National 911 Progress Report: 2013 Data

National Highway Traffic Safety Administration

National 911 Program

Washington, DC

Report released March 2015

About the National 911 Program

The mission of the National 911 Program is to provide Federal leadership in supporting and promoting optimal 911 services. It was created as a point of coordination for activities among 911 stakeholders and to provide information that can be used to improve the 911 system. We do that by developing a variety of tools and resources including tools that can be used to plan and implement Next Generation (NG) 911.

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

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

DISCLAIMER

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Contents

Acronym List

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

Table 1. List of Acronyms

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

Executive Summary

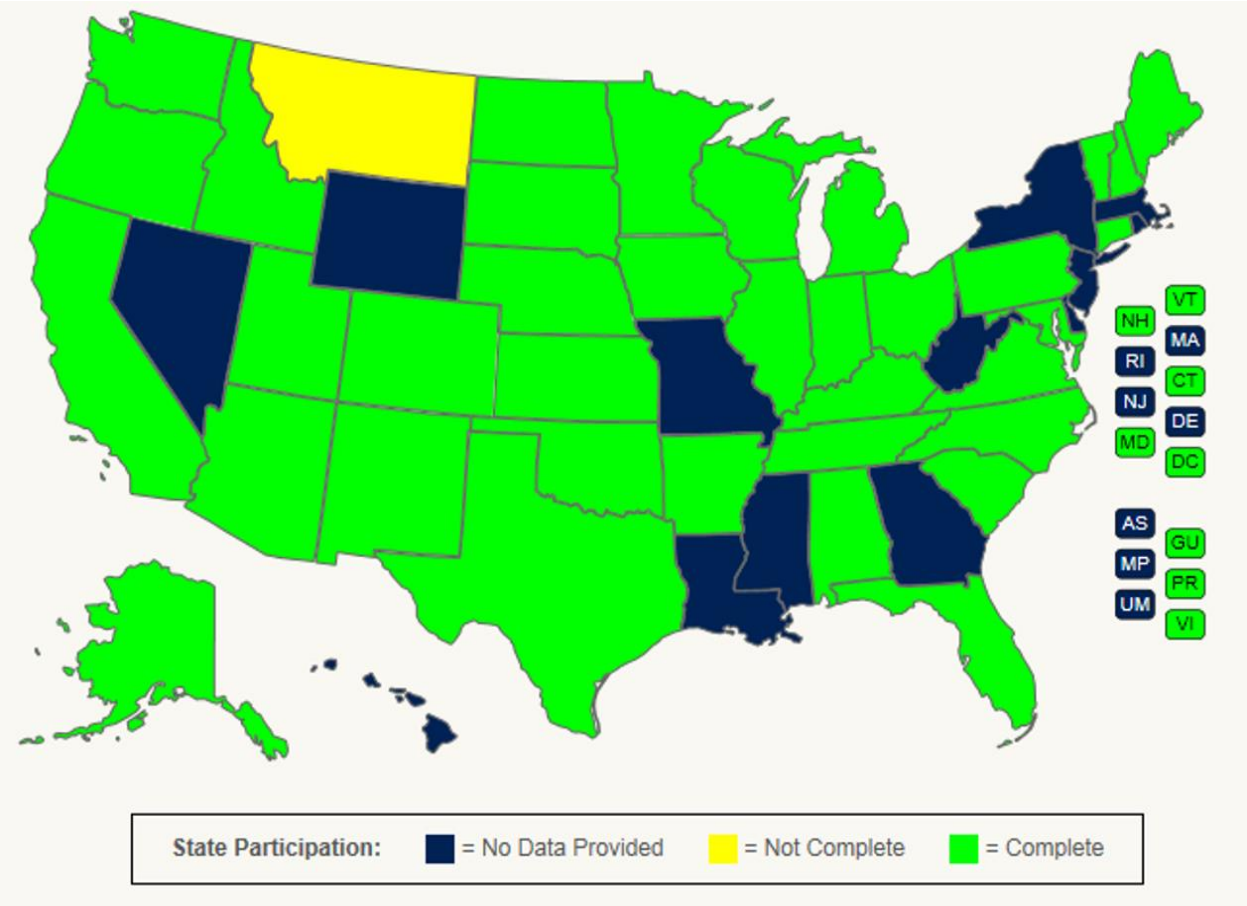
The National 911 Program was created to provide Federal leadership and coordination in promoting optimal 911 services. The Program is housed within the Office of Emergency Medical Services at the National Highway Traffic Safety Administration (NHTSA) – part of the U.S. Department of Transportation (USDOT).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

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

The Program has worked with the National Association of State 911 Administrators (NASNA) to encourage States to voluntarily share their State data to provide an updated picture of Next Generation 911 (NG911) progress across the country. A total of 39 States and territories provided data during the 2014 data collection effort, which is an increase from 27 states in 2012. Please note that data collected during calendar year 2014 reflects the previous year's data (i.e., data collected in 2014 is 2013 data).[1] The map in Figure 1 below reflects the participation by State and territory.

[1] The 2014 data collection effort is in compliance with the Paperwork Reduction Act of 1995 (44 U.S.C. 3501 et seq.), which requires NHTSA to receive approval from the Office of Management and Budget (OMB) (OMB Control #2127-0679).

Figure 1. National 911 Profile Database Progress Map

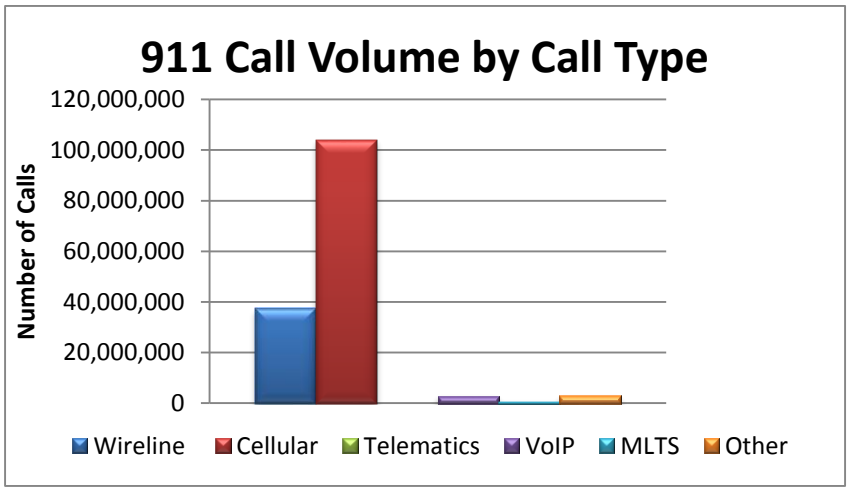


Analysis of the data collected during 2014 identified multiple key findings:

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

States submitting data report the majority of 911 calls are received from cellular phones. As seen in Figure 2, data from reporting states showed 70 percent of consumers are using cellular phones to make calls to 911, compared to 25 percent of consumers using wireline phones. This illustrates the shift away from wireline and the increasing adoption of cellular

Figure 2: 911 Call Volume by Call Type



technologies. Telematics,[2] Voice over Internet Protocol (VoIP),[3] or Multi-Line Telephone Systems (MLTS)[4] technologies, while in use and available nationally, add up to only three percent of calls to 911 from the reporting States. As new technologies continue to emerge, it is important to recognize changes and trends in technologies that consumers are using on a daily basis, especially during emergencies. Data elements 3.1.2.1 – 3.1.2.2.6 represent the total 911 call volume by call type (e.g., wireline, cellular, telematics, VoIP, and MLTS), even if the call was not answered or no dispatch occurred. Figure 2 depicts the call volumes by type for the States submitting data.

Finding 2: Progress is Being Made Towards Implementation of Next Generation 911 (NG911)

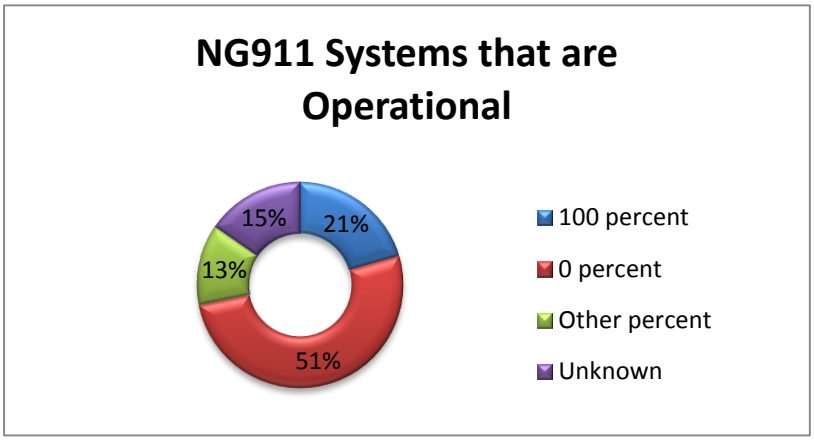
Progress is being made towards implementation of NG911:

- In 2011, nine of 27 States had adopted a statewide NG911 plan. In 2013, 15 of 39 States had adopted a statewide NG911 plan.
- In 2011, three of 27 States had a statewide Concept of Operations for NG911. In 2013, 12 of 39 States had a statewide Concept of Operations for NG911.
- In 2013, 13 of 36 reporting States released a Request for Proposals for defined statewide NG911 components
- In 2013, 13 of 29 reporting States awarded a contract to procure NG911 components and/or defined NG911 functions
- In 2013, nine of 30 reporting States installed/deployed and tested NG911 parts, functions, components at the State level

Finding 3: Twenty-one percent of States Have NG911 Systems that are 100 percent Operational

In many cases, States have implemented NG911 networks incrementally, as circumstances enable deployment (e.g., regionally). Thus, it is useful to understand the number of States that have operational NG911 systems that can process Internet Protocol (IP)-based emergency call requests, and what percentage of those States' NG911 networks are operational. Figure 3 shows the percentage of each respondent State's NG911

Figure 3: NG911 Systems that are Operational



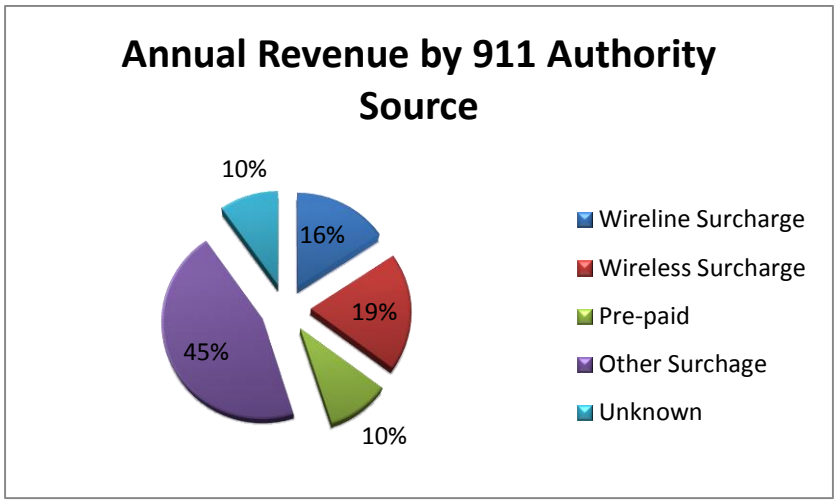
[2] NENA Master Glossary of 911 Terminology, NENA ADM-000.17, September 9, 2013, p. 122, http://c.ymcdn.com/sites/www.nena.org/resource/collection/625EAB1D-49B3-4694-B037-8E854B43CA16/NENA-ADM-000.17_Master_Glossary_20130909.pdf.
[3] Ibid., p. 134.
[4] Ibid., p. 86.

systems that are operational. A total of 21 percent of States reported that their NG911 systems that are 100 percent operational, while about half (51 percent) of the States are zero percent operational. The remainder of the states responded with a range of anywhere from eight to 70 percent (i.e., 13 percent) operational or "unknown" (i.e., 15 percent).

Finding 4: Wireline and Wireless Surcharge Funds Comprise 35 Percent of Annual Revenue

Figure 4 depicts that among the reporting States, wireline and wireless surcharges combined make up 35 percent of States' annual revenue, while 45 percent of States' revenue is derived from other surcharges. A few States (CO, KS, PA, VA, and WA) also indicated their State has implemented a pre-paid surcharge. The survey requested State financial data, such as annual revenues sources, as well as annual costs. Financial data are important in determining how the operation of 911 systems are funded across the country. States were also asked for their annual revenue by source (i.e., dedicated 911 surcharges, general revenue).

Figure 4: Annual Revenue by 911 Authority Source



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

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

Introduction

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

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

In an effort to acquire data that is valuable to 911 stakeholders, the National 911 Program worked with the National Association of State 911 Administrators (NASNA) to develop a database whose data elements are both useful and feasible to collect. The National 911 Profile Database was developed, containing 55 data elements. NASNA also assisted with efforts to develop a Data Dictionary and an online data submission tool, which was trial tested in 2010.

During calendar year 2012, data from 2011 was successfully collected from a total of 27 states. During the summer of 2014, the National 911 Program repeated the data collection effort for by collecting 2013 data from 39 states to achieve an updated picture of NG911 implementation across the country.

The purpose of this report is to provide a summary of the data collected during calendar year 2014. Data collected during this most recent effort reflects 2013 data and highlights the status of State progression toward NG911, as well as essential 911 statistics that will be valuable for 911 stakeholders. While the previous report provided aggregated data, the 2014 report provided State-by-State data, thus providing a wealth of information and allowing States to utilize the data for collaborative purposes. States with similar attributes may want to work together to identify and implement workable strategies for deploying NG911. Neighboring States may want to compare data to understand the issues inherent in creating interstate NG911 connections. National and Federal partners may want to create an overall picture of the status of NG911 implementation and provide opportunities for communities with identified deployment challenges.

National 911 Program and Resource Center

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

Profile Database

The Profile Database was designed to collect information to assist the 911 community by providing basic demographic information on the characteristics of the National 911 system, as well as progress on implementation of NG911. Data related to operations, finance, and progress toward NG911 at the State level will be useful to 911 stakeholders in the development of effective policies, planning, and implementation strategies at all levels of government. Having access to data will be valuable when justifying a position on proposed legislation, or the implementation of NG911 in a State or county. For the Profile Database data collection effort during 2014, an online survey tool was created for States and territories to easily enter their data. A map (see Figure 5 below) was also developed, which provided States with a real-time visual of current progress of the data collection effort.

Data Dictionary

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

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

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

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

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

Data Collection and Reporting Process

All 56 states and territories (American Samoa, Guam, Minor Outlying Islands, Northern Mariana Islands, Puerto Rico, and the U.S. Virgin Islands) were invited to participate in the Profile Database data collection effort.

To kick off the effort, the National 911 Program provided in depth information to members of NASNA at their June meeting in Nashville, Tennessee. Following the presentation, NASNA members were asked to designate a State point of contact for data submission.

In July of 2014, the National 911 Program hosted two training webinars for State designees to provide guidance on survey administration and logistics. A reference guide was created for State designees to assist individuals in accessing the Profile Database site and utilizing its functions.

In August and September of 2014, the online survey tool was opened for input of state data. After the online survey tool was closed for submissions, the National 911 Program evaluated the data, followed up with States for clarification on specific data elements, and produced this report. The data collection effort greatly benefited from the support of NASNA and its members in advocating for data submission and promoting the benefits the data will provide to the 911 community. In addition, the National Emergency Number Association (NENA) assisted in analyzing the data and provided valuable insights on key findings and overall accuracy.

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

State Participation

The National 911 Profile Database Progress Map in Figure 5 below depicts State participation for the 2014 Profile Database data collection effort. State participation is represented by three colors on the map: blue indicates that no data was provided; yellow indicates that the State did not complete their data collection and submission; and green indicates States completed their data collection and submission. As illustrated in Table 2 below, there was a noticeable increase in the number of States that submitted data during the 2014 effort – a total of 39 States compared to 27 States in 2012.

For the purposes of the Profile Database, States, territories, and the District of Columbia are all referred to as “States.”

[5] Ibid.

Figure 5. National 911 Profile Database Progress Map

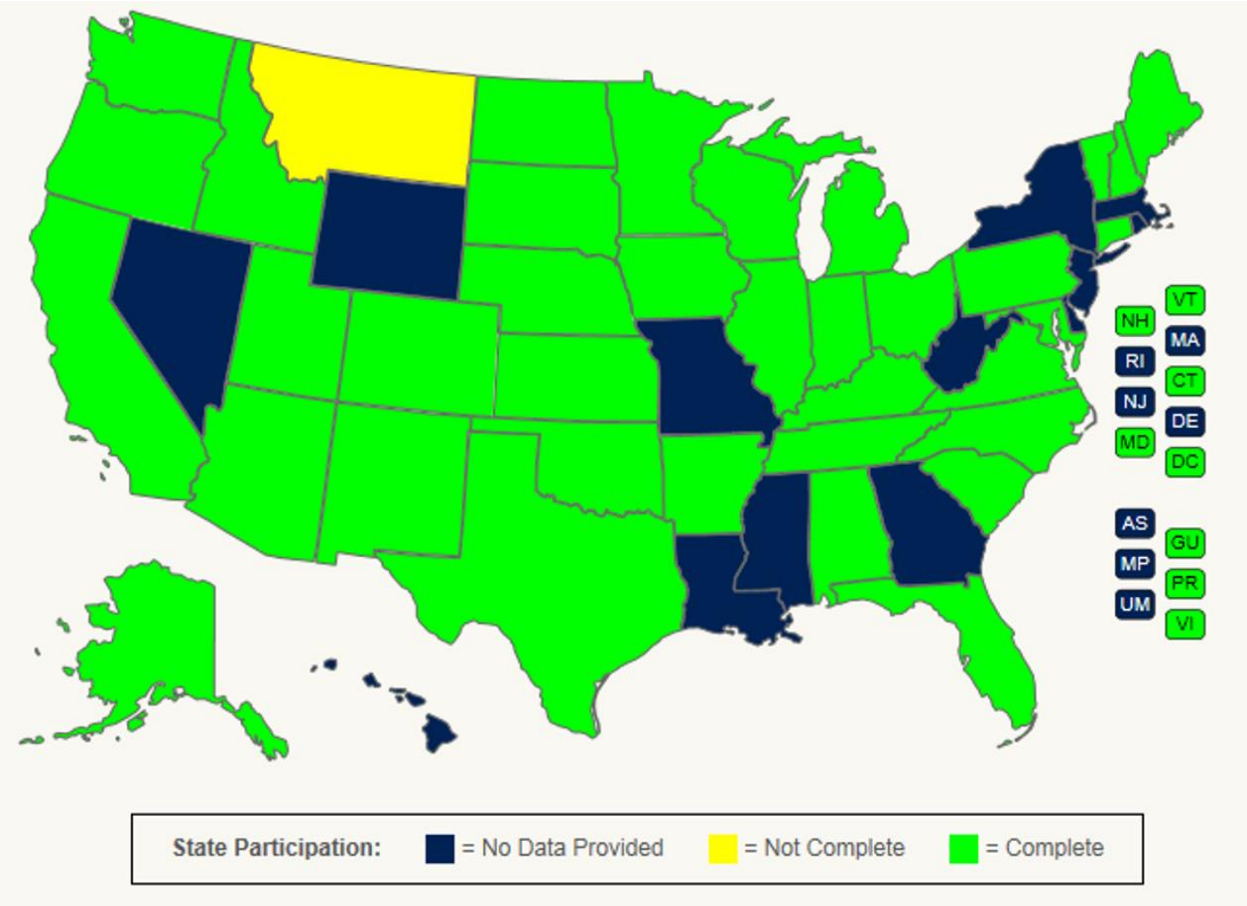


Table 2. State Data Submission

Year	No Data Provided	Not Complete	Complete
2012	28	1	27
2014	16	1	39

While all 56 States and territories were invited to participate in the 2014 Profile Database data collection effort, not all were able to submit data. As seen in Table 3 below, some States lacked the statutory authority or resources to collect and submit the data, while other States did not respond to the request. Feedback was received from a number of States regarding the reason they were not able to submit data. For example, one State responded that a new statute resulted in two distinct timeframes for the reporting period during which data was handled or collected at the local level, and because of this change, the State could not compile data until this transition period concluded. Another State indicated the State's PSAPs remain under the authority of local government and are not required to report all data elements asked for in this report. Some States did not have a point of contact and for these States, the National 911 Program worked closely with NASNA to determine the appropriate person to approach. However efforts to establish points of contact in some of these States were unsuccessful.

Table 3. State Categorizations for No Data Provided

Category	AS	DE	GA	HI	LA	MA	MO	MP	MS	NJ	NV	NY	RI	UM	WV	WY
Unable to submit data due to lack of statutory authority to collect data from local 911 authorities			X										X			X
Unable to submit data due to lack of resources to collect and/or aggregate data	X			X	X			X	X	X				X	X	
Contacted State point of contact, but no response received		X				X						X				
No State point of contact							X				X					

Accuracy of the Data

The data contained in this report were analyzed; however there may have been misinterpretations of certain data elements or data could have been entered incorrectly. Data was verified through a variety of methods[6] including, but not limited to following up with States, who were extremely responsive; working with NENA; working with 911 system component subject matter experts; and utilizing the

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

Federal Communications Commission (FCC) 911 Master PSAP Registry.[7] Data reported in the following sections represent actual responses received from States.

Challenges and Lessons Learned

While administering the 2014 Profile Database data collection effort, a number of challenges and lessons learned were identified that can be used to make improvements during future data collection efforts. State designees also provided feedback to the National 911 Program throughout the process, which will be included in the improvements during the 2015 data collection effort. While some States were not able to submit data for a variety of reasons, knowing these challenges is itself, useful information. Challenges and lessons learned during the 2014 data collection effort include:

Challenges

- Many States and territories continue to find it difficult to collect and submit data. Some States continue to lack the resources while others lack the authority in State statute to collect and submit data.
- Some States do not have the mechanisms to determine particular data elements (i.e., percentage of geography served by each level of service). Data elements such as these may need to be refined or replaced for future data collection efforts.
- Many States operate on a fiscal year (July 1 – June 30), making it difficult to collect and submit data in the August timeframe. Suggestions were made to move the data collection period to April or May, as was done for the 2010 and 2012 reports.
- Although there was an increase of 12 States that participated in the 2014 data collection effort, the value of the data becomes somewhat limited as multiple States indicated "unknown" as responses for many data element questions. Out of the 2,145 possible responses that could have been received, 431 were unknown, bringing the total number of complete responses to 1,714. For example, many States responded "unknown" to the total number of VoIP, telematics, MLTS, and other calls, which does not allow for a complete picture of the breakdown of total call volume. This also likely indicates that States either do not have access to these data, or there was a misinterpretation of the data element. Analyzing reasons why States were unable to provide specific data could help to improve the completeness of data collected in next year's survey. Even understanding why data elements are "unknown" may be useful information.

Lessons Learned

- States had one month to collect and submit data. Consideration may be given to extending the data collection period to enable more States to submit data.
- Webinar training of the online data collection tool during the initial phase of this effort proved to be helpful. Additional training sessions during the data collection effort could be considered.

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

- Through examination of State responses to each data element question, it is apparent that particular survey questions will need to be reviewed and refined to make their intent clearer, understandable, and relevant for next year's data collection effort. Ensuring that States understand the requested information will assist in obtaining an increase in the accuracy and completeness of responses.

Data Element Responses

The National Profile Database survey included two sections for which data was requested: Baseline Data and Progress Benchmarks. Detailed responses by State for each data element within the survey are provided in the following tables. The data collected during calendar year 2014 reflects 2013 data, while the data collected during calendar year 2012 reflects data from 2011.

Baseline Data and Progress Benchmarks Elements

The 55 data elements were categorized as either Baseline Data or Progress Benchmarks. Baseline Data elements reflect the current status of State 911 operations and also provide a snapshot of 911 service levels nationwide. Progress Benchmarks capture State advancements in implementing NG911 systems and capabilities. Table 4 below reflects the number of responses per data element. The "unknown" responses indicate that States reviewed the questions, but did not have the data requested or did not provide the data requested. For ease of comprehension, the format of data listed below varies by data element. For a list of data responses in alphabetical order by State, please see Appendix A. The total number of responses for data elements 3.1.2.1 – 3.1.2.4.1 indicate 40 responses. Montana, while able to provide responses to these data elements, was unable to complete the survey. All other totals for data elements are based on 39 responses.

Table 4. Response by Data Element

Data Element Number	Data Element Description	Did Respond	Did Not Respond	Total Responses
3.1.1.1	Year for which Data are Reported by Reporting State	39	0	39
3.1.1.2	Public Availability of State 911 Data	39	0	39
3.1.2.1	Total Number of 911 Calls Received Based on Local and Regional 911 Authority Data, and Aggregated at the State Level	30	10	40
3.1.2.2.1	Number of Wireline Calls	24	16	40
3.1.2.2.2	Number of Cellular Calls	27	13	40
3.1.2.2.3	Number of Voice over Internet Protocol (VoIP) Calls	16	24	40
3.1.2.2.4	Number of Multi-line Telephone System (MLTS) Calls	7	33	39
3.1.2.2.5	Number of Telematics Calls	9	31	40
3.1.2.2.6	Number of Other Calls	11	29	40
3.1.2.3	Total Number of Sub-state 911 Authorities in a State	38	2	40
3.1.2.4.1	No 911 Authority	39	1	40
3.1.2.4.2	Number of 911 Authorities with Basic 911	38	1	39
3.1.2.4.3	Number of 911 Authorities with Enhanced 911 LOS	38	1	39
3.1.2.4.4	Number of 911 Authorities with Wireless Phase I LOS	39	0	39

Data Element Number	Data Element Description	Did Respond	Did Not Respond	Total Responses
3.1.2.4.5	Number of 911 Authorities with Wireless Phase II LOS	38	1	39
3.1.2.4.6	Number of 911 Authorities that Provide Enhanced 911 LOS for VoIP	33	6	39
3.1.2.5.1	Percentage of Population with No 911 Authority	36	3	39
3.1.2.5.2	Percentage of Population Served by 911 Authorities with Basic 911 LOS	34	5	39
3.1.2.5.3	Percentage of Population Served by 911 Authorities that Provide Enhanced 911 LOS	35	4	39
3.1.2.5.4	Percentage of Population Served by 911 Authorities that Provide Wireless Phase I LOS	36	3	39
3.1.2.5.5	Percentage of Population Served by 911 Authorities that Provide Wireless Phase II LOS	35	4	39
3.1.2.5.6	Percentage of Population Served by 911 Authorities that Provide Enhanced 911 LOS for VoIP	32	7	39
3.1.2.5.7	Percentage of Geographic Area with No 911 Authority	37	2	39
3.1.2.5.8	Percentage of Geographic Area with Basic 911 LOS	37	2	39
3.1.2.5.9	Percentage of Geographic Area Served by 911 Authorities that Provide Enhanced 911 LOS	37	2	39
3.1.2.5.10	Percentage of Geographic Area Served by 911 Authorities that Provide Wireless Phase I LOS	37	2	39
3.1.2.5.11	Percentage of Geographic Area Served by 911 Authorities that Provide Wireless Phase II LOS	37	2	39
3.1.2.5.12	Percentage of Geographic Area Served by 911 Authorities that Provide Enhanced 911 LOS for VoIP	32	7	39
3.1.2.6	State Adoption of Common Definitions for Each LOS	35	4	39
3.1.2.7	Nationally Standardized Service Level Definitions	35	4	39
3.1.2.8.1	Total Number of Primary PSAPs within a State	37	2	39
3.1.2.8.2	Total Number of Secondary PSAPs within a State	32	7	39
3.1.3.1	Financial Data Reporting Period Type	35	4	39
3.1.3.2	Annual Revenue by 911 Authority	29	10	39
3.1.3.2.1	Annual Revenue by 911 Authority Source	35	4	39
3.1.3.3	Annual Costs by 911 Authority	23	16	39
3.2.1.1	Statewide NG911 Plan Adopted	36	3	39
3.2.1.2	Sub-state 911 Authority NG911 Plan Adopted	31	8	39
3.2.1.3	Statewide NG911 Concept of Operations Developed	36	3	39
3.2.1.4	Sub-state 911 Authority Concept of Operations Developed	29	10	39
3.2.2.1	Statewide Request for Proposal Released	36	3	39
3.2.2.2	911 Authority RFP Released	29	10	39
3.2.2.3	Statewide Components Specified for Procurement	27	12	39
3.2.2.4	Sub-state 911 Authority Components Being Procured	22	17	39

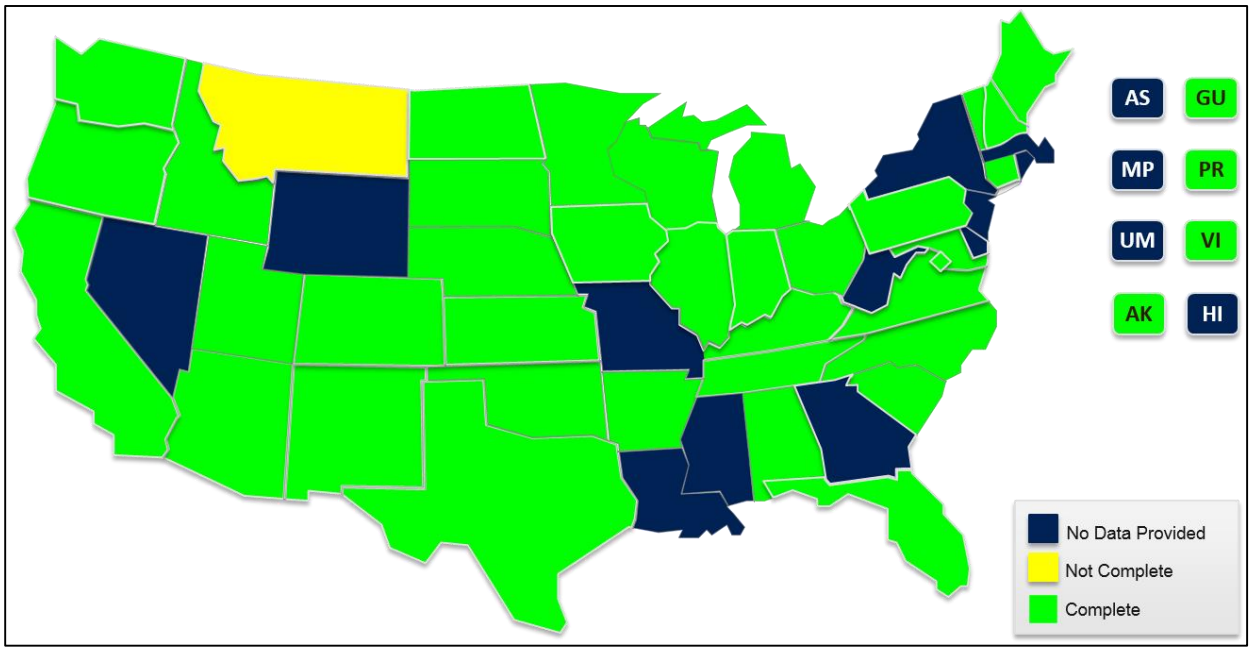
Data Element Number	Data Element Description	Did Respond	Did Not Respond	Total Responses
3.2.2.5	Captures whether a State Contract for the NG911 Part, Function, or Component Identified Above Has Been Awarded	35	4	39
3.2.2.6	Percentage of 911 Authorities Statewide that Have Awarded a Contract for the System Components and/or Functions Described Above	29	10	39
3.2.2.7	Statewide Installation and Testing	36	3	39
3.2.2.8	Percentage of 911 Authorities Statewide that Have Installed and Tested Those System Components and/or Functions Identified Above	30	9	39
3.2.2.9.1	Agreements (Capacity and Service Level) that Have Been Reached with Originating Service Providers	25	14	39
3.2.2.9.2	Providers With No Agreements in Place	18	21	39
3.2.3.1	Percentage of NG911 Authority Systems that Can Process and Interpret Location and Caller Information	34	5	39
3.2.3.2	Percentage of Total State Population Served by NG911 Services	32	7	39
3.2.3.3	Percentage of the Geographical Area of a State Served by NG911 Services	33	6	39
3.2.4.1	Percentage of the Planned NG911 Systems (as identified in the State's NG911 Plan) that are Operational for NG911 Call-taking	33	6	39
3.2.4.2	Percentage of the NG911 Systems (as identified in the Architecture) that Can Coordinate Directly (over the IP-based Network) with External Organizations (First Responders, Third-party Organizations, Poison Control, etc.)	33	6	39

Baseline Data

3.1.1: Data Element Group: Administrative Data

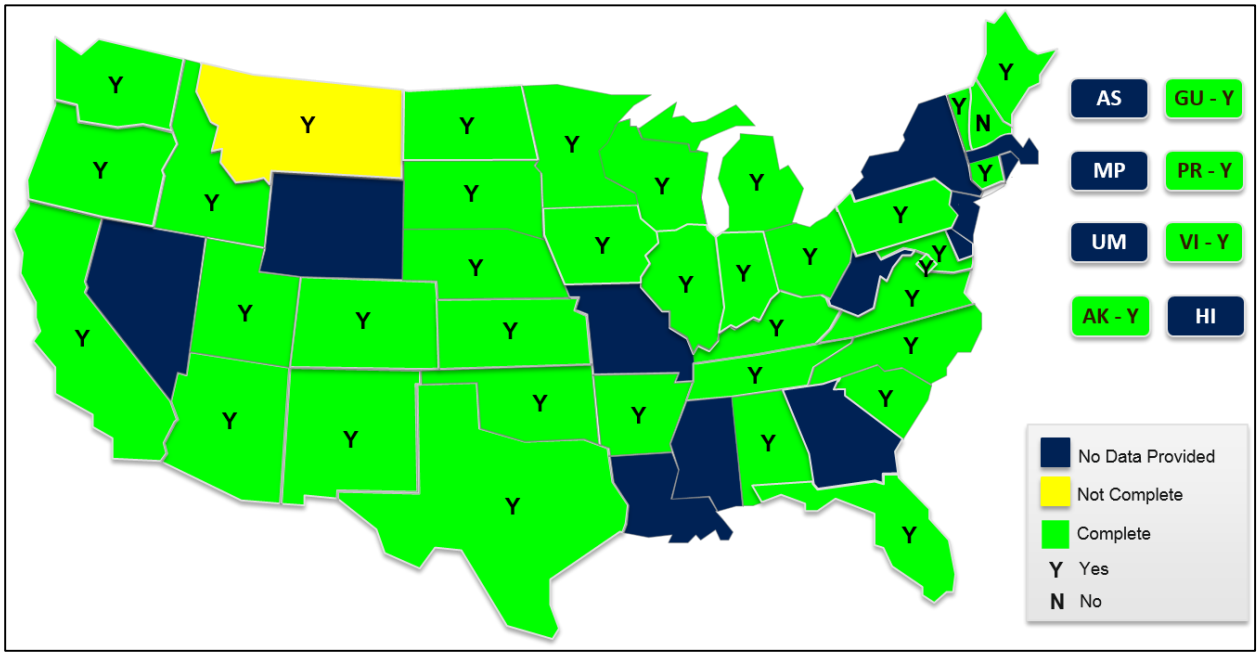
3.1.1.1: Year for Which Data Are Reported by Reporting State

Question	**Select the year for which data are being reported by your State**
Definition	*The calendar year (January 1 through December 31) on which information or data was initially entered and/or updated. Data entered for a particular calendar year must apply to that calendar year. In addition to that date, the system will automatically maintain a history of changes to data elements, up to and including the last update. This is important because it indicates how old the information in the database is.*
Responses	*States that responded with 2013 data are reflected in green in the map below.*



3.1.1.2: Public Availability of State Data

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



**Public availability of data in New Hampshire is limited by statute.*

2013 Finding

- State data is publicly available in 39 States and territories that submitted data

3.1.2: Data Element Group: System Data

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

Question	**Enter the total number of 911 calls received by "primary" PSAPs in your State, even if not answered or no dispatch occurred[8]**
Definition	*Total number of calls received by 911 Authorities for the calendar year, aggregated to the state level*

State	Response	State	Response
TX	24,922,909	KS	2,853,576
CA	23,763,398	AR	2,749,079
FL	17,180,890	CT	2,276,679
PA	8,850,159	OR	1,662,290
NC	6,855,379	GU	1,400,000
MI	6,334,188	DC	1,368,582
WA	5,888,870	NM	1,262,218
CO	5,872,368	NE	1,156,517
AZ	5,845,282	UT	928,744
IN	4,610,105	IA	760,386
VA	4,566,206	ME	669,936
MD	4,519,037	ND	326,194
MN	4,172,742	SD	297,270
KY	3,349,617	VT	208,367
PR	3,003,386	VI	35,631
UNKNOWN: AK, AL, ID, IL, MT, OH, OK, SC, TN, WI			

2013 Finding

- For the 30 States that responded, the total number of calls is 147,690,005

2011 and 2013 Dataset Change

- In 2011, 8 out of 27 states chose "No Response"
- In 2013, 10 out of 40 states responded "Unknown"

[8] The "unknown" responses indicate that States reviewed the question, however, did not have the data requested.

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

3.1.2.2.1 Number of Wireline Calls

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

State	Response	State	Response
TX	10,566,860	KY	924,329
CA	3,671,964	MN	594,178
PA	2,696,120	DC	526,595
FL	3,219,569	CO	439,195
MI	2,224,728	ME	432,157
NC	2,291,711	CT	408,396
IN	1,786,600	AR	340,543
AZ	1,650,506	OR	340,023
MD	1,409,021	NM	299,164
VA	1,242,800	NE	204,782
WA	1,005,493	UT	130,514
KS	964,320	VT	71,258
Unknown: AK, AL, GU, IA, ID, IL, MT, ND, OH, OK, PR, SC, SD, TN, VI, WI			

2013 Finding

- For the 24 states that responded, the total number of wireline calls is 37,440,826

2011 and 2013 Dataset Change

- In 2011, 11 of 27 states chose "No Response"
- In 2013, 16 of 40 states responded "Unknown"

3.1.2.2.2 Number of Cellular Calls

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

State	Response	State	Response
CA	18,435,037	AR	2,408,536
TX	13,856,597	KY	2,242,702
FL	13,258,379	KS	1,889,256
PA	6,154,039	CT	1,746,201
CO	5,168,474	OR	1,195,768
NC	4,563,668	NM	963,054
WA	4,534,110	DC	841,987
AZ	4,195,775	IA	760,386
MI	3,831,770	UT	749,015
SC	3,699,828	NE	542,766
VA	3,323,406	ND	255,386
MN	3,164,202	ME	237,779
MD	3,110,016	VT	137,109
IN	2,757,622		
Unknown: AK, AL, GU, ID, IL, MT, OH, OK, PR, SD, TN, VI, WI			

2013 Finding

- For the 27 States that responded, the total number of cellular calls is 104,022,868

2011 and 2013 Dataset Change

- In 2011, 6 of 27 states chose "No Response"
- In 2013, 13 of 40 states responded "Unknown"

3.1.2.2.3 Number of Voice over Internet Protocol (VoIP) Calls

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

State	Response	State	Response
TX	499,452	MN	116,438
CA	496,994	OR	82,287
FL	435,287	IN	65,883
WA	349,267	UT	30,619
MI	277,690	KY	21,586
NC	196,567	NE	7,997
CO	158,766	ND	1,618
CT	122,082	VI	0
Unknown: AK, AL, AR, AZ, DC, GU, IA, ID, IL, KS, MD, ME, MT, NM, OH, OK, PA, PR, SC, SD, TN, VA, VT, WI			

2013 Finding

- Based on responses from 16 states, the total number of VoIP calls is approximately 2,862,533

2011 and 2013 Dataset Change

- In 2011, 10 of 27 states chose "No Response"
- In 2013, 24 of 40 states responded "Unknown"

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

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

State	Response	State	Response
CA	544,591	UT	18,596
MN	138,057	KY	1,926
CO	105,933	WA	0
OR	42,768		
Unknown: AK, AL, AR, AZ, DC, FL, GU, IA, ID, IL, IN, KS, MD, ME, MI, MT, NC, ND, NE, NM, OH, OK, PA, PR, SC, SD, TN, TX, VA, VI, VT, WI			

2013 Finding

- Based on responses from seven states, the total number of MLTS calls is 851,871

2011 and 2013 Dataset Change

- In 2011, 17 of 27 states chose "No Response"
- In 2013, 33 of 40 states responded "Unknown"

3.1.2.2.5 Number of Telematics Calls

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

State	Response	State	Response
CA	20,405	DC	0
OR	1,444	UT	0
MN	600	VI	0
KY	7	WA	0
CO	0		
Unknown: AK, AL, AR, AZ, CT, FL, GU, IA, ID, IL, IN, KS, MD, ME, MI, MT, NC, ND, NE, NM, OH, OK, PA, PR, SC, SD, TN, TX, VA, VT, WI			

2013 Finding

- 31 States responded "unknown"
- Most States do not and/or have no way of separating out telematics calls

3.1.2.2.6 Number of Other Calls

Question	**Enter the number of incoming other calls received, even if not answered or no dispatch occurred. If the total number is unknown, check the "Unknown" box.**
Definition	*Number of incoming "other" calls (i.e., including text-to-911, alarm companies), aggregated to the state level*

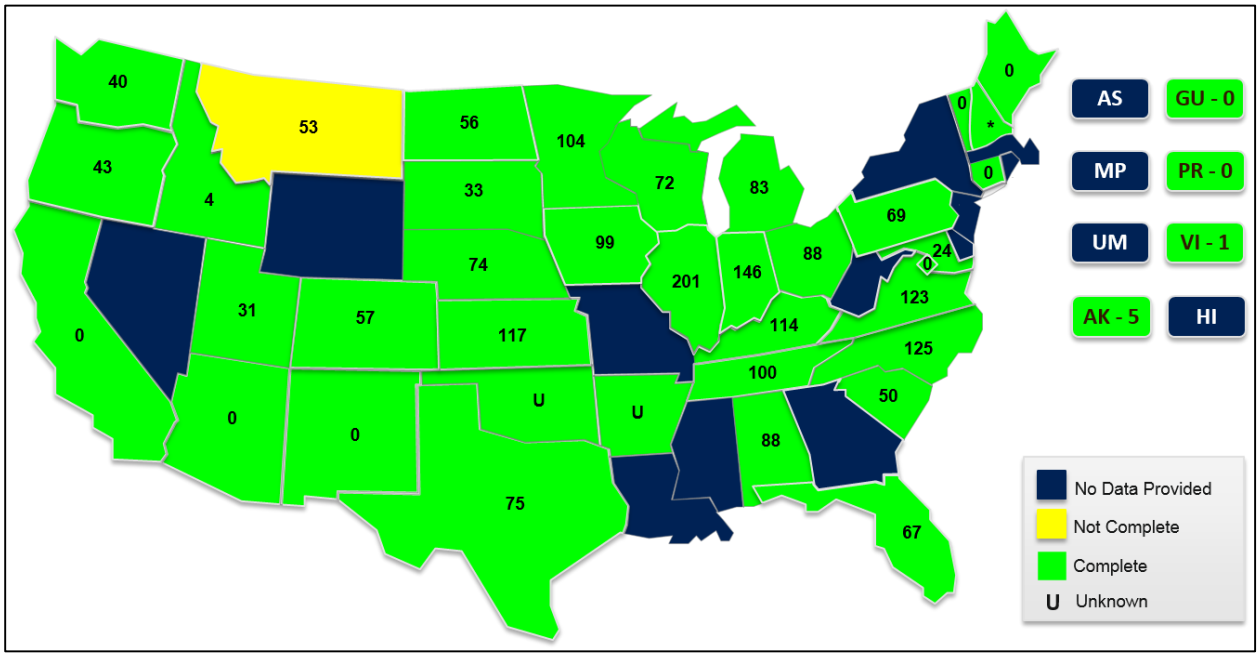
State	Response	State	Response
OR	782,293	GU	300
CA	594,407	CO	0
FL	267,655	MI	0
MN	159,267	ND	0
VI	35,631	WA	0
PR	679		
Unknown: AK, AL, AR, AZ, CT, DC, IA, ID, IL, IN, KS, KY, MD, ME, MT, NC, NE, NM, OH, OK, PA, SC, SD, TN, TX, UT, VA, VT, WI			

2013 Finding

- Based on responses from 11 States, the total number of other calls is 1,840,232
- 29 States responded "unknown"

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

Question	Enter the number of sub-State 911 Authorities in your state
Definition	*The number of sub-state 911 Authorities having responsibility for planning, coordinating, funding, and supporting 911 in their respective jurisdictions. 911 Authorities are organizations, agencies, or entities that are responsible for providing 911 services, and are typically a county, parish, municipality, Council of Government, or special 911 or emergency communications district authority. 911 Authorities are not synonymous with PSAPs; 911 Authorities manage PSAPs.*



**Public availability of data in New Hampshire is limited by statute.*

2013 Finding

- Of the 38 States that responded, approximately one-third of States (nine) had no sub-State 911 Authority
- Two States responded "unknown"

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

3.1.2.4.1 No 911 Authority

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

State	Response	State	Response
IL	10	NC	0
AL	0	ND	0
AR	0	NE	0
AZ	0	NM	0
CA	0	OH	0
CO	0	OK	0
CT	0	OR	0
DC	0	PA	0
FL	0	PR	0
GU	0	SC	0
IA	0	SD	0
ID	0	TN	0
IN	0	TX	0
KS	0	UT	0
KY	0	VA	0
MD	0	VI	0
ME	0	VT	0
MI	0	WA	0
MN	0	WI	0
MT	0		
Unknown: AK			

3.1.2.4.2 Number of 911 Authorities with Basic 911

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

State	Response	State	Response
MN	0	UT	0
MI	0	SC	0
ME	0	PR	0
MD	0	PA	0
KS	0	OR	0
IN	0	OH	0
IA	0	ND	0
GU	0	NC	0
FL	0	TX	0
DC	0	TN	0
CT	0	NM	0
CO	0	VI	0
CA	0	IL	1
AL	0	ID	1
AK	0	WI	1
NE	0	SD	2
WA	0	AZ	2
VT	0	KY	4
VA	0	OK	18
Unknown: AR			

[9] NENA Master Glossary of 911 Terminology, NENA ADM-000.17, September 9, 2013, p. 23, http://c.ymcdn.com/sites/www.nena.org/resource/collection/625EAB1D-49B3-4694-B037-8E854B43CA16/NENA-ADM-000.17_Master_Glossary_20130909.pdf.

3.1.2.4.3 Number of 911 Authorities with Enhanced 911 LOS

Question	**Enter the number of 911 Authorities in your State with Enhanced 911**
NOTE	***The purpose of this question is to identify the highest Level of Service (LOS). Due to a lack of clarity in this question and definition, the data below may not be accurate.***
Definition	*The number of 911 Authorities where the LOS is Enhanced 911 (E911). NENA defines E911 as, "A telephone system which includes network switching, data base and Public Safety Answering Point premise elements capable of providing automatic location identification data, selective routing, selective transfer, fixed transfer, and a call back number. The term also includes any E911 service so designated by the FCC in its Report and Order in WC Docket Nos. 04-36 and 05-196, or any successor proceeding."*[10]

State	Response	State	Response
AL	0	SC	50
CA	0	ND	56
NC	0	CO	57
OH	0	FL	67
DC	1	PA	69
GU	1	WI	70
ME	1	OK	73
NM	1	NE	74
PR	1	TX	75
VT	1	MI	83
VI	2	IA	99
AK	5	TN	100
AZ	16	CT	103
MD	24	MN	104
SD	31	KY	115
UT	31	KS	117
WA	40	VA	123
OR	43	IN	146
ID	45	IL	200
Unknown: AR			

2013 Finding

- Of the 38 States that responded, four indicated zero 911 Authorities with E911 LOS
- One State responded "unknown"

[10] Ibid., p. 53.

3.1.2.4.4 Number of 911 Authorities with Wireless Phase I LOS

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

State	Response	State	Response
AK	0	PR	0
AL	0	SC	0
AR	0	SD	0
CA	0	TN	0
CT	0	TX	0
DC	0	UT	0
FL	0	VA	0
IN	0	VI	0
KS	0	VT	0
KY	0	WA	0
MD	0	WI	0
ME	0	AZ	1
MI	0	CO	1
MN	0	GU	1
NC	0	IL	1
ND	0	OK	18
NM	0	ID	44
OH	0	NE	74
OR	0	IA	99
PA	0		

2013 Finding

- Of the 39 States submitting data, eight States responded they have 911 Authorities that provide Wireless Phase I LOS, indicating that a majority of States have migrated to Wireless Phase II

[11] Ibid., p. 136.

3.1.2.4.5 Number of 911 Authorities with Wireless Phase II LOS

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

State	Response	State	Response
GU	0	ND	56
VI	0	FL	67
CA	1	PA	69
DC	1	WI	70
ME	1	NE	73
NM	1	TX	75
PR	1	MI	83
VT	1	AL	88
AK	5	OH	88
AZ	14	IA	99
OK	17	TN	100
MD	24	CT	103
SD	31	MN	104
UT	31	KY	114
WA	40	KS	115
OR	43	VA	123
ID	44	NC	125
SC	50	IN	146
CO	56	IL	188
Unknown: AR			

2013 Finding

- Of the 39 States submitting data, 36 States responded they have 911 Authorities that provide Wireless Phase II LOS

[12] Ibid., p. 137.

3.1.2.4.6 Number of 911 Authorities that Provide Enhanced 911 LOS for VoIP

Question	**Enter the number of 911 Authorities in your State that provide E911 level of service of VoIP**
Definition	*The number of 911 Authorities that provide E911 LOS for VoIP. NENA defines VoIP as, "Provides distinct packetized voice information in digital format using the Internet Protocol. The Internet Protocol (IP) address assigned to the user's telephone number may be static or dynamic."[13] This category assumes the 911 Authority provides a LOS that includes E911 for landline subscribers, Wireless Phase I and II to wireless subscribers.*

State	Response	State	Response
GU	0	SC	50
NE	0	ND	56
OK	0	CO	57
AK	1	FL	67
CA	1	PA	69
DC	1	TX	75
ME	1	MI	83
NM	1	IA	99
PR	1	TN	100
VT	1	CT	103
VA	3	MN	104
AZ	16	KY	114
MD	24	KS	117
UT	31	NC	125
WA	40	IN	146
OR	43	IL	200
ID	44		
Unknown: AL, AR, OH, SD, VI, WI			

2013 Finding

- Of the 39 States submitting data, 30 States responded they have 911 Authorities that provide E911 LOS for VoIP

2011 and 2013 Dataset Change

- In 2011, 5 of 27 states chose "No Response"
- In 2013, 6 of 39 States responded "Unknown"

[13] Ibid., p. 134.

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

3.1.2.5.1 Percentage of Population with No 911 Authority

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

State	Response	State	Response
AL	0	NE	0
CA	0	OR	0
CO	0	PA	0
CT	0	PR	0
DC	0	SC	0
FL	0	SD	0
GU	0	TN	0
IA	0	TX	0
ID	0	UT	0
IN	0	VA	0
KS	0	VI	0
KY	0	VT	0
MD	0	WA	0
ME	0	WI	0
MI	0	AZ	2
MN	0	NM	4.7
NC	0	IL	9.98
ND	0	AK	92
Unknown: AR, OH, OK			

2013 Finding

- Of the 39 states submitting data, 33 States responded that zero percent of the population is served with no 911 Authority
- One State (AK) indicated 92 percent of its population relies on remote call forwarding for 911 calls

2011 and 2013 Dataset Change

- In 2011, 17 of 27 States responded that zero percent of the population was served with no 911 Authority

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

Question	**Enter the percentage of population served by 911 Authorities with Basic 911 LOS**
Definition	*Percentage of population served by 911 Authorities limited to Basic 911 LOS. NENA defines Basic 911 as, "An emergency telephone system which automatically connects 911 callers to a designated answering point. Call routing is determined by originating central office only. Basic 911 may or may not support ANI and/or ALI."*[14]

State	Response	State	Response
AK	0	ND	0
AL	0	NE	0
AZ	0	OR	0
CA	0	PA	0
CO	0	PR	0
CT	0	SC	0
DC	0	TN	0
FL	0	TX	0
GU	0	UT	0
IA	0	VA	0
IN	0	VI	0
KS	0	VT	0
MD	0	WA	0
ME	0	SD	2.4
MI	0	KY	2.7
MN	0	ID	4
NC	0	NM	4.7
Unknown: AR, IL, OH, OK, WI			

2013 Finding

- Of the 39 States submitting data, 30 States responded zero percent of the population is served by 911 Authorities with Basic 911 LOS, indicating a majority of States have migrated to E911
- Five States responded "unknown"

2011 and 2013 Dataset Change

- In 2011, 17 of 27 States reported zero percent of the population was served by Basic 911 LOS

[14] Ibid., p. 23.

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

Question	**Enter the percentage of population served by 911 Authorities that provide Enhanced 911 LOS**
Definition	*Percentage of population served by 911 Authorities that provide Enhanced 911 LOS. NENA defines E911 as, "A telephone system which includes network switching, data base and Public Safety Answering Point premise elements capable of providing automatic location identification data, selective routing, selective transfer, fixed transfer, and a call back number. The term also includes any E911 service so designated by the Federal Communications Commission in its Report and Order in WC Docket Nos. 04-36 and 05-196, or any successor proceeding."*[15]

State	Response	State	Response
AK	8	MD	100
AZ	90	ME	100
IL	90	MI	100
ID	95	MN	100
NM	95.3	NC	100
SD	97.6	ND	100
KY	98.9	OH	100
NE	99.99	OR	100
AL	100	PA	100
CA	100	PR	100
CO	100	SC	100
CT	100	TN	100
DC	100	TX	100
FL	100	UT	100
GU	100	VA	100
IA	100	VI	100
IN	100	VT	100
KS	100	WA	100
Unknown: AR, OK, WI			

2013 Finding

- Of the 39 State submitting data, 28 States responded that 100 percent of their population is served by 911 Authorities that provide E911 LOS

[15] Ibid., p. 53.

3.1.2.5.4 Percentage of Population Served by 911 Authorities that Provide Wireless Phase I LOS

Question	**Enter the percentage of population served by 911 Authorities that provide Wireless Phase I LOS**
Definition	*Percentage of population served by 911 Authorities that provide Phase I LOS, but not Wireless Phase II LOS. NENA defines Wireless Phase I as, "Required by FCC Report and Order 96-264 pursuant to Notice of Proposed Rulemaking (NPRM) 94-102. The delivery of a wireless 911 call with callback number and identification of the cell-tower from which the call originated. Call routing is usually determined by cell sector."*[16]

State	Response	State	Response
AK	0	OR	0
AL	0	PA	0
CA	0	PR	0
CT	0	SC	0
DC	0	SD	0
FL	0	TN	0
IA	0	TX	0
IN	0	UT	0
KS	0	VA	0
KY	0	VI	0
MD	0	VT	0
ME	0	WA	0
MI	0	WI	0
MN	0	AZ	0.01
NC	0	CO	0.66
ND	0	IL	2
NE	0	ID	95
NM	0	GU	100
Unknown: AR, OH, OK			

2013 Finding

- One State responded 100 percent of their population is served by 911 Authorities that provide Wireless Phase I LOS, while 28 States responded zero percent
- Three States responded "unknown"

[16] Ibid., p. 136.

3.1.2.5.5 Percentage of Population Served by 911 Authorities that Provide Wireless Phase II LOS

Question	**Enter the percentage of population served by 911 Authorities that provide Wireless Phase II LOS**
Definition	*Percentage of population served by 911 Authorities that provide Wireless Phase II LOS. NENA defines Wireless Phase II as, "Required by FCC Report and Order 96-264 pursuant to Notice of Proposed Rulemaking (NPRM) 94-102. The delivery of a wireless 911 call with Phase I requirements, plus location of the caller within 125 meters 67% of the time and Selective Routing based upon those coordinates. Subsequent FCC rulings have redefined the accuracy requirements."[17] This category assumes the 911 Authority provides a LOS that includes E911 for landline subscribers, Wireless Phase I and II to wireless subscribers.*

State	Response	State	Response
GU	0	KS	100
VI	0	KY	100
AK	8	MD	100
SC	80	ME	100
AZ	95	MI	100
ID	96	MN	100
SD	97.6	NC	100
IL	98	ND	100
NM	99	OR	100
CO	99.34	PA	100
NE	99.99	PR	100
AL	100	TN	100
CA	100	TX	100
CT	100	UT	100
DC	100	VA	100
FL	100	VT	100
IA	100	WA	100
IN	100		
Unknown: AR, OH, OK, WI			

2013 Finding

- Of the 39 states submitting data, 24 States responded 100 percent of their population is served by 911 Authorities that provide Wireless Phase II LOS
- Seven States responded between 90-99 percent is served by Wireless Phase II LOS. This finding depicts that a majority of States are served mostly by Wireless Phase II LOS.

[17] Ibid., p. 137.

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

Question	**Enter the percentage of population served by 911 Authorities that provide Enhanced 911 LOS for VoIP**
Definition	*Percentage of population served by 911 Authorities limited to Wireless Phase II and VoIP LOS. NENA defines Wireless Phase I and II as defined in elements 3.1.2.5.4 and 3.1.2.5.5 above, and VoIP as, "Provides distinct packetized voice information in digital format using the Internet Protocol. The IP address assigned to the user's telephone number may be static or dynamic."[18] This category assumes the 911 Authority provides a LOS that includes E911 for landline subscribers, Wireless Phase I and II to wireless subscribers.*

State	Response	State	Response
GU	0	KY	100
VI	0	MD	100
AK	0.3	ME	100
VA	5.45	MI	100
IL	90	MN	100
AZ	95	NC	100
NM	95.3	ND	100
SD	97.6	OR	100
CA	100	PA	100
CO	100	PR	100
CT	100	SC	100
DC	100	TN	100
FL	100	TX	100
IA	100	UT	100
IN	100	VT	100
KS	100	WA	100
Unknown: AL, AR, ID, NE, OH, OK, WI			

2013 Finding

- Of the 39 respondents, 30 States responded there is a percentage of population served by 911 Authorities that provide E911 LOS for VoIP

[18] Ibid., p. 134.

3.1.2.5.7 Percentage of Geographic Area with No 911 Authority

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

State	Response	State	Response
AL	0	OH	0
CA	0	OR	0
CO	0	PA	0
CT	0	PR	0
DC	0	SC	0
FL	0	SD	0
GU	0	TN	0
IA	0	TX	0
ID	0	UT	0
IN	0	VA	0
KS	0	VI	0
KY	0	VT	0
MD	0	WA	0
ME	0	WI	0
MI	0	AZ	1
MN	0	IL	1.13
NC	0	NM	3.9
ND	0	AK	20
NE	0		
Unknown: AR, OK			

2013 Finding

- Consistent with the finding pertaining to percentage of population with no 911 Authority, one State (AK) responded 20 percent, depicting that the majority of the States' geographic areas are served by a 911 Authority
- Two States responded "unknown"

3.1.2.5.8 Percentage of Geographic Area with Basic 911 LOS

Question	**Enter the percentage of geographic area served by 911 Authorities with Basic 911 LOS**
Definition	*Percentage of geographic area served by 911 Authorities limited to Basic 911 LOS. NENA defines Basic 911 as, "An emergency telephone system which automatically connects 911 callers to a designated answering point. Call routing is determined by originating central office only. Basic 911 may or may not support ANI and/or ALI."*[19]

State	Response	State	Response
AK	0	NM	0
AL	0	OH	0
AZ	0	OR	0
CA	0	PR	0
CO	0	SC	0
CT	0	TN	0
DC	0	TX	0
FL	0	UT	0
GU	0	VA	0
IA	0	VI	0
IN	0	VT	0
KS	0	WA	0
MD	0	PA	0
ME	0	IL	0.05
MI	0	WI	0.1
MN	0	KY	1.1
NC	0	SD	1.4
ND	0	ID	2
NE	0		
Unknown: AR, OK			

2013 Finding

- 32 States responded zero percent of the geographic area is served by 911 Authorities with Basic 911 LOS
- Two States responded "unknown"

[19] Ibid., 23.

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

Question	**Enter the percentage of geographic area served by 911 Authorities that provide Enhanced 911 LOS**
Definition	*Percentage of geographic area served by 911 Authorities that provide Enhanced 911 LOS. NENA defines E911 as, "A telephone system which includes network switching, data base and Public Safety Answering Point premise elements capable of providing automatic location identification data, selective routing, selective transfer, fixed transfer, and a call back number. The term also includes any E911 service so designated by the Federal Communications Commission in its Report and Order in WC Docket Nos. 04-36 and 05-196, or any successor proceeding."*[20]

State	Response	State	Response
AK	80	MD	100
NM	96.1	ME	100
KY	97.3	MI	100
AZ	98	MN	100
ID	98	NC	100
SD	98.6	ND	100
IL	98.8	OH	100
WI	99.9	OR	100
NE	99.99	PA	100
AL	100	PR	100
CA	100	SC	100
CO	100	TN	100
CT	100	TX	100
DC	100	UT	100
FL	100	VA	100
GU	100	VI	100
IA	100	VT	100
IN	100	WA	100
KS	100		
Unknown: AR, OK			

2013 Finding

- Of the 39 respondents, 28 States responded 100 percent of their geographic area is served by 911 Authorities that provide E911 LOS
- Nine States responded with a number between 90-99 percent

[20] Ibid., p. 53.

3.1.2.5.10 Percentage of Geographic Area Served by 911 Authorities that Provide Wireless Phase I LOS

Question	**Enter the percentage of geographic area served by 911 Authorities that provide Wireless Phase I LOS**
Definition	*Percentage of geographic area served by 911 Authorities that provide Wireless Phase I LOS, but not Wireless Phase II LOS. NENA defines Wireless Phase I as, "Required by FCC Report and Order 96-264 pursuant to Notice of Proposed Rulemaking (NPRM) 94-102. The delivery of a wireless 911 call with callback number and identification of the cell-tower from which the call originated. Call routing is usually determined by cell sector."*[21]

State	Response	State	Response
AK	0	OR	0
AL	0	PA	0
CA	0	PR	0
CT	0	SC	0
DC	0	SD	0
FL	0	TN	0
IA	0	TX	0
IN	0	UT	0
KS	0	VA	0
KY	0	VI	0
MD	0	VT	0
ME	0	WA	0
MI	0	WI	0
MN	0	IL	0.06
NC	0	CO	0.08
ND	0	AZ	0.1
NE	0	ID	2
NM	0	GU	100
OH	0		
Unknown: AR, OK			

2013 Finding

- Few States have only Wireless Phase I LOS. One State, however, responded 100 percent of their geographic area is served by 911 Authorities that provide Wireless Phase I LOS.
- 32 States responded zero percent of their geographic area is served by 911 Authorities that provide Wireless Phase I LOS

[21] Ibid., p. 136.

3.1.2.5.11 Percentage of Geographic Area Served by 911 Authorities that Provide Wireless Phase II LOS

Question	**Enter the percentage of geographic area served by 911 Authorities that provide Wireless Phase II LOS**
Definition	*Percentage of geographic area served by 911 Authorities that provide Wireless Phase II LOS. NENA defines Wireless Phase II as, "Required by FCC Report and Order 96-264 pursuant to Notice of Proposed Rulemaking (NPRM) 94-102. The delivery of a wireless 911 call with Phase I requirements, plus location of the caller within 125 meters 67% of the time and Selective Routing based upon those coordinates. Subsequent FCC rulings have redefined the accuracy requirements."*[22]

State	Response	State	Response
GU	0	KY	100
VI	0	MD	100
AK	80	ME	100
ID	94	MI	100
AZ	95	MN	100
SD	98.6	NC	100
NM	99	ND	100
WI	99.53	OH	100
IL	99.54	OR	100
CO	99.92	PA	100
NE	99.99	PR	100
AL	100	SC	100
CA	100	TN	100
CT	100	TX	100
DC	100	UT	100
FL	100	VA	100
IA	100	VT	100
IN	100	WA	100
KS	100		
Unknown: AR, OK			

2013 Finding

- 26 States responded 100 percent of their geographic area is served by Wireless Phase II LOS, while eight States responded with a number between 90-99 percent. This finding determines that a majority of State's geographic areas are served by Wireless Phase II LOS.

[22] Ibid., p. 137.

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

Question	**Enter the percentage of geographic area served by 911 Authorities that provide Enhanced 911 LOS for VoIP**
Definition	*Percentage of geographic area served by 911 Authorities that provide E911 LOS to VoIP users. NENA defines VoIP as, "Provides distinct packetized voice information in digital format using the Internet Protocol. The IP address assigned to the user's telephone number may be static or dynamic."[23] This category assumes the 911 Authority provides a LOS that includes E911 for landline subscribers, Wireless Phase I and II to wireless subscribers.*

State	Response	State	Response
GU	0	KY	100
VI	0	MD	100
VA	1.7	ME	100
AK	41	MI	100
AZ	95	MN	100
SD	98.6	NC	100
IL	98.82	ND	100
NM	99	OR	100
CA	100	PA	100
CO	100	PR	100
CT	100	SC	100
DC	100	TN	100
FL	100	TX	100
IA	100	UT	100
IN	100	VT	100
KS	100	WA	100
Unknown: AL, AR, ID, NE, OH, OK, WI			

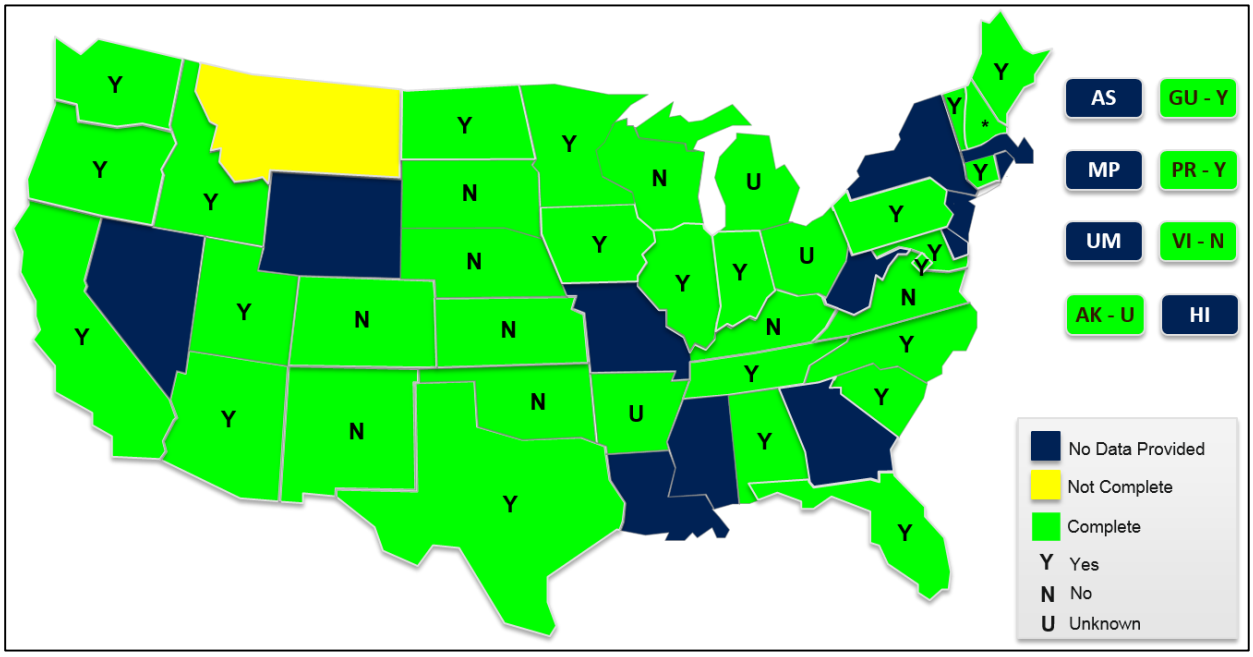
2013 Finding

- 24 States responded 100 percent of their geographic area is served by E911 LOS for VoIP
- Seven States responded "unknown"

[23] Ibid., p. 134.

3.1.2.6 State Adoption of Common Definitions for Each LOS

Question	Has your State adopted commonly used definitions for each level of service?
Definition	*This element asserts that a state has adopted commonly used definitions for LOS categories.*



**Public availability of data in New Hampshire is limited by statute.*

2013 Finding

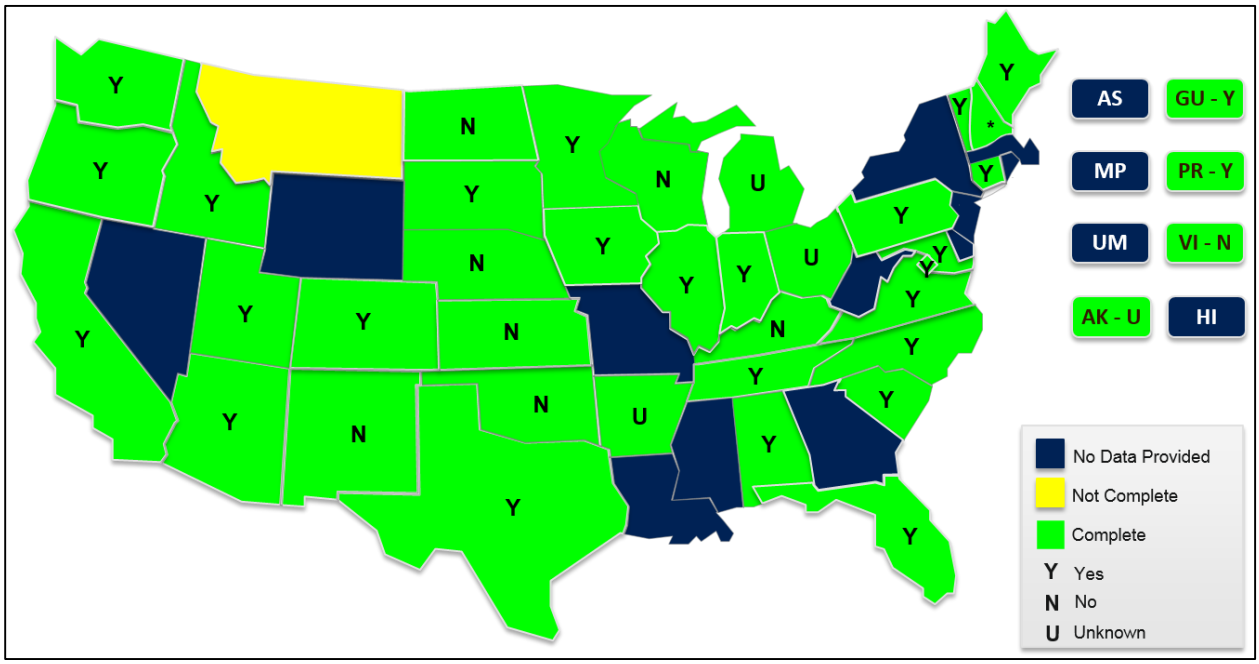
- 25 States responded they have adopted commonly used definitions for each LOS, signifying about half of States have not adopted common definitions for each LOS. Next year's data collection effort may request additional information on why States have not adopted common definitions.
- Four States responded "unknown"

2011 and 2013 Dataset Change

- In 2011, 15 of 26 States reported adopting Nationally Standardized Definitions for Each LOS

3.1.2.7 Nationally Standardized Service Level Definitions

Question	**Has your State utilized nationally standardized definitions for each level of service?**
Definition	*This element asserts that the state has utilized nationally standardized service level definitions*



**Public availability of data in New Hampshire is limited by statute.*

2013 Finding

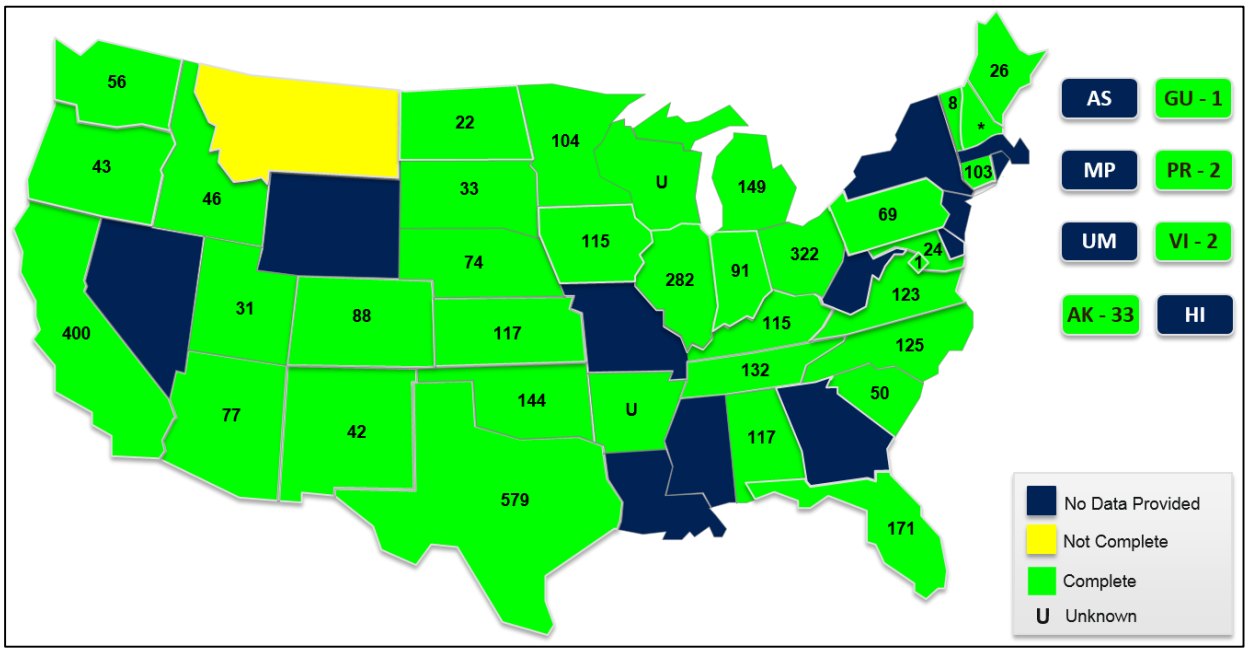
- 27 States responded they have utilized nationally standardized service level definitions, signifying half of States have not utilized nationally standardized definitions for each level of service. Next year's data collection effort may request additional information on why States have not adopted common definitions.
- Four States responded "unknown"

2011 and 2013 Dataset Change

- In 2011, 17 of 26 States responded
- In 2013, 27 of 39 States responded

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

Question	**Enter the number of primary PSAPs within your State**
Definition	*NENA defines a primary PSAP as, "A PSAP to which 911 calls are routed directly from the 911 Control Office."*[24]

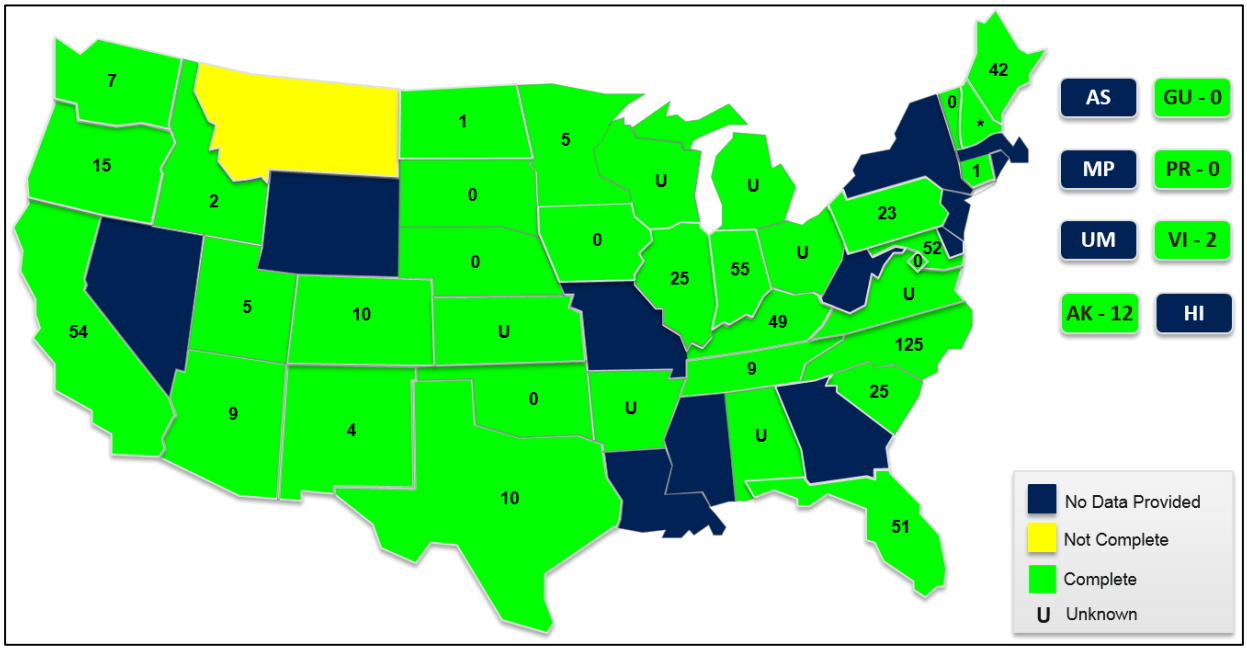


**Public availability of data in New Hampshire is limited by statute.*

[24] Ibid., p. 98.

3.1.2.8.2 Total Number of Secondary PSAPs within a State

Question	Enter the number of secondary PSAPs within your State
Definition	*NENA defines a secondary PSAP as, "A PSAP to which 911 calls are transferred from a Primary PSAP."*[25]



**Public availability of data in New Hampshire is limited by statute.*

2013 Finding

- Based on responses from 32 States, eight indicated they did not have secondary PSAPs
- Seven States responded "unknown," which may reflect a need to provide clarity of the definition

[25] Ibid., p. 109.

3.1.3 Data Element Group: Financial Data

3.1.3.1 Financial Data Reporting Period Type

Question	**Select the type of reporting period your State uses for reporting financial data**
Definition	*Identifies the type of reporting period for which the reported financial data applies (i.e., calendar year, fiscal year, or where the calendar year is the fiscal year). This will provide context for the evaluation of reported data.*

Response	States	Total
Calendar Year	AK, AL, CO, IA, KS, MD, MI, MN, ND, OH, SC, SD, UT	**13**
Fiscal Year	AZ, CA, CT, DC, FL, GU, ID, IN, KY, ME, NC, NE, NM, OR, PA, PR, TN, TX, VA, VI, VT, WA	**22**
Unknown: AR, IL, OK, WI		**4**

2013 Finding

- Based on the 35 States that responded, 22 States indicated they use the fiscal year as their reporting period type
- Four States responded "unknown"

3.1.3.2 Annual Revenue by 911 Authority

Question	**Enter the total annual revenue (e.g., special emergency communications taxes, agency fees) for the current reporting year (2013) for all 911 Authorities within your State**
Definition	*Total annual revenue for the current reporting year (2013) for all 911 Authorities in a state (local, county, regional, and state) derived from all sources, including, but not limited to 911 surcharges or service fees, and aggregated to the state level.*

State	Response	State	Response
PA	247,592,996	KS	20,573,217
TX	213,215,483	NE	19,552,637
FL	194,553,623	ID	19,313,000
MI	176,624,677	SD	18,385,383
TN	118,000,000	AZ	16,500,000
KY	113,433,800	ND	16,029,377
OR	107,738,586	AK	12,448,651
WA	94,447,163	NM	11,822,716
CA	85,223,541	DC	1,1421,463
MN	62,056,116	ME	8,193,818
VA	55,132,734	VT	4,800,000
MD	51,704,812	UT	2,935,471
CO	42,900,000	VI	1,367,907
CT	36,800,000	GU	1,200,000
PR	21,292,298		
Unknown: AL, AR, IA, IL, IN, NC, OH, OK, SC, WI			

2013 Finding

- Based on the 29 States that responded, the total annual combined revenue is $1,785,259,469
- 10 States responded “unknown”

3.1.3.2.1 Annual Revenue by 911 Authority Source

Question	**Enter source of the total annual revenue for the current reporting year (2013) for all 911 Authorities within your State**
Definition	*Identifies the source(s) of annual revenue for the current reporting year (2013) for all 911 Authorities in a state (local, county, regional, and state), including, but not limited to 911 surcharges or service fees, and aggregated to the state level.*

State	Response
AK	Wireline and wireless surcharges ranging from $0.75 to $2.00 per line
AL	Please note that a change in legislation (Act 2012-293) took effect on October 1, 2013 and accounts for the lack of submission of information in 3.1.3.2. There are two distinct timeframes for the reporting period during which revenues were handled at the local level from January 1, 2013 through September 30, 2013 and at the state level from October 1, 2013 through December 31, 2013. The state office cannot account completely for the total annual revenue.
AZ	Emergency Telecommunication Services Excise Tax and 911 Pre-paid Wireless Tax
CA	California Emergency Telephone Users Surcharge Tax
CO	It is unknown precisely how much is collected by 911 Authorities statewide. 911 surcharges are set locally, vary from jurisdiction to jurisdiction, and are remitted directly to local 911 Authorities by telecommunications companies on behalf of wireline postpaid wireless and VoIP customers. Prepaid wireless customers pay 911 surcharges through a Point-of-Sale mechanism. The figure provided in 3.1.3.2 is an estimate based on a sample of 911 Authority budgets.
CT	E911 Surcharge Fees FY 12/13
DC	911 user fee and pre-paid user fee
FL	Total E911 Fee Revenue $107,555,321; Interest $501,064; non-dedicated (general) revenues $86,497,238
GU	Dedicated 911 $1 User Fee
IA	$20,657,733 wireless surcharge only. Wireline is not reported to the state authority and is collected at the local level
ID	$1.00 per connective line that can contact 911. In 39 Counties they have enacted a Grant fee of $0.25 additional for every line that can connect to 911.
IL	N/A
IN	911 surcharge on communication devices, property taxes, county option income tax, local option income tax, racino funds Note: the information asked for in 3.1.3.2 is unknown because local government is not required to report this information
KS	The reported revenue is derived from a user fee collected by communications service providers. This fee is currently set at $0.53 per device capable of accessing 911. Additionally a 1.06% of retail sales of prepaid wireless devices is assessed at the point of sale. In addition to the amount reported above local units of government support 911 Authorities throughout the state with general fund monies to a much greater extent than the reported fees. The specific amount of general fund tax monies utilized to support 911 is not currently available. Expenditure amounts in the following question do not include the general fund expenditures.

State	Response
KY	Local general fund appropriations - (est. 37%); Local dedicated 911 surcharges i.e. landline fee or per parcel assessment - (est. 29%); State 911 surcharge on CMRS connections (cell phones) (est. 24%); State general fund support to KY
MD	Dedicated 9-1-1 Surcharge
ME	Dedicated 911 surcharge; used for statewide program. 8193818.00 General Fund appropriation of 3647984 for NG911 system implementation. An appropriation is not an actual revenue so it was not reported above.
MI	General Fund 911 fees (State and county level)
MN	911 surcharges and fees
NC	At the state level we can provide only the 911 surcharge amount of revenue and expenditures at the PSAP level. We are not able to provide any report on general revenue or other funding sources used at the local level.
ND	911 fees per device or line. General fund.
NE	Landline surcharges wireless surcharges inter-local agreements general fund tax levies
NM	New Mexico's Enhanced 911 Act (Section 63-9D-1 et. seq. NMSA 1978) mandates a $.51 surcharge per month on each subscriber's landline telephone and a $.51 surcharge per month on each subscriber's cellular telephone
OR	Approx. 25 million is statewide excise tax and the remainder is all local
PA	Local general Fund; 911 Surcharge Fees (Wireline Pre-Paid & Post-Paid Wireless VoIP)
PR	The only sources of revenue for FY 2013-2014 were surcharges and service fees in the monthly cellphone and telephone bills
SD	State 911 Surcharge General Funds Other intergovernmental revenue Contract revenue received from counties who contract for 911 services Emergency Management Performance Grant State Grants Capital Improvement Sales Tax
TN	911 service charges on telecommunications services individual districts also receive funding from local counties and municipal governments and interest/investment income
TX	Service Fees and Equalization Surcharge
UT	69 cents total on every Landline wireless VoIP access line. State Sales Tax is 1.9%
VA	Virginia revenues come from two sources a prepaid and a postpaid wireless fee. We have a monthly $.75 fee on postpaid wireless bills. And we have a $.50 fee added to any prepaid wireless transaction (basically when somebody adds minutes to their phone). Those revenues have been in the neighborhood of $52 million per year.
VI	Act No. 6333 Section 29 in effect since December 2 1999 authorized the levy of a $1.00 fee on each monthly land line telephone in the Territory. As a result the Government of the Virgin Islands established as special fund designated as the Emergency Service Fund held by the Commissioner of Finance on behalf of the Government of the Virgin Islands which is separate and apart from all other funds. Act. No. 7261 enacted July 5 2011 expanded the authorization to levy the $1.00 monthly surcharge to mobile telephone numbers prepaid wireless and VOIP lines.
VT	4.8 million (State Universal Service Fund)

State	Response
WA	All Washington State Counties are authorized by Revised Code of Washington 82.14B.030(i) to impose a county enhanced 911 excise tax on the use of switched access lines radio access lines and voice over IP access lines. As of July 1 2013 all counties in Washington State had implemented the maximum 911 fee of $.70 per month per subscriber for wireline wireless and VoIP services and $.70 per pre-paid wireless retail transaction. The State also implemented the maximum statewide fee of $.25 per month per subscriber for wireline wireless and VoIP services and $.25 per pre-paid wireless retail transaction. These fees are authorized by Revised Code of Washington 82.14B.030. The State and County fees are collected by the carriers and are submitted to the Department of Revenue who then deposits them into the state and counties' Enhanced 911 accounts. The funding collected from the 911 excise taxes is less than the total funding required to operate Enhanced / Next Generation 911 in Washington State. The remaining support comes from other local government sources.
WI	In Wisconsin no portion of the amount collected from the 911 surcharge that appears on monthly telephone bills is shared with the state county or municipal governments. The 911 surcharge is limited to the recovery of telecommunications network expenses for the 911 service and is retained in full by the participating local exchange carriers.
Unknown: AR, OH, OK, SC	

3.1.3.3 Annual Costs by 911 Authority

Question	**Enter the total annual costs for the current reporting year (2013) for all 911 Authorities within your State**
Definition	*Total annual costs for the current reporting year (2013) for all 911 Authorities in a state (local, county, regional, and state), aggregated to the state level*

State	Response	State	Response
PA	284,456,424	AZ	15,149,098
TX	213,215,483	KS	14,709,182
FL	205,602,544	PR	13,684,917
MI	178,955,636	NM	13,386,740
CA	119,022,000	IA	12,463,020
OR	103,483,106	DC	10,354,959
KY	97,922,800	ME	8,639,882
MD	90,665,293	MN	5,231,300
NE	63,187,062	VT	4,800,000
CT	38,802,000	VI	1,184,657
SD	22,207,163	GU	1,000,000
ND	16,029,377		
Unknown: AK, AL, AR, CO, ID, IL, IN, NC, OH, OK, SC, TN, UT, VA, WA, WI			

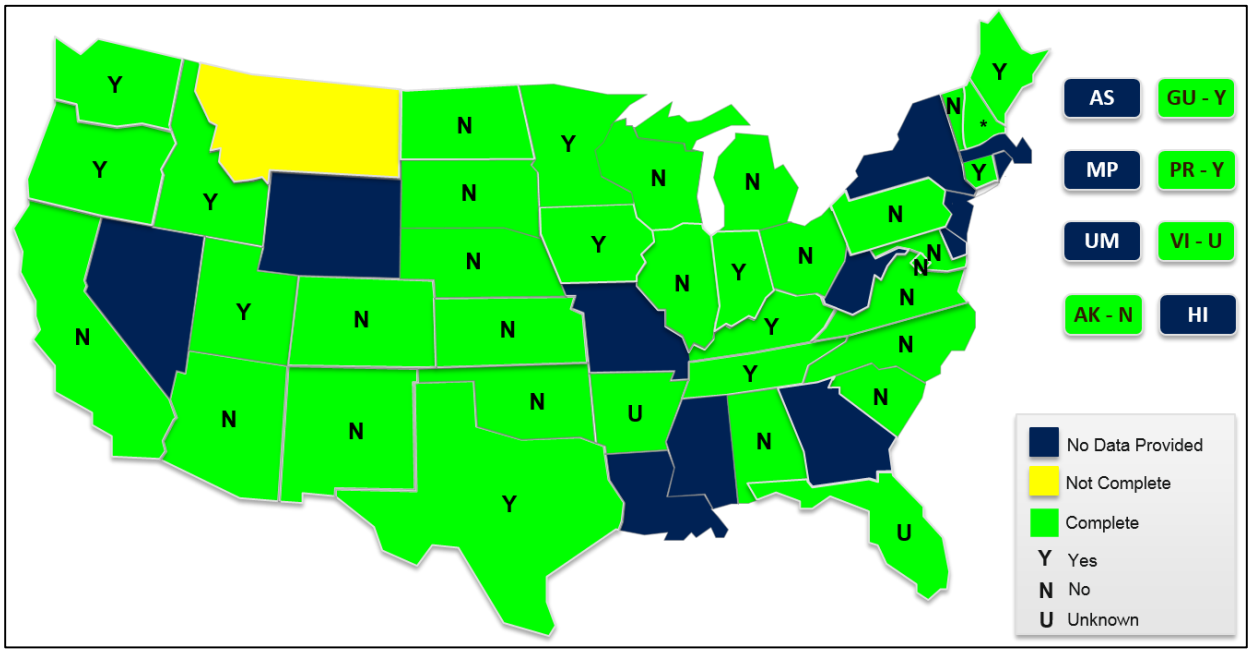
2013 Finding

- Based on the 23 States that responded, the total combined annual costs are $1,534,152,643
- 16 States indicated “unknown”

Progress Benchmarks Elements3.2.1 Data Element Group: Planning

3.2.1.1 Statewide NG911 Plan Adopted

Question	**Has your State developed and adopted a statewide NG911 Plan to include governance, funding, system components (IP network, ESInet, NG911 software services, security architecture, user identity management, database architecture, and PSAP configurations), and operations?**
Definition	*Identify whether or not your state developed and adopted a statewide NG911 Plan, including governance, funding, system components (IP network, Emergency Services IP network (ESInet), NG911 software services, security architecture, user identity management, database architecture, and PSAP configuration), and operations.* *NENA defines NG911 as, "an Internet Protocol (IP)-based system comprised of managed Emergency Services IP networks (ESInets), functional elements (applications), and databases that replicate traditional E911 features and functions and provides additional capabilities. NG911 is designed to provide access to emergency services from all connected communications sources, and provide multimedia data capabilities for PSAPs and other emergency service organizations."*[26]



**Public availability of data in New Hampshire is limited by statute.*

2013 Finding

- Out of 39 respondents, 24 States responded either "no" or "unknown," while 15 States responded they have adopted a Statewide NG911 plan

2011 and 2013 Dataset Change

- In 2011, 9 out of 27 States had adopted a Statewide NG911 plan

[26] Ibid., p. 90.

3.2.1.2 Sub-state 911 Authority NG911 Plan Adopted

Question	**Enter the percentage of regional or local 911 Authorities within your State who have developed and adopted NG911 Plans for their area**
Definition	*Indicate the percentage within the state of regional or local 911 Authorities who have developed and adopted NG911 Plans for their area.*

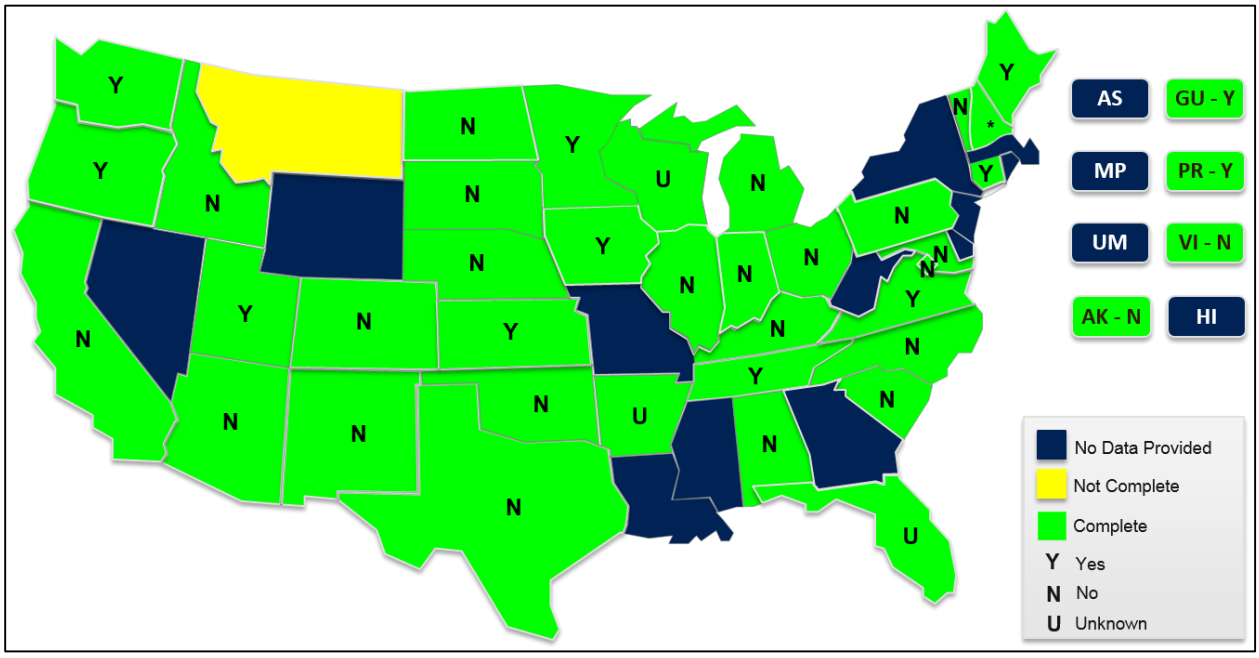
State	Response	State	Response
AL	0	PR	0
AZ	0	SD	0
CA	0	VI	0
CT	0	VT	0
GU	0	TX	0.04
ID	0	NC	1
KS	0	IL	2
MD	0	VA	2.5
ME	0	SC	5
MI	0	UT	20
ND	0	DC	100
NE	0	IA	100
NM	0	MN	100
OH	0	TN	100
OR	0	WA	100
PA	0		
Unknown: AK, AR, CO, FL, IN, KY, OK, WI			

2013 Finding

- Of the 31 States that responded, five States responded they had a sub-State 911 Authority NG911 Plan adopted
- Eight States responded “unknown”

3.2.1.3 Statewide NG911 Concept of Operations Developed

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



**Public availability of data in New Hampshire is limited by statute.*

2013 Finding

- Of the 36 States that responded, 12 States indicated they have a statewide concept of operations developed
- Three States responded "unknown"

2011 and 2013 Dataset Change

- In 2011, 3 of 27 States responded they had a statewide concept of operations

3.2.1.4 Sub-state 911 Authority Concept of Operations Developed

Question	**Enter the percentage of regional or local 911 Authorities within your State who have developed an NG911 concept of operations for their area**
Definition	*Total annual costs for the current reporting year (2013) for all 911 Authorities in a state (local, county, regional, and state), aggregated to the state level*

State	Response	State	Response
AL	0	PA	0
AZ	0	PR	0
CA	0	SD	0
CT	0	VI	0
DC	0	VT	0
GU	0	VA	2.5
ID	0	NC	6
IL	0	MI	18
KS	0	SC	25
MD	0	UT	30
ME	0	IA	100
ND	0	MN	100
NE	0	TN	100
NM	0	WA	100
OR	0		
Unknown: AK, AR, CO, FL, IN, KY, OH, OK, TX, WI			

2013 Finding

- Based on the 29 States that responded, 20 States indicated zero for the percentage of 911 Authorities who have developed a concept of operations, while 9 States responded with a number other than 0
- 10 States responded "unknown"

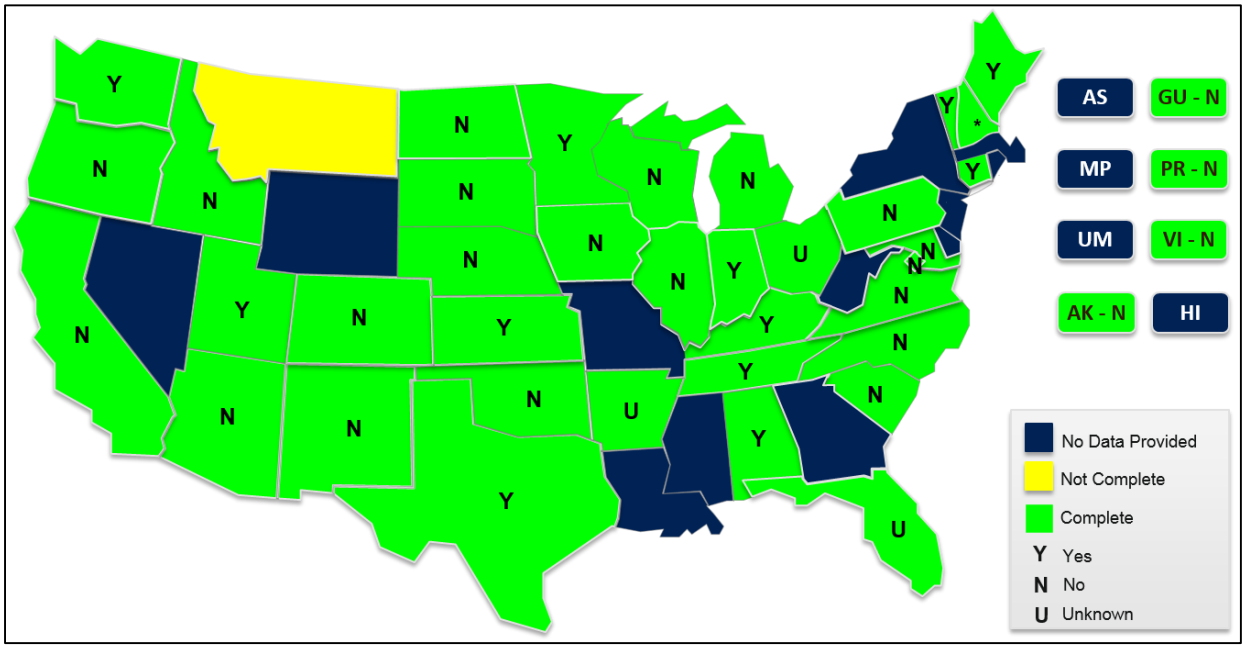
2011 and 2013 Dataset Change

- Compared to the 2012 dataset, seven additional States responded that regional or local 911 Authorities in their State have developed an NG911 concept of operations

3.2.2 Data Element Group: Procurement

3.2.2.1 Statewide Request for Proposal Released

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



** Public availability of data in New Hampshire is limited by statute.*

2013 Finding

- 13 States responded they had released a Statewide NG911 RFP, while 23 States responded they had not released a Statewide NG911 RFP
- Three States responded "unknown"

3.2.2.2 911 Authority RFP Released

Question	**Enter the percentage of regional or local 911 Authorities within your State who have released an RFP for NG911 components for their area**
Definition	*Identifies the percentage within a reporting state of regional or local 911 Authorities who have released an RFP for NG911 components for their area*

State	Response	State	Response
AL	0	TN	0
AZ	0	VI	0
CA	0	VT	0
CT	0	WA	0
DC	0	TX	0.04
GU	0	NC	1
ID	0	VA	2.5
KS	0	IL	8
ME	0	ND	14
MN	0	PA	15
NE	0	MI	18
NM	0	SC	20
OR	0	UT	20
PR	0	KY	29
SD	0		
Unknown: AK, AR, CO, FL, IA, IN, MD, OH, OK, WI			

2013 Finding

- A total of 19 States responded zero percent of 911 Authorities have released an RFP for NG911 components
- 10 States responded between one and 29 percent
- 10 States responded “unknown”

3.2.2.3 Statewide Components Specified for Procurement

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

State	Response
AL	IP network; Routers; Firewalls; ESInet; Legacy Gateway; Domain Name System (DNS) Servers; Dynamic Host Configuration Protocol (DHCP) servers; Emergency Call Routing Function (ECRF); “Agency locator” functions; NG911 Applications; Location Validation Function (LVF); PSAP and other emergency agencies credentialing authority; Emergency entity name/IP address service; Logging services; Emergency service routing proxies (ESRPs); Bridging services; Authentication service (core service); NG911 Transition components
CA	IP network; Firewalls; Legacy gateways; Time/clock servers; NG911 Transition components
CO	N/A - We have not issued an RFP
CT	NG911 Transition Components - all will use the Connecticut Public Safety Network which is an ultra-high speed and flexible fiber optic data network that will serve as a base transport infrastructure and interconnectivity pathway for public safety related applications and services throughout the State. Its primary purpose is to provide the required connectivity for the upcoming implementation of Next Generation (NG911) service
DC	N/A
GU	None
ID	None
IL	None
IN	The Board is seeking to procure services from qualified vendors that include the highest degree of resiliency, reliability and redundancy to ensure service availability in keeping with industry standards and best practices. The service sought by the RFS include: Wireless E911 call routing and reporting services; NG, i3 core functions and capabilities; Enterprise/State wide data collection and reporting services on al IN911 facilitated transactions; System and component level monitoring, alarming, diagnostics and reporting services; Logging and recording services; Disaster recovery and system restoration services; 24/7/365 Help desk, trouble ticketing and customer facing support services; 24/7/365 Network operations center (NOC) monitoring services; Installation, testing, maintenance and on-site support services; Project management services for the planning, design, testing, installation and operation of the system or systems
KS	IP Network connectivity between PSAPs; statewide hosted call handling solution; GIS data remediation
KY	RFP was withdrawn after a determination that there were no acceptable responses. No parts, functions, or components are being procured by the state at this time.

State	Response
MD	ESInet related items to be part of Maryland's statewide IP network (Network Maryland). This network will become the main platform of a statewide ESInet.
ME	2, 3, 4 Full Service Provider
MN	MN has procured a combination of elements in Levels 1, 2, 3, and 4
ND	ND amended a wireless agreement with its previous vendor to provide NG911 service. An RFP was not necessary. Extension includes: Legacy Selective Router ALI Database ES/EM Trunks IP Selective Router Legacy Network Gateway Legacy PSAP Gateway Legacy Selective Router Gateway Emergency Services IP Network Border Control Function Emergency Services Routing Proxy Policy Routing Function Emergency Call Routing Function Location Validation Function Location Information Server Call Information Database GIS/MSAG Database Management Tools Network/System Performance Monitoring Tools
NE	N/A
NM	None
OK	N/A
OR	N/A
SD	N/A
TN	Statewide NG911 network and operations management; Statewide GIS mapping system; Local districts released RFP and purchased call handling equipment for NG911
TX	Basic IP Network; ESInet; NG911 Applications including Location Validation Function Emergency entity name /IP address service; ESRPs; Geographic Information Services; the rest of the BCF and NG911 Transition components
UT	Level 2
VA	Network – Routers; Network – Firewalls; Network – DSN Servers; Network – DHCP Servers; Network – Time/Clock Servers; Network – Web Servers; NG Components – Legacy Network gateway; NG Components – Legacy PSAP gateway; NG Components – Legacy SR gateway
VT	All components in 1,2, 3,4
WA	Basic IP Network (general purpose, common to any outsourced IP network). An MPLS that carries the ESInet. ESInet (hardware, software, databases unique to an Emergency Services IP Network, supports specific emergency services applications, whether it supports NG911 or not). This is an interim system. NG911 Transition components
WI	None are being procured in Wisconsin
Unknown: AK, AR, AZ, FL, IA, MI, NC, OH, PA, PR, SC, VI	

3.2.2.4 Sub-state 911 Authority Components Being Procured

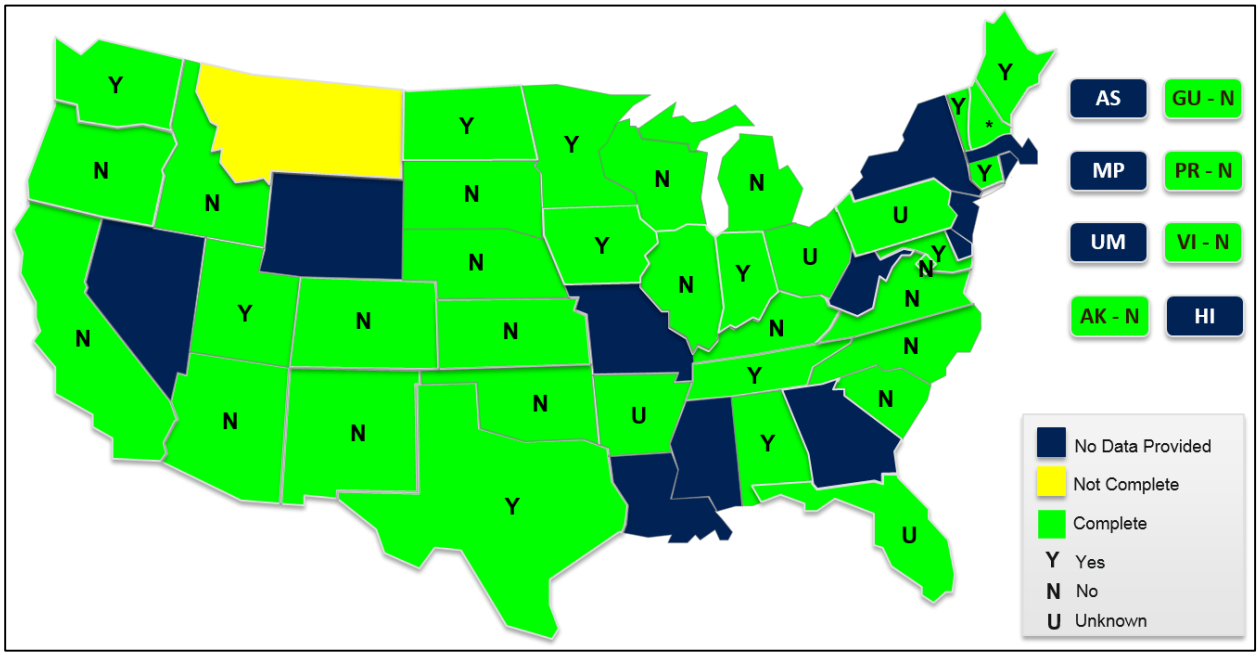
Question	**If the response to 3.2.2.1 is "Yes," list which parts, functions, or components of NG911 are being procured by regional or local 911 Authorities within your State**
Definition	*Based upon sub-state 911 Authorities within a reporting state that have released RFPs (see element 3.2.2.2), this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

State	Response
CT	0
DC	N/A
GU	None
ID	None
IL	N/A
KS	None at this time. Coordinating Council is considering a cost recovery model for sustainment funding of NG911 procurements on a monthly per seat subscription basis.
KY	Basic IP network; NG911 transition components
ME	0
MI	ESInet function: The 15 counties of the Upper Peninsula are currently migrating to IP based 911 network
MN	We have procured a combination of elements in Level 1, 2, 3, and 4. GIS data is being collected and maintained at the local levels and aggregated and standardized at the state level for eventual ECRF/LVF purposes.
NC	Routers: every IP network is the routers and the links between the routers Firewalls Domain Name System (DNS) servers Dynamic Host Configuration Protocol (DHCP) servers
ND	NG911 Capable CPE is being procured by local 911 Authorities
NE	N/A
NM	None
OK	N/A
OR	N/A
SD	N/A
TN	Call handling equipment (i3 compliant ANI/ALI controllers) to include peripheral equipment and recorders
TX	Basic IP Network (general purpose, common to any outsourced IP network; ESInet; "Forest Guide"; Emergency Call Routing Function (ECRF); "Agency locator" functions; NG911 Applications; Location Validation Function (LVF); PSAP and other emergency agencies credentialing authority (core service); Emergency entity name/IP address service; Data/service rights management (core service); Logging services (system wide, from gateways and Border Control Functions [BCF] through PSAPs and other emergency entities); Emergency service routing proxies (ESRPs); Geographic Information Systems (GIS) - provides

State	Response
	validation and routing data layer info to Location-to-Service Translation Protocol (LoST) Servers; Bridging services; Authentication service (core service); Policy store/editor; The rest of the BCF (not included with the firewall); NG911 Transition components; Legacy service gateway; Legacy PSAP gateway; Legacy SR gateway
UT	All components in Level 2
VT	N/A
WA	None. NG911 is a State-wide service provided on behalf of the sub-State 911 Authorities (AKA: the Counties). The Counties are responsible for the PSAP-based parts, functions or components necessary to terminate the NG911 services.
Unknown: AK, AL, AR, AZ, CA, CO, FL, IA, IN, MD, OH, PA, PR, SC, VA, VI, WI	

3.2.2.5 Captures whether a State Contract for the NG911 Part, Function, or Component Identified Above Has Been Awarded

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



**Public availability of data in New Hampshire is limited by statute.*

2013 Finding

- Based on the 35 States that responded, 13 States indicated they had awarded a contract, while 22 States indicated they had not awarded a contract
- Four States responded "unknown"

3.2.2.6 Percentage of 911 Authorities Statewide that Have Awarded a Contract for the System Components and/or Functions Described Above

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

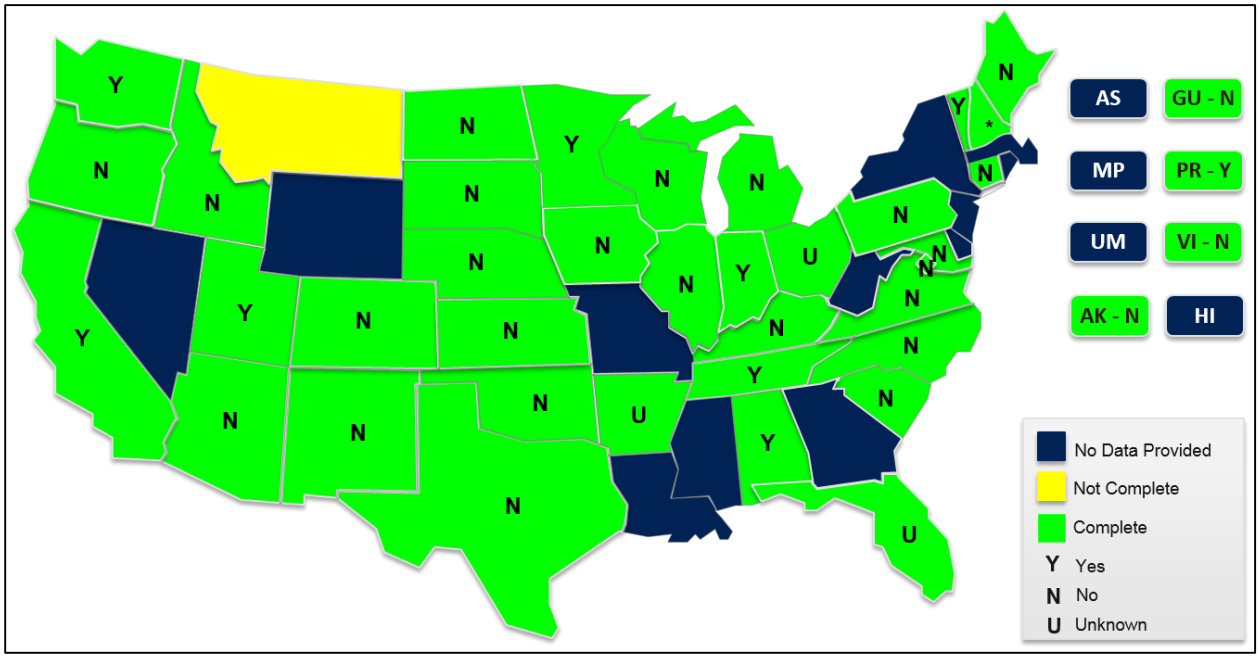
State	Response	State	Response
AL	0	VI	0
AZ	0	VT	0
CA	0	TX	0.04
CT	0	NC	1
DC	0	VA	2.5
GU	0	IL	8
ID	0	SC	10
KS	0	KY	20
ME	0	UT	20
MI	0	MN	100
NE	0	ND	100
NM	0	PR	100
OR	0	TN	100
SD	0	WA	100
Unknown: AK, AR, CO, FL, IA, IN, MD, OH, OK, PA, WI			

2013 Finding

- 16 States responded zero percent of 911 Authorities have awarded a contract, while 12 responded with a number between one and 100 percent
- 11 States responded “unknown”

3.2.2.7 Statewide Installation and Testing

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



**Public availability of data in New Hampshire is limited by statute.*

2013 Finding

- Of the 36 States that responded, nine States indicated they have installed/deployed NG911 components, while 27 States indicated they have not installed/deployed NG911 components
- Three States responded "unknown"

3.2.2.8 Percentage of 911 Authorities Statewide that Have Installed and Tested Those System Components and/or Functions Identified Above

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

State	Response	State	Response
AZ	0	PR	0
CT	0	SD	0
DC	0	TX	0
GU	0	VI	0
IA	0	VT	0
ID	0	VA	2.5
IL	0	CA	8
KS	0	SC	10
ME	0	KY	20
MI	0	UT	20
NC	0	IN	33
ND	0	TN	70
NE	0	AL	97.7
NM	0	MN	100
OR	0	WA	100
Unknown: AK, AR, CO, FL, MD, OH, OK, PA, WI			

2013 Finding

- Based on the 30 States that responded 20 States indicated zero percent of 911 Authorities have installed and tested components, while two States indicated 100 percent
- Eight States responded with a percentage between two and 97 percent
- Nine States responded "unknown"

3.2.2.9 *Data Element Sub-Group: Agreements (Capacity and Service Level) that Have and Have Not Been Reached with Originating Service Providers*

3.2.2.9.1 Agreements (Capacity and Service Level) that Have Been Reached with Originating Service Providers

Question	**Provide a list of originating service providers that have executed agreements with your state**
Definition	*The data element asks reporting states to provide a list of originating service providers with whom signed agreements have been reached for each state (or appropriate jurisdiction), where such agreements are necessary to ensure consistent and reliable 911 service.*

State	AT&T	Century Link	Cricket/ Leap	Frontier	Metro PCS	Sprint PCS	TCS	Verizon	Other
AL									Alabama Supercomputer Authority; Bandwidth.com, Inc.
AZ									None
CA	x		x	x	x	x		x	
CO		x							
DC	x		x			x		x	Broadwing; Broadview Networks; Cavalier; Cbeyond; Comcast; Global Crossing; Earth Link; Paetec; RCN, twtelecom; XO CMRS; T-Mobile
GU									None
IA							x		
IL									N/A
IN	x	x		x					INdigital Telcom; Force 10
KS									None have been requested at this time
MD								x	
ME									No agreements necessary
MN									MN has an agreement with all service providers doing business in the State
NC									None
ND									None
NE									N/A
NM									None
OR		x		x					Qwest Communications

State	AT&T	Century Link	Cricket/ Leap	Frontier	Metro PCS	Sprint PCS	TCS	Verizon	Other
PR						x			Consumer Cellular; Liberty Cable, OpenMobile; Optivon; PR Cable; PRT/Claro; Puerto Rico Telephone; Solavei; Telefonica Larga Distancia, Telrite, T-Mobile, Worldnet, Bluejay Wireless, Cricket Communications
SD									None. The state has no 911 related agreements with any service providers in SD. The state has no direct rule in provision of 911 service in the past. 911 has been a locally handled issue, between individual county or city operated PSAPs and their local providers. However, no agreements are known or believed to exist between any local PSAP and any provider in the state. All providers in the state do deliver their customers 911 calls to Century Link, the current 911 provider in SD. Century Link routes the calls to the proper PSAP.
TX									None
UT		x		x			x		Intrado; Synergem; Direct Technologies; Emergency CallWorks; Motorola

State	AT&T	Century Link	Cricket/ Leap	Frontier	Metro PCS	Sprint PCS	TCS	Verizon	Other
VT	x				x	x		x	Burlington Telephone; Charter Communications; Comcast; EarthLink/One Communications; Fairpoint Communications; Franklin Telephone; HTJ; Level3; National Mobile Communications; Northland of Vermont; Windstream/PAETEC; Waitsfield and Champlain Valley Telecom; Shoreham Telephone; TDS; Topsham Telephone Company; Inc.; Vermont Telephone; T-Mobile; TracFone; US Cellular
WA									All regulated carriers and carriers with interconnect agreements operating within Washington State
WI									In Wisconsin, the installation and maintenance of the 911 network in a given county are authorized by a contract that the county enters into with participating local exchange carriers. This contract specifies in detail the network design for the county 911 service, sets the amount of the 911 surcharge, and identifies the obligations of the parties to operate, maintain and repair the 911 network. Wis. Stat. § 256.35(3)(b)3. No agreements between a state agency and originating service providers exist.
Unknown: AK, AR, CT, FL, ID, KY, MI, OH, OK, PA, SC, TN, VA, VI									

3.2.2.9.2 Providers With No Agreements in Place

Question	**Provide a list of originating service providers that have not executed agreements with your state**
Definition	*This data element asks states to provide a list of originating service providers with whom no agreements are in place. This will vary from state to state. Data included from this element will be used to help identify states that are having difficulty with certain carriers/providers.*

State	Response	State	Response
AL	None	NE	N/A
AZ	None at this time	NM	No
CO	N/A - Colorado only sets service level agreements with the certified Basic Emergency Service Provider denoted in 3.2.2.9.1	OR	N/A
DC	N/A	SD	Alliance Communications Cooperative, Inc.; Beresford Municipal Telephone Company; Cheyenne River Sioux Tribe Telephone Authority; Consolidated Telephone Company; Faith Municipal Telephone Company; Fort Randall/Mt Rushmore Telephone Company ; Golden West Telecommunications; Interstate Telecommunications Cooperative, Inc.; James Valley Telecommunications; Kennebec Telephone Company, Inc.; Knology Community Telephone; Long Lines Midstate Communications; Roberts Co Telephone Cooerative; Santel Communications Cooperative; Swiftel Communictions ; Trio Tel Communictions, Inc.; Valley Telecommunitions Cooperative; Venture Communitions Cooperative; West River Cooperative Telephone Company; West River Telecommunications Cooperative; Century Link
GU	None	TN	None in 2013
IL	N/A	TX	None
KS	None have been requested at this time	VT	N/A
MD	None	WA	None

State	Response	State	Response
ME	No agreements necessary	MN	To our knowledge there are no services providers in the State of Minnesota that we do not have agreements in place
Unknown: AK, AR, CA, CT, FL, IA, ID, IN, KY, MI, NC, ND, OH, OK, PA, PR, SC, UT, VA, VI, WI			

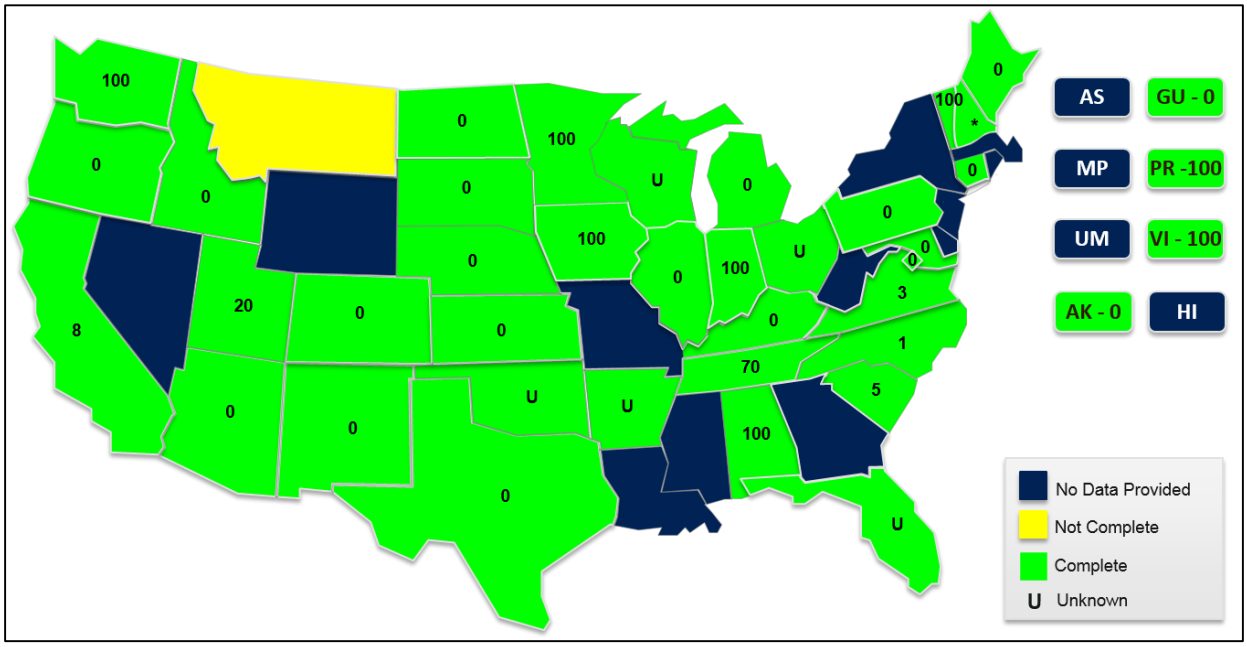
2013 Finding

- Based on the 18 States that responded, one State (SD) provided a list of originating service providers that have not executed agreements

3.2.3 Data Element Group: Transition

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

Question	**Enter the percentage of NG911 Authority systems that can process and interpret location and caller information within your State**
Definition	*This data element reflects the percentage of 911 Authority systems in each state that are processing NG911 emergency calls for all service types (wireline, wireless, VoIP). Specifically, this is the percentage of total 911 Authorities in a state that have implemented NG911 systems for all service types. Systems not being converted would not factor into this element.*



**Public availability of data in New Hampshire is limited by statute.*

2013 Finding

- Most of the States that responded they can process and interpret caller location are also States that have text-to-911 (i.e., AL, IA, IN, VT, WA)

3.2.3.2 Percentage of Total State Population Served by NG911 Services

Question	**Enter the percentage of population served by IP-capable 911 services within your State**
Definition	*Similar to data element 3.2.3.1, this element reflects the percentage of the population for a reporting state served by IP-capable 911 services meeting industry-accepted definitions for NG911.* *Note, using NENA's i3 standard alone is not the same as an NG911 system. The i3 standard only describes the network, components, and interfaces required to establish NG911 service. To deploy a "full function" NG911 system, states will need equipment and software vendors, access network providers, and originating service providers, all elements not included in the i3 standard.*

State	Response	State	Response
AK	0	OR	0
AZ	0	PA	0
CO	0	SD	0
CT	0	WA	0
DC	0	VA	1.73
GU	0	CA	2.16
ID	0	NC	3
IL	0	SC	3
KS	0	KY	9.5
MD	0	TN	70
ME	0	UT	80
MI	0	AL	100
MN	0	IA	100
ND	0	PR	100
NE	0	VI	100
NM	0	VT	100
Unknown: AR, FL, IN, OH, OK, TX, WI			

2013 Finding

- 27 States responded zero or "unknown," however the States that responded 100 percent or another number were the same States with text-to-911 (i.e., AL, IA, IN, VT, WA)

2011 and 2013 Dataset Change

- In 2011, of the 16 States who responded, one State had 100 percent, one State had 45 percent, and 14 States had zero percent

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

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

State	Response	State	Response
AK	0	PA	0
AZ	0	SD	0
CO	0	TX	0
CT	0	WA	0
DC	0	NC	1
GU	0	KY	3
ID	0	VA	5.45
IL	0	SC	8
KS	0	UT	15
MD	0	CA	21.49
ME	0	TN	70
MI	0	AL	100
MN	0	IA	100
ND	0	PR	100
NE	0	VI	100
NM	0	VT	100
OR	0		
Unknown: AR, FL, IN, OH, OK, WI			

2013 Finding

- For this data element, States entered similar numbers as data element 3.2.3.2 above, therefore it appears population and area are served equally

3.2.4 Data Element Group: Operations

3.2.4.1 Percentage of the Planned NG911 Systems (as identified in the State's NG911 Plan) that are Operational for NG911 Call-taking

Question	**Enter the percentage of planned NG911 systems in your State (over the entire jurisdiction/population) that are operational and can process IP-based emergency requests**
Definition	*The relative state/jurisdiction's architecture should show how many 911 Authority systems are planned for processing all the IP-based emergency requests (over the entire jurisdiction/population) within a NG911 environment.*

State	Response	State	Response
AK	0	SD	0
AZ	0	TX	0
CO	0	WA	0
DC	0	CA	8
GU	0	ND	14
ID	0	UT	20
IL	0	IN	33
KS	0	TN	70
KY	0	AL	100
MD	0	CT	100
ME	0	IA	100
MI	0	MN	100
NC	0	PR	100
NE	0	VA	100
NM	0	VI	100
OR	0	VT	100
PA	0		
Unknown: AR, FL, OH, OK, SC, WI			

2013 Finding

- Out of 33 States, eight States responded 100 percent of planned NG911 systems in their States are operational and can process IP-based emergency requests. This finding indicates a majority of States are still in the process of implementing NG911.
- Six States responded "unknown"

3.2.4.2 Percentage of the NG911 Systems (as identified in the Architecture) that Can Coordinate Directly (over the IP-based Network) with External Organizations (First Responders, Third-party Organizations, Poison Control, etc.)

Question	**Enter the percentage of NG911 systems in your State (over the entire jurisdiction/population) that can coordinate directly with external organizations over an IP-based network**
Definition	*The number of 911 systems in the state that can coordinate with external organizations (first responders, third-party organizations, poison control, etc.) directly over the IP-based network.*

State	Response	State	Response
AK	0	NM	0
AZ	0	OR	0
CO	0	PA	0
CT	0	SD	0
DC	0	UT	0
GU	0	VA	0
ID	0	WA	0
IL	0	TX	0.01
KS	0	CA	8
KY	0	AL	15.1
MD	0	IN	33
ME	0	TN	70
MI	0	IA	100
MN	0	PR	100
NC	0	VI	100
ND	0	VT	100
NE	0		
Unknown: AR, FL, OH, OK, SC, WI			

2013 Finding

- Nine States responded that some percentage of their NG911 system can coordinate directly with external organizations over an IP-based network. This finding determines those States that have implemented NG911 ensured interoperability with external entities.
- Six States responded “unknown”

Conclusion

The data collected during 2014 is notably different from data previously collected for the National Profile Database - both in quantity and character. The number of States submitting data increased from 27 to 39 – a substantial increase. For the first time, data are also broken out by State, providing practical and useful information to the 911 community. Public and private 911 stakeholders will likely be able to identify multiple comparable traits among States and reasons to collaborate on numerous issues.

Progress is being made towards implementation of Next Generation 911:

- In 2011, nine of 27 States had adopted a statewide NG911 plan. In 2013, 15 of 39 States had adopted a statewide NG911 plan.
- In 2011, three of 27 States had a statewide Concept of Operations for NG911. In 2013, 12 of 39 States had a statewide Concept of Operations for NG911.
- In 2013, 13 of 36 reporting States released a Request for Proposals for defining statewide NG911 components
- In 2013, 13 of 29 reporting States awarded a contract for the procuring NG911 components and/or defining NG911 functions
- In 2013, nine of 30 reporting States installed/deployed and tested NG911 parts, functions, components at the State level

The data also provides valuable insight into the types of calls in each State, showing an overall decrease in the number of wireline calls, an increase in the number of wireless calls, and an increase in the number of States who are able to take VoIP calls.

Further refinement of the data element questions and definitions is recommended based on the number of “unknown” responses. Many States do not collect or report the information requested for selected data elements making it difficult or impossible for them to collect and report this information. As data definitions are revised and respondents’ challenges are addressed, the Profile Database can serve as a truly comprehensive resource for States to exchange information with each other and identify effective strategies to move 911 systems forward.

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

Appendix A: Data Organized Alphabetically by State and Data Element

Baseline Data

3.1.1: Data Element Group: Administrative Data

3.1.1.1: Year for Which Data Are Reported by Reporting State

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

State	Response	State	Response
AK	2013	NC	2013
AL	2013	ND	2013
AR	2013	NE	2013
AZ	2013	NM	2013
CA	2013	OH	2013
CO	2013	OK	2013
CT	2013	OR	2013
DC	2013	PA	2013
FL	2013	PR	2013
GU	2013	SC	2013
IA	2013	SD	2013
ID	2013	TN	2013
IL	2013	TX	2013
IN	2013	UT	2013
KS	2013	VA	2013
KY	2013	VI	2013
MD	2013	VT	2013
ME	2013	WA	2013
MI	2013	WI	2013
MN	2013		

2013 Finding

- 100 percent of data that was submitted was based on 2013 data

3.1.1.2: Public Availability of State Data

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

State	Response	State	Response
AK	Yes	NC	Yes
AL	Yes	ND	Yes
AR	Yes	NE	Yes
AZ	Yes	NM	Yes
CA	Yes	OH	Yes
CO	Yes	OK	Yes
CT	Yes	OR	Yes
DC	Yes	PA	Yes
FL	Yes	PR	Yes
GU	Yes	SC	Yes
IA	Yes	SD	Yes
ID	Yes	TN	Yes
IL	Yes	TX	Yes
IN	Yes	UT	Yes
KS	Yes	VA	Yes
KY	Yes	VI	Yes
MD	Yes	VT	Yes
ME	Yes	WA	Yes
MI	Yes	WI	Yes
MN	Yes		

2013 Finding

- State data is publicly available in 39 States and territories that submitted data

3.1.2: Data Element Group: System Data

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

Question	**Enter the total number of 911 calls received by "primary" PSAPs in your State, even if not answered or no dispatch occurred**
Definition	*Total number of calls received by 911 Authorities for the calendar year, aggregated to the state level*

State	Response	State	Response
AK	Unknown	MT	Unknown
AL	Unknown	NC	6,855,379
AR	2,749,079	ND	326,194
AZ	5,845,282	NE	1,156,517
CA	23,763,398	NM	1,262,218
CO	5,872,368	OH	Unknown
CT	2,276,679	OK	Unknown
DC	1,368,582	OR	1,662,290
FL	17,180,890	PA	8,850,159
GU	1,400,000	PR	3,003,386
IA	760,386	SC	Unknown
ID	Unknown	SD	297,270
IL	Unknown	TN	Unknown
IN	4,610,105	TX	24,922,909
KS	2,853,576	UT	928,744
KY	3,349,617	VA	4,566,206
MD	4,519,037	VI	35,631
ME	669,936	VT	208,367
MI	6,334,188	WA	5,888,870
MN	4,172,742	WI	Unknown

2013 Finding

- For the 30 States that responded, the total number of calls is 147,690,005

2011 and 2013 Dataset Change

- In 2011, 8 out of 27 states chose "No Response"
- In 2013, 10 out of 40 states responded "Unknown"

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

3.1.2.2.1 Number of Wireline Calls

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

State	Response	State	Response
AK	Unknown	MT	Unknown
AL	Unknown	NC	2,291,711
AR	340,543	ND	Unknown
AZ	1,650,506	NE	204,782
CA	3,671,964	NM	299,164
CO	439,195	OH	Unknown
CT	408,396	OK	Unknown
DC	526,595	OR	340,023
FL	3,219,569	PA	2,696,120
GU	Unknown	PR	Unknown
IA	Unknown	SC	Unknown
ID	Unknown	SD	Unknown
IL	Unknown	TN	Unknown
IN	1,786,600	TX	10,566,860
KS	964,320	UT	130,514
KY	924,329	VA	1,242,800
MD	1,409,021	VI	Unknown
ME	432,157	VT	71,258
MI	2,224,728	WA	1,005,493
MN	594,178	WI	Unknown

2013 Finding

- For the 24 states that responded, the total number of wireline calls is 37,440,826

2011 and 2013 Dataset Change

- In 2011, 11 of 27 states chose "No Response"
- In 2013, 16 of 40 states responded "Unknown"

3.1.2.2.2 Number of Cellular Calls

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

State	Response	State	Response
AK	Unknown	MT	Unknown
AL	Unknown	NC	4,563,668
AR	2,408,536	ND	255,386
AZ	4,195,775	NE	542,766
CA	18,435,037	NM	963,054
CO	5,168,474	OH	Unknown
CT	1,746,201	OK	Unknown
DC	841,987	OR	1,195,768
FL	13,258,379	PA	6,154,039
GU	Unknown	PR	Unknown
IA	760,386	SC	3,699,828
ID	Unknown	SD	Unknown
IL	Unknown	TN	Unknown
IN	2,757,622	TX	13,856,597
KS	1,889,256	UT	749,015
KY	2,242,702	VA	3,323,406
MD	3,110,016	VI	Unknown
ME	237,779	VT	137,109
MI	3,831,770	WA	4,534,110
MN	3,164,202	WI	Unknown

2013 Finding

- For the 27 States that responded, the total number of cellular calls is 104,022,868
- 13 States responded "unknown"

3.1.2.2.3 Number of Voice over Internet Protocol (VoIP) Calls

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

State	Response	State	Response
AK	Unknown	MT	Unknown
AL	Unknown	NC	196,567
AR	Unknown	ND	1,618
AZ	Unknown	NE	7,997
CA	496,994	NM	Unknown
CO	158,766	OH	Unknown
CT	122,082	OK	Unknown
DC	Unknown	OR	82,287
FL	435,287	PA	Unknown
GU	Unknown	PR	Unknown
IA	Unknown	SC	Unknown
ID	Unknown	SD	Unknown
IL	Unknown	TN	Unknown
IN	65,883	TX	499,452
KS	Unknown	UT	30,619
KY	21,586	VA	Unknown
MD	Unknown	VI	0
ME	Unknown	VT	Unknown
MI	277,690	WA	349,267
MN	116,438	WI	Unknown

2013 Finding

- Based on responses from 16 states, the total number of VoIP calls is approximately 2,862,533
- 24 states responded "unknown"

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

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

State	Response	State	Response
AK	Unknown	MT	Unknown
AL	Unknown	NC	Unknown
AR	Unknown	ND	Unknown
AZ	Unknown	NE	Unknown
CA	544,591	NM	Unknown
CO	105,933	OH	Unknown
CT	Unknown	OK	Unknown
DC	Unknown	OR	42,768
FL	Unknown	PA	Unknown
GU	Unknown	PR	Unknown
IA	Unknown	SC	Unknown
ID	Unknown	SD	Unknown
IL	Unknown	TN	Unknown
IN	Unknown	TX	Unknown
KS	Unknown	UT	18,596
KY	1,926	VA	Unknown
MD	Unknown	VI	Unknown
ME	Unknown	VT	Unknown
MI	Unknown	WA	0
MN	138,057	WI	Unknown

2013 Finding

- Based on responses from seven states, the total number of MLTS calls is 851,871

2011 and 2013 Dataset Change

- In 2011, 17 of 27 states chose "No Response"
- In 2013, 33 of 40 states responded "Unknown"

3.1.2.2.5 Number of Telematics Calls

Question	**Enter the number of incoming telematics calls received, even if not answered or no dispatch occurred. If the total number is unknown, check the "Unknown" box**
Definition	*This data element specifically relates to the detail identified by data element 3.2.2.3 (i.e., the NG911 part, function, and/or component acknowledged), and solicits a "yes" or "no" response.*

State	Response	State	Response
AK	Unknown	MT	Unknown
AL	Unknown	NC	Unknown
AR	Unknown	ND	Unknown
AZ	Unknown	NE	Unknown
CA	20,405	NM	Unknown
CO	0	OH	Unknown
CT	Unknown	OK	Unknown
DC	0	OR	1,444
FL	Unknown	PA	Unknown
GU	Unknown	PR	Unknown
IA	Unknown	SC	Unknown
ID	Unknown	SD	Unknown
IL	Unknown	TN	Unknown
IN	Unknown	TX	Unknown
KS	Unknown	UT	0
KY	7	VA	Unknown
MD	Unknown	VI	0
ME	Unknown	VT	Unknown
MI	Unknown	WA	0
MN	600	WI	Unknown

2013 Finding

- 31 States responded "unknown"

3.1.2.2.6 Number of Other Calls

Question	**Enter the number of incoming other calls received, even if not answered or no dispatch occurred. If the total number is unknown, check the "Unknown" box**
Definition	*Number of incoming "other" calls (i.e., including text-to-911, alarm companies), aggregated to the state level*

State	Response	State	Response
AK	Unknown	MT	Unknown
AL	Unknown	NC	Unknown
AR	Unknown	ND	0
AZ	Unknown	NE	Unknown
CA	594,407	NM	Unknown
CO	0	OH	Unknown
CT	Unknown	OK	Unknown
DC	Unknown	OR	782,293
FL	267,655	PA	Unknown
GU	300	PR	679
IA	Unknown	SC	Unknown
ID	Unknown	SD	Unknown
IL	Unknown	TN	Unknown
IN	Unknown	TX	Unknown
KS	Unknown	UT	Unknown
KY	Unknown	VA	Unknown
MD	Unknown	VI	35,631
ME	Unknown	VT	Unknown
MI	0	WA	0
MN	159,267	WI	Unknown

2013 Finding

- Based on responses from 11 States, the total number of other calls is 1,840,232
- 29 States responded "unknown"

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

Question	**Enter the number of sub-State 911 Authorities in your state**
Definition	*The number of sub-state 911 Authorities having responsibility for planning, coordinating, funding, and supporting 911 in their respective jurisdictions. 911 Authorities are organizations, agencies, or entities that are responsible for providing 911 services, and are typically a county, parish, municipality, Council of Government, or special 911 or emergency communications district authority. 911 Authorities are not synonymous with PSAPs; 911 Authorities manage PSAPs.*

State	Response	State	Response
AK	5	MT	53
AL	88	NC	125
AR	Unknown	ND	56
AZ	0	NE	74
CA	0	NM	0
CO	57	OH	88
CT	0	OK	Unknown
DC	0	OR	43
FL	67	PA	69
GU	0	PR	0
IA	99	SC	50
ID	4	SD	33
IL	201	TN	100
IN	146	TX	75
KS	117	UT	31
KY	114	VA	123
MD	24	VI	1
ME	0	VT	0
MI	83	WA	40
MN	104	WI	72

2013 Finding

- Of the 38 States that responded, approximately one-third of States (nine) had no sub-State 911 Authority
- Two States responded “unknown”

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

3.1.2.4.1 No 911 Authority

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

State	Response	State	Response
AK	Unknown	MT	0
AL	0	NC	0
AR	0	ND	0
AZ	0	NE	0
CA	0	NM	0
CO	0	OH	0
CT	0	OK	0
DC	0	OR	0
FL	0	PA	0
GU	0	PR	0
IA	0	SC	0
ID	0	SD	0
IL	10	TN	0
IN	0	TX	0
KS	0	UT	0
KY	0	VA	0
MD	0	VI	0
ME	0	VT	0
MI	0	WA	0
MN	0	WI	0

3.1.2.4.2 Number of 911 Authorities with Basic 911

Question	**Enter the number of 911 Authorities in your State that are limited to Basic 911**
Definition	*The number of 911 Authorities where the "level of service" (LOS) is limited to Basic 911. NENA defines Basic 911 as, "An emergency telephone system which automatically connects 911 callers to a designated answering point. Call routing is determined by originating central office only. Basic 911 may or may not support ANI (automatic number identification) and/or ALI (automatic location identification)."*[27]

State	Response	State	Response
AK	0	NC	0
AL	0	ND	0
AR	Unknown	NE	0
AZ	2	NM	0
CA	0	OH	0
CO	0	OK	18
CT	0	OR	0
DC	0	PA	0
FL	0	PR	0
GU	0	SC	0
IA	0	SD	2
ID	1	TN	0
IL	1	TX	0
IN	0	UT	0
KS	0	VA	0
KY	4	VI	0
MD	0	VT	0
ME	0	WA	0
MI	0	WI	1
MN	0		

[27] NENA Master Glossary of 911 Terminology, NENA ADM-000.17, September 9, 2013, p. 23, http://c.ymcdn.com/sites/www.nena.org/resource/collection/625EAB1D-49B3-4694-B037-8E854B43CA16/NENA-ADM-000.17_Master_Glossary_20130909.pdf.

3.1.2.4.3 Number of 911 Authorities with Enhanced 911 LOS

Question	**Enter the number of 911 Authorities in your State with Enhanced 911**
Definition	*The number of 911 Authorities where the LOS is Enhanced 911 (E911). NENA defines E911 as, "A telephone system which includes network switching, data base and Public Safety Answering Point premise elements capable of providing automatic location identification data, selective routing, selective transfer, fixed transfer, and a call back number. The term also includes any E911 service so designated by the FCC in its Report and Order in WC Docket Nos. 04-36 and 05-196, or any successor proceeding."*[28]

State	Response	State	Response
AK	5	NC	0
AL	0	ND	56
AR	Unknown	NE	74
AZ	16	NM	1
CA	0	OH	0
CO	57	OK	73
CT	103	OR	43
DC	1	PA	69
FL	67	PR	1
GU	1	SC	50
IA	99	SD	31
ID	45	TN	100
IL	200	TX	75
IN	146	UT	31
KS	117	VA	123
KY	115	VI	2
MD	24	VT	1
ME	1	WA	40
MI	83	WI	70
MN	104		

2013 Finding

- Of the 38 States that responded, four indicated zero 911 Authorities with E911 LOS
- One State responded "unknown"

[28] Ibid., p. 53.

3.1.2.4.4 Number of 911 Authorities with Wireless Phase I LOS

Question	**Enter the number of 911 Authorities in your State that provide Wireless Phase I level of service, but do not include Wireless Phase II level of service**
Definition	*The number of 911 Authorities that are capable of processing Wireless Phase I LOS calls, but not Wireless Phase II LOS. NENA defines Wireless Phase I as, "Required by FCC Report and Order 96-264 pursuant to Notice of Proposed Rulemaking (NPRM) 94-102. The delivery of a wireless 911 call with callback number and identification of the cell-tower from which the call originated. Call routing is usually determined by cell sector."*[29]

State	Response	State	Response
AK	0	NC	0
AL	0	ND	0
AR	0	NE	74
AZ	1	NM	0
CA	0	OH	0
CO	1	OK	0
CT	0	OR	0
DC	0	PA	0
FL	0	PR	0
GU	1	SC	0
IA	99	SD	0
ID	44	TN	0
IL	1	TX	0
IN	0	UT	0
KS	0	VA	0
KY	0	VI	0
MD	0	VT	0
ME	0	WA	0
MI	0	WI	0
MN	0		

2013 Finding

- Of the 39 States submitting data, eight States responded they have 911 Authorities that provide Wireless Phase I LOS, indicating that a majority of States have migrated to Wireless Phase II

[29] Ibid., p. 136.

3.1.2.4.5 Number of 911 Authorities with Wireless Phase II LOS

Question	**Enter the number of 911 Authorities in your State that provide Wireless Phase II level of service**
Definition	*The number of 911 Authorities that are capable of processing Wireless Phase II LOS calls. NENA defines Wireless Phase II as, "Required by FCC Report and Order 96-264 pursuant to Notice of Proposed Rulemaking (NPRM) 94-102. The delivery of a wireless 911 call with Phase I requirements, plus location of the caller within 125 meters 67% of the time and Selective Routing based upon those coordinates. Subsequent FCC rulings have redefined the accuracy requirements."*[30]

State	Response	State	Response
AK	5	NC	125
AL	88	ND	56
AR	Unknown	NE	73
AZ	14	NM	1
CA	1	OH	88
CO	56	OK	17
CT	103	OR	43
DC	1	PA	69
FL	67	PR	1
GU	0	SC	50
IA	99	SD	31
ID	44	TN	100
IL	188	TX	75
IN	146	UT	31
KS	115	VA	123
KY	114	VI	0
MD	24	VT	1
ME	1	WA	40
MI	83	WI	70
MN	104		

2013 Finding

- Of the 39 States submitting data, 36 States responded they have 911 Authorities that provide Wireless Phase II LOS

[30] Ibid., p. 137.

3.1.2.4.6 Number of 911 Authorities that Provide Enhanced 911 LOS for VoIP

Question	**Enter the number of 911 Authorities in your State that provide E911 level of service of VoIP**
Definition	*The number of 911 Authorities that provide E911 LOS for VoIP. NENA defines VoIP as, "Provides distinct packetized voice information in digital format using the Internet Protocol. The Internet Protocol (IP) address assigned to the user's telephone number may be static or dynamic."[31] This category assumes the 911 Authority provides a LOS that includes E911 for landline subscribers, Wireless Phase I and II to wireless subscribers.*

State	Response	State	Response
AK	1	NC	125
AL	Unknown	ND	56
AR	Unknown	NE	0
AZ	16	NM	1
CA	1	OH	Unknown
CO	57	OK	0
CT	103	OR	43
DC	1	PA	69
FL	67	PR	1
GU	0	SC	50
IA	99	SD	Unknown
ID	44	TN	100
IL	200	TX	75
IN	146	UT	31
KS	117	VA	3
KY	114	VI	Unknown
MD	24	VT	1
ME	1	WA	40
MI	83	WI	Unknown
MN	104		

2013 Finding

- Of the 39 States submitting data, 30 States responded they have 911 Authorities that provide E911 LOS for VoIP

2011 and 2013 Dataset Change

- In 2011, 5 of 27 states chose "No Response"
- In 2013, 6 of 39 States responded "Unknown"

[31] Ibid., p. 134.

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

3.1.2.5.1 Percentage of Population with No 911 Authority

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

State	Response	State	Response
AK	92	NC	0
AL	0	ND	0
AR	Unknown	NE	0
AZ	2	NM	4.7
CA	0	OH	Unknown
CO	0	OK	Unknown
CT	0	OR	0
DC	0	PA	0
FL	0	PR	0
GU	0	SC	0
IA	0	SD	0
ID	0	TN	0
IL	9.98	TX	0
IN	0	UT	0
KS	0	VA	0
KY	0	VI	0
MD	0	VT	0
ME	0	WA	0
MI	0	WI	0
MN	0		

2013 Finding

- Of the 39 states submitting data, 33 States responded that zero percent of the population is served with no 911 Authority.
- One State (AK) indicated 92 percent of its population relies on remote call forwarding for 911 calls

2011 and 2013 Dataset Change

- In 2011, 17 of 27 States responded that zero percent of the population was served with no 911 Authority.

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

Question	Enter the percentage of population served by 911 Authorities with Basic 911 LOS
Definition	*Percentage of population served by 911 Authorities limited to Basic 911 LOS. NENA defines Basic 911 as, "An emergency telephone system which automatically connects 911 callers to a designated answering point. Call routing is determined by originating central office only. Basic 911 may or may not support ANI and/or ALI."*[32]

State	Response	State	Response
AK	0	NC	0
AL	0	ND	0
AR	Unknown	NE	0
AZ	0	NM	4.7
CA	0	OH	Unknown
CO	0	OK	Unknown
CT	0	OR	0
DC	0	PA	0
FL	0	PR	0
GU	0	SC	0
IA	0	SD	2.4
ID	4	TN	0
IL	Unknown	TX	0
IN	0	UT	0
KS	0	VA	0
KY	2.7	VI	0
MD	0	VT	0
ME	0	WA	0
MI	0	WI	Unknown
MN	0		

2013 Finding

- Of the 39 States submitting data, 30 States responded zero percent of the population is served by 911 Authorities with Basic 911 LOS, indicating a majority of States have migrated to E911
- Five States responded "unknown"

2011 and 2013 Dataset Change

- In 2011, 17 of 27 States reported zero percent of the population was served by Basic 911 LOS

[32] Ibid., p. 23.

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

Question	**Enter the percentage of population served by 911 Authorities that provide Enhanced 911 LOS**
Definition	*Percentage of population served by 911 Authorities that provide Enhanced 911 LOS. NENA defines E911 as, "A telephone system which includes network switching, data base and Public Safety Answering Point premise elements capable of providing automatic location identification data, selective routing, selective transfer, fixed transfer, and a call back number. The term also includes any E911 service so designated by the Federal Communications Commission in its Report and Order in WC Docket Nos. 04-36 and 05-196, or any successor proceeding."*[33]

State	Response	State	Response
AK	8	NC	100
AL	100	ND	100
AR	Unknown	NE	99.99
AZ	90	NM	95.3
CA	100	OH	100
CO	100	OK	Unknown
CT	100	OR	100
DC	100	PA	100
FL	100	PR	100
GU	100	SC	100
IA	100	SD	97.6
ID	95	TN	100
IL	90	TX	100
IN	100	UT	100
KS	100	VA	100
KY	98.9	VI	100
MD	100	VT	100
ME	100	WA	100
MI	100	WI	Unknown
MN	100		

2013 Finding

- Of the 39 State submitting data, 28 States responded that 100 percent of their population is served by 911 Authorities that provide E911 LOS
- Three States responded "unknown"

[33] Ibid., p. 53.

3.1.2.5.4 Percentage of Population Served by 911 Authorities that Provide Wireless Phase I LOS

Question	**Enter the percentage of population served by 911 Authorities that provide Wireless Phase I LOS**
Definition	*Percentage of population served by 911 Authorities that provide Phase I LOS, but not Wireless Phase II LOS. NENA defines Wireless Phase I as, "Required by FCC Report and Order 96-264 pursuant to Notice of Proposed Rulemaking (NPRM) 94-102. The delivery of a wireless 911 call with callback number and identification of the cell-tower from which the call originated. Call routing is usually determined by cell sector."*[34]

State	Response	State	Response
AK	0	NC	0
AL	0	ND	0
AR	Unknown	NE	0
AZ	0.01	NM	0
CA	0	OH	Unknown
CO	0.66	OK	Unknown
CT	0	OR	0
DC	0	PA	0
FL	0	PR	0
GU	100	SC	0
IA	0	SD	0
ID	95	TN	0
IL	2	TX	0
IN	0	UT	0
KS	0	VA	0
KY	0	VI	0
MD	0	VT	0
ME	0	WA	0
MI	0	WI	0
MN	0		

2013 Finding

- One State responded 100 percent of their population is served by 911 Authorities that provide Wireless Phase I LOS, while 28 States responded zero percent
- Three States responded "unknown"

[34] Ibid., p. 136.

3.1.2.5.5 Percentage of Population Served by 911 Authorities that Provide Wireless Phase II LOS

Question	**Enter the percentage of population served by 911 Authorities that provide Wireless Phase II LOS**
Definition	*Percentage of population served by 911 Authorities that provide Wireless Phase II LOS. NENA defines Wireless Phase II as, "Required by FCC Report and Order 96-264 pursuant to Notice of Proposed Rulemaking (NPRM) 94-102. The delivery of a wireless 911 call with Phase I requirements, plus location of the caller within 125 meters 67% of the time and Selective Routing based upon those coordinates. Subsequent FCC rulings have redefined the accuracy requirements."[35] This category assumes the 911 Authority provides a LOS that includes E911 for landline subscribers, Wireless Phase I and II to wireless subscribers.*

State	Response	State	Response
AK	8	NC	100
AL	100	ND	100
AR	Unknown	NE	99.99
AZ	95	NM	99
CA	100	OH	Unknown
CO	99.34	OK	Unknown
CT	100	OR	100
DC	100	PA	100
FL	100	PR	100
GU	0	SC	80
IA	100	SD	97.6
ID	96	TN	100
IL	98	TX	100
IN	100	UT	100
KS	100	VA	100
KY	100	VI	0
MD	100	VT	100
ME	100	WA	100
MI	100	WI	Unknown
MN	100		

2013 Finding

- Of the 39 states submitting data, 24 States responded 100 percent of their population is served by 911 Authorities that provide Wireless Phase II LOS
- Seven States responded between 90-99 percent is served by Wireless Phase II LOS. This finding depicts that a majority of States are served mostly by Wireless Phase II LOS.

[35] Ibid., p. 137.

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

Question	**Enter the percentage of population served by 911 Authorities that provide Enhanced 911 LOS for VoIP**
Definition	*Percentage of population served by 911 Authorities limited to Wireless Phase II and VoIP LOS. NENA defines Wireless Phase I and II as defined in elements 3.1.2.5.4 and 3.1.2.5.5 above, and VoIP as, "Provides distinct packetized voice information in digital format using the Internet Protocol. The IP address assigned to the user's telephone number may be static or dynamic."[36] This category assumes the 911 Authority provides a LOS that includes E911 for landline subscribers, Wireless Phase I and II to wireless subscribers.*

State	Response	State	Response
AK	0.3	NC	100
AL	Unknown	ND	100
AR	Unknown	NE	Unknown
AZ	95	NM	95.3
CA	100	OH	Unknown
CO	100	OK	Unknown
CT	100	OR	100
DC	100	PA	100
FL	100	PR	100
GU	0	SC	100
IA	100	SD	97.6
ID	Unknown	TN	100
IL	90	TX	100
IN	100	UT	100
KS	100	VA	5.45
KY	100	VI	0
MD	100	VT	100
ME	100	WA	100
MI	100	WI	Unknown
MN	100		

2013 Finding

- Of the 39 respondents, 30 States responded there is a percentage of population served by 911 Authorities that provide E911 LOS for VoIP

[36] Ibid., p. 134.

3.1.2.5.7 Percentage of Geographic Area with No 911 Authority

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

State	Response	State	Response
AK	20	NC	0
AL	0	ND	0
AR	Unknown	NE	0
AZ	1	NM	3.9
CA	0	OH	0
CO	0	OK	Unknown
CT	0	OR	0
DC	0	PA	0
FL	0	PR	0
GU	0	SC	0
IA	0	SD	0
ID	0	TN	0
IL	1.13	TX	0
IN	0	UT	0
KS	0	VA	0
KY	0	VI	0
MD	0	VT	0
ME	0	WA	0
MI	0	WI	0
MN	0		

2013 Finding

- Consistent with the finding pertaining to percentage of population with no 911 Authority, one State (AK) responded 20 percent, depicting that the majority of the States' geographic areas are served by a 911 Authority
- Two States responded "unknown"

3.1.2.5.8 Percentage of Geographic Area with Basic 911 LOS

Question	**Enter the percentage of geographic area served by 911 Authorities with Basic 911 LOS**
Definition	*Percentage of geographic area served by 911 Authorities limited to Basic 911 LOS. NENA defines Basic 911 as, "An emergency telephone system which automatically connects 911 callers to a designated answering point. Call routing is determined by originating central office only. Basic 911 may or may not support ANI and/or ALI."*[37]

State	Response	State	Response
AK	0	NC	0
AL	0	ND	0
AR	Unknown	NE	0
AZ	0	NM	0
CA	0	OH	0
CO	0	OK	Unknown
CT	0	OR	0
DC	0	PA	0
FL	0	PR	0
GU	0	SC	0
IA	0	SD	1.4
ID	2	TN	0
IL	0.05	TX	0
IN	0	UT	0
KS	0	VA	0
KY	1.1	VI	0
MD	0	VT	0
ME	0	WA	0
MI	0	WI	0.1
MN	0		

2013 Finding

- 32 States responded zero percent of the geographic area is served by 911 Authorities with Basic 911 LOS
- Two States responded "unknown"

[37] Ibid., 23.

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

Question	**Enter the percentage of geographic area served by 911 Authorities that provide Enhanced 911 LOS**
Definition	*Percentage of geographic area served by 911 Authorities that provide Enhanced 911 LOS. NENA defines E911 as, "A telephone system which includes network switching, data base and Public Safety Answering Point premise elements capable of providing automatic location identification data, selective routing, selective transfer, fixed transfer, and a call back number. The term also includes any E911 service so designated by the Federal Communications Commission in its Report and Order in WC Docket Nos. 04-36 and 05-196, or any successor proceeding."*[38]

State	Response	State	Response
AK	80	NC	100
AL	100	ND	100
AR	Unknown	NE	99.99
AZ	98	NM	96.1
CA	100	OH	100
CO	100	OK	Unknown
CT	100	OR	100
DC	100	PA	100
FL	100	PR	100
GU	100	SC	100
IA	100	SD	98.6
ID	98	TN	100
IL	98.8	TX	100
IN	100	UT	100
KS	100	VA	100
KY	97.3	VI	100
MD	100	VT	100
ME	100	WA	100
MI	100	WI	99.9
MN	100		

2013 Finding

- Of the 39 respondents, 28 States responded 100 percent of their geographic area is served by 911 Authorities that provide E911 LOS
- Nine States responded with a number between 90-99 percent

[38] Ibid., p. 53.

3.1.2.5.10 Percentage of Geographic Area Served by 911 Authorities that Provide Wireless Phase I LOS

Question	**Enter the percentage of geographic area served by 911 Authorities that provide Wireless Phase I LOS**
Definition	*Percentage of geographic area served by 911 Authorities that provide Wireless Phase I LOS, but not Wireless Phase II LOS. NENA defines Wireless Phase I as, "Required by FCC Report and Order 96-264 pursuant to Notice of Proposed Rulemaking (NPRM) 94-102. The delivery of a wireless 911 call with callback number and identification of the cell-tower from which the call originated. Call routing is usually determined by cell sector."*[39]

State	Response	State	Response
AK	0	NC	0
AL	0	ND	0
AR	Unknown	NE	0
AZ	0.1	NM	0
CA	0	OH	0
CO	0.08	OK	Unknown
CT	0	OR	0
DC	0	PA	0
FL	0	PR	0
GU	100	SC	0
IA	0	SD	0
ID	2	TN	0
IL	0.06	TX	0
IN	0	UT	0
KS	0	VA	0
KY	0	VI	0
MD	0	VT	0
ME	0	WA	0
MI	0	WI	0
MN	0		

2013 Finding

- Few States have only Wireless Phase I LOS. One State, however, responded 100 percent of their geographic area is served by 911 Authorities that provide Wireless Phase I LOS.
- 32 States responded zero percent of their geographic area is served by 911 Authorities that provide Wireless Phase I LOS

[39] Ibid., p. 136.

3.1.2.5.11 Percentage of Geographic Area Served by 911 Authorities that Provide Wireless Phase II LOS

Question	**Enter the percentage of geographic area served by 911 Authorities that provide Wireless Phase II LOS**
Definition	*Percentage of geographic area served by 911 Authorities that provide Wireless Phase II LOS. NENA defines Wireless Phase II as, "Required by FCC Report and Order 96-264 pursuant to Notice of Proposed Rulemaking (NPRM) 94-102. The delivery of a wireless 911 call with Phase I requirements, plus location of the caller within 125 meters 67% of the time and Selective Routing based upon those coordinates. Subsequent FCC rulings have redefined the accuracy requirements."*[40]

State	Response	State	Response
AK	80	NC	100
AL	100	ND	100
AR	Unknown	NE	99.99
AZ	95	NM	99
CA	100	OH	100
CO	99.92	OK	Unknown
CT	100	OR	100
DC	100	PA	100
FL	100	PR	100
GU	0	SC	100
IA	100	SD	98.6
ID	94	TN	100
IL	99.54	TX	100
IN	100	UT	100
KS	100	VA	100
KY	100	VI	0
MD	100	VT	100
ME	100	WA	100
MI	100	WI	99.53
MN	100		

2013 Finding

- 26 States responded 100 percent of their geographic area is served by Wireless Phase II LOS, while eight States responded with a number between 90-99 percent. This finding determines that a majority of State's geographic areas are served by Wireless Phase II LOS.

[40] Ibid., p. 137.

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

Question	**Enter the percentage of geographic area served by 911 Authorities that provide Enhanced 911 LOS for VoIP**
Definition	*Percentage of geographic area served by 911 Authorities that provide E911 LOS to VoIP users. NENA defines VoIP as, "Provides distinct packetized voice information in digital format using the Internet Protocol. The IP address assigned to the user's telephone number may be static or dynamic."[41] This category assumes the 911 Authority provides a LOS that includes E911 for landline subscribers, Wireless Phase I and II to wireless subscribers.*

State	Response	State	Response
AK	41	NC	100
AL	Unknown	ND	100
AR	Unknown	NE	Unknown
AZ	95	NM	99
CA	100	OH	Unknown
CO	100	OK	Unknown
CT	100	OR	100
DC	100	PA	100
FL	100	PR	100
GU	0	SC	100
IA	100	SD	98.6
ID	Unknown	TN	100
IL	98.82	TX	100
IN	100	UT	100
KS	100	VA	1.7
KY	100	VI	0
MD	100	VT	100
ME	100	WA	100
MI	100	WI	Unknown
MN	100		

2013 Finding

- 24 States responded 100 percent of their geographic area is served by E911 LOS for VoIP
- Seven States responded "unknown"

[41] Ibid., p. 134.

3.1.2.6 State Adoption of Common Definitions for Each LOS

Question	**Has your State adopted commonly used definitions for each level of service?**
Definition	*This element asserts that a state has adopted commonly used definitions for LOS categories.*

State	Response	State	Response
AK	Unknown	NC	Yes
AL	Yes	ND	Yes
AR	Unknown	NE	No
AZ	Yes	NM	No
CA	Yes	OH	Unknown
CO	No	OK	No
CT	Yes	OR	Yes
DC	Yes	PA	Yes
FL	Yes	PR	Yes
GU	Yes	SC	Yes
IA	Yes	SD	No
ID	Yes	TN	Yes
IL	Yes	TX	Yes
IN	Yes	UT	Yes
KS	No	VA	No
KY	No	VI	No
MD	Yes	VT	Yes
ME	Yes	WA	Yes
MI	Unknown	WI	No
MN	Yes		

2013 Finding

- 25 States responded they have adopted commonly used definitions for each LOS, signifying about half of States have not adopted common definitions for each LOS. Next year's data collection effort may request additional information on why States have not adopted common definitions.
- Four States responded "unknown"

2011 and 2013 Dataset Change

- In 2011, 15 of 26 States reported adopting Nationally Standardized Definitions for Each LOS

3.1.2.7 Nationally Standardized Service Level Definitions

Question	**Has your State utilized nationally standardized definitions for each level of service?**
Definition	*This element asserts that the state has utilized nationally standardized service level definitions*

State	Response	State	Response
AK	Unknown	NC	Yes
AL	Yes	ND	No
AR	Unknown	NE	No
AZ	Yes	NM	No
CA	Yes	OH	Unknown
CO	Yes	OK	No
CT	Yes	OR	Yes
DC	Yes	PA	Yes
FL	Yes	PR	Yes
GU	Yes	SC	Yes
IA	Yes	SD	Yes
ID	Yes	TN	Yes
IL	Yes	TX	Yes
IN	Yes	UT	Yes
KS	No	VA	Yes
KY	No	VI	No
MD	Yes	VT	Yes
ME	Yes	WA	Yes
MI	Unknown	WI	No
MN	Yes		

2013 Finding

- 27 States responded they have utilized nationally standardized service level definitions, signifying half of States have not utilized nationally standardized definitions for each level of service. Next year's data collection effort may request additional information on why States have not adopted common definitions.
- Four States responded "unknown"

2011 and 2013 Dataset Change

- In 2011, 17 of 26 States responded
- In 2013, 27 of 39 States responded

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

3.1.2.8.1 Total Number of Primary PSAPs within a State

Question	**Enter the number of primary PSAPs within your State**
Definition	*NENA defines a primary PSAP as, "A PSAP to which 911 calls are routed directly from the 911 Control Office."*[42]

State	Response	State	Response
AK	33	NC	125
AL	117	ND	22
AR	Unknown	NE	74
AZ	77	NM	42
CA	400	OH	322
CO	88	OK	144
CT	103	OR	43
DC	1	PA	69
FL	171	PR	2
GU	1	SC	50
IA	115	SD	33
ID	46	TN	132
IL	282	TX	579
IN	91	UT	31
KS	117	VA	123
KY	115	VI	2
MD	24	VT	8
ME	26	WA	56
MI	149	WI	Unknown
MN	104		

[42] Ibid., p. 98.

3.1.2.8.2 Total Number of Secondary PSAPs within a State

Question	Enter the number of secondary PSAPs within your State
Definition	*NENA defines a secondary PSAP as, "A PSAP to which 911 calls are transferred from a Primary PSAP."*[43]

State	Response	State	Response
AK	12	NC	54
AL	Unknown	ND	1
AR	Unknown	NE	0
AZ	9	NM	4
CA	54	OH	Unknown
CO	10	OK	0
CT	1	OR	15
DC	0	PA	23
FL	51	PR	0
GU	0	SC	25
IA	0	SD	0
ID	2	TN	9
IL	25	TX	10
IN	55	UT	5
KS	Unknown	VA	Unknown
KY	49	VI	2
MD	52	VT	0
ME	42	WA	7
MI	Unknown	WI	Unknown
MN	5		

2013 Finding

- Based on responses from 32 States, eight indicated they did not have secondary PSAPs
- Seven States responded "unknown," which may reflect a need to provide clarity of the definition

[43] Ibid., p. 109.

3.1.3 Data Element Group: Financial Data

3.1.3.1 Financial Data Reporting Period Type

Question	**Select the type of reporting period your State uses for reporting financial data**
Definition	*Identifies the type of reporting period for which the reported financial data applies (i.e., calendar year, fiscal year, or where the calendar year is the fiscal year). This will provide context for the evaluation of reported data.*

State	Response	State	Response
AK	Calendar Year	NC	Fiscal Year
AL	Calendar Year	ND	Calendar Year
AR	Unknown	NE	Fiscal Year
AZ	Fiscal Year	NM	Fiscal Year
CA	Fiscal Year	OH	Calendar Year
CO	Calendar Year	OK	Unknown
CT	Fiscal Year	OR	Fiscal Year
DC	Fiscal Year	PA	Fiscal Year
FL	Fiscal Year	PR	Fiscal Year
GU	Fiscal Year	SC	Calendar Year
IA	Calendar Year	SD	Calendar Year
ID	Fiscal Year	TN	Fiscal Year
IL	Unknown	TX	Fiscal Year
IN	Fiscal Year	UT	Calendar Year
KS	Calendar Year	VA	Fiscal Year
KY	Fiscal Year	VI	Fiscal Year
MD	Calendar Year	VT	Fiscal Year
ME	Fiscal Year	WA	Fiscal Year
MI	Calendar Year	WI	Unknown
MN	Calendar Year		

2013 Finding

- Based on the 35 States that responded, 22 States indicated they use the fiscal year as their reporting period type
- Four States responded “unknown”

3.1.3.2 Annual Revenue by 911 Authority

Question	**Enter the total annual revenue (e.g., special emergency communications taxes, agency fees) for the current reporting year (2013) for all 911 Authorities within your State**
Definition	*Total annual revenue for the current reporting year (2013) for all 911 Authorities in a state (local, county, regional, and state) derived from all sources, including, but not limited to 911 surcharges or service fees, and aggregated to the state level.*

State	Response	State	Response
AK	12,448,651	NC	Unknown
AL	Unknown	ND	16,029,377
AR	Unknown	NE	19,552,637
AZ	16,500,000	NM	11,822,716
CA	85,223,541	OH	Unknown
CO	42,900,000	OK	Unknown
CT	36,800,000	OR	107,738,586
DC	1,1421,463	PA	247,592,996
FL	194,553,623	PR	21,292,298
GU	1,200,000	SC	Unknown
IA	Unknown	SD	18,385,383
ID	19,313,000	TN	118,000,000
IL	Unknown	TX	213,215,483
IN	Unknown	UT	2,935,471
KS	20,573,217	VA	55,132,734
KY	113,433,800	VI	1,367,907
MD	51,704,812	VT	4,800,000
ME	8,193,818	WA	94,447,163
MI	176,624,677	WI	Unknown
MN	62,056,116		

2013 Finding

- Based on the 29 States that responded, the total annual combined revenue is $1,785,259,469
- 10 States responded “unknown”

3.1.3.2.1 Annual Revenue by 911 Authority Source

Question	**Enter source of the total annual revenue for the current reporting year (2013) for all 911 Authorities within your State**
Definition	*Identifies the source(s) of annual revenue for the current reporting year (2013) for all 911 Authorities in a state (local, county, regional, and state), including, but not limited to 911 surcharges or service fees, and aggregated to the state level.*

State	Response
AK	Wireline and wireless surcharges ranging from $0.75 to $2.00 per line
AL	Please note that a change in legislation (Act 2012-293) took effect on October 1, 2013 and accounts for the lack of submission of information in 3.1.3.2. There are two distinct timeframes for the reporting period during which revenues were handled at the local level from January 1, 2013 through September 30, 2013 and at the state level from October 1, 2013 through December 31, 2013. The state office cannot account completely for the total annual revenue.
AR	Unknown
AZ	Emergency Telecommunication Services Excise Tax and 911 Pre-paid Wireless Tax
CA	California Emergency Telephone Users Surcharge Tax
CO	It is unknown precisely how much is collected by 911 Authorities statewide. 911 surcharges are set locally, vary from jurisdiction to jurisdiction, and are remitted directly to local 911 Authorities by telecommunications companies on behalf of wireline postpaid wireless and VoIP customers. Prepaid wireless customers pay 911 surcharges through a Point-of-Sale mechanism. The figure provided in 3.1.3.2 is an estimate based on a sample of 911 Authority budgets.
CT	E911 Surcharge Fees FY 12/13
DC	911 user fee and pre-paid user fee
FL	Total E911 Fee Revenue $107,555,321; Interest $501,064; non-dedicated (general) revenues $86,497,238
GU	Dedicated 911 $1 User Fee
IA	$20,657,733 wireless surcharge only. Wireline is not reported to the state authority and is collected at the local level
ID	$1.00 per connective line that can contact 911. In 39 Counties they have enacted a Grant fee of $0.25 additional for every line that can connect to 911.
IL	N/A
IN	911 surcharge on communication devices, property taxes, county option income tax, local option income tax, racino funds Note: the information asked for in 3.1.3.2 is unknown because local government is not required to report this information
KS	The reported revenue is derived from a user fee collected by communications service providers. This fee is currently set at $0.53 per device capable of accessing 911. Additionally a 1.06% of retail sales of prepaid wireless devices is assessed at the point of sale. In addition to the amount reported above local units of government support 911 Authorities throughout the state with general fund monies to a much greater extent than the reported fees. The specific amount of general fund tax monies utilized to support 911 is not currently available. Expenditure amounts in the following question do not include the general fund expenditures.

State	Response
KY	Local general fund appropriations - (est. 37%); Local dedicated 911 surcharges i.e. landline fee or per parcel assessment - (est. 29%); State 911 surcharge on CMRS connections (cell phones) (est. 24%); State general fund support to KY
MD	Dedicated 9-1-1 Surcharge
ME	Dedicated 911 surcharge; used for statewide program. 8193818.00 General Fund appropriation of 3647984 for NG911 system implementation. An appropriation is not an actual revenue so it was not reported above.
MI	General Fund 911 fees (State and county level)
MN	911 surcharges and fees
NC	At the state level we can provide only the 911 surcharge amount of revenue and expenditures at the PSAP level. We are not able to provide any report on general revenue or other funding sources used at the local level.
ND	911 fees per device or line. General fund.
NE	Landline surcharges wireless surcharges inter-local agreements general fund tax levies
NM	New Mexico's Enhanced 911 Act (Section 63-9D-1 et. seq. NMSA 1978) mandates a $.51 surcharge per month on each subscriber's landline telephone and a $.51 surcharge per month on each subscriber's cellular telephone
OH	Unknown
OK	Unknown
OR	Approx. 25 million is statewide excise tax and the remainder is all local
PA	Local general Fund; 911 Surcharge Fees (Wireline Pre-Paid & Post-Paid Wireless VoIP)
PR	The only sources of revenue for FY 2013-2014 were surcharges and service fees in the monthly cellphone and telephone bills
SC	Unknown
SD	State 911 Surcharge General Funds Other intergovernmental revenue Contract revenue received from counties who contract for 911 services Emergency Management Performance Grant State Grants Capital Improvement Sales Tax
TN	911 service charges on telecommunications services individual districts also receive funding from local counties and municipal governments and interest/investment income
TX	Service Fees and Equalization Surcharge
UT	69 cents total on every Landline wireless VoIP access line. State Sales Tax is 1.9%
VA	Virginia revenues come from two sources a prepaid and a postpaid wireless fee. We have a monthly $.75 fee on postpaid wireless bills. And we have a $.50 fee added to any prepaid wireless transaction (basically when somebody adds minutes to their phone). Those revenues have been in the neighborhood of $52 million per year.

State	Response
VI	Act No. 6333 Section 29 in effect since December 2 1999 authorized the levy of a $1.00 fee on each monthly land line telephone in the Territory. As a result the Government of the Virgin Islands established as special fund designated as the Emergency Service Fund held by the Commissioner of Finance on behalf of the Government of the Virgin Islands which is separate and apart from all other funds. Act. No. 7261 enacted July 5 2011 expanded the authorization to levy the $1.00 monthly surcharge to mobile telephone numbers prepaid wireless and VOIP lines.
VT	4.8 million
WA	All Washington State Counties are authorized by Revised Code of Washington 82.14B.030(i) to impose a county enhanced 911 excise tax on the use of switched access lines radio access lines and voice over IP access lines. As of July 1 2013 all counties in Washington State had implemented the maximum 911 fee of $.70 per month per subscriber for wireline wireless and VoIP services and $.70 per pre-paid wireless retail transaction. The State also implemented the maximum statewide fee of $.25 per month per subscriber for wireline wireless and VoIP services and $.25 per pre-paid wireless retail transaction. These fees are authorized by Revised Code of Washington 82.14B.030. The State and County fees are collected by the carriers and are submitted to the Department of Revenue who then deposits them into the state and counties' Enhanced 911 accounts. The funding collected from the 911 excise taxes is less than the total funding required to operate Enhanced / Next Generation 911 in Washington State. The remaining support comes from other local government sources.
WI	In Wisconsin no portion of the amount collected from the 911 surcharge that appears on monthly telephone bills is shared with the state county or municipal governments. The 911 surcharge is limited to the recovery of telecommunications network expenses for the 911 service and is retained in full by the participating local exchange carriers.

3.1.3.3 Annual Costs by 911 Authority

Question	**Enter the total annual costs for the current reporting year (2013) for all 911 Authorities within your State**
Definition	*Total annual costs for the current reporting year (2013) for all 911 Authorities in a state (local, county, regional, and state), aggregated to the state level*

State	Response	State	Response
AK	Unknown	NC	Unknown
AL	Unknown	ND	16,029,377
AR	Unknown	NE	63,187,062
AZ	15,149,098	NM	13,386,740
CA	119,022,000	OH	Unknown
CO	Unknown	OK	Unknown
CT	38,802,000	OR	103,483,106
DC	10,354,959	PA	284,456,424
FL	205,602,544	PR	13,684,917
GU	1,000,000	SC	Unknown
IA	12,463,020	SD	22,207,163
ID	Unknown	TN	Unknown
IL	Unknown	TX	213,215,483
IN	Unknown	UT	Unknown
KS	14,709,182	VA	Unknown
KY	97,922,800	VI	1,184,657
MD	90,665,293	VT	4,800,000
ME	8,639,882	WA	Unknown
MI	178,955,636	WI	Unknown
MN	5,231,300		

2013 Finding

- Based on the 23 States that responded, the total combined annual costs are $1,534,152,643
- 16 States indicated “unknown”

Progress Benchmarks Elements3.2.1 Data Element Group: Planning

3.2.1.1 Statewide NG911 Plan Adopted

Question	**Has your State developed and adopted a statewide NG911 Plan to include governance, funding, system components (IP network, ESInet, NG911 software services, security architecture, user identity management, database architecture, and PSAP configurations), and operations?**
Definition	*Identify whether or not your state developed and adopted a statewide NG911 Plan, including governance, funding, system components (IP network, Emergency Services IP network (ESInet), NG911 software services, security architecture, user identity management, database architecture, and PSAP configuration), and operations.* *NENA defines NG911 as, "an Internet Protocol (IP)-based system comprised of managed Emergency Services IP networks (ESInets), functional elements (applications), and databases that replicate traditional E911 features and functions and provides additional capabilities. NG911 is designed to provide access to emergency services from all connected communications sources, and provide multimedia data capabilities for PSAPs and other emergency service organizations."*[44]

State	Response	State	Response	State	Response	State	Response
AK	No	GU	Yes	ME	Yes	OK	No
AL	No	IA	Yes	MI	No	OR	Yes
AR	Unknown	ID	Yes	MN	Yes	PA	No
AZ	No	IL	No	NC	No	PR	Yes
CA	No	IN	Yes	ND	No	VI	Unknown
CO	No	KS	No	NE	No	VT	No
CT	Yes	KY	Yes	NM	No	WA	Yes
DC	No	MD	No	OH	No	WI	No
FL	Unknown						

2013 Finding

- Out of 39 respondents, 24 States responded either "no" or "unknown," while 15 States responded they have adopted a Statewide NG911 plan

2011 and 2013 Dataset Change

- In 2011, 9 out of 27 States had adopted a Statewide NG911 plan

[44] Ibid., p. 90.

3.2.1.2 Sub-state 911 Authority NG911 Plan Adopted

Question	**Enter the percentage of regional or local 911 Authorities within your State who have developed and adopted NG911 Plans for their area**
Definition	*Indicate the percentage within the state of regional or local 911 Authorities who have developed and adopted NG911 Plans for their area.*

State	Response	State	Response
AK	Unknown	NC	1
AL	0	ND	0
AR	Unknown	NE	0
AZ	0	NM	0
CA	0	OH	0
CO	Unknown	OK	Unknown
CT	0	OR	0
DC	100	PA	0
FL	Unknown	PR	0
GU	0	SC	5
IA	100	SD	0
ID	0	TN	100
IL	2	TX	0.04
IN	Unknown	UT	20
KS	0	VA	2.5
KY	Unknown	VI	0
MD	0	VT	0
ME	0	WA	100
MI	0	WI	Unknown
MN	100		

2013 Finding

- Of the 31 States that responded, five States responded they had a sub-State 911 Authority NG911 Plan adopted
- Eight States responded “unknown”

3.2.1.3 Statewide NG911 Concept of Operations Developed

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

State	Response	State	Response
AK	No	NC	No
AL	No	ND	No
AR	Unknown	NE	No
AZ	No	NM	No
CA	No	OH	No
CO	No	OK	No
CT	Yes	OR	Yes
DC	No	PA	No
FL	Unknown	PR	Yes
GU	Yes	SC	No
IA	Yes	SD	No
ID	No	TN	Yes
IL	No	TX	No
IN	No	UT	Yes
KS	Yes	VA	Yes
KY	No	VI	No
MD	No	VT	No
ME	Yes	WA	Yes
MI	No	WI	Unknown
MN	Yes		

2013 Finding

- Of the 36 States that responded, 12 States indicated they have a statewide concept of operations developed
- Three States responded "unknown"

2011 and 2013 Dataset Change

- In 2011, 3 of 27 States responded they had a statewide concept of operations

3.2.1.4 Sub-state 911 Authority Concept of Operations Developed

Question	**Enter the percentage of regional or local 911 Authorities within your State who have developed an NG911 concept of operations for their area**
Definition	*Total annual costs for the current reporting year (2013) for all 911 Authorities in a state (local, county, regional, and state), aggregated to the state level*

State	Response	State	Response
AK	Unknown	NC	6
AL	0	ND	0
AR	Unknown	NE	0
AZ	0	NM	0
CA	0	OH	Unknown
CO	Unknown	OK	Unknown
CT	0	OR	0
DC	0	PA	0
FL	Unknown	PR	0
GU	0	SC	25
IA	100	SD	0
ID	0	TN	100
IL	0	TX	Unknown
IN	Unknown	UT	30
KS	0	VA	2.5
KY	Unknown	VI	0
MD	0	VT	0
ME	0	WA	100
MI	18	WI	Unknown
MN	100		

2013 Finding

- Based on the 29 States that responded, 20 States indicated zero for the percentage of 911 Authorities who have developed a concept of operations, while 9 States responded with a number other than 0
- 10 States responded "unknown"

2011 and 2013 Dataset Change

- Compared to the 2012 dataset, seven additional States responded that regional or local 911 Authorities in their State have developed an NG911 concept of operations

3.2.2 Data Element Group: Procurement

3.2.2.1 Statewide Request for Proposal Released

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

State	Response	State	Response
AK	No	NC	No
AL	Yes	ND	No
AR	Unknown	NE	No
AZ	No	NM	No
CA	No	OH	Unknown
CO	No	OK	No
CT	Yes	OR	No
DC	No	PA	No
FL	Unknown	PR	No
GU	No	SC	No
IA	No	SD	No
ID	No	TN	Yes
IL	No	TX	Yes
IN	Yes	UT	Yes
KS	Yes	VA	No
KY	Yes	VI	No
MD	Yes	VT	Yes
ME	Yes	WA	Yes
MI	No	WI	No
MN	Yes		

2013 Finding

- 13 States responded they had released a Statewide NG911 RFP, while 23 States responded they had not released a Statewide NG911 RFP
- Three States responded "unknown"

3.2.2.2 911 Authority RFP Released

Question	**Enter the percentage of regional or local 911 Authorities within your State who have released an RFP for NG911 components for their area**
Definition	*Identifies the percentage within a reporting state of regional or local 911 Authorities who have released an RFP for NG911 components for their area*

State	Response	State	Response
AK	Unknown	NC	1
AL	0	ND	14
AR	Unknown	NE	0
AZ	0	NM	0
CA	0	OH	Unknown
CO	Unknown	OK	Unknown
CT	0	OR	0
DC	0	PA	15
FL	Unknown	PR	0
GU	0	SC	20
IA	Unknown	SD	0
ID	0	TN	0
IL	8	TX	0.04
IN	Unknown	UT	20
KS	0	VA	2.5
KY	29	VI	0
MD	Unknown	VT	0
ME	0	WA	0
MI	18	WI	Unknown
MN	0		

2013 Finding

- A total of 19 States responded zero percent of 911 Authorities have released an RFP for NG911 components
- 10 States responded between one and 29 percent
- 10 States responded “unknown”

3.2.2.3 Statewide Components Specified for Procurement

Question	**If the response to 3.2.2.1 is "Yes," list which parts, functions, or components of NG911 are being procured by regional or local 911 Authorities within your State**
Definition	*Based upon a positive response to element 3.2.2.1, this element provides detail on what parts, functions, or components for NG911 are being procured. Parts, functions, or components are described in data element 3.2.2.1 above.*

State	Response
AK	Unknown
AL	IP network; Routers; Firewalls; ESInet; Legacy Gateway; Domain Name System (DNS) Servers; Dynamic Host Configuration Protocol (DHCP) servers; Emergency Call Routing Function (ECRF); "Agency locator" functions; NG911 Applications; Location Validation Function (LVF); PSAP and other emergency agencies credentialing authority; Emergency entity name/IP address service; Logging services; Emergency service routing proxies (ESRPs); Bridging services; Authentication service (core service); NG911 Transition components
AR	Unknown
AZ	Unknown
CA	IP network; Firewalls; Legacy gateways; Time/clock servers; NG911 Transition components
CO	N/A - We have not issued an RFP
CT	NG911 Transition Components - all will use the Connecticut Public Safety Network which is an ultra-high speed and flexible fiber optic data network that will serve as a base transport infrastructure and interconnectivity pathway for public safety related applications and services throughout the State. Its primary purpose is to provide the required connectivity for the upcoming implementation of Next Generation (NG911) service
DC	N/A
FL	Unknown
GU	None
IA	Unknown
ID	None
IL	None

State	Response
IN	The Board is seeking to procure services from qualified vendors that include the highest degree of resiliency, reliability and redundancy to ensure service availability in keeping with industry standards and best practices. The service sought by the RFS include: Wireless E911 call routing and reporting services; NG, i3 core functions and capabilities; Enterprise/State wide data collection and reporting services on al IN911 facilitated transactions; System and component level monitoring, alarming, diagnostics and reporting services; Logging and recording services; Disaster recovery and system restoration services; 24/7/365 Help desk, trouble ticketing and customer facing support services; 24/7/365 Network operations center (NOC) monitoring services; Installation, testing, maintenance and on-site support services; Project management services for the planning, design, testing, installation and operation of the system or systems
KS	IP Network connectivity between PSAPs; statewide hosted call handling solution; GIS data remediation
KY	RFP was withdrawn after a determination that there were no acceptable responses. No parts, functions, or components are being procured by the state at this time.
MD	ESInet related items to be part of Maryland's statewide IP network (Network Maryland). This network will become the main platform of a statewide ESInet.
ME	2, 3, 4 Full Service Provider
MI	Unknown
MN	MN has procured a combination of elements in Levels 1, 2, 3, and 4
NC	Unknown
ND	ND amended a wireless agreement with its previous vendor to provide NG911 service. An RFP was not necessary. Extension includes: Legacy Selective Router ALI Database ES/EM Trunks IP Selective Router Legacy Network Gateway Legacy PSAP Gateway Legacy Selective Router Gateway Emergency Services IP Network Border Control Function Emergency Services Routing Proxy Policy Routing Function Emergency Call Routing Function Location Validation Function Location Information Server Call Information Database GIS/MSAG Database Management Tools Network/System Performance Monitoring Tools
NE	N/A
NM	None
OH	Unknown
OK	N/A
OR	N/A
PA	Unknown
PR	Unknown
SC	Unknown
SD	N/A
TN	Statewide NG911 network and operations management; Statewide GIS mapping system; Local districts released RFP and purchased call handling equipment for NG911

State	Response
TX	Basic IP Network; ESInet; NG911 Applications including Location Validation Function Emergency entity name /IP address service; ESRPs; Geographic Information Services; the rest of the BCF and NG911 Transition components
UT	Level 2
VA	Network – Routers; Network – Firewalls; Network – DSN Servers; Network – DHCP Servers; Network – Time/Clock Servers; Network – Web Servers; NG Components – Legacy Network gateway; NG Components – Legacy PSAP gateway; NG Components – Legacy SR gateway
VI	Unknown
VT	All components in 1,2, 3,4
WA	Basic IP Network (general purpose, common to any outsourced IP network). An MPLS that carries the ESInet. ESInet (hardware, software, databases unique to an Emergency Services IP Network, supports specific emergency services applications, whether it supports NG911 or not). This is an interim system. NG911 Transition components
WI	None are being procured in Wisconsin

3.2.2.4 Sub-state 911 Authority Components Being Procured

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

State	Response
AK	Unknown
AL	Unknown
AR	Unknown
AZ	Unknown
CA	Unknown
CO	Unknown
CT	0
DC	N/A
FL	Unknown
GU	None
IA	Unknown
ID	None
IL	N/A
IN	Unknown
KS	None at this time. Coordinating Council is considering a cost recovery model for sustainment funding of NG911 procurements on a monthly per seat subscription basis.
KY	Basic IP network; NG911 transition components
MD	Unknown
ME	0
MI	ESInet function: The 15 counties of the Upper Peninsula are currently migrating to IP based 911 network
MN	We have procured a combination of elements in Level 1, 2, 3, and 4. GIS data is being collected and maintained at the local levels and aggregated and standardized at the state level for eventual ECRF/LVF purposes.
NC	Routers: every IP network is the routers and the links between the routers Firewalls Domain Name System (DNS) servers Dynamic Host Configuration Protocol (DHCP) servers
ND	NG911 Capable CPE is being procured by local 911 Authorities
NE	N/A

State	Response
NM	None
OH	Unknown
OK	N/A
OR	N/A
PA	Unknown
PR	Unknown
SC	Unknown
SD	N/A
TN	Call handling equipment (i3 compliant ANI/ALI controllers) to include peripheral equipment and recorders
TX	Basic IP Network (general purpose, common to any outsourced IP network; ESInet; "Forest Guide"; Emergency Call Routing Function (ECRF); "Agency locator" functions; NG911 Applications; Location Validation Function (LVF); PSAP and other emergency agencies credentialing authority (core service); Emergency entity name/IP address service; Data/service rights management (core service); Logging services (system wide, from gateways and Border Control Functions [BCF] through PSAPs and other emergency entities); Emergency service routing proxies (ESRPs); Geographic Information Systems (GIS) - provides validation and routing data layer info to Location-to-Service Translation Protocol (LoST) Servers; Bridging services; Authentication service (core service); Policy store/editor; The rest of the BCF (not included with the firewall); NG911 Transition components; Legacy service gateway; Legacy PSAP gateway; Legacy SR gateway
UT	All components in Level 2
VA	Unknown
VI	Unknown
VT	N/A
WA	None. NG911 is a State-wide service provided on behalf of the sub-State 911 Authorities (AKA: the Counties). The Counties are responsible for the PSAP-based parts, functions or components necessary to terminate the NG911 services.
WI	Unknown

3.2.2.5 Captures whether a State Contract for the NG911 Part, Function, or Component Identified Above Has Been Awarded

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

State	Response	State	Response
AK	No	NC	No
AL	Yes	ND	Yes
AR	Unknown	NE	No
AZ	No	NM	No
CA	No	OH	Unknown
CO	No	OK	No
CT	Yes	OR	No
DC	No	PA	Unknown
FL	Unknown	PR	No
GU	No	SC	No
IA	Yes	SD	No
ID	No	TN	Yes
IL	No	TX	Yes
IN	Yes	UT	Yes
KS	No	VA	No
KY	No	VI	No
MD	Yes	VT	Yes
ME	Yes	WA	Yes
MI	No	WI	No
MN	Yes		

2013 Finding

- Based on the 35 States that responded, 13 States indicated they had awarded a contract, while 22 States indicated they had not awarded a contract
- Four States responded "unknown"

3.2.2.6 Percentage of 911 Authorities Statewide that Have Awarded a Contract for the System Components and/or Functions Described Above

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

State	Response	State	Response
AK	Unknown	NC	1
AL	0	ND	100
AR	Unknown	NE	0
AZ	0	NM	0
CA	0	OH	Unknown
CO	Unknown	OK	Unknown
CT	0	OR	0
DC	0	PA	Unknown
FL	Unknown	PR	100
GU	0	SC	10
IA	Unknown	SD	0
ID	0	TN	100
IL	8	TX	0.04
IN	Unknown	UT	20
KS	0	VA	2.5
KY	20	VI	0
MD	Unknown	VT	0
ME	0	WA	100
MI	0	WI	Unknown
MN	100		

2013 Finding

- 16 States responded zero percent of 911 Authorities have awarded a contract, while 12 responded with a number between one and 100 percent
- 11 States responded “unknown”

3.2.2.7 Statewide Installation and Testing

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

State	Response	State	Response
AK	No	NC	No
AL	Yes	ND	No
AR	Unknown	NE	No
AZ	No	NM	No
CA	Yes	OH	Unknown
CO	No	OK	No
CT	No	OR	No
DC	No	PA	No
FL	Unknown	PR	Yes
GU	No	SC	No
IA	No	SD	No
ID	No	TN	Yes
IL	No	TX	No
IN	Yes	UT	Yes
KS	No	VA	No
KY	No	VI	No
MD	No	VT	Yes
ME	No	WA	Yes
MI	No	WI	No
MN	Yes		

2013 Finding

- Of the 36 States that responded, nine States indicated they have installed/deployed NG911 components, while 27 States indicated they have not installed/deployed NG911 components
- Three States responded "unknown"

3.2.2.8 Percentage of 911 Authorities Statewide that Have Installed and Tested Those System Components and/or Functions Identified Above

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

State	Response	State	Response
AK	Unknown	NC	0
AL	97.7	ND	0
AR	Unknown	NE	0
AZ	0	NM	0
CA	8	OH	Unknown
CO	Unknown	OK	Unknown
CT	0	OR	0
DC	0	PA	Unknown
FL	Unknown	PR	0
GU	0	SC	10
IA	0	SD	0
ID	0	TN	70
IL	0	TX	0
IN	33	UT	20
KS	0	VA	2.5
KY	20	VI	0
MD	Unknown	VT	0
ME	0	WA	100
MI	0	WI	Unknown
MN	100		

2013 Finding

- Based on the 30 States that responded 20 States indicated zero percent of 911 Authorities have installed and tested components, while two States indicated 100 percent
- Eight States responded with a percentage between two and 97 percent
- Nine States responded “unknown”

3.2.2.9 *Data Element Sub-Group: Agreements (Capacity and Service Level) that Have and Have Not Been Reached with Originating Service Providers*

3.2.2.9.1 Agreements (Capacity and Service Level) that Have Been Reached with Originating Service Providers

Question	**Provide a list of originating service providers that have executed agreements with your state**
Definition	*The data element asks reporting states to provide a list of originating service providers with whom signed agreements have been reached for each state (or appropriate jurisdiction), where such agreements are necessary to ensure consistent and reliable 911 service.*

State	AT&T	Century Link	Cricket/ Leap	Frontier	Metro PCS	Sprint PCS	TCS	Verizon	Other
AK									Unknown
AL									Alabama Supercomputer Authority; Bandwidth.com, Inc.
AR									Unknown
AZ									None
CA	x		x	x	x	x		x	
CO		x							
CT									Unknown
DC	x		x			x		x	Broadwing; Broadview Networks; Cavalier; Cbeyond; Comcast; Global Crossing; Earth Link; Paetec; RCN, twtelecom; XO CMRS; T-Mobile
FL									Unknown
GU									None
IA							x		
ID									Unknown
IL									N/A
IN	x	x		x					INdigital Telcom; Force 10
KS									None have been requested at this time
KY									Unknown
MD								x	
ME									No agreements necessary
MI									Unknown

State	AT&T	Century Link	Cricket/ Leap	Frontier	Metro PCS	Sprint PCS	TCS	Verizon	Other
MN									MN has an agreement with all service providers doing business in the State
NC									None
ND									None
NE									N/A
NM									None
OH									Unknown
OK									Unknown
OR		x		x					Qwest Communications
PA									Unknown
PR						x			Consumer Cellular; Liberty Cable, OpenMobile; Optivon; PR Cable; PRT/Claro; Puerto Rico Telephone; Solavei; Telefonica Larga Distancia, Telrite, T-Mobile, Worldnet, Bluejay Wireless, Cricket Communications
SC									Unknown
SD									None. The state has no 911 related agreements with any service providers in SD. The state has no direct rule in provision of 911 service in the past. 911 has been a locally handled issue, between individual county or city operated PSAPs and their local providers. However, no agreements are known or believed to exist between any local PSAP and any provider in the state. All providers in the state do deliver their customers 911 calls to Century Link, the current 911 provider in SD. Century Link routes the calls to the proper PSAP.
TN									Unknown
TX									None

State	AT&T	Century Link	Cricket/ Leap	Frontier	Metro PCS	Sprint PCS	TCS	Verizon	Other
UT		x		x			x		Intrado; Synergem; Direct Technologies; Emergency CallWorks; Motorola
VA									Unknown
VI									Unknown
VT	x				x	x		x	Burlington Telephone; Charter Communications; Comcast; EarthLink/One Communications; Fairpoint Communications; Franklin Telephone; HTJ; Level3; National Mobile Communications; Northland of Vermont; Windstream/PAETEC; Waitsfield and Champlain Valley Telecom; Shoreham Telephone; TDS; Topsham Telephone Company; Inc.; Vermont Telephone; T-Mobile; TracFone; US Cellular
WA									All regulated carriers and carriers with interconnect agreements operating within Washington State
WI									In Wisconsin, the installation and maintenance of the 911 network in a given county are authorized by a contract that the county enters into with participating local exchange carriers. This contract specifies in detail the network design for the county 911 service, sets the amount of the 911 surcharge, and identifies the obligations of the parties to operate, maintain and repair the 911 network. Wis. Stat. § 256.35(3)(b)3. No agreements between a state agency and originating service providers exist.

3.2.2.9.2 Providers With No Agreements in Place

Question	**Provide a list of originating service providers that have not executed agreements with your state**
Definition	*This data element asks states to provide a list of originating service providers with whom no agreements are in place. This will vary from state to state. Data included from this element will be used to help identify states that are having difficulty with certain carriers/providers.*

State	Response	State	Response
AK	Unknown	NC	Unknown
AL	None	ND	Unknown
AR	Unknown	NE	N/A
AZ	None at this time	NM	No
CA	Unknown	OH	Unknown
CO	N/A - Colorado only sets service level agreements with the certified Basic Emergency Service Provider denoted in 3.2.2.9.1	OK	Unknown
CT	Unknown	OR	N/A
DC	N/A	PA	Unknown
FL	Unknown	PR	Unknown
GU	None	SC	Unknown
IA	Unknown	SD	Alliance Communications Cooperative, Inc.; Beresford Municipal Telephone Company; Cheyenne River Sioux Tribe Telephone Authority; Consolidated Telephone Company; Faith Municipal Telephone Company; Fort Randall/Mt Rushmore Telephone Company ; Golden West Telecommunications; Interstate Telecommunications Cooperative, Inc.; James Valley Telecommunications; Kennebec Telephone Company, Inc.; Knology Community Telephone; Long Lines Midstate Communications; Roberts Co Telephone Cooerative; Santel Communications Cooperative; Swiftel Communictions ; Trio Tel Communictions, Inc.; Valley Telecommunitions Cooperative; Venture Communitions Cooperative; West River Cooperative Telephone Company; West River Telecommunications Cooperative; Century Link

State	Response	State	Response
ID	Unknown	TN	None in 2013
IL	N/A	TX	None
IN	Unknown	UT	Unknown
KS	None have been requested at this time	VA	Unknown
KY	Unknown	VI	Unknown
MD	None	VT	N/A
ME	No agreements necessary	WA	None
MI	Unknown	WI	Unknown
MN	To our knowledge there are no services providers in the State of Minnesota that we do not have agreements in place		

2013 Finding

- Based on the 18 States that responded, one State (SD) provided a list of originating service providers that have not executed agreements
- 21 States responded "unknown"

3.2.3 Data Element Group: Transition

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

Question	**Enter the percentage of NG911 Authority systems that can process and interpret location and caller information within your State**
Definition	*This data element reflects the percentage of 911 Authority systems in each state that are processing NG911 emergency calls for all service types (wireline, wireless, VoIP). Specifically, this is the percentage of total 911 Authorities in a state that have implemented NG911 systems for all service types. Systems not being converted would not factor into this element.*

State	Response	State	Response
AK	0	NC	1
AL	100	ND	0
AR	Unknown	NE	0
AZ	0	NM	0
CA	8	OH	Unknown
CO	0	OK	Unknown
CT	0	OR	0
DC	0	PA	0
FL	Unknown	PR	100
GU	0	SC	5
IA	100	SD	0
ID	0	TN	70
IL	0	TX	0
IN	100	UT	20
KS	0	VA	2.5
KY	0	VI	100
MD	0	VT	100
ME	0	WA	100
MI	0	WI	Unknown
MN	100		

2013 Finding

- Most of the States that responded they can process and interpret caller location are also States that have text-to-911 (i.e., AL, IA, IN, VT, WA)

3.2.3.2 Percentage of Total State Population Served by NG911 Services

Question	**Enter the percentage of population served by IP-capable 911 services within your State**
Definition	*Similar to data element 3.2.3.1, this element reflects the percentage of the population for a reporting state served by IP-capable 911 services meeting industry-accepted definitions for NG911.* *Note, using NENA's i3 standard alone is not the same as an NG911 system. The i3 standard only describes the network, components, and interfaces required to establish NG911 service. To deploy a "full function" NG911 system, states will need equipment and software vendors, access network providers, and originating service providers, all elements not included in the i3 standard.*

State	Response	State	Response
AK	0	NC	3
AL	100	ND	0
AR	Unknown	NE	0
AZ	0	NM	0
CA	2.16	OH	Unknown
CO	0	OK	Unknown
CT	0	OR	0
DC	0	PA	0
FL	Unknown	PR	100
GU	0	SC	3
IA	100	SD	0
ID	0	TN	70
IL	0	TX	Unknown
IN	Unknown	UT	80
KS	0	VA	1.73
KY	9.5	VI	100
MD	0	VT	100
ME	0	WA	0
MI	0	WI	Unknown
MN	0		

2013 Finding

- 27 States responded zero or "unknown," however the States that responded 100 percent or another number were the same States with text-to-911 (i.e., AL, IA, IN, VT, WA)

2011 and 2013 Dataset Change

- In 2011, of the 16 States who responded, one State had 100 percent, one State had 45 percent, and 14 States had zero percent

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

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

State	Response	State	Response
AK	0	NC	1
AL	100	ND	0
AR	Unknown	NE	0
AZ	0	NM	0
CA	21.49	OH	Unknown
CO	0	OK	Unknown
CT	0	OR	0
DC	0	PA	0
FL	Unknown	PR	100
GU	0	SC	8
IA	100	SD	0
ID	0	TN	70
IL	0	TX	0
IN	Unknown	UT	15
KS	0	VA	5.45
KY	3	VI	100
MD	0	VT	100
ME	0	WA	0
MI	0	WI	Unknown
MN	0		

2013 Finding

- For this data element, States entered similar numbers as data element 3.2.3.2 above, therefore it appears population and area are served equally

3.2.4 Data Element Group: Operations

3.2.4.1 Percentage of the Planned NG911 Systems (as identified in the State's NG911 Plan) that are Operational for NG911 Call-taking

Question	**Enter the percentage of planned NG911 systems in your State (over the entire jurisdiction/population) that are operational and can process IP-based emergency requests**
Definition	*The relative state/jurisdiction's architecture should show how many 911 Authority systems are planned for processing all the IP-based emergency requests (over the entire jurisdiction/population) within a NG911 environment.*

State	Response	State	Response
AK	0	NC	0
AL	100	ND	14
AR	Unknown	NE	0
AZ	0	NM	0
CA	8	OH	Unknown
CO	0	OK	Unknown
CT	100	OR	0
DC	0	PA	0
FL	Unknown	PR	100
GU	0	SC	Unknown
IA	100	SD	0
ID	0	TN	70
IL	0	TX	0
IN	33	UT	20
KS	0	VA	100
KY	0	VI	100
MD	0	VT	100
ME	0	WA	0
MI	0	WI	Unknown
MN	100		

2013 Finding

- Out of 33 States, eight States responded 100 percent of planned NG911 systems in their States are operational and can process IP-based emergency requests. This finding indicates a majority of States are still in the process of implementing NG911.
- Six States responded "unknown"

3.2.4.2 Percentage of the NG911 Systems (as identified in the Architecture) that Can Coordinate Directly (over the IP-based Network) with External Organizations (First Responders, Third-party Organizations, Poison Control, etc.)

Question	**Enter the percentage of NG911 systems in your State (over the entire jurisdiction/population) that can coordinate directly with external organizations over an IP-based network**
Definition	*The number of 911 systems in the state that can coordinate with external organizations (first responders, third-party organizations, poison control, etc.) directly over the IP-based network.*

State	Response	State	Response
AK	0	NC	0
AL	15.1	ND	0
AR	Unknown	NE	0
AZ	0	NM	0
CA	8	OH	Unknown
CO	0	OK	Unknown
CT	0	OR	0
DC	0	PA	0
FL	Unknown	PR	100
GU	0	SC	Unknown
IA	100	SD	0
ID	0	TN	70
IL	0	TX	0.01
IN	33	UT	0
KS	0	VA	0
KY	0	VI	100
MD	0	VT	100
ME	0	WA	0
MI	0	WI	Unknown
MN	0		

2013 Finding

- Nine States responded that some percentage of their NG911 system can coordinate directly with external organizations over an IP-based network. This finding determines those States that have implemented NG911 ensured interoperability with external entities.
- Six States responded “unknown”