

911.gov

Advancing 911 Across the Nation

2022 SUMMARY



The National 911 Program

is housed within the National Highway Traffic Safety Administration's Office of Emergency Medical Services at the U.S. Department of Transportation.



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

Envisioning the 911 of the Future

Public safety telecommunicators aren't simply dedicated servants to their community; they're the first, first responders, lending a calm voice, keen ear and time-tested skills, day in and day out. They are, in fact, the very backbone of the nation's emergency communications.

So just as we commit to improving the integrity of the country's 911 infrastructure, the National 911 Program, part of the Department of Transportation (DOT), is dedicated to ensuring the mental and physical health of the telecommunicators who support it. The DOT has supported 911 systems for more than 50 years, evolving its role to now focus on the transition of emergency communications nationwide to Next Generation 911 (NG911).

That support of 911 system development will continue — and increase — according to the Department:

“U.S. DOT is committed to taking action within its scope and statutory responsibilities to make advances in survivability through the delivery of equitable and impartial post-crash care, including EMS and 911.” Also noted in the [National Roadway Safety Strategy document](#), “The Department will continue to support inter-governmental efforts to transition to next generation 911 systems across the Nation.”

[READ SAFETY STRATEGY](#)

In addition to bolstering 911 infrastructure and resources for telecommunicator well-being, the National 911 Program staff has had a change in leadership. Laurie Flaherty, whose tenure at National Highway Traffic Safety Administration (NHTSA) spanned nearly two decades, retired in December 2021. Laurie's invaluable contributions to supporting 911 systems and relentless advocacy for telecommunicators have left an indelible imprint on the industry. Following Laurie's retirement, Kate Elkins served as acting coordinator and has since resumed her role as an EMS/911 Specialist, bridging the 911 and EMS programs within NHTSA. In May 2022, Brian Tegtmeier, ENP, assumed the position of 911 Program Coordinator. Brian brings extensive knowledge and vision to build on the success of the last two decades.

Having launched his career in emergency communications 26 years ago as a police department dispatcher, Brian served in various leadership roles in 911 systems before taking on his most recent role in 2007 as executive director of DuPage Public Safety Communications (DU-COMM) in Wheaton, Illinois. There, he managed a 911 center with 44 agencies serving a population of more than 850,000.

Brian's depth and range of experience in public safety communications promise to serve the Program well, continuing to develop resources and convene stakeholders to achieve the shared goal of optimal 911 services nationwide.

Thank you,

The National 911 Program

ABOUT THE NATIONAL 911 PROGRAM

The National 911 Program plays a critical role in facilitating initiatives and information-sharing for the advancement of all aspects of the country's 911 systems. While the DOT's National Highway Traffic Safety Administration (NHTSA) has been the federal home for 911-related issues since 2004, NHTSA's Office of EMS has contributed to 911 projects for more than 50 years. NHTSA continues to invest federal funds and dedicate staff to support the 911 community, allowing the Program to further its work in both leading and collaborating on numerous projects that help 911 leaders advance emergency communications across the U.S. This annual summary provides a snapshot of this work.

Current & Ongoing Projects and Resources for the 911 Community

FUNDING 911'S FUTURE

Funding the transition to Next Generation 911 (NG911) and optimal 911 service nationwide continues to be a focus for public safety and emergency communication leaders and national, state and local legislators. A number of initiatives are underway to fund technical and operational upgrades and drive improvements in the nation's local, regional and state 911 systems.

911 Grant Program

- ▶ NHTSA's National 911 Program, in conjunction with the National Telecommunication and Information Administration (NTIA), has administered more than \$109 million in grant funds to 36 grantees (33 states, the District of Columbia and two tribal nations) to help 911 call centers upgrade and operate NG911 services and applications. Grantees made headway despite facing many challenges. The period of performance for the grant program ended on March 31, 2022.

Federal Funding for 911

- ▶ As a conduit for information between the 911 community and federal entities that support public safety and emergency communications, the Program collaborates with other agencies to compile an annually updated list of federal financial assistance programs that support improvements to local, regional and state emergency communications operations. This detailed list includes all available federal funds for emergency communications, as well as 911-specific funding.

[ACCESS LIST](#)

LEGISLATION & POLICY

Legislative and policy modifications are often needed as 911 systems strive to implement new technologies and collaborate with public safety and other government stakeholders at the local and state level. The National 911 Program creates and promotes resources to help emergency communication leaders prepare for and navigate legislative and governance changes.

Resources to Support MLTS and Dispatchable Location Requirements at 911.gov

- ▶ Two statutes, Kari's Law and RAY BAUM'S Act, make it easier for callers dialing 911 from a multi-line telephone system (MLTS) to reach 911 and for emergency services to locate those callers.

The Program, in conjunction with the FCC, developed user-friendly tools for ECC/PSAP administrators and others interested in understanding MLTS and dispatchable location.

[ACCESS TOOLS](#)

National Database of State 911 Legislation

- ▶ This resource identifies 911 legislation passed in each state, including bills about administration, fees, funding, privacy and NG911. Updated bi-weekly, it can be searched by topic, state, keyword, status, year or author and is a great resource for learning from the success of others.

Legislative highlights from 2021 include states that enacted bills mandating telecommunicator CPR (T-CPR) training, the creation of or increase in fees relating to 911 operations, and bills focusing on redirecting mental health to a mental health provider or crisis team.

[VISIT DATABASE](#)

COLLECTING & UTILIZING 911 DATA

The continuous evolution toward optimal 911 services is best informed by data analysis. Several initiatives conducted in collaboration with 911 stakeholders are underway to support the availability and use of consistent 911 data nationwide.

911 DataPath

- ▶ Last year, the Program announced a pilot project to create the first 911 data-exchange model at the local, state and regional levels. This step toward building a national 911 data system is designed to enable the routine sharing of 911 data.

While several state and local organizations regularly collect and share 911 data, challenges exist in comparing non-standardized data. Adoption of nationally uniform 911 data definitions and sharing mechanisms will provide essential, accurate information to assist in strategic planning, governance decisions and operational improvements in both the private and public sectors. 911 DataPath is a long-term effort with many phases that will require collaboration and coordination from the 911 community.

- ▶ **911 Data & Information Sharing: A Strategic Plan**, released in 2019 as the first step in the effort, describes the characteristics of an ideal future environment where data can be easily exchanged and identifies five strategic goals in creating a nationally uniform 911 data system.
- ▶ **911 Data Uniformity – Administrative Data for 911 Decision-Making**, released in 2020, addresses the first of the five strategic goals and aims to create a “dictionary” of defined administrative data elements collected by the 911 community.

The remaining four strategic goals to be undertaken in future phases of the effort are:

- Automated Data Handling
- Role-Based Information-Sharing
- Sustainable Vital Support Mechanisms
- Data-Savvy 911 Professionals

[LEARN MORE](#)

- ▶ **Nationwide CAD Assessment Project**
There is little uniformity in computer-aided dispatch (CAD) systems, which poses challenges in transferring 911 calls and relevant data like caller location. This effort will help analyze differences in CAD systems across the U.S. and summarize current statuses, including challenges that hinder nationwide CAD data-sharing capability. The resulting summary will highlight the benefits of a single, nationwide “system of systems.”
- ▶ **GIS Assessment Project**
To understand how geographic information systems (GIS) function today in the 911 community, the Program initiated an assessment of the need for and challenges of implementing a nationwide GIS data-sharing system. This system will be necessary to establish an interconnected and interoperable NG911 system of systems. Also necessary is the success of GIS at the local, regional, multi-regional, state and tribal levels, which is why the National Tribal Geographic Information Support Center participated on behalf of tribal communities across the United States. Several reports from this effort will be released in 2022.

National 911 Annual Report

- ▶ The collection and use of data help 911 systems plan for the future, benchmark against other states, measure progress on updating 911, and share important information with non-911 stakeholders such as legislators and elected officials.

The Program works with the National Association of State 911 Administrators (NASNA) to collect voluntarily submitted data from states and territories. Visit 911.gov to access an [interactive version](#) of the most recent data. The 2021 data will be released in December 2022.

[READ REPORT](#)

NG911 RESOURCES

NG911 for Telecommunicators

- ▶ This [publication](#) is a non-technical explanation of what Next Generation 911 (NG911) is and isn't. It covers topics like self-care and wellness advice, information on how NG911 might change the telecommunicator's job and the benefits it will bring, how 911 professionals can get involved in the NG911 transition at their PSAP, and more. The publication makes clear just how essential telecommunicators are and will be to the successful implementation of NG911 networks and related technologies.

[READ PUBLICATION](#)

NG911 Self-Assessment Tool

- ▶ To help PSAPs assess progress toward NG911 implementation, the SAFECOM/NCSWIC NG911 Working Group converted the TFOPA's NG911 Self-Assessment Tool into an easy-to-use, dynamic checklist that helps managers, administrators, and oversight personnel evaluate a system's NG911 state of maturity and understand the next steps to continue deployment.

[ACCESS TOOL](#)

Standards for Enhanced NG911

- ▶ Standards development for NG911 plays a vital role in helping 911 industry stakeholders and leaders make informed decisions towards an efficient, seamless and successful NG911 system. While the National 911 Program does not create standards, it aggregates the standards developed by other organizations, vets the aggregate list with standards organizations, and compiles them into this annually updated national resource. The [2021 report](#) is available online.

[REVIEW STANDARDS](#)

NG911 Interstate Playbook – Chapter 5

- ▶ State 911 administrators have collaborated to provide a pragmatic guide to help connect multiple neighboring 911 jurisdictions in the NG911 environment. The result is the iterative release of “chapters” of an NG911 Interstate Playbook. Chapter 5 — the latest in the series — focuses on Pierce County, Joint Base Lewis-McChord (JBLM), and the Washington State 911 Program, highlighting collaboration between civilian and military PSAPs.

[READ PLAYBOOK](#)

NG911 Roadmap & Progress Report

- ▶ The National 911 Program sought public input to identify tasks needed to ensure that state and local NG911 systems can interoperate at a national level. The resulting NG911 Roadmap addresses five primary goals of both technical and non-technical activities that must be accomplished to achieve a nationwide, interconnected system of 911 systems.

The annual Progress Report identifies activities underway and highlights areas where contribution is still needed to achieve the national goal. Entities that can make progress toward items identified in the roadmap are encouraged to alert the National 911 Program of their intent and keep the community apprised of their activities for inclusion in the annual Progress Report updates.

[SEE ROADMAP](#)

ADVANCING EMERGENCY COMMUNICATIONS

Telecommunicator Job Reclassification

- ▶ The 911 community continues to advocate for telecommunicators to be classified as a Protective Service Occupation. The Program collaborates with stakeholders to create resources to help the 911 community in this effort.

The duties of public safety telecommunicators have changed significantly over the years, and the role will continue to evolve as Next Generation 911 is implemented. New resources help the 911 community support the effort to appropriately classify and describe the role of the 911 telecommunicator, which can support reclassification activities and educate others about the critical work performed.

In addition to reclassification by the Bureau of Labor Statistics' Standard Occupational Classification system, reclassification can take place with the introduction of a state statute or regulation. Legislative efforts have already been implemented in some states to reclassify telecommunicator positions via statute or regulation.

Access the four-part Public Safety Telecommunicator Reclassification toolkit, designed to help Emergency Communications Centers (ECCs) address the changes the BLS needs to see to reclassify telecommunicators:

PART 1: Developing a Public Safety Telecommunicator Job Description

PART 2: Establishing or Expanding a Public Safety Telecommunicator Training Program

PART 3: The Operational Integration of Technology and Tools

PART 4: Developing an Advocacy Strategy for Proper Classification

[RECLASSIFICATION TOOLKIT](#)

NG911/Public Safety Broadband Interconnection

- ▶ The technical means for the interconnection of NG911 and Public Safety Broadband Networks (PSBN) — like the one managed by the FirstNet Authority — is not well understood, established or widely deployed.

The National 911 Program is collaborating with a group of public and private sector representatives to articulate the issue of NG911/PSBN connection and establish a list of goals to facilitate actions that actively support its interconnection by all members of the 911 and PSBN stakeholder communities.

The group is currently working together to understand the current status of NG911/PSBN interconnection, establish broad goals to facilitate progress, and use available resources to encourage action.

[NG911/PSBN INTERCONNECTION](#)

State 911 Assessment Program

- ▶ The State 911 Assessment Program was established to provide peer feedback on the many diverse aspects and operational capabilities of a 911 system. It is an opportunity for states to receive a non-biased assessment to make a strong case for NG911 transition considerations and system enhancement. If you're interested in participating in the State 911 Assessment Program as a state or an assessor, please reach out to the National 911 Program.

911 SYSTEM RESOURCES FOR THE COMMUNITY

The Program strives to collate valuable knowledge and information into resources to help 911 and policy leaders tackle challenges and issues experienced in 911 systems across the country. Following is a list of resources, tools, documents and webinars available now:

Docs & Tools

- ▶ Regularly updated, these helpful resources generated by the 911 community, associations, federal and non-federal entities, and the National 911 Program are available under “Documents & Tools” at 911.gov.

[VISIT DOCS & TOOLS](#)

“State of 911” Webinars

- ▶ Every other month, this webinar series hosts federal, state and local leaders who offer best practices, new resources, NG911 “early adopter” lessons, and valuable emergency communications insights for PSAPs/ECCs. Recent topics have included 988 implementation for mental health emergencies, NG911 training tips for operations and IT staff, and how to plan and prepare for federal grant implementation.

[SIGN UP](#)

“911.gov Connects” Newsletter

- ▶ “911.gov Connects” is a quarterly newsletter designed to update the 911 community on local, state, national and federal efforts to improve nationwide emergency communications. Visit 911.gov and sign up to receive news and updates from the National 911 Program.

[SIGN UP](#)

911 Telecommunicator Tree of Life

- ▶ The 911 Telecommunicator Tree of Life celebrates the individuals who answer the call to assist those in need. By visiting www.911treeoflife.org, anyone can share an inspiring story of a telecommunicator and honor the impact they make every day in

the lives of those in their community. The project was launched by the National 911 Program in collaboration with the NG911 Institute, Association of Public-Safety Communications Officials (APCO), National Association of State 911 Administrators (NASNA), and National Emergency Number Association (NENA).

In 2022, contributions to the development of the Tree of Life have grown significantly thanks to the support of additional collaborators, including our federal partners, 911derWomen, International Academies of Emergency Dispatch (IAED), Marine Corps Installations Command (MCICOM), U.S. Department of Defense (DoD), and the Cybersecurity & Infrastructure Security Agency (CISA).

[911 TREE OF LIFE](#)

911 AT THE FEDERAL LEVEL

The National 911 Program continues to represent the interests of 911 stakeholders at the federal level and engage with federal agencies to ensure coordinated activities and information-sharing across agencies.

The Program works closely with national associations and the 911 community, so the perspectives of states, regions and PSAPs are incorporated into nationwide initiatives.

Over the past year, National 911 Program representatives have:

- ▶ Supported efforts to encourage 911 and crisis collaboration to improve the behavioral healthcare continuum including raising awareness of 988 and its upcoming launch at local, state and federal levels
- ▶ Provided 911 expertise to the Department of Health and Human Services (HHS) and Substance Abuse and Mental Health Services Administration (SAMHSA) for National 988 implementation

- ▶ Conducted research on suicides among first responders in collaboration with the Centers for Disease Control and Prevention (CDC) and National Institute for Occupational Safety & Health (NIOSH)
- ▶ Collaborated with the Department of Defense (DoD):
 - Acted as a liaison between the DoD, its branches and civilian federal agencies as well as local and state 911 authorities
 - Delivered informative sessions for the DoD relating to NG911 technology and state migration to the new infrastructure while also serving as a member of the DoD Public Safety Communications Forum
- ▶ Supported NG911 Interoperability Testing and the CAD standardization project at the Department of Homeland Security (DHS) Science and Technology Directorate (S&T)
- ▶ Participated in the Emergency Communications Preparedness Center (ECPC) 911 Federal Workgroup, collaborating with all Federal partners in NG911 including the Department of Homeland Security (DHS) and Cybersecurity & Infrastructure Security Agency (CISA)
- ▶ Participated in the Communications Security, Reliability, and Interoperability Council (CSRIC) VIII
- ▶ Attended the White House Interagency Policy Committee (IPC) for suicide prevention, the Federal working group for suicide prevention, and cochaired a working group for a White House Executive order — that the Program is named in — as an EMS/911 SME
- ▶ Collaborated with the CDC as they implemented the new First Responder module to gather improved telecommunicator data within the National Violent Death Reporting System (NVDRS)

