

# State of 911

Webinar Series

---

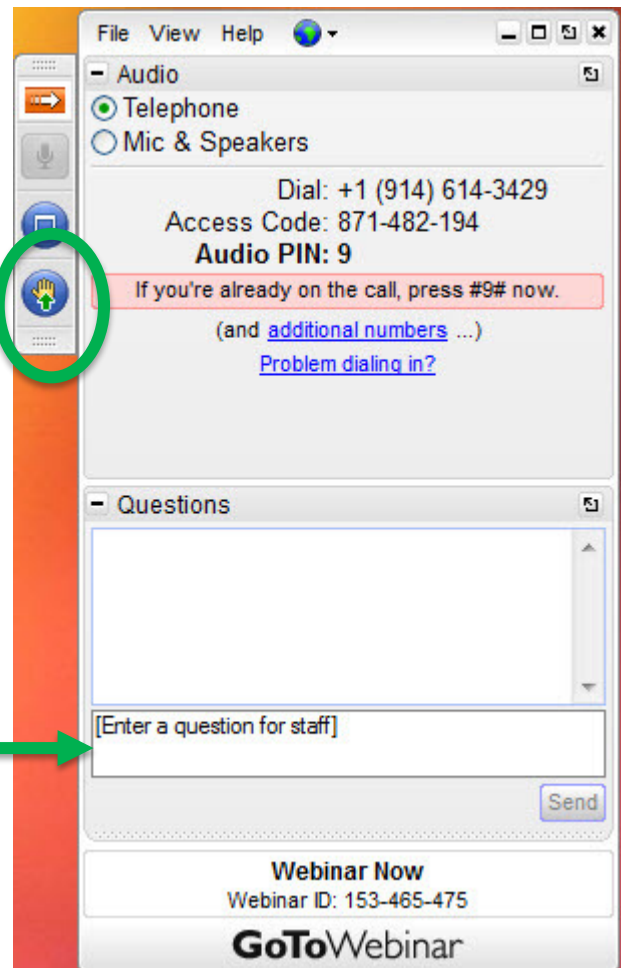
NATIONAL 911 PROGRAM  
January 12, 2021

# State of 911 Webinar Series

- Designed to provide useful information about Federal and State participation in the planning, design, and implementation of Next Generation 911 (NG911) coupled with real experiences from leaders overseeing these transitions throughout the country
- Webinars are typically held every other month and include presentations from a Federal-level 911 stakeholder and State-level 911 stakeholder, each followed by a 10-minute Q&A period
- For closed captioning, please copy and paste the URL link in the chat window to an additional web browser
- For more information on future webinars, to access archived recordings and to learn more about the National 911 Program, please visit [911.gov](https://911.gov)
- Feedback or questions can be sent to: [National911Team@mcp911.com](mailto:National911Team@mcp911.com)

# Questions

Click on “Raise Hand” and your phone line will be unmuted.



GoToWebinar’s “Questions” feature located on the right-hand side of your screen.





Federal Communications Commission  
Public Safety and Homeland Security Bureau



**FCC Update**  
National 911 Program Webinar  
January 12, 2021

**Jill Coogan, Attorney-  
Advisor**

**Policy & Licensing  
Division**

**PSHSB, FCC**

# FCC Update

- Annual 911 Fee Report
- Tips for completing the FCC's Annual 911 Fee Report Questionnaire
- 911 Fee Diversion Notice of Inquiry
- Section 902 (Don't Break Up the T-Band Act of 2020)

# 911 Fee Report

- The New and Emerging Technologies 911 Improvement Act of 2008 (NET 911 Act) requires the FCC to submit an annual report to Congress on collection and distribution of 911 and Enhanced 911 (E911) fees and charges.
- A major focus of the FCC's annual 911 fee report is the issue of 911 fee diversion. Each year, the FCC analyzes and reports to Congress on whether a state or other jurisdiction's 911 fees and charges are being used for any purpose other than to support 911 (i.e., diversion).
- The annual report also includes state-by-state data on other 911 statistics, including Next Generation 911 (NG911) funding.
- When a jurisdiction diverts 911 fees, the FCC annual report designates it as a diverter for that calendar year.

# 911 Fee Report

- The FCC issued its Twelfth 911 Fee Report to Congress in December 2020.
- The FCC's Twelfth Report found that in calendar year 2019, five states had diverted 911 fees: New York, New Jersey, Rhode Island, West Virginia, and Nevada.
- These are the same five states that were designated as diverters for calendar year 2018.
- The Twelfth Report found that these five states diverted a total of approximately **\$200 million** in calendar year 2019, **or approximately 6.6% of all 911/E911 fees collected by all states and jurisdictions in 2019**. From 2012 to 2019, states and other jurisdictions diverted **over \$1.475 billion** in fees collected for 911 and E911.
- The annual FCC 911 Fee Reports and state questionnaire responses can be viewed at <https://www.fcc.gov/general/911-fee-reports>.

# 911 Fee Report

	2015 Report	2016 Report	2017 Report	2018 Report	2019 Report	2020 Report
Total Jurisdictions Filing	51	53	49	56	56	55
Total 911 Fees Collected	\$2,527,625,361	\$2,631,705,009	\$2,763,916,948	\$2,937,108,459	\$2,675,270,976	\$3,032,215,008
Jurisdictions With NG911 Expenditures	29	38	39	39	38	44
NG911 Expenditures	\$227,574,996	\$164,817,665	\$205,494,105	\$198,971,933	\$228,538,053	\$278,368,480
Number of Jurisdictions Diverting 911 Fees	8	9	5	7	5	5
911 Fees Diverted	\$223,420,909	\$220,281,587	\$128,909,169	\$284,968,913	\$187,085,045	\$200,194,031



# Tips for Completing the FCC's Annual 911 Fee Report Questionnaire

- Each year, to gather data for its annual 911 Fee Report to Congress, the FCC sends a questionnaire to 56 states and jurisdictions requesting data on 911 fee collection and expenditures.
- Here are some tips to help respondents fill out the questionnaire:
  - Use the Word fillable form provided by the FCC. Do not alter the form or turn it into a pdf.
  - Only report calendar year data, not fiscal year data.
  - In fields that ask for a numerical response (e.g., total number of primary PSAPS), provide only a numerical response or a short non-numerical response such as “Unknown,” “None,” or “N/A.”
    - If you need to provide a narrative explanation or qualifier, you can provide that in the related “Addendum Section.”
  - States should submit a single questionnaire form for the entire state, not multiple questionnaire forms completed by local jurisdictions.
  - States should include all requested data (e.g., county totals) on the state questionnaire itself. States may submit supplemental materials, as long as the form itself contains all requested data.

# 911 Fee Diversion Notice of Inquiry

- **Notice of Inquiry (NOI)** on 911 fee diversion: The Commission released the NOI on October 2, 2020 (<https://www.fcc.gov/document/fcc-seeks-combat-911-fee-diversion>)
- The NOI sought comment on ways to dissuade states from diverting 911 fees, as well as on the effects of fee diversion.
- Comments were due on November 2, 2020 and reply comments were due on December 2, 2020. Eight comments were filed and seven reply comments were filed.
- These filings can be viewed by going to the FCC's electronic comment filing system (ECFS) at <https://www.fcc.gov/ecfs/> and entering PS Docket Nos. 20-291 and 09-14.

# Section 902 – New FCC Regulation of 911 Fee Diversion

- On December 27, 2020, the President signed the Don't Break Up the T-Band Act of 2020, which is Section 902 of the Consolidated Appropriations Act of 2021 (Pub. L. No. 116-260). Section 902 includes new congressional mandates related to preventing 911 fee diversion.
- New FCC Regulations Required: Section 902(c) requires the FCC, within 180 days of the enactment of the Act (i.e., by June 25, 2021) to “issue final rules designating purposes and functions for which the obligation or expenditure of 9-1-1 fees or charges, by any State or taxing jurisdiction authorized to impose such a fee or charge, is acceptable.”
  - Section 902 provides that the use of 911 fees for any purpose or function other than those designated by the Commission constitutes 911 fee diversion.
  - Section 902 establishes a process for States and taxing jurisdictions to seek a determination from the FCC regarding whether a proposed 911 expenditure is acceptable.

# Section 902 – “Strike Force” on 911 Fee Diversion

- Section 902(d) requires the FCC to establish the “Ending 9-1-1 Fee Diversion Now Strike Force” (Strike Force), comprised of representatives from Federal and State government, 911 administrators, public safety organizations, groups representing the public and consumers, and groups representing 911 professionals.
- Purpose of the Strike Force: “to study how the Federal Government can most expeditiously end diversion by a State or taxing jurisdiction of 9-1-1 fees or charges.”
- Report to Congress: Not later than 270 days after the date of the enactment of the Act (i.e., by September 23, 2021), the Strike Force shall submit a public report to Congress on its findings.

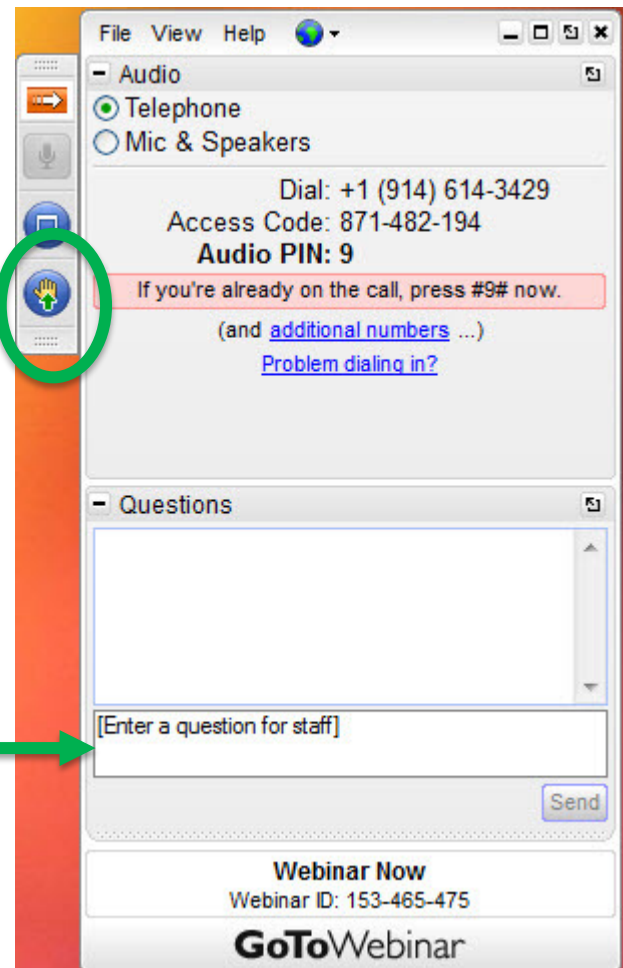


# Thank you!

If you have questions about the topics covered in this presentation,  
please contact Jill Coogan at [Jill.Coogan@fcc.gov](mailto:Jill.Coogan@fcc.gov)

# Q & A Period

Click on “Raise Hand” and your phone line will be unmuted.



GoToWebinar’s “Questions” feature located on the right-hand side of your screen.



# National 911 *Program*

## *National 911 Annual Report: 2019 Data*

Laurie Flaherty, Coordinator

# About the National 911 Program

1. Convene stakeholders to make decisions and take action
2. Create and share resources to help 911 systems and to educate others about NG911
3. Administrate grant funding for improved 911 services



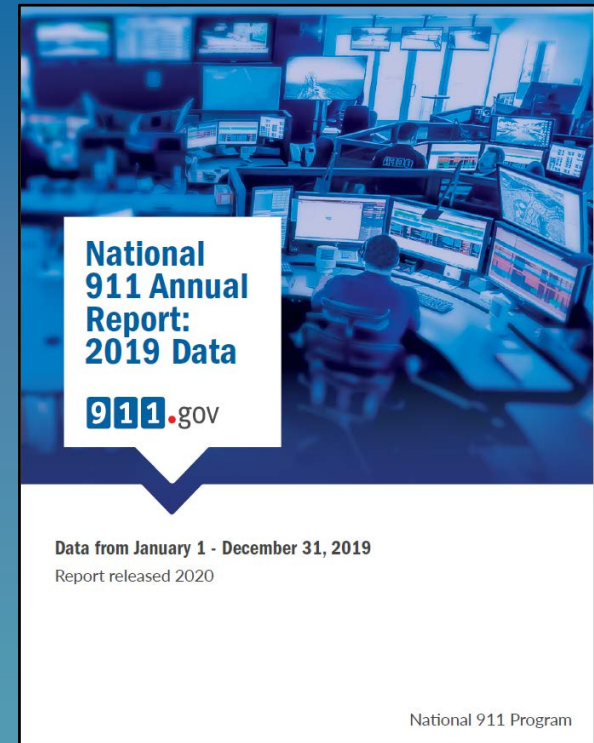




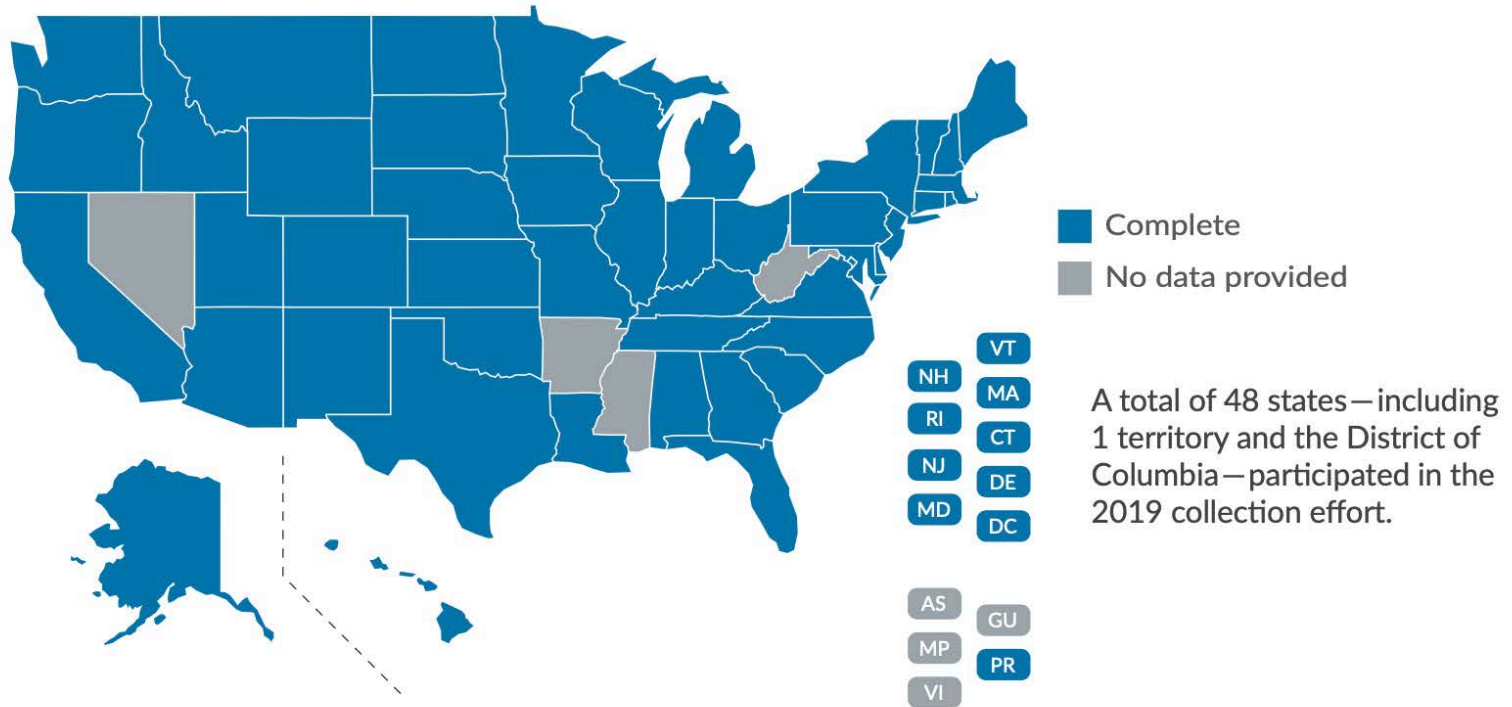
# National 911 Annual Report: 2019 Data

1. Demographic Data

2. Data Depicting NG911 Deployment Progress



# 2019 Data on State Status of 911: Voluntary Participation



# Total Number of PSAPs

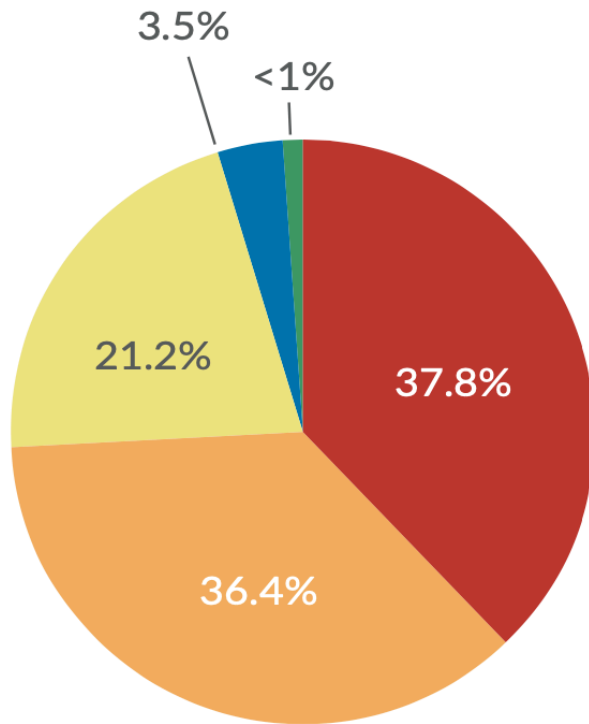
2019 Data: 46 reporting states, DC and Puerto Rico:



50 reporting states, DC and Puerto Rico: (add 4 states from FCC 2019 Fee Report)



# PSAP Size

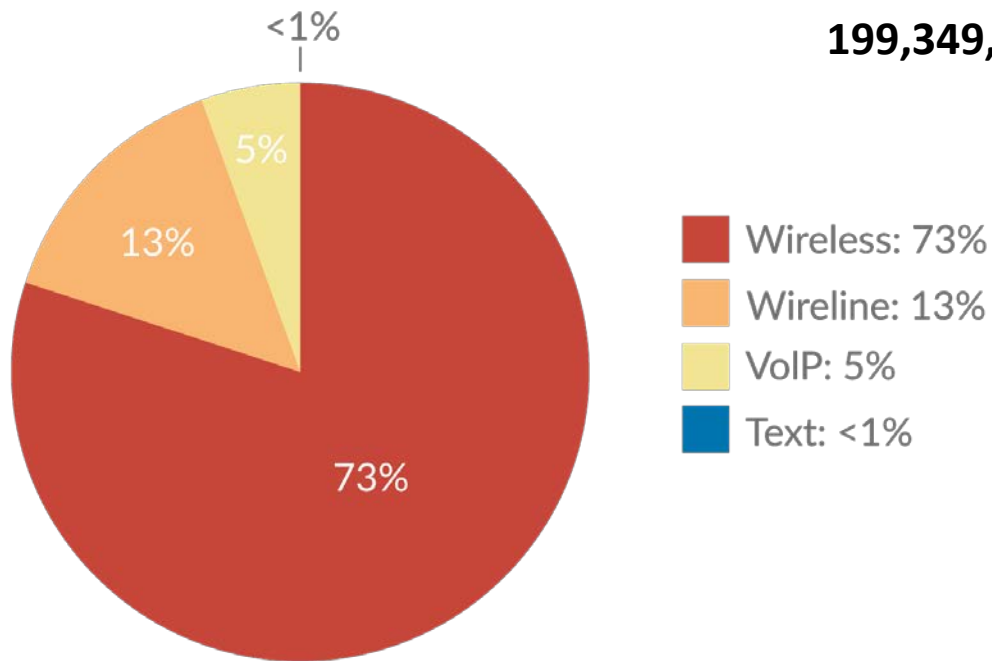


**74% of all PSAPs have 1-5 equipment positions**

- 1-2 911 equipment positions
- 3-5 911 equipment positions
- 6-20 911 equipment positions
- 21-49 911 equipment positions
- 50+ 911 equipment positions

(46 reporting states, DC and Puerto Rico)

# 911 Calls



**199,349,549 total calls**

(46 reporting states, DC and Puerto Rico)

# Minimum Training Requirements for Telecommunicators

---

- 35 States: Yes
- 13 States: No
- 8 States: Not Reporting



# Emergency Medical Dispatch

---

2019

2,472 PSAPs in 37 states

Estimated 41.5% of PSAPs

(based on 5,615 total reported PSAPs in 48 states)

2018

2,020 PSAPs in 33 states





# NG911 Deployment Progress

---

- State Plan/Substate Plan
- Continuity of Operations
- Procurement
  - Released RFP
  - Awarded Contract
  - Installed/Tested/Deployed

# Percent of Address Authorities that Geocoded Addresses to GIS

0%	0%	0 states
1-40%	29%	4 states
41-60%	5%	3 states
61-80%	13%	3 states
81-99%	7%	4 states
100%	11%	<b>13 states</b>
Unknown	3%	21 states
Did not submit	14%	4 states/4 territories

(50 states, DC & 5 territories)

# Percent of PSAPs Connected to ESInet

0%	18%	10 states
1-40%	29%	16 states
41-60%	5%	3 states
61-80%	13%	7 states
81-99%	7%	4 states
100%	11%	6 states
Unknown	3%	2 states
Did not submit	14%	4 states/4 territories

(50 states, DC & 5 territories )

# Percent of PSAPs Capable of Processing NG911 Location Data

0%	25%	<b>14 states</b>
>0-25%	13%	7 states
26-50%	0%	0 states
51-75%	7%	4 states
76-99%	7%	4 states
100%	20%	<b>11 states</b>
Unknown	14%	8 states
Did not submit	14%	4 states/4 territories

(50 states, DC & 5 territories )

# NG911 Maturity Model & NG911 Self-Assessment Tool

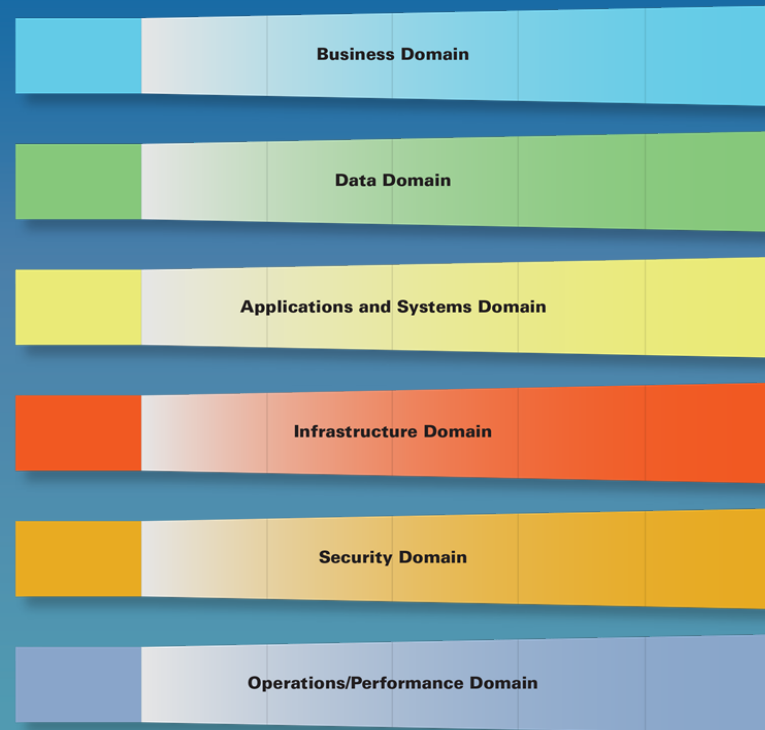
Next Generation 911 Maturity Model

## 6 Domains – (Major areas of focus)

1. Business
2. Data
3. Applications and Systems
4. Infrastructure
5. Security
6. Operations/Performance

## 5 NG911 Maturity Stages

1. Legacy
2. Foundational
3. Transitional
4. Intermediate
5. End State



# Relative Status of NG911 Deployment (self rated) 2019

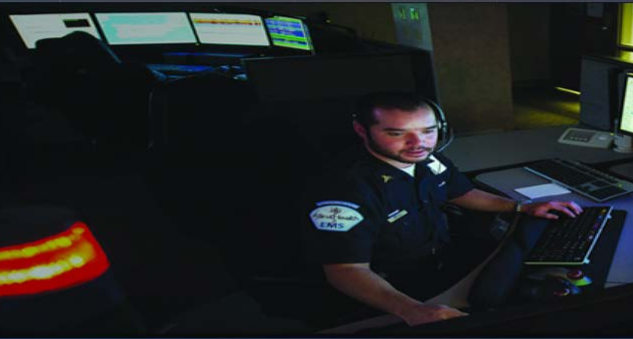
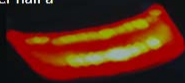
Relative Progress From Least to Most	Name of State
0 (No Data)	AS, AR, Guam, MS, MT, NV, NMI, USVI, WV
Group 1 (least)	
Group 2	GA, KY
Group 3	CO, MO, NJ, NM, OK, OR, VA, WI, WY
Group 4	IL, LA, NE, NY, PA, PR, TX,
Group 5	FL, ID, MN, SD
Group 6	AL, AK, AZ, CA, DC, HI, IN, IA, KS, MD, NH, NC, OH, RI, SC, UT
Group 7	ND, TN, WA
Group 8	DE, MI
Group 9 (most)	CT, ME, MA, VT

# Relative Status of NG911 Deployment (self rated) 2018

Relative Progress From Least to Most	Name of State
Group 0 (No Data)	MS, MO, MT, NV, NM, NC*, WV, WY, AS, GU, NMI, PR, VI
Group 1 (least)	
Group 2	AK, AR, GA, KY, LA, OK, TX
Group 3	CA, FL, NY, SC, SD, WI
Group 4	CO, ID, MN, NE, OR, PA, UT, VA
Group 5	AZ, DC, IL, MD, NJ, OH
Group 6	AL, DE, HI, MI, ND, RI
Group 7	IN, IA, KS, TN, VT, WA
Group 8	CT, NH
Group 9 (most)	ME, MA

### Over 50 Years of 911

America's 911 systems have been the lifeline to public safety for over half a century.



#### Calling 911: What You Need To Know



NEED TO CALL OR TEXT 911?



FAQS



USING 911 APPROPRIATELY

#### Working Together on 911 Issues

#### Current Projects

- COVID-19 Resources
- Telecommunicator Job Reclassification
- Next Generation 911 Self-Assessment Tool
- Next Generation 911 for Public Safety Leaders
- 911 Grant Program
- NG911 Roadmap: Connecting Systems Nationwide
- Strategic Planning for Collecting and Use of Nationwide 911 Data
- CPR LifeLinks

# Thank you!!

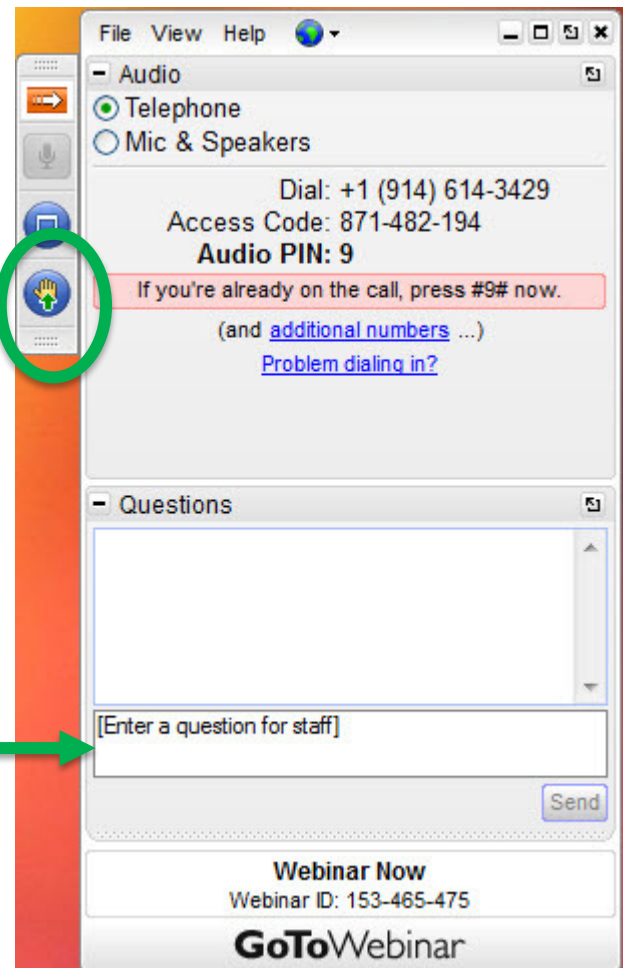
Laurie Flaherty  
Coordinator  
National 911 Program  
(202) 366-2705

[laurie.flaherty@dot.gov](mailto:laurie.flaherty@dot.gov)



# Q & A Period

Click on “Raise Hand” and your phone line will be unmuted.



GoToWebinar’s “Questions” feature located on the right-hand side of your screen.



# Future Webinars

- Tuesday, March 9, 2021
- Tuesday, May 11, 2021
- Tuesday, July 13, 2021
- Tuesday, September 14, 2021
- Tuesday, November 9, 2021
- To register, visit:  
<https://attendee.gotowebinar.com/register/1693316487360151824>
- Previous State of 911 webinars are available at:  
[www.911.gov/webinars.html](http://www.911.gov/webinars.html)

# National 911 Program

- Laurie Flaherty  
Program Coordinator  
202-366-2705  
[laurie.flaherty@dot.gov](mailto:laurie.flaherty@dot.gov)
- Feedback or questions can be sent to:  
[National911Team@mcp911.com](mailto:National911Team@mcp911.com)