New Mexico	None
Colorado	?	New York	None
Connecticut	None	North Carolina	None
Delaware	x	North Dakota	?
District of Columbia	None	Northern Mariana Islands	x
Florida	?	Ohio	?
Georgia	None	Oklahoma	Awarded Contract(s)
Guam	x	Oregon	None
Hawaii	None	Pennsylvania	Installed/Tested/Deployed
Idaho	Installed/Tested/Deployed	Puerto Rico	Installed/Tested/Deployed
Illinois	Installed/Tested/Deployed	Rhode Island	None
Indiana	?	South Carolina	?
Iowa	Installed/Tested/Deployed	South Dakota	None
Kansas	Installed/Tested/Deployed	Tennessee	?
Kentucky	Installed/Tested/Deployed	Texas	Installed/Tested/Deployed
Louisiana	?	Utah	None
Maine	None	Vermont	None
Maryland	Installed/Tested/Deployed	Virgin Islands (U.S.)	x
Massachusetts	None	Virginia	Installed/Tested/Deployed
Michigan	None	Washington	Installed/Tested/Deployed
Minnesota	Installed/Tested/Deployed	West Virginia	x
Mississippi	x	Wisconsin	Awarded Contract(s)
Missouri	Installed/Tested/Deployed	Wyoming	?

Total: 38 States – 60 PSAPs

? Total states that responded
  this data element was unknown: 10

x States that did not submit data: 8

Data

40. Identify if regional or local 911 authorities in your state have met any of the following milestones for NG911 procurement at the sub-state level, this year or at any point in the past, for Recording.

Select the milestone showing the farthest progress made for each NG911 part, function and component this year or at any point in the past.

| None | Released RFP | Completed Procurement | Awarded Contract(s) | Installed/Tested/Deployed |

State	Response	State	Response
Alabama	None	Montana	None
Alaska	?	Nebraska	None
American Samoa	x	Nevada	x
Arizona	None	New Hampshire	None
Arkansas	Installed/Tested/Deployed	New Jersey	None
California	None	New Mexico	Installed/Tested/Deployed
Colorado	?	New York	None
Connecticut	None	North Carolina	None
Delaware	x	North Dakota	?
District of Columbia	None	Northern Mariana Islands	x
Florida	?	Ohio	?
Georgia	None	Oklahoma	?
Guam	x	Oregon	None
Hawaii	None	Pennsylvania	?
Idaho	Completed Procurement	Puerto Rico	Installed/Tested/Deployed
Illinois	Installed/Tested/Deployed	Rhode Island	None
Indiana	?	South Carolina	?
Iowa	Installed/Tested/Deployed	South Dakota	None
Kansas	None	Tennessee	?
Kentucky	None	Texas	Installed/Tested/Deployed
Louisiana	?	Utah	?
Maine	?	Vermont	None
Maryland	Installed/Tested/Deployed	Virgin Islands (U.S.)	x
Massachusetts	None	Virginia	Installed/Tested/Deployed
Michigan	None	Washington	Installed/Tested/Deployed
Minnesota	Installed/Tested/Deployed	West Virginia	x
Mississippi	x	Wisconsin	Installed/Tested/Deployed
Missouri	?	Wyoming	?

Total: 33 States – 60 PSAPs

? Total states that responded
 this data element was unknown: 15

x States that did not submit data: 8

Data

41. Enter the number of primary PSAPs in your state that are currently connected to an ESInet and are using the ESInet to perform location-based routing and call processing.

Identifies the number of primary PSAPs in your state that process NG911 emergency calls for all service types (wireline, wireless, VoIP) using NG911 infrastructure that conforms to nationally accepted standards. Specifically, this is the number of primary PSAPs in your state that have implemented NG911 systems for all service types.

State	Response	State	Response
Alabama	0	Montana	0
Alaska	0	Nebraska	0
American Samoa	x	Nevada	x
Arizona	24	New Hampshire	0
Arkansas	0	New Jersey	0
California	0	New Mexico	0
Colorado	0	New York	0
Connecticut	103	North Carolina	48
Delaware	x	North Dakota	21
District of Columbia	0	Northern Mariana Islands	x
Florida	?	Ohio	37
Georgia	1	Oklahoma	0
Guam	x	Oregon	0
Hawaii	?	Pennsylvania	0
Idaho	0	Puerto Rico	0
Illinois	25	Rhode Island	0
Indiana	121	South Carolina	?
Iowa	113	South Dakota	0
Kansas	96	Tennessee	117
Kentucky	0	Texas	38
Louisiana	4	Utah	26
Maine	24	Vermont	6
Maryland	2	Virgin Islands (U.S.)	x
Massachusetts	220	Virginia	12
Michigan	?	Washington	38
Minnesota	0	West Virginia	x
Mississippi	x	Wisconsin	1
Missouri	0	Wyoming	0

Data

41. Enter the number of primary PSAPs in your state that are currently connected to an ESInet and are using the ESInet to perform location-based routing and call processing.

Total: 44 States

? Total states that responded this data element was unknown: 4

x States that did not submit data: 8

Findings

In past reporting years this question asked for respondents to enter an estimated percentage of PSAPs satisfying the question. This year the question was changed to reflect a whole number to better understand the number of PSAPs connected to an ESInet and using an ESInet to perform location-based call routing and call processing.

• 2020: Out of the 48 states/territories that reported, 23 reported having no PSAPs connected to ESInet to perform location-based call routing and call processing. 10 reported 1-25, 5 reported having 26-50, 1 reported having 75-99 while 5 reported having 100 or more PSAPs connected to ESInet to perform location-based call routing and call processing.

• 2019: 11 states reported that 100% of their NG911 systems are processing and interpreting location and caller information. This decrease may be attributed to different interpretations of the question or different reporting states each year.

• 2018: 14 states reported that 100% of their NG911 systems are processing and interpreting location and caller information. This decrease may be attributed to different interpretations of the question or different reporting states each year.

Legend:
- 0%
- 1-25%
- 26-50%
- 51-75%
- 76-99%
- 100%+
- Unknown
- Did not submit

Data
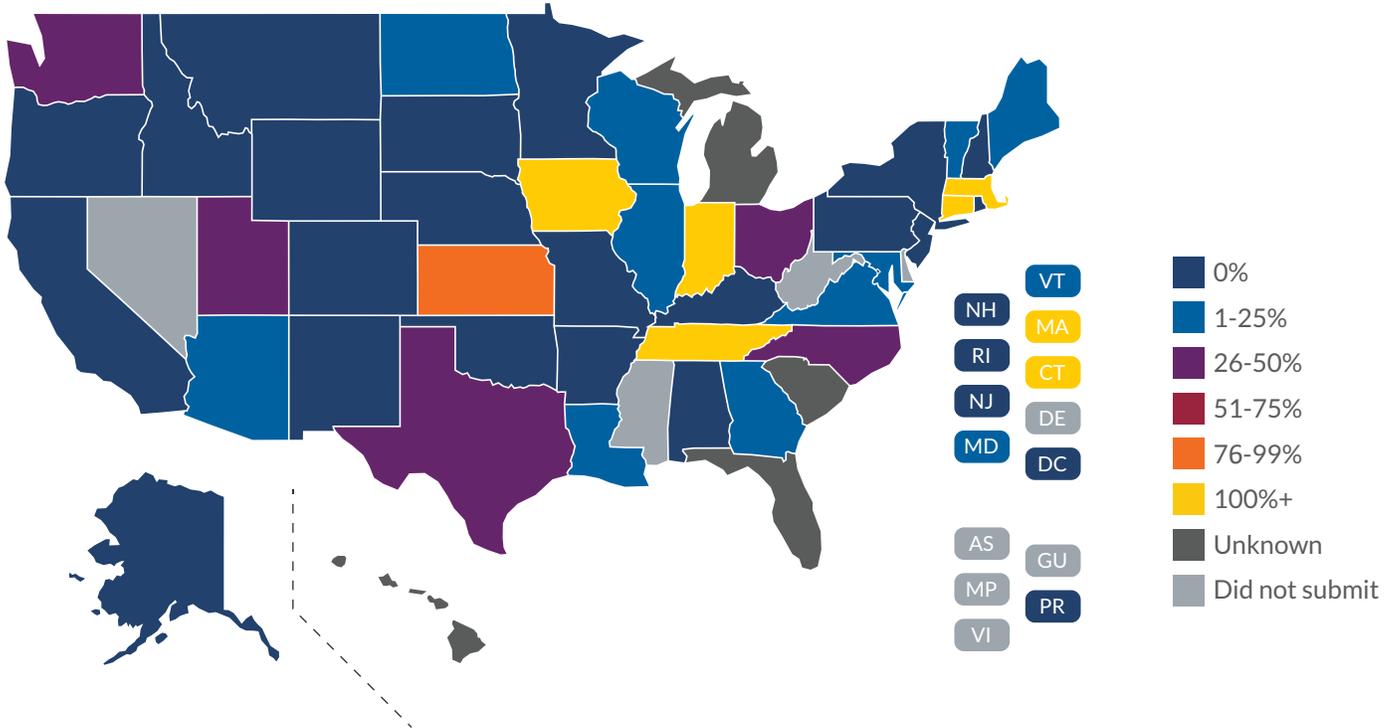
42. Enter the percentage of population served by NG911 capable PSAPs within your state.

Identifies the percentage of the population for a reporting state served by NG911-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. Enter whole numbers, ex. 25% instead of 0.25.

State	Response	State	Response
Alabama	98	Montana	0
Alaska	80	Nebraska	0
American Samoa	x	Nevada	x
Arizona	61.5	New Hampshire	100
Arkansas	0	New Jersey	0
California	0	New Mexico	0
Colorado	?	New York	0
Connecticut	100	North Carolina	66.24
Delaware	x	North Dakota	100
District of Columbia	0	Northern Mariana Islands	x
Florida	?	Ohio	?
Georgia	1	Oklahoma	0
Guam	x	Oregon	0
Hawaii	?	Pennsylvania	0
Idaho	20	Puerto Rico	100
Illinois	4	Rhode Island	0
Indiana	100	South Carolina	?
Iowa	95	South Dakota	96
Kansas	62	Tennessee	98
Kentucky	100	Texas	62.55
Louisiana	5	Utah	96
Maine	100	Vermont	100
Maryland	16.25	Virgin Islands (U.S.)	x
Massachusetts	100	Virginia	20
Michigan	83.92	Washington	70.47
Minnesota	?	West Virginia	x
Mississippi	x	Wisconsin	1
Missouri	0	Wyoming	?

Data

42. Enter the percentage of population served by NG911 capable PSAPs within your state.

Total: 41 States

? Total states that responded this data element was unknown: 7

✗ States that did not submit data: 8

Findings

States that reported that 100% of their population is served by NG911 capable PSAPs has decreased. This decrease may be attributed to different interpretations of the question or different reporting states each year. 15 states reported that more than 0% but less than 100% of their population is served by this capability.

• 2020: 9 states reported 100% of their population is served by this capability
• 2019: 11 states reported 100% of their population is served by this capability
• 2018: 11 states reported 100% of their population is served by this capability
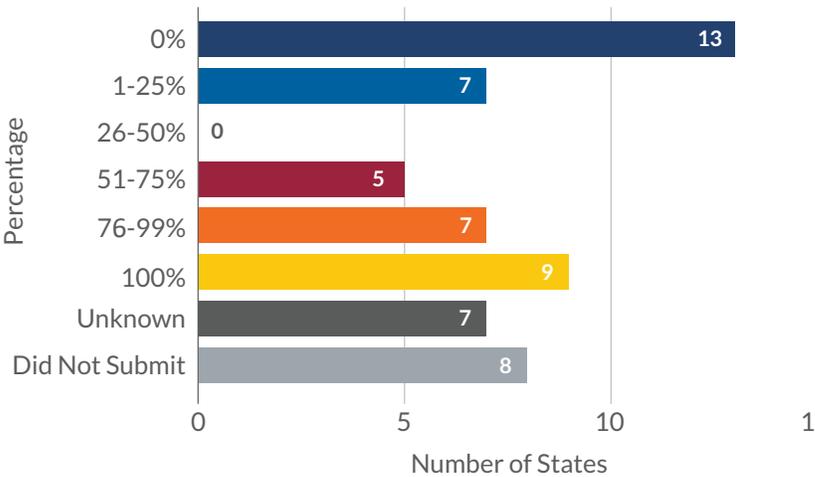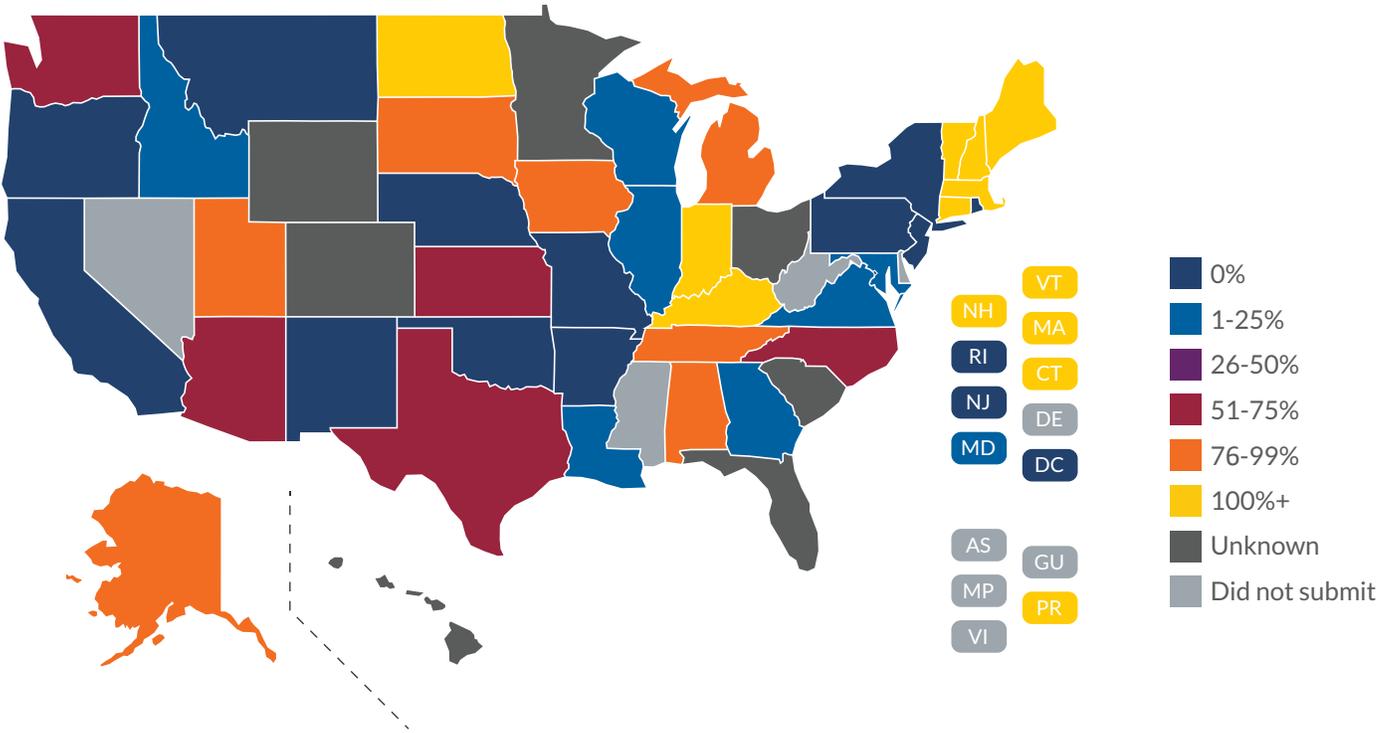
Legend:
- 0%
- 1-25%
- 26-50%
- 51-75%
- 76-99%
- 100%+
- Unknown
- Did not submit

Percentage	Number of States
0%	13
1-25%	7
26-50%	0
51-75%	5
76-99%	7
100%	9
Unknown	7
Did Not Submit	8

Data

43. Enter the percentage of geographical area served by NG911 capable PSAPs within your state.

Identifies the percentage of geographic area served (as opposed to population) by NG911 services. NG911 capable services indicates that the infrastructure is in place to potentially allow a full range of 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. Enter whole numbers, ex. 25% instead of 0.25.

State	Response	State	Response
Alabama	98.62	Montana	0
Alaska	?	Nebraska	0
American Samoa	x	Nevada	x
Arizona	3.12	New Hampshire	100
Arkansas	0	New Jersey	0
California	0	New Mexico	0
Colorado	?	New York	0
Connecticut	100	North Carolina	55
Delaware	x	North Dakota	100
District of Columbia	0	Northern Mariana Islands	x
Florida	?	Ohio	?
Georgia	0.1	Oklahoma	0
Guam	x	Oregon	0
Hawaii	?	Pennsylvania	0
Idaho	40	Puerto Rico	100
Illinois	20	Rhode Island	0
Indiana	100	South Carolina	?
Iowa	95	South Dakota	89.2
Kansas	91	Tennessee	98
Kentucky	?	Texas	84.84
Louisiana	?	Utah	96
Maine	100	Vermont	100
Maryland	?	Virgin Islands (U.S.)	x
Massachusetts	100	Virginia	10
Michigan	97	Washington	96.81
Minnesota	?	West Virginia	x
Mississippi	x	Wisconsin	1
Missouri	0	Wyoming	?

Data

43. Enter the percentage of geographical area served by NG911 capable PSAPs within your state.

Total: 37 States

? Total states that responded this data element was unknown: 11

x States that did not submit data: 8

Findings

States that reported that 100% of their geographic area is served by NG911 capable services has decreased. This decrease may be attributed to different interpretations of the question or different reporting states each year. 14 states reported that more than 0% but less than 100% of their geographic area is served by NG911 capable services.
- 2020: 8 states reported that 100% of their geographic area is served by NG911 capable services
- 2019: 11 states reported that 100% of their geographic area is served by NG911 capable services
- 2018: 12 states reported that 100% of their geographic area is served by NG911 capable services

Legend:
- 0%
- 1-25%
- 26-50%
- 51-75%
- 76-99%
- 100%+
- Unknown
- Did not submit

Percentage	Number of States
0%	13
1-25%	5
26-50%	1
51-75%	1
76-99%	9
100%	8
Unknown	11
Did Not Submit	8

Data
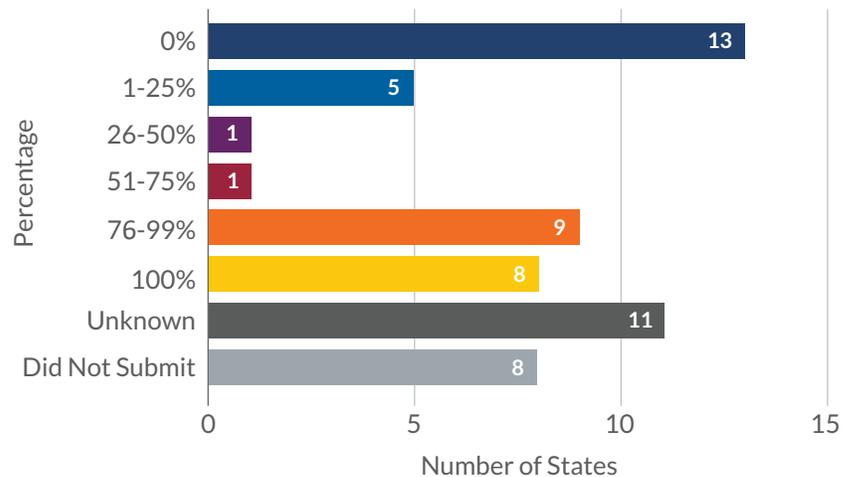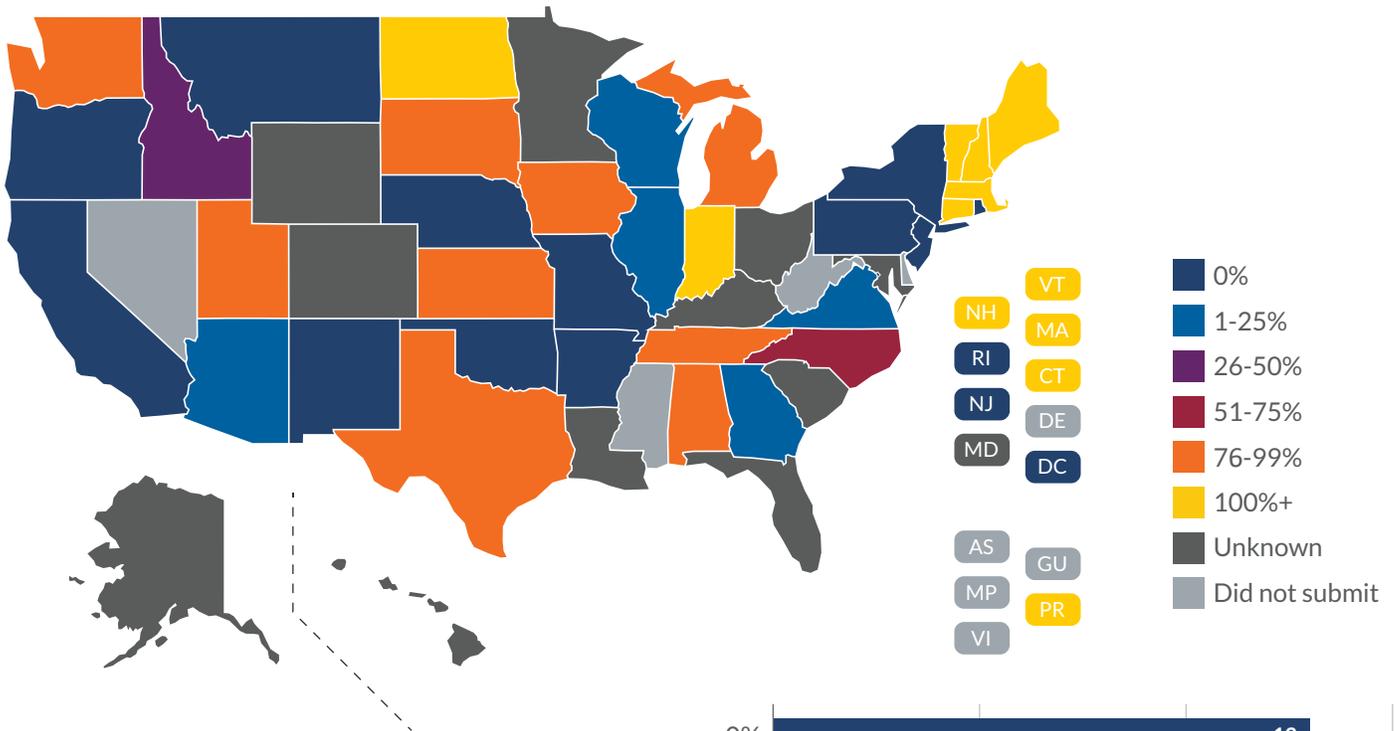
44. Enter the total number of operational ESInets deployed within your state.

The number of ESInets deployed and operational within the state that are supporting emergency communications. 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).

State	Response	State	Response
Alabama	1	Montana	1
Alaska	3	Nebraska	0
American Samoa	x	Nevada	x
Arizona	1	New Hampshire	2
Arkansas	0	New Jersey	0
California	0	New Mexico	0
Colorado	1	New York	0
Connecticut	1	North Carolina	1
Delaware	x	North Dakota	1
District of Columbia	0	Northern Mariana Islands	x
Florida	21	Ohio	19
Georgia	1	Oklahoma	0
Guam	x	Oregon	0
Hawaii	1	Pennsylvania	5
Idaho	1	Puerto Rico	0
Illinois	3	Rhode Island	0
Indiana	2	South Carolina	14
Iowa	2	South Dakota	1
Kansas	1	Tennessee	2
Kentucky	0	Texas	38
Louisiana	1	Utah	1
Maine	1	Vermont	1
Maryland	2	Virgin Islands (U.S.)	x
Massachusetts	1	Virginia	12
Michigan	?	Washington	2
Minnesota	1	West Virginia	x
Mississippi	x	Wisconsin	1
Missouri	?	Wyoming	0

Data

44. Enter the total number of operational ESInets deployed within your state.

Total: 46 States

? Total states that responded this data element was unknown: 2

x States that did not submit data: 8

Findings

- 2020: A total of 146 operational ESInets were reported to be deployed across 46 states. Inconsistencies in reported state data in recent years has contributed to fluctuations in this total count.
- 2019: A total of 141 operational ESInets were reported to be deployed across 34 states. Inconsistencies in reported state data in recent years has contributed to fluctuations in this total count.
- 2018: A total of 162 operational ESInets were reported to be deployed across 27 states. Inconsistencies in reported state data in recent years has contributed to fluctuations in this total count.

Legend:
- 0
- 1-25
- 26-50
- 51-75
- 76-99
- 100+
- Unknown
- Did not submit

Bar chart — Range vs Number of States:

Range	Number of States
0	13
1-25	32
26-50	1
51-75	0
76-99	0
100	0
Unknown	2
Did Not Submit	8

Data

45. Enter the number of primary PSAPs that have CPE processing IP calls from an ESInet in your state.

This element tracks how many primary PSAPs are processing IP emergency requests (calls) into their CPE directly (without conversion back to analog) from an ESInet.

State	Response	State	Response
Alabama	92	Montana	0
Alaska	3	Nebraska	0
American Samoa	x	Nevada	x
Arizona	24	New Hampshire	2
Arkansas	0	New Jersey	0
California	0	New Mexico	0
Colorado	58	New York	0
Connecticut	103	North Carolina	71
Delaware	x	North Dakota	21
District of Columbia	0	Northern Mariana Islands	x
Florida	94	Ohio	37
Georgia	1	Oklahoma	0
Guam	x	Oregon	0
Hawaii	6	Pennsylvania	0
Idaho	10	Puerto Rico	0
Illinois	25	Rhode Island	0
Indiana	121	South Carolina	14
Iowa	110	South Dakota	28
Kansas	96	Tennessee	?
Kentucky	0	Texas	38
Louisiana	4	Utah	26
Maine	24	Vermont	6
Maryland	2	Virgin Islands (U.S.)	x
Massachusetts	220	Virginia	12
Michigan	125	Washington	37
Minnesota	71	West Virginia	x
Mississippi	x	Wisconsin	2
Missouri	?	Wyoming	0

Data

45. Enter the number of primary PSAPs that have CPE processing IP calls from an ESInet in your state.

Total: 46 States

? Total states that responded this data element was unknown: 2

x States that did not submit data: 8

Findings

In 2019 this question asked for a percentage of PSAPs having CPE processing IP calls from an ESInet in your state. In 2020 the question changed to the number of primary PSAPs that have CPE processing IP calls from an ESInet in your state. Therefore, the following data will be inconsistent between 2018 and 2019 to 2020.
- 2020: Of the 46 states that reported 5 have ≥ 100, 26 have < 100 and 15 have 0 primary PSAPs that have CPE processing IP calls from an ESInet
- 2019: 10 states reported that 100% of their PSAPs can utilize IP for traffic delivery
- 2018: 8 states reported that 100% of their PSAPs can utilize IP for traffic delivery

Legend:
- 0
- 1-25
- 26-50
- 51-75
- 76-99
- 100+
- Unknown
- Did not submit

Bar chart — Range vs Number of States:
- 0: 15
- 1-25: 15
- 26-50: 5
- 51-75: 3
- 76-99: 3
- 100: 5
- Unknown: 2
- Did Not Submit: 8

X-axis: Number of States

Data
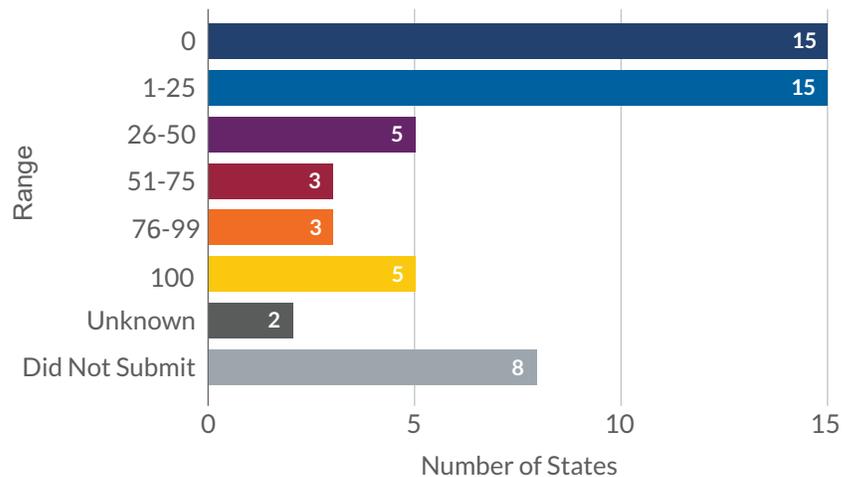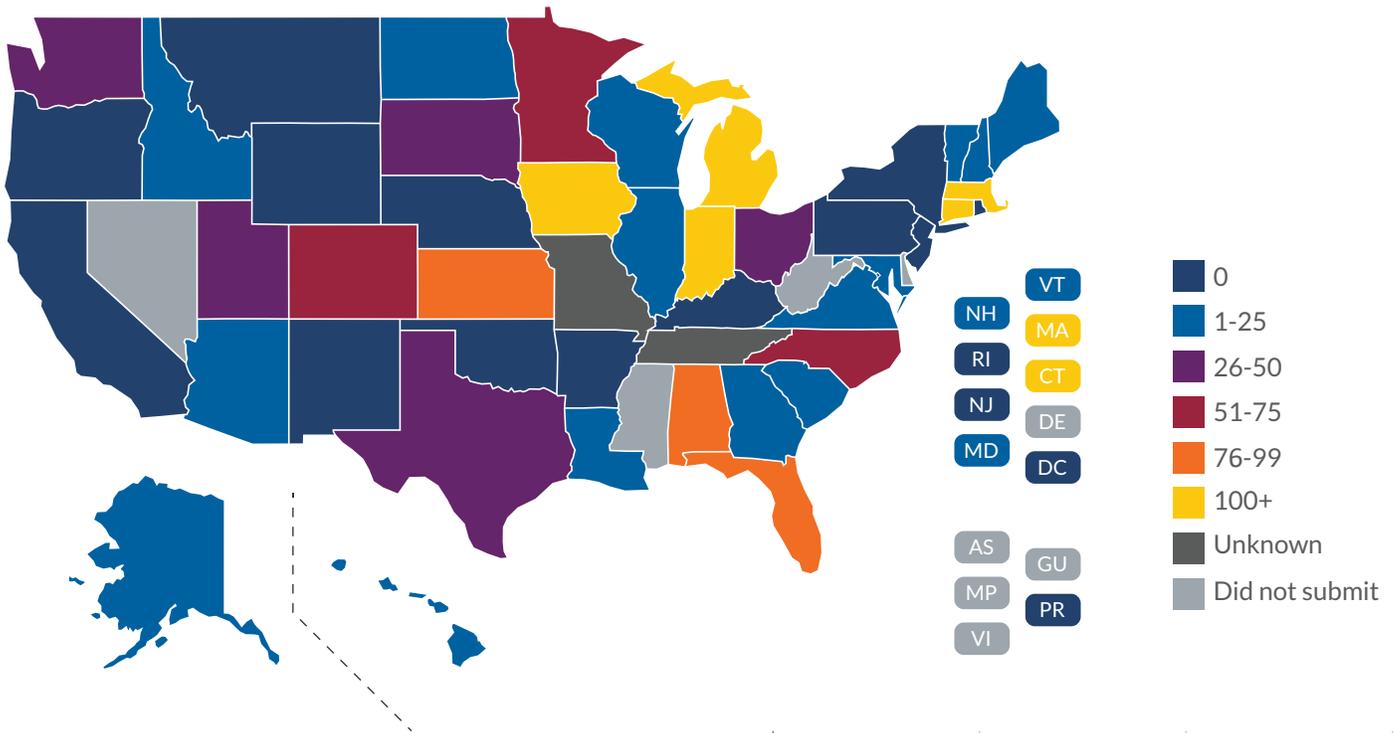
46. Enter the number of ESInet connected PSAPs in your state.

This element tracks 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.

State	Response	State	Response
Alabama	105	Montana	38
Alaska	3	Nebraska	0
American Samoa	x	Nevada	x
Arizona	24	New Hampshire	2
Arkansas	0	New Jersey	0
California	0	New Mexico	0
Colorado	76	New York	0
Connecticut	107	North Carolina	78
Delaware	x	North Dakota	21
District of Columbia	0	Northern Mariana Islands	x
Florida	81	Ohio	38
Georgia	1	Oklahoma	0
Guam	x	Oregon	0
Hawaii	6	Pennsylvania	49
Idaho	10	Puerto Rico	0
Illinois	25	Rhode Island	0
Indiana	102	South Carolina	14
Iowa	113	South Dakota	28
Kansas	96	Tennessee	117
Kentucky	0	Texas	437
Louisiana	2	Utah	26
Maine	24	Vermont	6
Maryland	2	Virgin Islands (U.S.)	x
Massachusetts	236	Virginia	12
Michigan	125	Washington	66
Minnesota	105	West Virginia	x
Mississippi	x	Wisconsin	2
Missouri	?	Wyoming	0

Data

46. Enter the number of ESInet connected PSAPs in your state.

Total: 47 States

? Total states that responded this data element was unknown: 1

x States that did not submit data: 8

Findings

In recent years, there has been a gradual increase in the reported number of PSAPs connected to an ESInet.
- 2020: 2,177 PSAPs reported using an ESInet
- 2019: 2,152 PSAPs reported using an ESInet
- 2018: 1,813 PSAPs reported using an ESInet
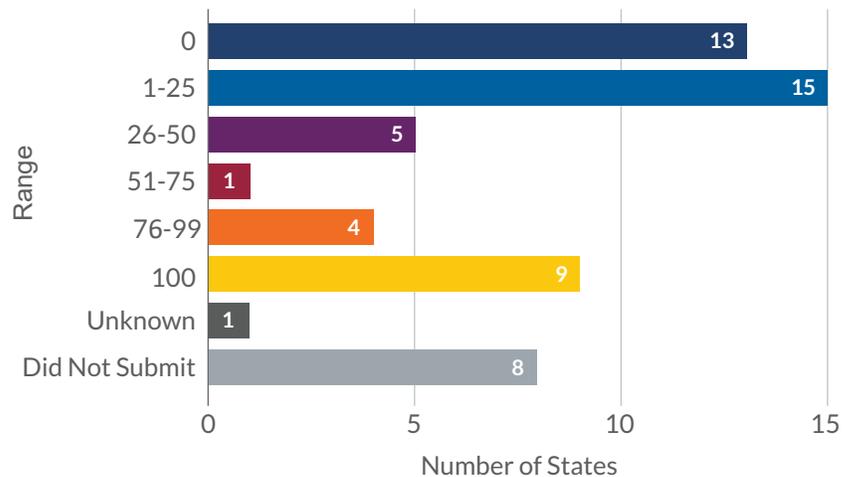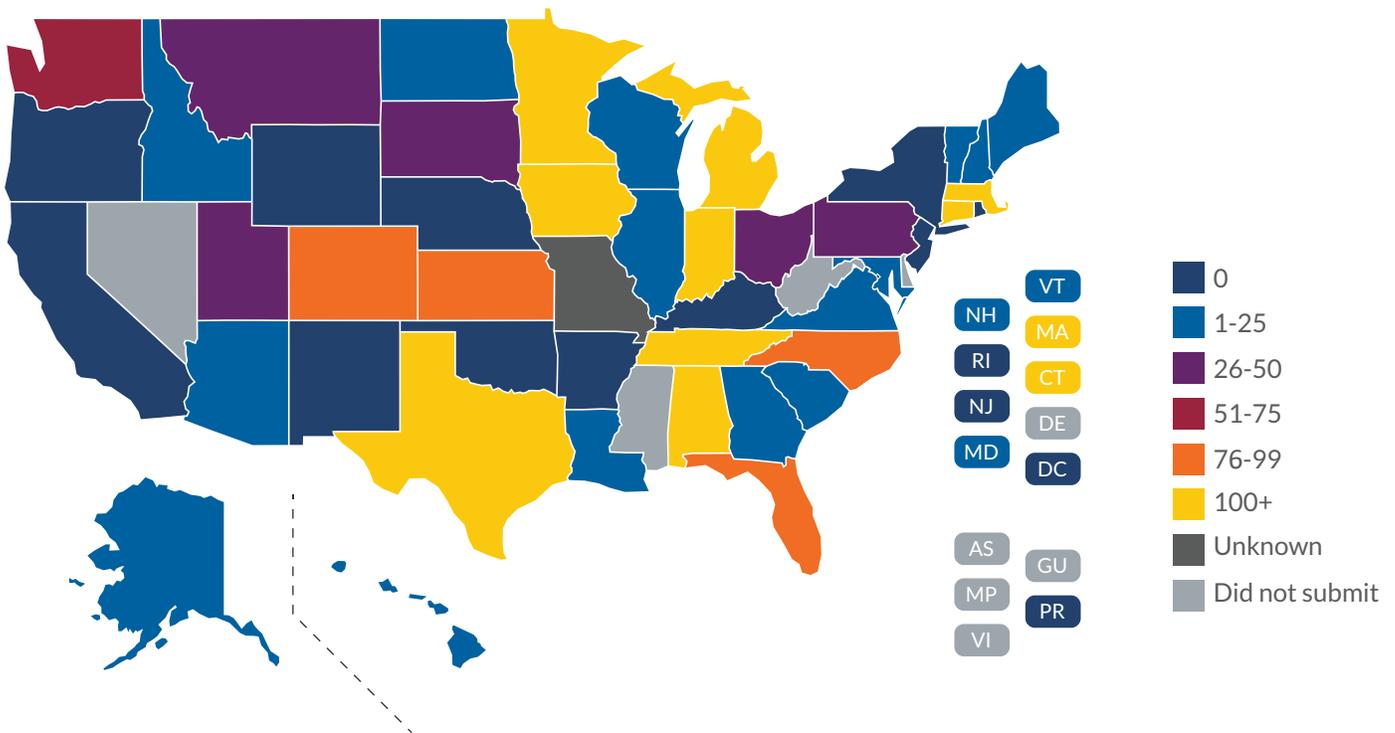
Legend:
- 0
- 1-25
- 26-50
- 51-75
- 76-99
- 100+
- Unknown
- Did not submit

Bar chart — Number of States by Range:

Range	Number of States
0	13
1-25	15
26-50	5
51-75	1
76-99	4
100	9
Unknown	1
Did Not Submit	8

Data

47. What percentage of your GIS data has been converted from the legacy data model to the NG911 data model?

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. While ALI database normalization is a part of the GIS process, this question only pertains to the MSAG synchronization and not ALI. Enter whole numbers, ex. 25% instead of 0.25.

State	Response	State	Response
Alabama	?	Montana	?
Alaska	?	Nebraska	70
American Samoa	x	Nevada	x
Arizona	100	New Hampshire	100
Arkansas	?	New Jersey	0
California	62	New Mexico	?
Colorado	?	New York	80
Connecticut	100	North Carolina	70
Delaware	x	North Dakota	85
District of Columbia	100	Northern Mariana Islands	x
Florida	?	Ohio	?
Georgia	?	Oklahoma	0.1
Guam	x	Oregon	0
Hawaii	100	Pennsylvania	?
Idaho	30	Puerto Rico	0
Illinois	85	Rhode Island	95
Indiana	51	South Carolina	10
Iowa	97	South Dakota	93.94
Kansas	100	Tennessee	100
Kentucky	?	Texas	67.25
Louisiana	?	Utah	95
Maine	100	Vermont	100
Maryland	98	Virgin Islands (U.S.)	x
Massachusetts	100	Virginia	100
Michigan	?	Washington	98
Minnesota	75	West Virginia	x
Mississippi	x	Wisconsin	52
Missouri	?	Wyoming	2

Data

## 47. What percentage of your GIS data has been converted from the legacy data model to the NG911 data model?

Total: 34 States

? Total states that responded this data element was unknown: 14

x States that did not submit data: 8

Findings

- 2020: 11 states reported that 100% of address authorities within their state have geocoded their addresses to a GIS ready format while 20 states reported having made some progress
- 2019: 13 states reported that 100% of address authorities within their state have geocoded their addresses to a GIS ready format while14 reported having made some progress
- 2018: 13 states reported that 100% of address authorities within their state have geocoded their addresses to a GIS ready format

Legend:
- 0%
- 1-25%
- 26-50%
- 51-75%
- 76-99%
- 100%+
- Unknown
- Did not submit

Bar chart — Number of States by Percentage:

Percentage	Number of States
0%	3
1-25%	3
26-50%	1
51-75%	7
76-99%	9
100%	11
Unknown	14
Did Not Submit	8

Data
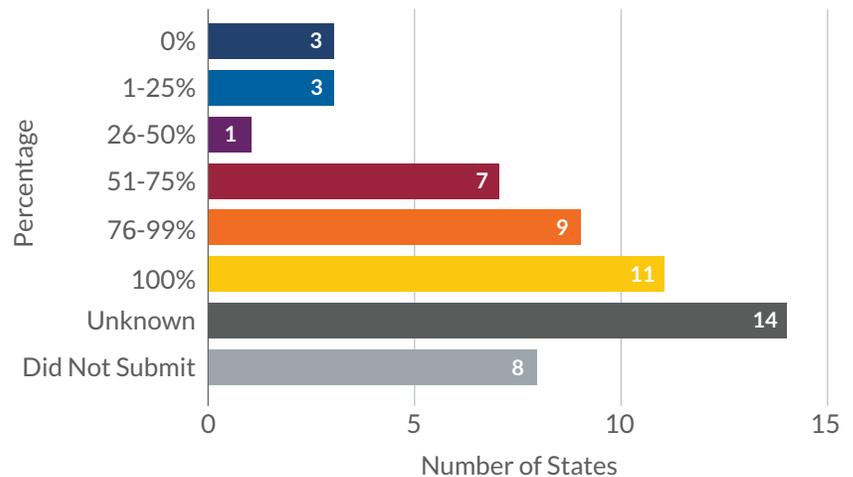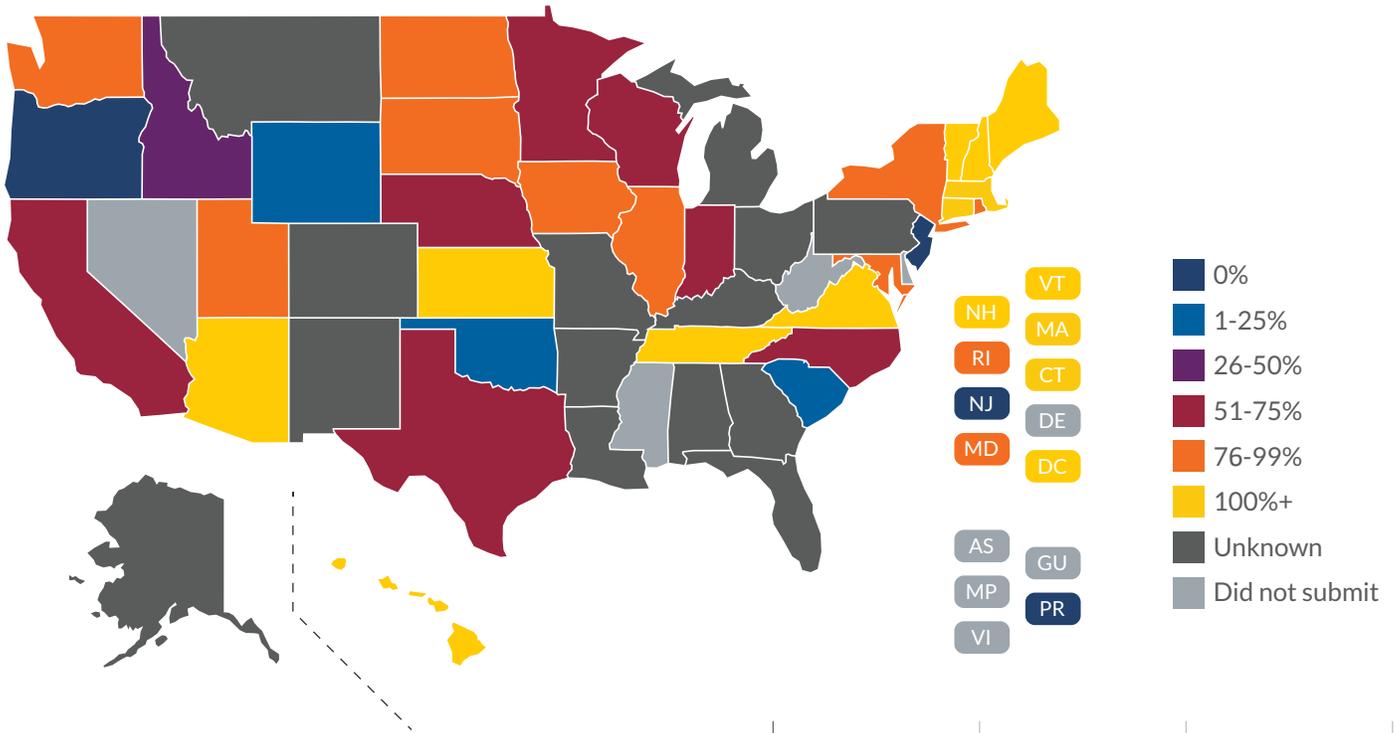
48. What level of maturity is your state in for the category of governance?

Governance addresses the structured oversight of the 911 authorities and identifies whether there is a governing body with documented and tracked planning and implementation efforts.

- **Legacy** – No governance structure is in place to support NG911.
- **Foundational** – Governance support only exists for the initial stages of NG911 coordination. Limited state governance with many regional or local arrangements may exist with limited coordination and strategy to connect the individual PSAPs via an NG911 network. Many PSAPs operate under their own authority.
- **Transitional** – Governance and coordination exist for state and regional or local PSAP authorities to mandate or organize NG911 within a strategic plan. Many PSAPs are working within the governance structure to ensure long term success.
- **Intermediate** – NG911 governance is coordinated from a single entity responsible for administering and governing the NG911 strategy for the entire state. Most of the PSAPs follow the NG911 governance introduced by that single entity.
- **Jurisdictional End State** – NG911 governance flows from the designated entity for all NG911 activities for the state. All PSAPs operate under that single entity for governance.

State	Response	State	Response
Alabama	Jurisdictional End	Montana	?
Alaska	Foundational	Nebraska	Intermediate
American Samoa	x	Nevada	x
Arizona	Legacy	New Hampshire	Intermediate
Arkansas	Foundational	New Jersey	Jurisdictional End
California	Jurisdictional End	New Mexico	Foundational
Colorado	Intermediate	New York	Foundational
Connecticut	Jurisdictional End	North Carolina	Jurisdictional End
Delaware	x	North Dakota	Jurisdictional End
District of Columbia	Foundational	Northern Mariana Islands	x
Florida	Transitional	Ohio	Foundational
Georgia	Foundational	Oklahoma	Legacy
Guam	x	Oregon	Transitional
Hawaii	Foundational	Pennsylvania	Transitional
Idaho	Foundational	Puerto Rico	Intermediate
Illinois	Transitional	Rhode Island	Foundational
Indiana	Intermediate	South Carolina	Transitional
Iowa	Transitional	South Dakota	Jurisdictional End
Kansas	Intermediate	Tennessee	Intermediate
Kentucky	Jurisdictional End	Texas	Transitional
Louisiana	Foundational	Utah	Intermediate
Maine	Jurisdictional End	Vermont	Jurisdictional End
Maryland	Transitional	Virgin Islands (U.S.)	x
Massachusetts	Jurisdictional End	Virginia	Transitional
Michigan	Transitional	Washington	Intermediate
Minnesota	Jurisdictional End	West Virginia	x
Mississippi	x	Wisconsin	Foundational
Missouri	Foundational	Wyoming	Foundational

Data

48. What level of maturity is your state in for the category of governance?

Total:

Legacy: 2   **Foundational: 14**   **Transitional: 10**   **Intermediate: 9**

Jurisdictional End State: 12   **National End State: X**

Total: 47 States

? Total states that responded this data element was unknown: 1

x States that did not submit data: 8

Findings

Compared to 2018 and 2019 data, several states reported being in a more advanced NG911 maturity level for governance. This may be due to general progress toward NG911 or a different interpretation of the maturity levels for this data collection period.

Legend:
- Legacy
- Foundational
- Transitional
- Intermediate
- Jurisdictional End
- Unknown
- Did not submit

NH, RI, NJ, MD, VT, MA, CT, DE, DC

AS, MP, VI, GU, PR

Bar chart — Maturity Level vs Number of States:
- Legacy: 2
- Foundational: 14
- Transitional: 10
- Intermediate: 9
- Jurisdictional End: 12
- Unknown: 1
- Did Not Submit: 8

Data
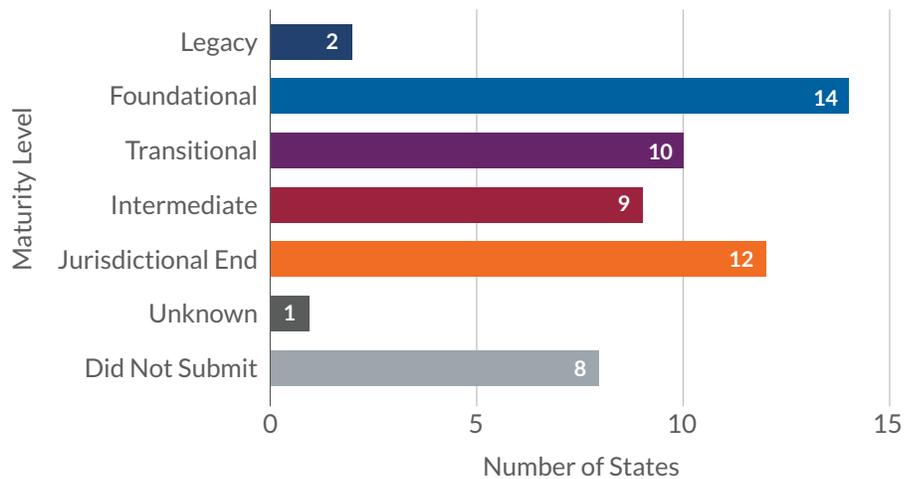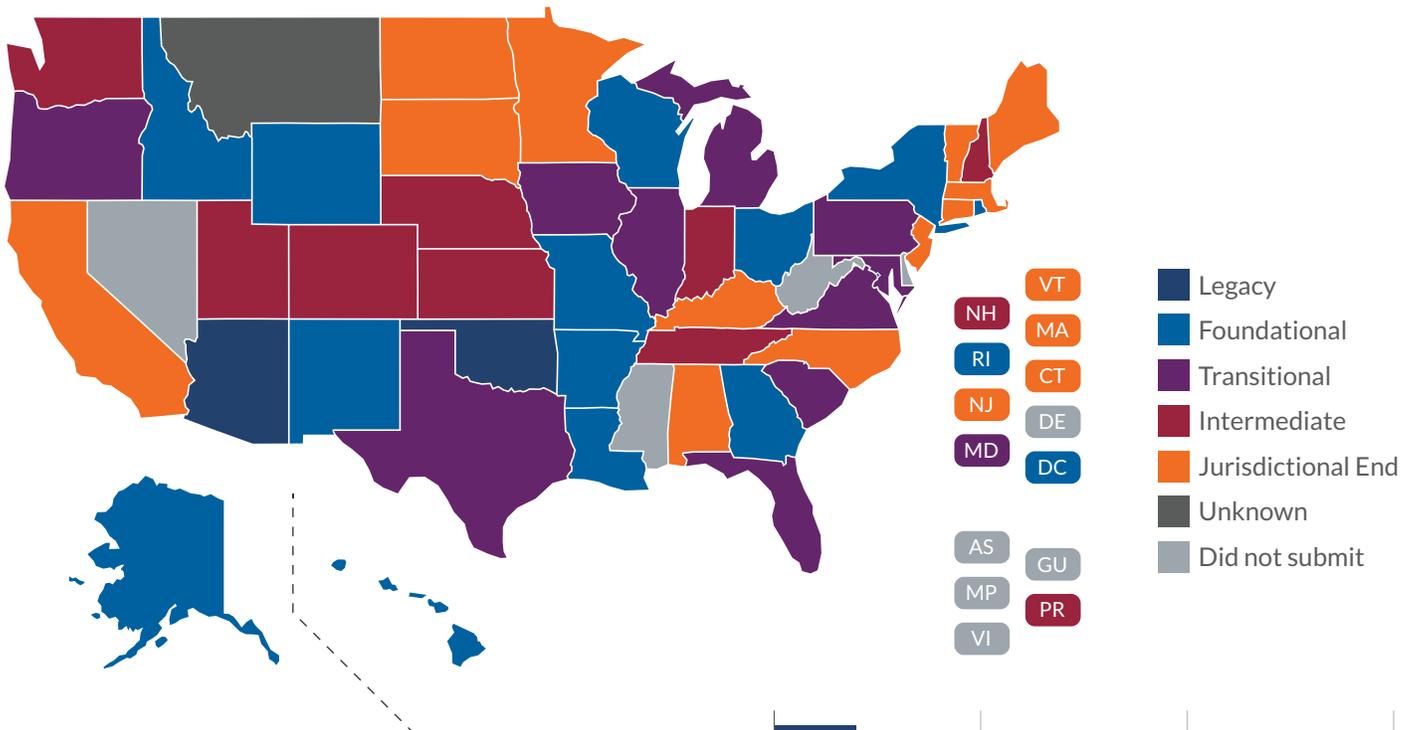
49. What level of maturity is your state in for the category of routing and location?

Routing and location define how a system interprets 911 call location information to route the call and accompanying information to a given PSAP. This speaks to the ability to use geospatial capabilities to relay a caller's location to a PSAP.

- **Legacy** – No change to the existing routing and location of 911 calls.
- **Foundational** – Some transition to NG911 call routing and location has begun, but the call routing and location information for all 911 calls within a jurisdiction has not been fully implemented. This includes the initial database and GIS work to support NG911. PSAPs are not receiving calls via IP.
- **Transitional** – Transition to NG911 call routing and location has been implemented for some PSAPs or for some specific call types. PSAPs are receiving IP from the ESInet, but the call traffic is still using legacy location and data.
- **Intermediate** – PSAPS are utilizing NG911 geospatial routing and data for all 911 calls but are still reliant upon ALI information to verify call location.
- **Jurisdictional End State** – PSAPs are using a complete i3 call routing system and have fully implemented a system to meet or exceed the NG911 standard.

State	Response	State	Response
Alabama	Transitional	Montana	?
Alaska	Foundational	Nebraska	Foundational
American Samoa	x	Nevada	x
Arizona	Transitional	New Hampshire	Transitional
Arkansas	Legacy	New Jersey	Legacy
California	Legacy	New Mexico	Legacy
Colorado	Legacy	New York	Legacy
Connecticut	Intermediate	North Carolina	Transitional
Delaware	x	North Dakota	Transitional
District of Columbia	Transitional	Northern Mariana Islands	x
Florida	Transitional	Ohio	Transitional
Georgia	Legacy	Oklahoma	Legacy
Guam	x	Oregon	Foundational
Hawaii	Transitional	Pennsylvania	Transitional
Idaho	Foundational	Puerto Rico	Legacy
Illinois	Transitional	Rhode Island	Legacy
Indiana	Intermediate	South Carolina	Transitional
Iowa	Transitional	South Dakota	Transitional
Kansas	Intermediate	Tennessee	Transitional
Kentucky	Jurisdictional End	Texas	Intermediate
Louisiana	Legacy	Utah	Intermediate
Maine	Intermediate	Vermont	Intermediate
Maryland	Transitional	Virgin Islands (U.S.)	x
Massachusetts	Jurisdictional End	Virginia	Transitional
Michigan	Transitional	Washington	Transitional
Minnesota	Legacy	West Virginia	x
Mississippi	x	Wisconsin	Foundational
Missouri	Legacy	Wyoming	Foundational

Data

49. What level of maturity is your state in for the category of routing and location?

Total:

Legacy: 13 **Foundational: 6** **Transitional: 19** **Intermediate: 7**

Jurisdictional End State: 2 **National End State: X**

Total: 47 States

? Total states that responded this data element was unknown: 1

x States that did not submit data: 8

Findings

There are some inconsistencies in the maturity level identified by states for routing and location compared to 2018 and 2019 data. This may be due to a different interpretation of the maturity levels for this data collection period.

Legend:
- Legacy
- Foundational
- Transitional
- Intermediate
- Jurisdictional End
- Unknown
- Did not submit

Maturity Level	Number of States
Legacy	13
Foundational	6
Transitional	19
Intermediate	7
Jurisdictional End	2
Unknown	1
Did Not Submit	8

50. What level of maturity is your state in for the category of GIS data?

GIS data is a fundamental element of NG911 but is not utilized for legacy 911 call routing. The below options define the steps necessary to plan, process, and improve the existing data in order to begin utilizing GIS data for NG911.

- **Legacy** – No change or progress to GIS data at the present time.
- **Foundational** – GIS data transformation has begun, and the initial standardization (normalization and synchronization) of the GIS information has begun but is not completed.
- **Transitional** – GIS data transformation is in the late stage of development. Testing has begun and pilot projects are in progress to demonstrate readiness of the GIS data for NG911 use.
- **Intermediate** – GIS data and geospatial call routing has been implemented without location validation. All other functional components have been deployed including the final dataset, ECRF and PRF.
- **Jurisdictional End State** – PSAPs are using a complete i3 GIS data set and have fully implemented a system to meet or exceed the NG911 standard.

State	Response	State	Response
Alabama	Foundational	Montana	?
Alaska	Foundational	Nebraska	Foundational
American Samoa	x	Nevada	x
Arizona	Intermediate	New Hampshire	Jurisdictional End
Arkansas	Foundational	New Jersey	Foundational
California	Foundational	New Mexico	Intermediate
Colorado	Legacy	New York	Foundational
Connecticut	Intermediate	North Carolina	Transitional
Delaware	x	North Dakota	Transitional
District of Columbia	Transitional	Northern Mariana Islands	x
Florida	Transitional	Ohio	Foundational
Georgia	Legacy	Oklahoma	Foundational
Guam	x	Oregon	Legacy
Hawaii	Transitional	Pennsylvania	Transitional
Idaho	Foundational	Puerto Rico	Legacy
Illinois	Transitional	Rhode Island	Foundational
Indiana	Foundational	South Carolina	Transitional
Iowa	Transitional	South Dakota	Transitional
Kansas	Jurisdictional End	Tennessee	Transitional
Kentucky	Jurisdictional End	Texas	Transitional
Louisiana	Foundational	Utah	Intermediate
Maine	Jurisdictional End	Vermont	Jurisdictional End
Maryland	Intermediate	Virgin Islands (U.S.)	x
Massachusetts	Jurisdictional End	Virginia	Transitional
Michigan	Transitional	Washington	Transitional
Minnesota	Transitional	West Virginia	x
Mississippi	x	Wisconsin	Foundational
Missouri	Foundational	Wyoming	Foundational

Data

50. What level of maturity is your state in for the category of GIS data?

Total:

Legacy: 4   **Foundational: 16**   **Transitional: 16**   **Intermediate: 5**

Jurisdictional End State: 6   **National End State: X**

Total: 47 States

? Total states that responded this data element was unknown: 1

x States that did not submit data: 8

Findings

There are some inconsistencies in the maturity level identified by states for GIS data compared to 2018 and 2019 data. This may be due to a different interpretation of the maturity levels for this data collection period.

Legend:
- Legacy
- Foundational
- Transitional
- Intermediate
- Jurisdictional End
- Unknown
- Did not submit

VT, NH, MA, RI, CT, NJ, DE, MD, DC, AS, MP, VI, GU, PR

Bar chart — Number of States by Maturity Level:
- Legacy: 4
- Foundational: 16
- Transitional: 16
- Intermediate: 5
- Jurisdictional End: 6
- Unknown: 1
- Did Not Submit: 8
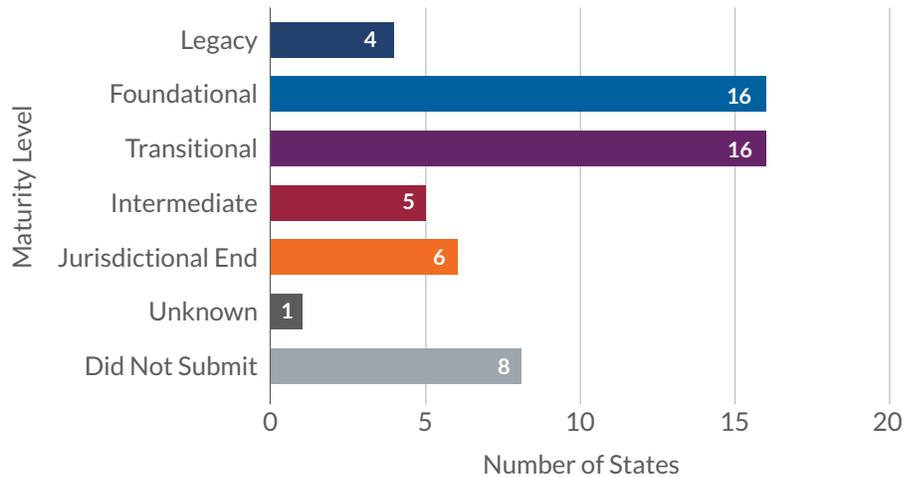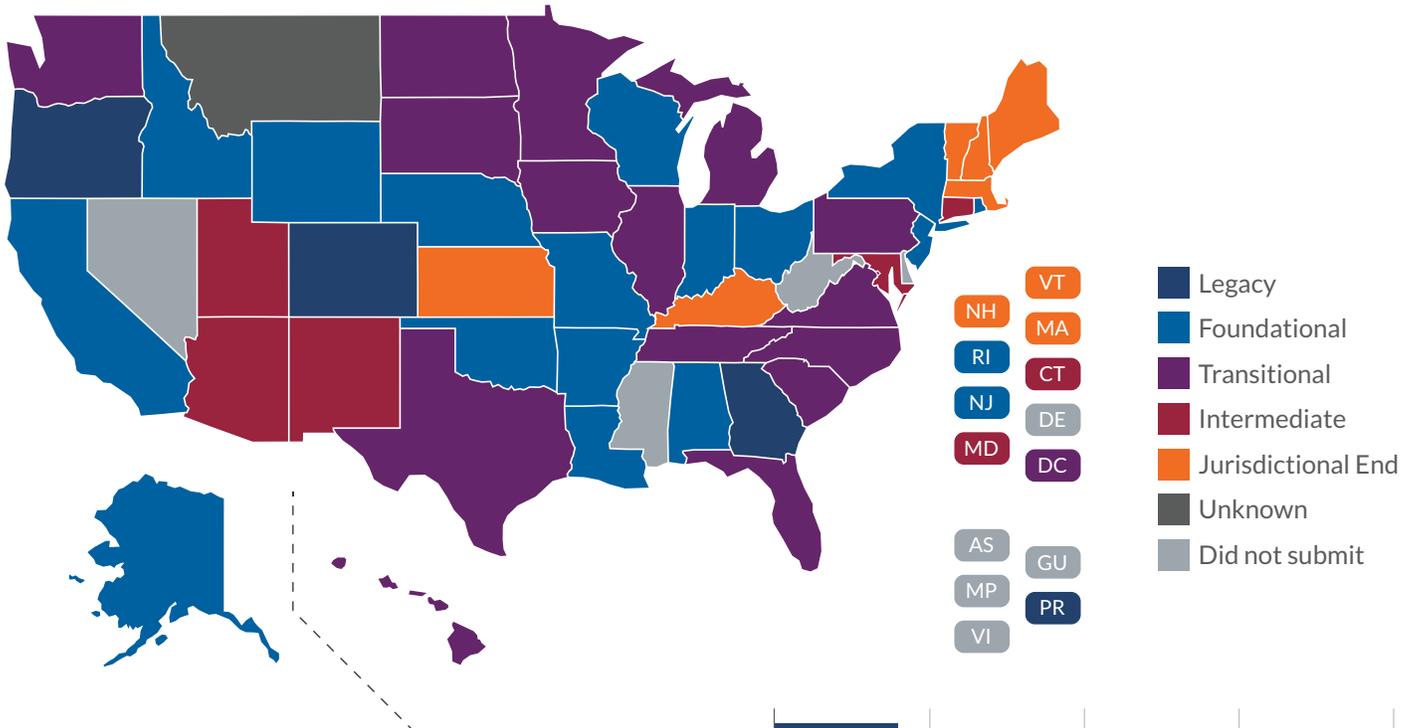
Data

51. What level of maturity is your state in for the category of NG911 core service elements?

The central NG911 core services functions provide the logical processing interactions between the delivery of calls and data from the OSP to PSAPs, and manages NG911 call delivery under normal and abnormal conditions.

- **Legacy** – No change or progress to NG911 at the present time.
- **Foundational** – NG911 core services implementation progress is fragmented or limited to select PSAPs.
- **Transitional** – NG911 core services implementation progress has been made throughout the 911 authority's jurisdictional boundary and includes the deployment of core services to the state or individual PSAPs.
- **Intermediate** – NG911 core services have been implemented and are utilized for most PSAPs within the jurisdiction boundary.
- **Jurisdictional End State** – All PSAPs are operating with the NG911 core services.

State	Response	State	Response
Alabama	Intermediate	Montana	?
Alaska	Legacy	Nebraska	Foundational
American Samoa	x	Nevada	x
Arizona	Transitional	New Hampshire	Transitional
Arkansas	Legacy	New Jersey	Legacy
California	Foundational	New Mexico	Legacy
Colorado	Intermediate	New York	Foundational
Connecticut	Jurisdictional End	North Carolina	Intermediate
Delaware	x	North Dakota	Transitional
District of Columbia	Foundational	Northern Mariana Islands	x
Florida	Foundational	Ohio	Foundational
Georgia	Legacy	Oklahoma	Legacy
Guam	x	Oregon	Legacy
Hawaii	Transitional	Pennsylvania	Transitional
Idaho	Legacy	Puerto Rico	Legacy
Illinois	Foundational	Rhode Island	Legacy
Indiana	Intermediate	South Carolina	Transitional
Iowa	Transitional	South Dakota	Jurisdictional End
Kansas	Intermediate	Tennessee	Intermediate
Kentucky	Jurisdictional End	Texas	Transitional
Louisiana	Foundational	Utah	Intermediate
Maine	Jurisdictional End	Vermont	Jurisdictional End
Maryland	Transitional	Virgin Islands (U.S.)	x
Massachusetts	Jurisdictional End	Virginia	Foundational
Michigan	Intermediate	Washington	Intermediate
Minnesota	Foundational	West Virginia	x
Mississippi	x	Wisconsin	Foundational
Missouri	Legacy	Wyoming	Foundational

Data

51. **What level of maturity is your state in for the category of NG911 core service elements?**

Total:

Legacy: 11 **Foundational: 12** **Transitional: 9** **Intermediate: 9**

Jurisdictional End State: 6 **National End State: X**

Total: 47 States

? Total states that responded this data element was unknown: 1

x States that did not submit data: 8

Findings

There are some inconsistencies in the maturity level identified by states for NG911 core service elements compared to 2018 and 2019 data. This may be due to a different interpretation of the maturity levels for this data collection period.

Legend:
- Legacy
- Foundational
- Transitional
- Intermediate
- Jurisdictional End
- Unknown
- Did not submit

Data
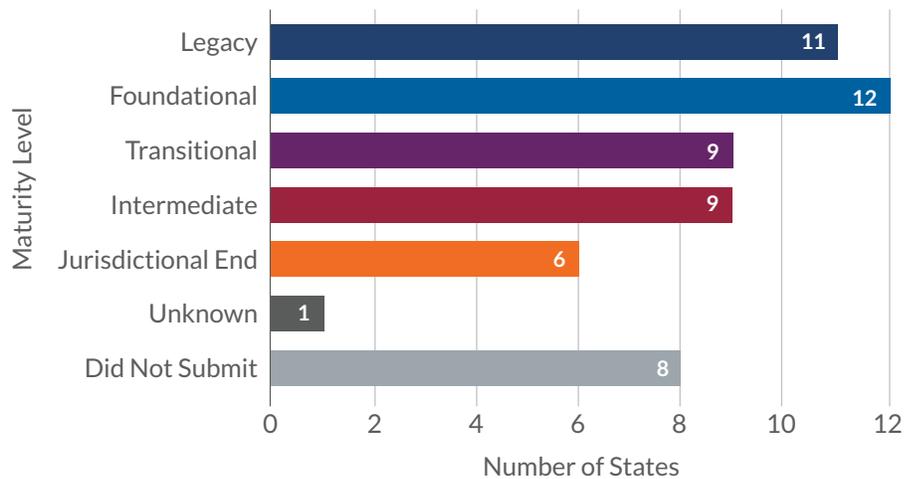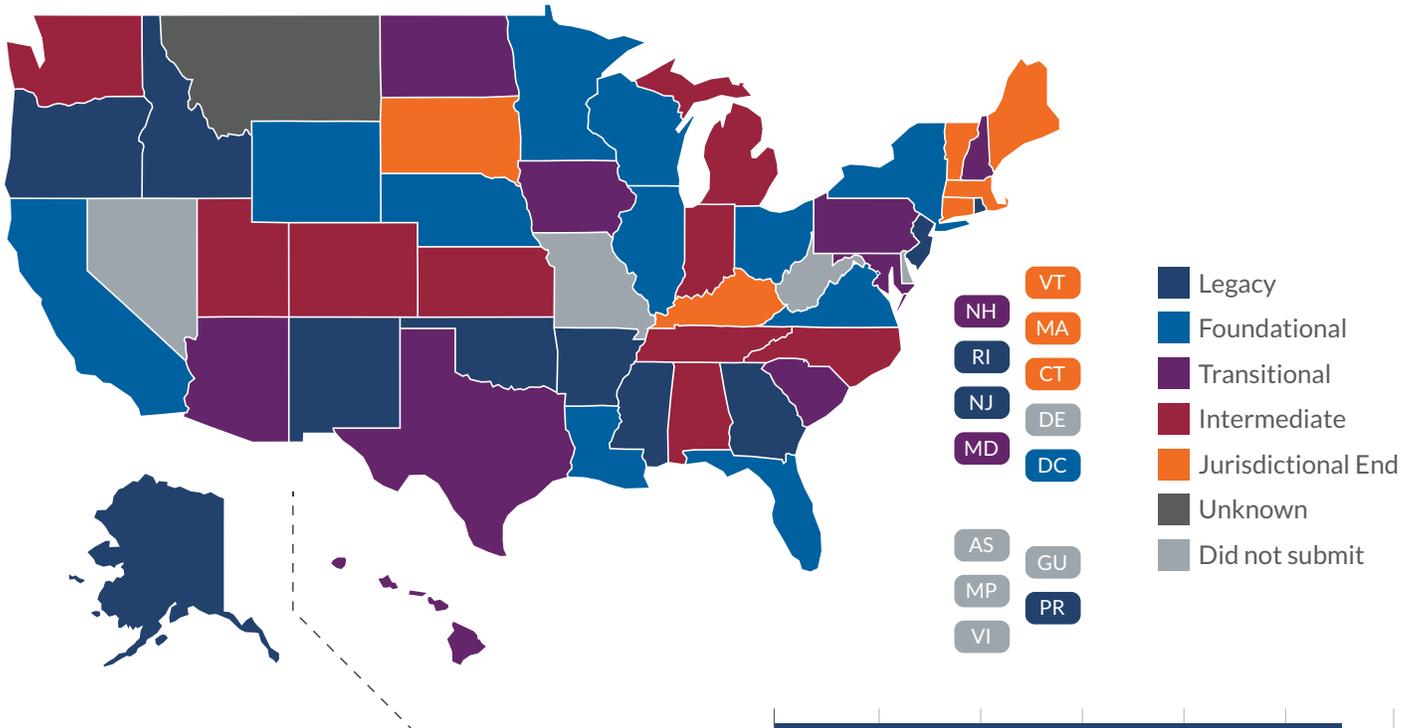
52. What level of maturity is your state in for the category of network?

Network area capabilities represent the various technology mechanisms for connecting external entities to PSAPs via either a legacy selective router or an ESInet to process 911 calls.

- **Legacy** – No change or progress to NG911 at the present time. No change to the call ingress or egress.

- **Foundational** – NG911 progress has begun through procurement of NG911 components, but call ingress and egress remains unchanged.

- **Transitional** – An ESInet has been implemented and call ingress modification has begun to interface the OSP traffic via IP; the call egress to the PSAP has been transformed to all IP.

- **Intermediate** – Call ingress is in the late stages of being transformed to IP. Call egress to the PSAPs is all IP and traffic is being delivered across the ESInet to all jurisdictions connected to the ESInet.

- **Jurisdictional End State** – All PSAPs are using the ESInet and all traffic has been transformed to IP.

State	Response	State	Response
Alabama	Intermediate	Montana	?
Alaska	Legacy	Nebraska	Foundational
American Samoa	x	Nevada	x
Arizona	Transitional	New Hampshire	Transitional
Arkansas	Foundational	New Jersey	Legacy
California	Foundational	New Mexico	Legacy
Colorado	Foundational	New York	Foundational
Connecticut	Jurisdictional End	North Carolina	Intermediate
Delaware	x	North Dakota	Transitional
District of Columbia	Transitional	Northern Mariana Islands	x
Florida	Transitional	Ohio	Transitional
Georgia	Legacy	Oklahoma	Legacy
Guam	x	Oregon	Foundational
Hawaii	Transitional	Pennsylvania	Foundational
Idaho	Foundational	Puerto Rico	Legacy
Illinois	Foundational	Rhode Island	Foundational
Indiana	Intermediate	South Carolina	Transitional
Iowa	Intermediate	South Dakota	Jurisdictional End
Kansas	Transitional	Tennessee	Intermediate
Kentucky	Jurisdictional End	Texas	Transitional
Louisiana	Foundational	Utah	Intermediate
Maine	Intermediate	Vermont	Jurisdictional End
Maryland	Intermediate	Virgin Islands (U.S.)	x
Massachusetts	Jurisdictional End	Virginia	Transitional
Michigan	Jurisdictional End	Washington	Transitional
Minnesota	Transitional	West Virginia	x
Mississippi	x	Wisconsin	Foundational
Missouri	Legacy	Wyoming	Legacy

Data

52. What level of maturity is your state in for the category of network?

Total:

Legacy: 8 **Foundational: 12** **Transitional: 13** **Intermediate: 8**

Jurisdictional End State: 6 **National End State: X**

Total: 47 States

? Total states that responded this data element was unknown: 1

x States that did not submit data: 8

Findings

There are some inconsistencies in the maturity level identified by states for network compared to 2018 and 2019 data. This may be due to a different interpretation of the maturity levels for this data collection period.

Legend:
- Legacy
- Foundational
- Transitional
- Intermediate
- Jurisdictional End
- Unknown
- Did not submit

State boxes: VT, NH, MA, RI, CT, NJ, DE, MD, DC, AS, GU, MP, PR, VI

Bar chart — Number of States by Maturity Level:
- Legacy: 8
- Foundational: 12
- Transitional: 13
- Intermediate: 8
- Jurisdictional End: 6
- Unknown: 1
- Did Not Submit: 8

Data
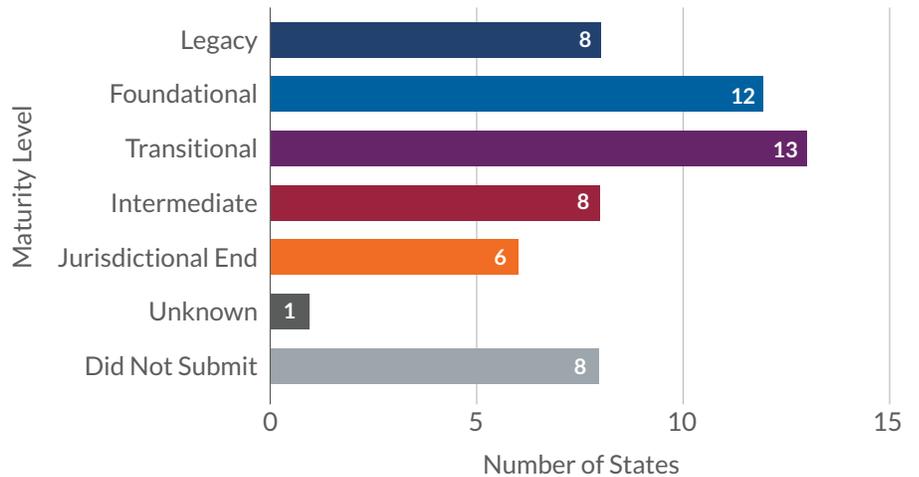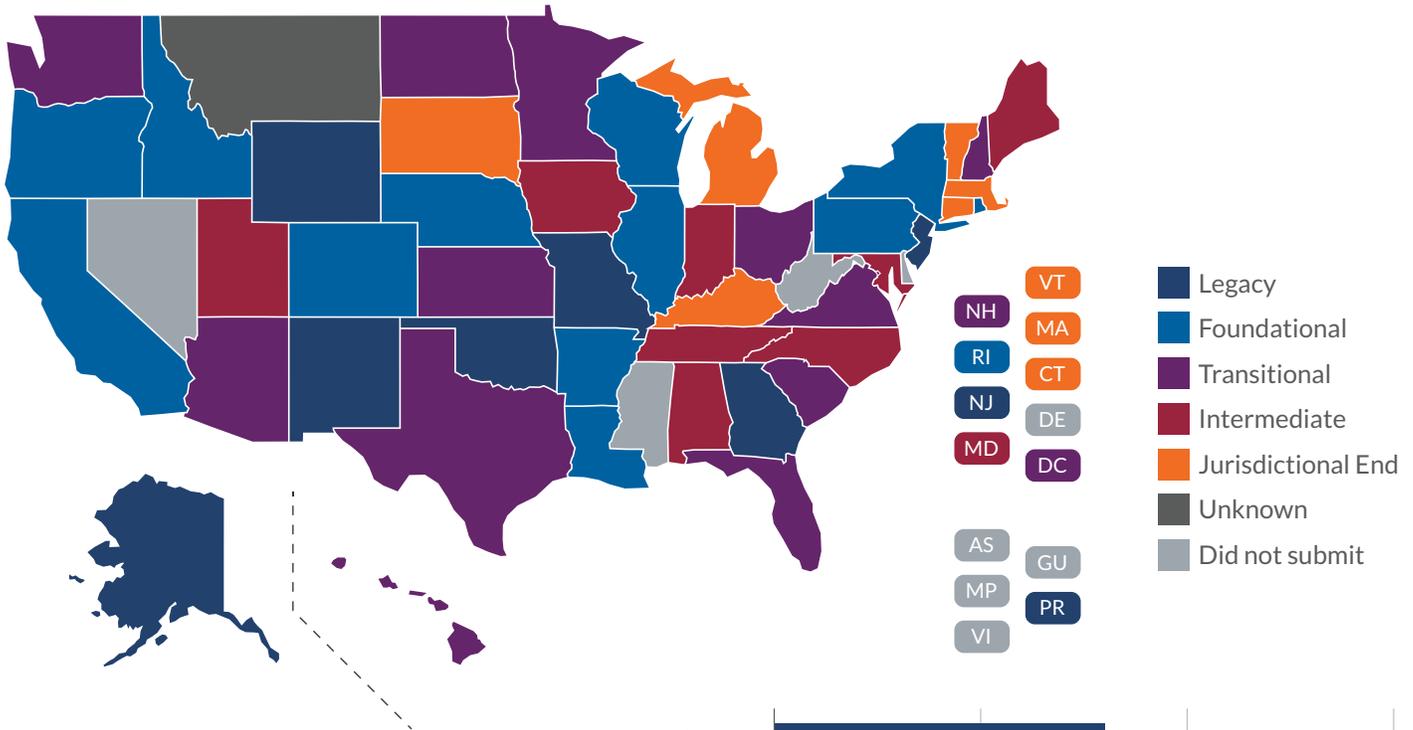
53. What level of maturity is your state in for the category of PSAP call handling system and applications?

Legacy call handling systems are defined by their use of CAMA trunk interfaces and legacy ALI interfaces. The first step toward NG911 is upgrading call handling equipment to be IP compatible. This step may optionally include replacing the legacy CAMA TDM circuits with the ATIS-defined IP technology-based transitional RFAI protocol.

- **Legacy** – No change or progress to NG911 at the present time, and no change to the call handling system.
- **Foundational** – NG911 progress has begun by procuring CPE systems that can handle NG911 calls but the features are not in use.
- **Transitional** – An ESInet is delivering IP traffic to many PSAPs' CPEs, and some have begun to deploy text, but there is not integration across the entire state.
- **Intermediate** – PSAPs are using the ESInet for all traffic, and all call handling is IP-based. Multimedia is supported for calls, text and logging across the entire state.
- **Jurisdictional End State** – All PSAPs are transitioned to the NG911 system and all traffic is being delivered consistent with the NG911 standard.

State	Response	State	Response
Alabama	Transitional	Montana	?
Alaska	Legacy	Nebraska	Foundational
American Samoa	x	Nevada	x
Arizona	Intermediate	New Hampshire	Transitional
Arkansas	Foundational	New Jersey	Foundational
California	Foundational	New Mexico	Transitional
Colorado	Transitional	New York	Legacy
Connecticut	Jurisdictional End	North Carolina	Transitional
Delaware	x	North Dakota	Transitional
District of Columbia	Transitional	Northern Mariana Islands	x
Florida	Transitional	Ohio	Transitional
Georgia	Legacy	Oklahoma	Foundational
Guam	x	Oregon	Foundational
Hawaii	Transitional	Pennsylvania	Foundational
Idaho	Transitional	Puerto Rico	Foundational
Illinois	Foundational	Rhode Island	Foundational
Indiana	Transitional	South Carolina	Transitional
Iowa	Intermediate	South Dakota	Transitional
Kansas	Transitional	Tennessee	Transitional
Kentucky	Jurisdictional End	Texas	Transitional
Louisiana	Legacy	Utah	Intermediate
Maine	Jurisdictional End	Vermont	Transitional
Maryland	Transitional	Virgin Islands (U.S.)	x
Massachusetts	Jurisdictional End	Virginia	Transitional
Michigan	Transitional	Washington	Intermediate
Minnesota	Transitional	West Virginia	x
Mississippi	x	Wisconsin	Foundational
Missouri	Legacy	Wyoming	Foundational

Data

53. What level of maturity is your state in for the category of PSAP call handling system and applications?

Total:

Legacy: 5   **Foundational: 12**   **Transitional: 22**   **Intermediate: 4**

Jurisdictional End State: 4   **National End State: X**

Total: 47 States

? Total states that responded this data element was unknown: 1

x States that did not submit data: 8

Findings

There are some inconsistencies in the maturity level identified by states for PSAP call handling systems and applications compared to 2018 and 2019 data. This may be due to a different interpretation of the maturity levels for this data collection period.

Legend:
- Legacy
- Foundational
- Transitional
- Intermediate
- Jurisdictional End
- Unknown
- Did not submit

Maturity Level	Number of States
Legacy	5
Foundational	12
Transitional	22
Intermediate	4
Jurisdictional End	4
Unknown	1
Did Not Submit	8

Data
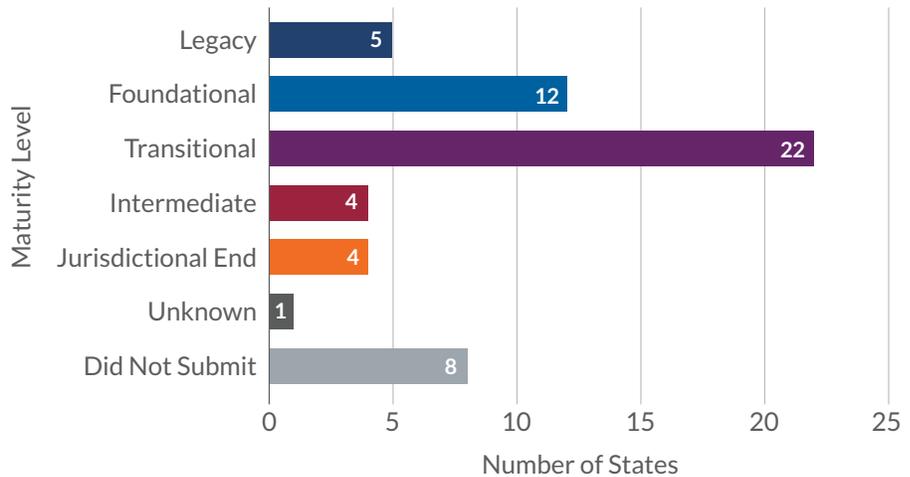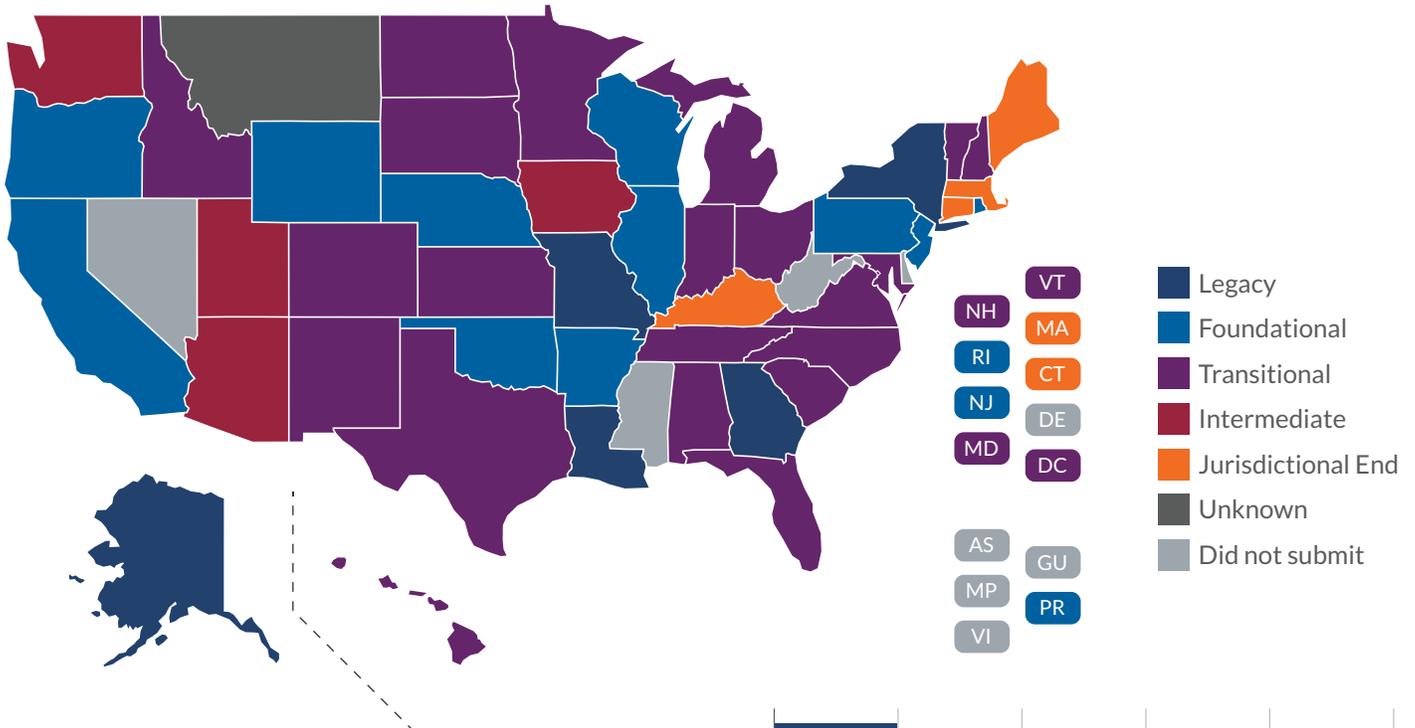
54. What level of maturity is your state in for the category of security?

Security includes capabilities, operations and best practices expected at the ESInet level, all levels of the NENA i3 functional elements, the PSAP level, and all external facing interfaces.

- **Legacy** – Security posture/policy has not yet been developed.

- **Foundational** – PSAPs have begun to assess and prioritize the security risks of NG911/IP and have introduced initial security policies to minimize risks and threats to the PSAP.

- **Transitional** – PSAPs have conducted a full assessment of the vulnerabilities associated with security, and have begun to implement, administer, and coordinate security polices to manage security threats to their NG911 system.

- **Intermediate** – PSAPs have implemented security polices and a process to periodically audit and mitigate security vulnerabilities.

- **Jurisdictional End State** – All PSAPs are utilizing a common security framework baseline.

State	Response	State	Response
Alabama	Foundational	Montana	?
Alaska	Legacy	Nebraska	Legacy
American Samoa	x	Nevada	x
Arizona	?	New Hampshire	Foundational
Arkansas	Legacy	New Jersey	Foundational
California	Foundational	New Mexico	Transitional
Colorado	Foundational	New York	Legacy
Connecticut	Jurisdictional End	North Carolina	Foundational
Delaware	x	North Dakota	Transitional
District of Columbia	Transitional	Northern Mariana Islands	x
Florida	Foundational	Ohio	Foundational
Georgia	Legacy	Oklahoma	Legacy
Guam	x	Oregon	Legacy
Hawaii	Transitional	Pennsylvania	Foundational
Idaho	Foundational	Puerto Rico	Legacy
Illinois	Foundational	Rhode Island	Foundational
Indiana	Intermediate	South Carolina	Foundational
Iowa	Foundational	South Dakota	Legacy
Kansas	Intermediate	Tennessee	Foundational
Kentucky	Jurisdictional End	Texas	Foundational
Louisiana	Foundational	Utah	Intermediate
Maine	Jurisdictional End	Vermont	Jurisdictional End
Maryland	Intermediate	Virgin Islands (U.S.)	x
Massachusetts	Jurisdictional End	Virginia	Legacy
Michigan	Jurisdictional End	Washington	Intermediate
Minnesota	Foundational	West Virginia	x
Mississippi	x	Wisconsin	Legacy
Missouri	Legacy	Wyoming	Legacy

Data

54. What level of maturity is your state in for the category of security?

Total:

Legacy: 13   **Foundational: 18**   **Transitional: 4**   **Intermediate: 5**

Jurisdictional End State: 6   **National End State: X**

Total: 46 States

? Total states that responded this data element was unknown: 2

x States that did not submit data: 8

Findings

There are some inconsistencies in the maturity level identified by states for security compared to 2018 and 2019 data. This may be due to a different interpretation of the maturity levels for this data collection period.

Legend:
- Legacy
- Foundational
- Transitional
- Intermediate
- Jurisdictional End
- Unknown
- Did not submit

Bar chart — Number of States by Maturity Level:
- Legacy: 13
- Foundational: 18
- Transitional: 4
- Intermediate: 5
- Jurisdictional End: 6
- Unknown: 2
- Did Not Submit: 8
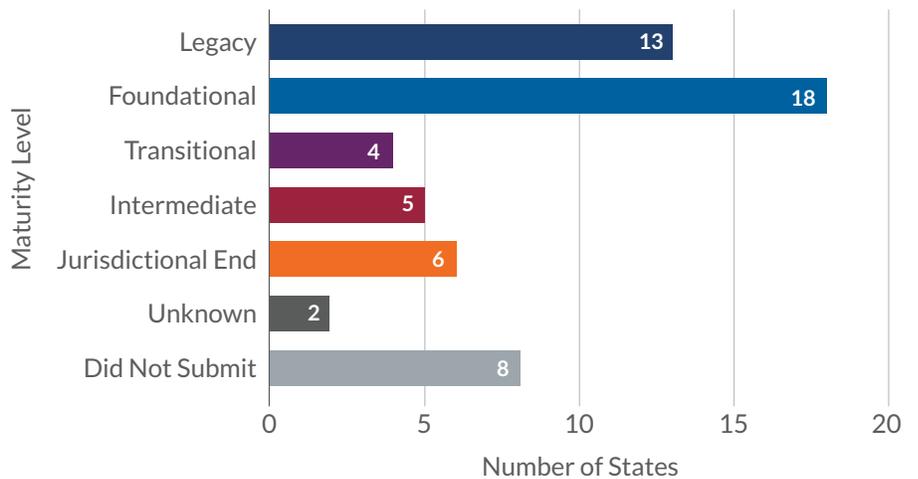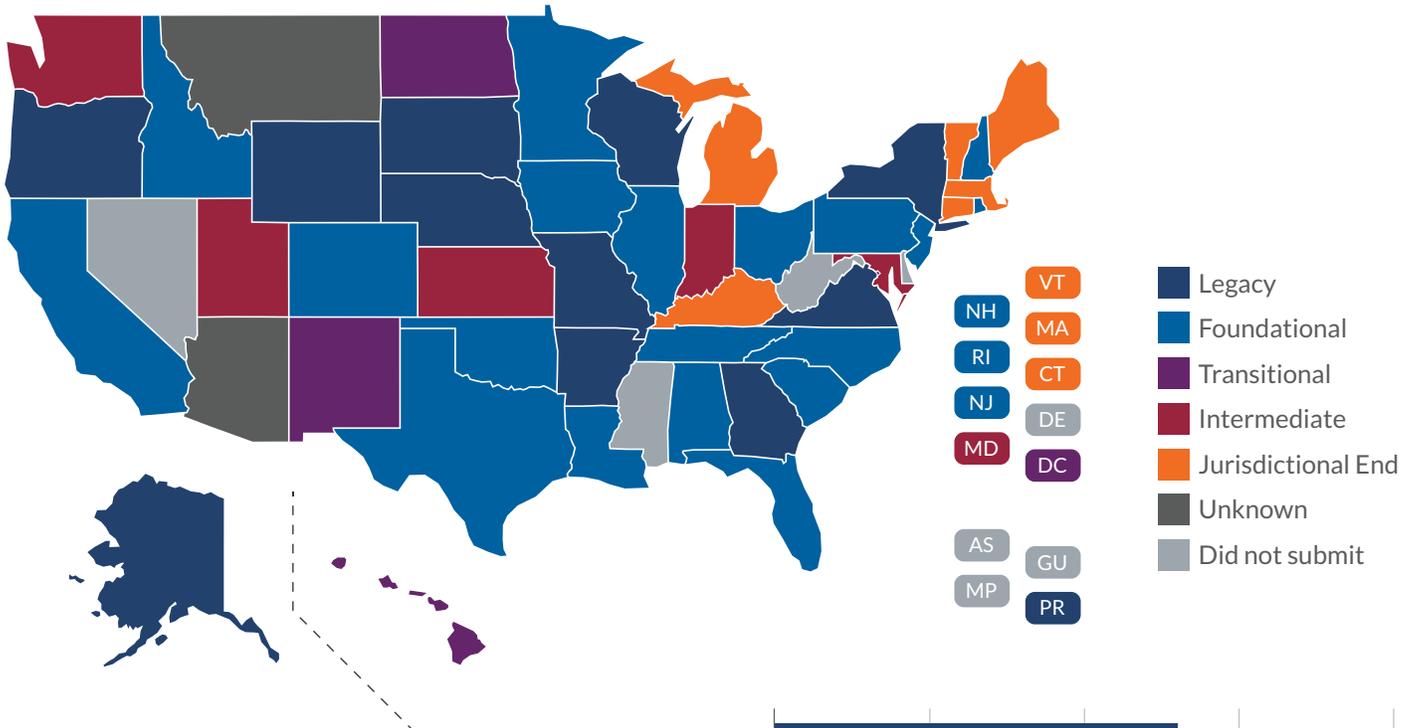
55. What level of maturity is your state in for the category of operations?

Operations planning addresses aspects of execution, oversight, plan management and efforts necessary to support the transition from legacy systems to the NG911 processing model and services.

- **Legacy** – No plan or coordination has been introduced.

- **Foundational** – Initial planning for operation of an NG911 system has begun and the long-term strategy for administration is in progress. Plans have been introduced but are not yet approved.

- **Transitional** – Operations plans for the NG911 system have been approved but have not begun to be implemented.

- **Intermediate** – Operations plans are fully approved and are in the late stage of implementation.

- **Jurisdictional End State** – All operations plans are fully implemented.

State	Response	State	Response
Alabama	Transitional	Montana	?
Alaska	Legacy	Nebraska	Transitional
American Samoa	x	Nevada	x
Arizona	Transitional	New Hampshire	Foundational
Arkansas	Foundational	New Jersey	Legacy
California	Transitional	New Mexico	Foundational
Colorado	Foundational	New York	Foundational
Connecticut	Jurisdictional End	North Carolina	Intermediate
Delaware	x	North Dakota	Transitional
District of Columbia	Transitional	Northern Mariana Islands	x
Florida	Foundational	Ohio	Foundational
Georgia	Legacy	Oklahoma	Legacy
Guam	x	Oregon	Legacy
Hawaii	Foundational	Pennsylvania	Transitional
Idaho	Foundational	Puerto Rico	Jurisdictional End
Illinois	Foundational	Rhode Island	Foundational
Indiana	Intermediate	South Carolina	Transitional
Iowa	Intermediate	South Dakota	Intermediate
Kansas	Jurisdictional End	Tennessee	Intermediate
Kentucky	Jurisdictional End	Texas	Transitional
Louisiana	Foundational	Utah	Intermediate
Maine	Jurisdictional End	Vermont	Jurisdictional End
Maryland	Transitional	Virgin Islands (U.S.)	x
Massachusetts	Jurisdictional End	Virginia	Transitional
Michigan	Jurisdictional End	Washington	Intermediate
Minnesota	Foundational	West Virginia	x
Mississippi	x	Wisconsin	Foundational
Missouri	Foundational	Wyoming	Foundational

Data

55. What level of maturity is your state in for the category of operations?

Total:

Legacy: 5   **Foundational: 16**   **Transitional: 11**   **Intermediate: 7**

Jurisdictional End State: 8   **National End State: X**

Total: 47 States

? Total states that responded this data element was unknown: 1

x States that did not submit data: 8

Findings

There are some inconsistencies in the maturity level identified by states for operations compared to 2018 and 2019 data. This may be due to a different interpretation of the maturity levels for this data collection period.

Legend:
- Legacy
- Foundational
- Transitional
- Intermediate
- Jurisdictional End
- Unknown
- Did not submit

Bar chart — Number of States by Maturity Level:
- Legacy: 5
- Foundational: 16
- Transitional: 11
- Intermediate: 7
- Jurisdictional End: 8
- Unknown: 1
- Did Not Submit: 8

Data
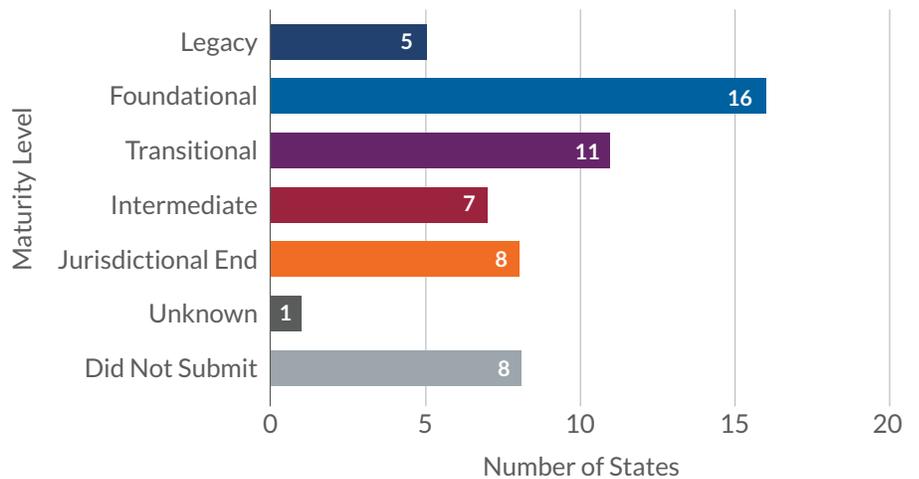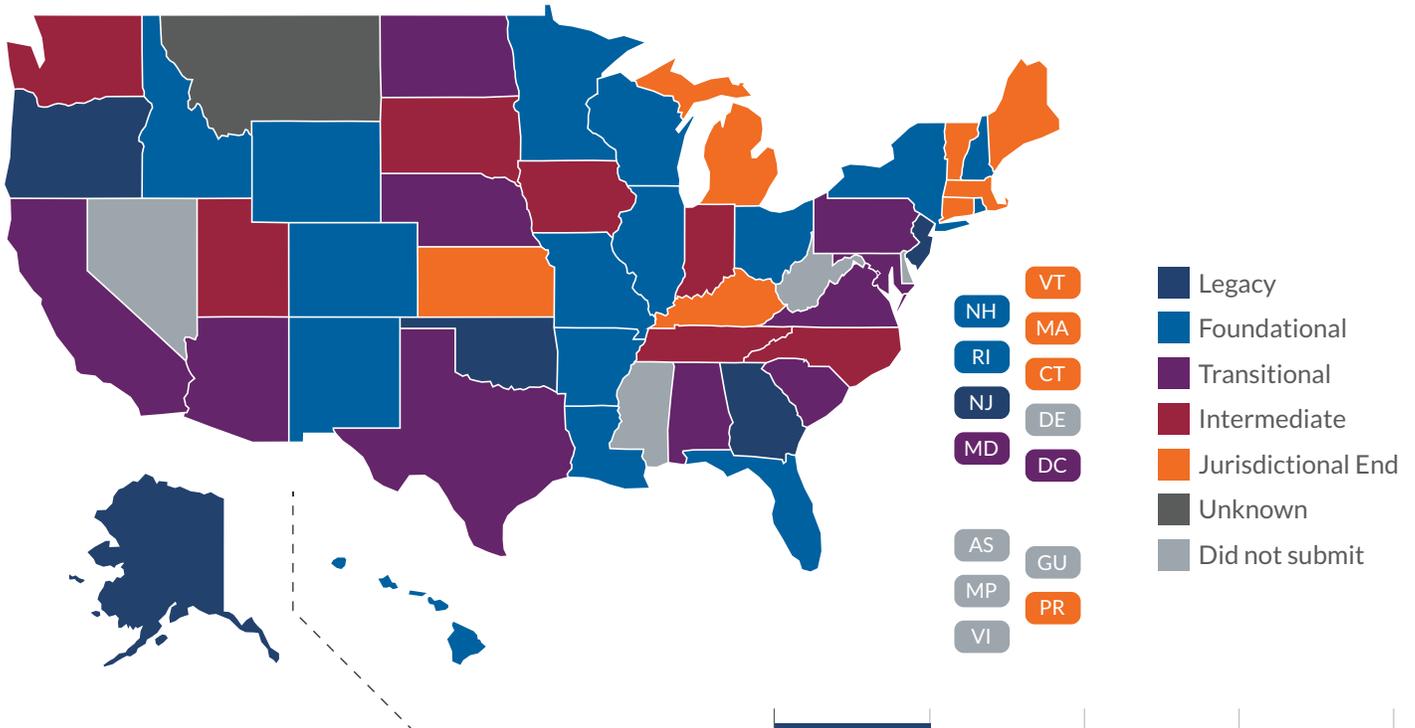
## 56. What level of maturity is your state in for the category of optional interfaces?

Optional Interfaces include those which are supplemental and supportive of 911 services but are not a basic necessity for receiving or responding to a call. Optional interfaces may include CAD, Broadband, RapidSOS and location supporting tools, hosted logging systems, hosted recording solutions and cybersecurity taps. Any and all optional interfaces must comply with all applicable industry interface standards and must not interfere with or impact the function or security of the NG911 systems.

- **Legacy** – No optional interfaces have been documented.
- **Foundational** – Optional interfaces, which may be useful for NG911, have been documented, but they have not been assessed or reviewed.
- **Transitional** – Optional interfaces, which can be beneficial within the NG911 system, have been documented and assessed, and integration with those systems has begun.
- **Intermediate** – All potential optional interfaces have been documented and assessed and integration with those systems is complete.
- **Jurisdictional End State** – All optional interfaces have been implemented and jurisdictional support has begun.

State	Response	State	Response
Alabama	Transitional	Montana	?
Alaska	Legacy	Nebraska	Transitional
American Samoa	x	Nevada	x
Arizona	Transitional	New Hampshire	Foundational
Arkansas	Foundational	New Jersey	Foundational
California	Transitional	New Mexico	Foundational
Colorado	?	New York	Legacy
Connecticut	Transitional	North Carolina	Transitional
Delaware	x	North Dakota	Foundational
District of Columbia	Foundational	Northern Mariana Islands	x
Florida	Transitional	Ohio	Foundational
Georgia	Legacy	Oklahoma	Legacy
Guam	x	Oregon	Legacy
Hawaii	Unknown	Pennsylvania	Foundational
Idaho	Legacy	Puerto Rico	Transitional
Illinois	Legacy	Rhode Island	Foundational
Indiana	Intermediate	South Carolina	Transitional
Iowa	Intermediate	South Dakota	Legacy
Kansas	Transitional	Tennessee	Transitional
Kentucky	Jurisdictional End	Texas	Legacy
Louisiana	Foundational	Utah	Transitional
Maine	Intermediate	Vermont	Jurisdictional End
Maryland	Transitional	Virgin Islands (U.S.)	x
Massachusetts	Jurisdictional End	Virginia	Foundational
Michigan	Jurisdictional End	Washington	Transitional
Minnesota	Transitional	West Virginia	x
Mississippi	x	Wisconsin	Foundational
Missouri	Legacy	Wyoming	Foundational

Data

56. What level of maturity is your state in for the category of optional interfaces?

Total:

Legacy: 10   **Foundational: 13**   **Transitional: 15**   **Intermediate: 3**

Jurisdictional End State: 4   **National End State: X**

Total: 45 States

? Total states that responded
this data element was unknown: 3

x States that did not submit data: 8

Findings

There are some inconsistencies in the maturity level identified by states for optional interfaces compared to 2018 and 2019 data. This may be due to a different interpretation of the maturity levels for this data collection period.

Legend:
- Legacy
- Foundational
- Transitional
- Intermediate
- Jurisdictional End
- Unknown
- Did not submit

NH, RI, NJ, MD, VT, MA, CT, DE, DC

AS, MP, VI, GU, PR

Bar chart — Number of States by Maturity Level:
- Legacy: 10
- Foundational: 13
- Transitional: 15
- Intermediate: 3
- Jurisdictional End: 4
- Unknown: 3
- Did Not Submit: 8
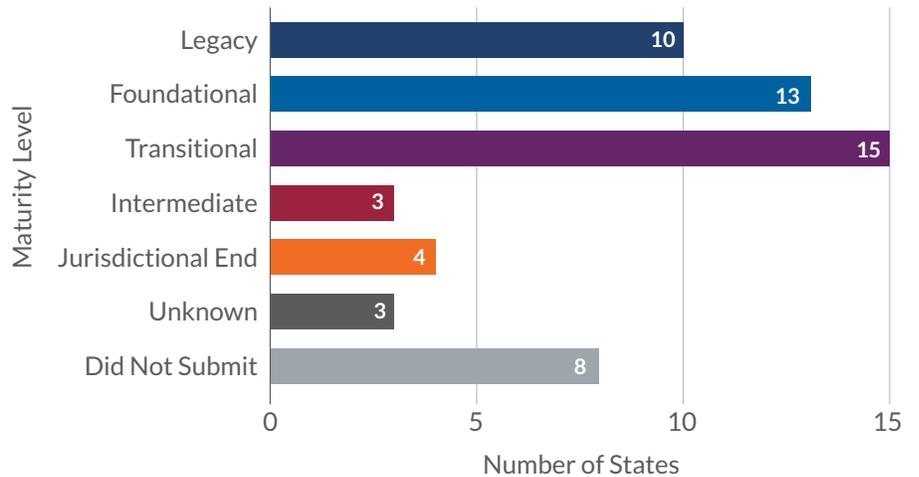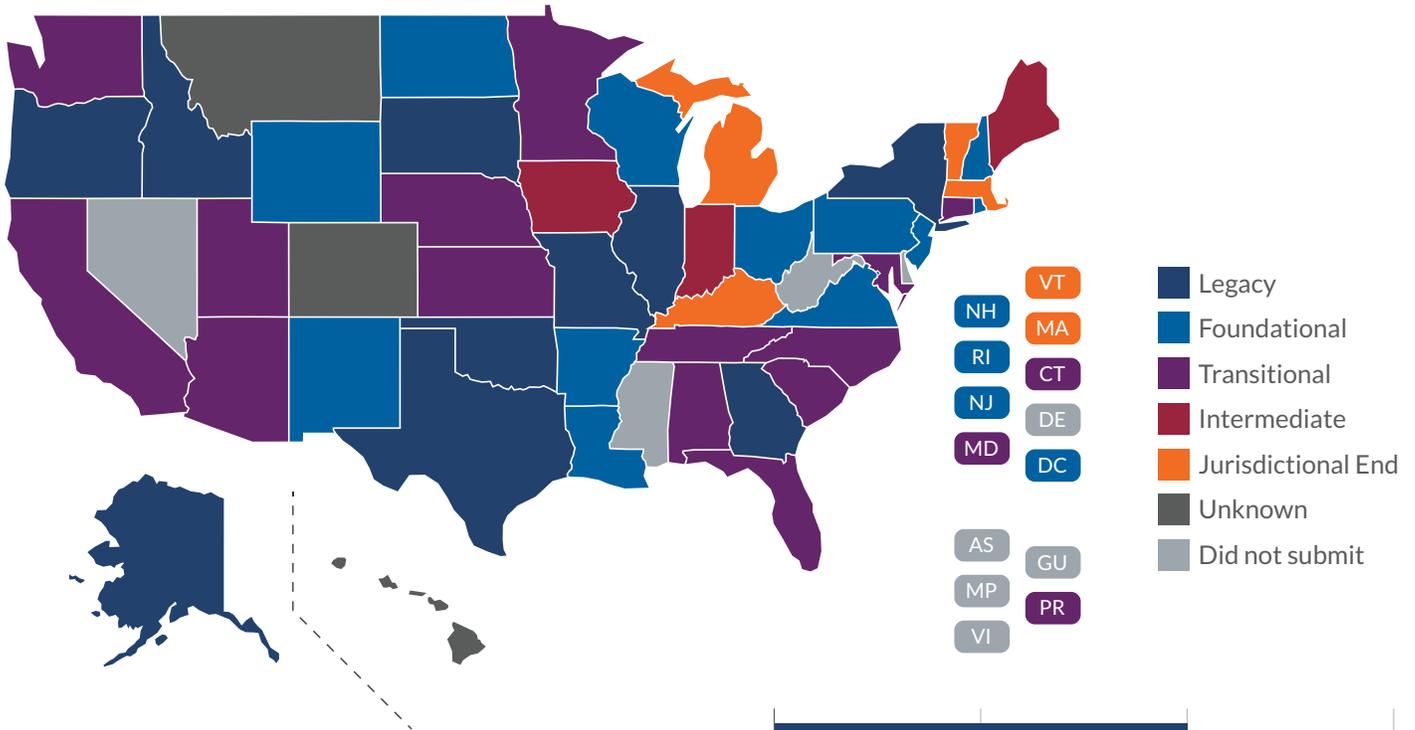
Data

DoD PSAP Data[13]

As a milestone event, which expands the informative value of the report, 2021 is the first time the Program collected DoD data as part of the Profile Database Report. The DoD data is in aggregate form and is not presented in individual form other than to correlate DoD PSAPs to the States and territories. The DoD data is being introduced here to identify opportunities for collaboration, cooperation, and planning in a NG911 context. As the data sharing relationship between the National 911 Office and the DoD continues to evolve, the intent is to add additional comparative data elements, like total 911 call volumes and number of 911 call taking positions, so as to consider the DoD PSAP operations as part of the national view presented annually in this Profile Database Report.

DoD PSAPs are ubiquitous and emphasis should be placed on outreach where appropriate between the state 911 programs and the DoD PSAPs in their respective jurisdictions. Economies of scale, similarity of requirements, mission, and purpose all drive formalizing relationships between state 911 programs and the DoD in the NG911 context. The provided DoD data points out the many opportunities that exist to extend NG911 statewide services, capabilities, and interoperability to all 911 services in a state.

Stateside (CONUS) DoD Operated PSAPs
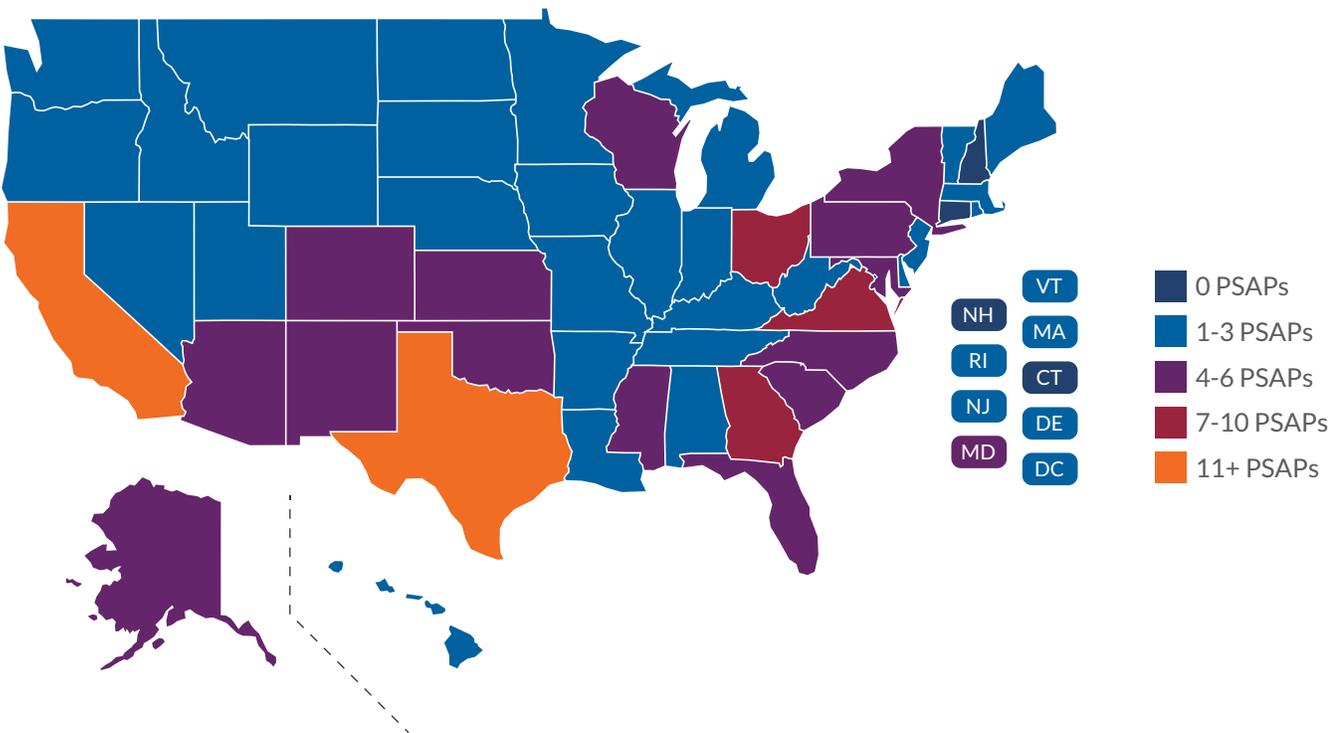
Legend:
- 0 PSAPs
- 1-3 PSAPs
- 4-6 PSAPs
- 7-10 PSAPs
- 11+ PSAPs

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13 Thank you to the Department of Defense for voluntarily submitting this data and helping to complete the picture of 911 resources across the nation.

Data

Stateside (CONUS) DoD Operated PSAPs

State	Number of DoD PSAPs	State	Number of DoD PSAPs
Alabama	3	Montana	2
Alaska	5	Nebraska	1
Arizona	6	Nevada	3
Arkansas	1	New Jersey	2
California	15	New Mexico	4
Colorado	6	New York	6
Delaware	1	North Carolina	5
District of Columbia	1	North Dakota	3
Florida	6	Ohio	7
Georgia	8	Oklahoma	5
Hawaii	1	Oregon	1
Idaho	2	Pennsylvania	5
Illinois	1	Rhode Island	1
Indiana	2	South Carolina	6
Iowa	1	South Dakota	1
Kansas	4	Tennessee	3
Kentucky	3	Texas	12
Louisiana	2	Utah	2
Maine	1	Vermont	1
Maryland	4	Virginia	9
Massachusetts	3	Washington	3
Michigan	3	West Virginia	2
Minnesota	2	Wisconsin	4
Mississippi	4	Wyoming	2
Missouri	2		

Overseas (OCONUS) DoD Operated PSAPs

Overseas (OCONUS) = 43 PSAPs in 21 U.S. Territories and Countries			
Guam	Puerto Rico	Romania	Spain
Germany	Japan	Portugal	Cuba
Greece	Okinawa	Qatar	Turkey
South Korea	Diego Garcia	United Arab Emirates	Bahrain
Italy	United Kingdom	Kuwait	Saudi Arabia
Jordan			

Findings

Not all Department of Defense installations have E9-1-1 capable PSAPs. Across the globe there are 220. Of those 220, 177 are stateside and the balance are overseas in U.S. Territories and foreign countries.

Analysis

Most of these DoD data points represent an on base/installation or on premise PSAP facility. Some DoD PSAPs have a specific purpose and mission that may or may not preclude participation or interoperation with a 911 system within a particular state or jurisdiction.