

# Participating in the State 911 Assessment Program



**Overview:** You know your state's emergency communications system. You can see what's working well and what could use some improvements. However, making the case to achieve important improvements can sometimes be a challenge.

The State 911 Assessment Program – managed by the National 911 Program – creates a forum for state administrators to generate expert peer input on system improvement efforts. Based on a set of objective and comprehensive benchmarks established *by* state administrators, *for* state administrators, the assessment program convenes unbiased, peer feedback to inform existing 911 system operation opportunities and recommend future improvements.



Having a dedicated team of peer experts to help you move your 911 program forward is invaluable. We knew we needed additional support to fully implement NG911 for our state, and this assessment helped us identify gaps in an objective way that is specific to our state.”

*Blake DeRouchev*  
911 Program Manager, State of Iowa

State Administrators in Delaware, North Carolina and Iowa have tapped the State Assessment Program to garner additional insights to support efforts in applying for new funding and staff, developing new protocols and policies, and furthering NG911 implementation.

## Consider your own goals:

What do you aim to accomplish? How can input from your colleagues provide the information, expertise, and neutral-party perspectives to help you achieve system goals? Assessments are voluntary, require fewer state resources compared to other assessment options, and are supported by the National 911 Program's team of contracted support and peer participants. The assessment process does not include a technical evaluation, but it does identify operational strengths, weaknesses, and includes actionable recommendations to help make improvements to the system.



# Participating in the State 911 Assessment Program

## How It Works:



Planning for an assessment takes 4-6 months, requiring reduced time and financial commitments from the state when compared to a traditional consulting firm assessment process.



Following a detailed self-assessment, a qualified team of 911 experts will thoroughly evaluate your state's 911 system using criteria developed by peers and other 911 stakeholders.



State representatives will meet with the assessment team during a three-day on-site visit to exchange information and provide insights.



This team of expert colleagues then completes a thorough assessment with state goals and challenges in mind.



The team's efforts are collated into a detailed final report and an in-person presentation of its analysis and recommendations.



With state input, the report is finalized, approved and ready to be shared when, how and with whom the state administrator deems appropriate.



The final report is solely the property of the state, not the National 911 Program, or any of the participating assessors.

## How to get started:

To learn more about the State 911 Assessment Program, including how it can specifically benefit your state, click [here](#) or email [nhtsa.national911@dot.gov](mailto:nhtsa.national911@dot.gov).