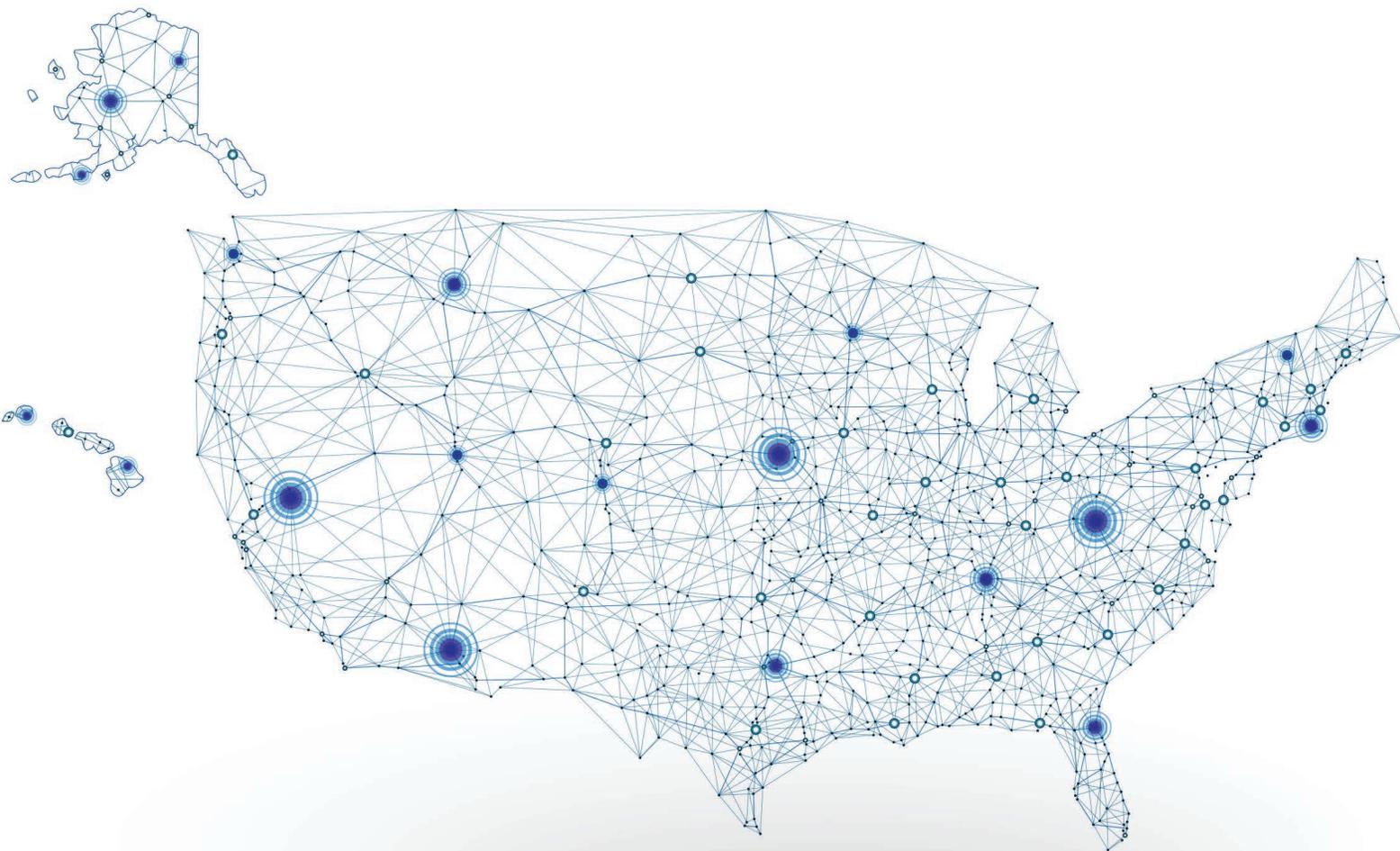


# Advancing 911 Across the Nation

911.gov



## 2017 Summary

The National 911 Program is housed within the National Highway Traffic Safety Administration at the U.S. Department of Transportation



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

## 911 Leadership at the Federal Level

*Established by the ENHANCE 911 Act of December 2004, the National 911 Program plays a critical role in helping state and local leaders provide optimal 911 services across the country.*

During the last twelve years, the Program has provided the most consistent forum for federal coordination and developed tools, resources and information to support 911 call centers nationwide. The Program has enabled significant progress toward the vision set in 2004 and continues to do so as required by Congress through the Next Generation 9-1-1 Advancement Act of 2012.

The primary responsibilities of the Program are to:

- Act as a convener for all relevant stakeholders at the local, state, national and federal levels
- Collect and create resources for leaders at the state and local levels who operate the nation's 911 system
- Administer a grant program specifically for the benefit of 911 Public Safety Answering Points (PSAPs)

The Program is housed within NHTSA at the U.S. Department of Transportation, and it conducts multiple joint activities with the National Telecommunications Information Administration (NTIA) in the Department of Commerce.

## U.S. Department of Transportation: A Long History of Support for Emergency Response

*With a long history of dedication to the safety of first responders and the public, the Department of Transportation's commitment to saving lives has included active support for emergency services and communication since 1966.*

Throughout its tenure, the DOT regularly implements federal grants in support of critical infrastructure and safety programs while also forging significant relationships that have helped improve emergency response communications across the nation.

## Coordinating Activities for 911 Advancement Nationwide

*There are numerous groups that play an important role in 911, including stakeholder associations, vendors, state representatives and other federal entities. The Program serves as a neutral convener that facilitates information sharing for the advancement of all aspects of 911 system improvement, including technology, funding, policy and governance.*

## Fostering Collaboration with Federal Entities

As the point of contact for the federal government to connect with the 911 community, and vice versa, the Program promotes communication around 911 interests and concerns. The Program also plays an important role in coordinating efforts with:



Federal Communications Commission



Department of Defense



Department of Homeland Security



Department of Health and Human Services



U.S. Coast Guard

## Working With the 911 Community and Stakeholder Groups

Stakeholder associations have a significant impact on the improvement of 911 services nationwide. The Program has developed long lasting and trusted relationships that result in coordinated approaches to important issues such as public education and telecommunicator training.

## Supporting the Role of the States

*A significant function of the Program is to support the states in the implementation of the future of 911.*

With input and active involvement from the 911 community, the National 911 Program produces and manages a variety of resources to help state and local jurisdictions improve emergency communications. These include:

- Interacting with the community to understand the needs of 911 leaders, and *building a robust website and resource center* to support long-term 911 planning
- Sharing new information and firsthand state and federal experiences in the bi-monthly “*State of 911*” webinar series
- *Developing a non-technical video about NG911* that helps legislators and public safety leaders understand the benefits of NG911 for the public and first responders
- Collaborating with states to create a *Model State 911 Plan* that addresses a variety of ways to plan for 911 improvement at a state level
- Working with the National Association of State 911 Administrators (NASNA) to annually collect uniform data about 911 systems in the *National 911 Profile Database*, and combining that data with other sources to provide the most complete picture of 911 services to *help states advocate for funding and legislative support*

### Looking to the Future

As national initiatives like NG911 and the FirstNet implementation of a national public safety broadband progress, the Program will continue to serve as a national convener on 911 issues, the leading source of information for other federal agencies, and as a neutral body focused on improving public safety across all disciplines.

## Current Projects and Resources for the 911 Community

*Numerous National 911 Program projects are underway to help 911 leaders and jurisdictions advance emergency communications throughout the country.*

### Next Generation 911 Cost Study

As a result of a request from Congress, the Program is currently developing a study to assess the costs, service requirements and specifications needed to implement NG911 across the country. The project will address various aspects of funding NG911, and will analyze data from the 911 community. The report is due to Congress in 2017.

### Next Generation 911 Procurement Guidance

As PSAP managers upgrade services to NG911, this new resource provides guidance to help prepare for contract negotiations, establishing scope of work documents, and the creation of service for the NG911 system once upgrades are complete.

### Standards for Enhanced and Next Generation 911

A number of standards development organizations address issues to help stakeholders make informed and cost effective decisions about the transition to NG911. Fulfilling its position as a coordinator of information, the Program annually compiles and shares all of the current standards information while also identifying gaps that may exist in these standards.

### Next Generation 911 Interstate Playbook

This playbook, developed by four states that collaborated on implementing NG911, models best practices and lessons learned for PSAPs considering interstate connectivity. It includes suggestions for creating sample test calls among interconnected states and language for drafting interstate cooperative agreements.

## 911 Grant Funds: Supporting State Efforts to Improve 911 Services

*The DOT has a long history of funding and implementing grants for states in support of infrastructure and safety programs. The Program has built upon this success in establishing several 911 grant programs.*

Most recently in 2009, the Program distributed more than \$40 million in grants to 30 states and territories while keeping administrative costs to only five percent.

Congress has again tasked the DOT and the National Telecommunications and Information Administration (NTIA) to work in partnership to distribute more than \$115 million in support of the implementation of NG911 nationwide.

NHTSA and NTIA remain committed to making grant funds available as soon as possible. Joint regulations have been drafted, and NHTSA will serve as the grant’s administrative funding agency. Once the draft regulations are cleared, next steps include seeking public comment.



*The community is encouraged to sign up for email updates at [911.gov](http://911.gov) and submit comments when the draft regulations are released.*

✓	<b>Stage 1:</b>	FCC conducts AWS-3 spectrum auction (Nov 2014 – Feb 2015)
✓	<b>Stage 2:</b>	Auction proceeds transferred to Public Safety Trust Fund (May 2016)
✓	<b>Stage 3:</b>	Public Safety Trust Fund transfers funds to 911 Grant Program (Sept 2016)
	<b>Stage 4:</b>	NHTSA & NTIA draft joint grant regulations (In Progress)
	<b>Stage 5:</b>	Public provides comments on draft regulations
	<b>Stage 6:</b>	Final regulations are published and grant applications accepted
	<b>Stage 7:</b>	Grants are awarded

## About the National 911 Program

The National 911 Program’s mission is to provide Federal leadership and coordination in supporting and promoting optimal 911 services. This Federal “home” for 911 plays a critical role by coordinating Federal efforts that support 911 services across the nation.

The 911 system was designed to provide a universal, easy-to-remember number for people to reach police, fire or emergency medical assistance from any phone in any location, without having to look up specific phone numbers. Today, people communicate in ways that the designers of the original 911 system could not have envisioned: wireless phones, text and video messages, social media, Internet Protocol (IP)-enabled devices, and more. The National 911 Program works with States, technology providers, public safety officials and 911 professionals to ensure a smooth transition to an updated 911 system that takes advantage of new communications technologies.