Advancing 911 Across the Nation





2018 Summary

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



CURRENT PROJECTS AND RESOURCES FOR THE 911 COMMUNITY

The National 911 Program is actively engaged in numerous efforts to coordinate information and develop useful tools to help 911 leaders and jurisdictions improve emergency communications services across the nation. Below are highlights of some of the Program's most recent projects.

Standards for Enhanced and Next Generation 911

A robust list of standards that support an effective transition to NG911

Developed with input from more than 40 different Standard Development Organizations (SDOs), the Standards for Enhanced and Next Generation 911 is a catalogue of issues that were addressed to help stakeholders make informed and costeffective decisions about the transition to NG911. Each year, this compilation of NG911 standards is updated to help 911 keep pace with the swift transition to NG911 by listing new and changing standards and identifying gaps that may exist.

Next Generation 911 Roadmap: Connecting Systems Nationwide

A blueprint for interconnecting NG911 systems across the nation

As more states transition to Next Generation 911, the need for states to interconnect systems will steadily increase. In order to establish a nationwide 911 "system of systems," multiple technical and non-technical tasks must be completed at the national level. Throughout 2018, the Program has convened representatives of the 911 community to identify what tasks should be included in a national NG911 roadmap to ensure end-to-end interoperability of NG911 systems nationwide. Public comment opportunities will be available in 2018 to ensure 911 community input is included in the development of this tool to facilitate the transition to NG911.

Next Generation 911 Interstate Playbook – Chapter 2

A lessons-learned guidebook to assist with NG911 implementation

Developed by four states that collaborated to ensure interoperability in an NG911 environment, the first chapter of this playbook addressed best practices and lessons learned for PSAPs considering interstate connectivity. As NG911 is an iterative process, the collaboration effort continued and a second chapter is now available. The newly released chapter builds upon the first, addressing new topics such as standards to consult when planning transitions, GIS in the NG911 ecosystem, interim SMS text-to-911 test scenarios, and other resources.

Telecommunicator CPR & High-Performance CPR

Helping to implement telecommunicator-assisted CPR programs

The National 911 Program, in collaboration with NHTSA's Office of EMS, has convened physicians, and 911 and EMS training and operations specialists to develop resources to help EMS agencies and PSAPs improve sudden cardiac arrest outcomes through improved CPR practices. Based on recommendations from the National Academy of Medicine, this initiative strives to collate and promote best practices for development of training and protocols for "Telecommunicator CPR" and "High-Performance CPR." This new resource for 911 systems – expected in late 2018 – will encourage long-term collaboration between 911 and first responders and provide suggestions to help PSAPs nationwide implement telecommunicator-assisted CPR programs – and to save more lives.

911 Grant Program

Program provides PSAPs with grant funding for efforts that help support optimal 911 services

The National Highway Traffic Safety Administration (NHTSA) and the National Telecommunications and Information Administration (NTIA) are preparing to award over \$100 million in grants to help advance NG911 throughout the country. After receiving public comment on draft grant regulations, the Program is preparing to finalize the regulations and open the application process later this year.

Next Generation 911 Cost Study

Two-year study determines cost estimate to sustain a nationwide rollout of NG911

As directed by Congress, the National Highway Traffic Safety Administration (NHTSA) and the National Telecommunications and Information Administration (NTIA) completed a two-year study which assessed the costs, service requirements and specifications needed to implement Next Generation 911 across the country. Requested through the Middle Class Tax Relief and Job Creation Act of 2012, a team of emergency communications and technology experts completed a report which addresses various aspects of funding Next Generation 911, including geographic fund disbursement among PSAPs, assessments of PSAP readiness for NG911 technology, accessibility for the disabled, and operability among various platforms. The final report is expected to be submitted to Congress in 2018.

The community is encouraged to sign up for email updates at 911.gov for news on final regulations and the grant application process.

1	Stage 1:	FCC conducts AWS-3 spectrum auction (Nov 2014 – Feb 2015)
1	Stage 2:	Auction proceeds transferred to Public Safety Trust Fund (May 2016)
1	Stage 3:	Public Safety Trust Fund transfers funds to 911 Grant Program (Sept 2016)
1	Stage 4:	NHTSA & NTIA draft joint grant regulations (August 2017)
1	Stage 5:	Public provides comments on draft regulations (November 2017)
	Stage 6:	Final regulations are published and grant applications accepted (2018)
	Stage 7:	Grants are awarded

National 911 Progress Report

Annual report analyzes and identifies trends in 911 systems across the country

Since 2011, the National 911 Program and the National Association of State 911 Administrators (NASNA) have worked together with state 911 programs to collect voluntary data about 911 systems nationwide. The data include useful information such as funding and revenue models, text-to-911 progress, operations and advancement toward implementing NG911. The submissions are compiled and analyzed into the National 911 Progress Report, providing information that state 911 leaders and legislators can utilize to develop effective policies and make informed decisions about 911 services. The 2017 report is available at 911.gov.

Strategic Planning for Collection and Use of Nationwide 911 Data

Strategic plan for a nationally uniform data system

While a number of organizations regularly collect 911 data at the state and sub-state level, challenges exist in comparing non-standardized data across states. The 2016 FCC Task Force on Optimal PSAP Architecture (TFOPA) recommended the development of a nationally uniform 911 data system to improve data collection accuracy. With input from a team of 911 experts, the National 911 Program is addressing this recommendation with the creation of a strategic plan for a nationally uniform 911 data system.

The national uniform 911 data system aims to develop and implement a model plan that allows for the collection, analysis and sharing of standardized administrative, operational, financial and CAD data collected from 911 calls.

National Database of State 911 Legislation

User-friendly database offers ability to track up-to-date 911 state legislation

Created through a partnership of the National 911 Program and the National Conference of State Legislatures (NCSL), the 911 Legislation Tracking Database is an online catalogue that provides easy access to recent state legislation related to emergency calling. This resource highlights the most impactful 911-related state legislation enacted in 2017, including state adoption of Kari's Law, and modifications in 911 definitions that affect service areas, NG911 service providers and surcharges.

Revision of Model State 911 Plan and Model State 911 Legislative Languages

An update to integrate technical, funding and governance changes

More than five years ago, the National 911 Program collaborated with states and the 911 community to release the Guidelines for State NG911 Legislative Language and Model State 911 Plan. While both have been successfully implemented by states across the nation, these resources must be updated to address technical, funding and governance changes since their initial release. Teams of NG911 planning and legislative language experts have been convened and will look for public input this summer before the revised resources are available in late 2018.

Tools for Educating Others About NG911

Implementing NG911 is one of today's most critical undertakings. Several resources are available to help explain the benefits of implementing NG911, how it works with FirstNet, and what public safety leaders should know about its capabilities and impact.

NG911 FirstNet



NG911 & FirstNet Guide for State and Local

Authorities is a creative 8-page publication that highlights the similarities and differences between NG911 and FirstNet and how they will work together to improve emergency communications. It offers detailed infographics to help explain the capabilities of each system, and offers a look into the future of 911 in the digital age.

NG911 for Law Enforcement Leaders focuses on the functionality and benefits of NG911 for the law enforcement community. Readers will learn key terminology, specific ways NG911 can help law enforcement agencies, information about funding NG911, and other resources to help transition to NG911 more efficiently.





Benefits of NG911 is a 3-minute, downloadable, animated video that introduces NG911, the key benefits to the public and first responders, standards development, governance and potential

legislative changes. It is a resource for the 911 community to help educate stakeholders and foster support and collaboration for NG911.

Coming Soon: In the near future, new collateral such as publications and infographics will be available to help educate Fire and EMS leaders about the value and benefits of NG911.

911 SYSTEM RESOURCES: ENGAGING WITH THE COMMUNITY

Documents & Tools

As part of its mission to provide Federal leadership and coordination in promoting optimal 911 services, the National 911 Program works with the 911 community to develop and share a variety of resources to improve today's 911 system. These resources, ranging from technical documents and policy information to playbooks and reports, currently focus on five topics: 1) costs and funding, 2) cybersecurity, 3) NG911, 4) text-to-911, and 5) governance. All of the resources are available at 911.gov.

The resources are created *by* the 911 community, *for* the 911 community. To access and share resources, click on "Documents & Tools" on the home page of 911.gov.

State of 911 Webinar Series

Every other month, the "State of 911" Webinar Series serves as a forum for sharing emergency communication best practices, new resources, NG911 "early adopter" lessons learned and more. Federal and state leaders offer helpful information and take part in candid Q&A sessions with the 911 community. Grant and funding programs, using text to improve emergency communications, preparing for NG911 and ways to use 911 data are a few of the topics recently featured in the series. Past recordings of all webinars and registration information for new ones are all available at 911.gov

50th Anniversary of 911

This year marks the 50th anniversary of the first 911 call, placed from the famous red phone in Haleyville, Alabama. Since then, America's 911 systems have advanced and evolved to continue to serve as the public's lifeline to public safety. To commemorate this important milestone, numerous resources are available to help provide information about 911 services across the nation. National associations, organizations and media have shared videos, press releases, timelines and photos – all of which are available at 911.gov

Federal Partners and Activities

Many federal efforts are underway to improve emergency communications and 911 services. The Program plays an important role in coordinating efforts with a number of Federal agencies, ensuring a "seat at the table" for the 911 community in efforts that impact 911.



Federal

Commission



Department

of Defense



Department of Homeland Security





Department of Health and Human Services

U.S. Coast Guard

Department of Homeland Security – Office of Emergency Communications

To stay abreast of new emergency systems and to ensure the effective use of resources, the National 911 Program engages with NG911 working groups within the Department of Homeland Security's Emergency Communications Preparedness Center and SAFECOM on initiatives that positively impact the 911 community. Efforts include an electronic version of the TFOPA NG911 Readiness Checklist that allows 911 leaders to identify PSAP progress when transiting to NG911, and sharing the SAFECOM Guidance on Emergency Communications Grants 2018 to support 911 entities in accessing federal grant funds for emergency communication projects.

Department of Defense Military PSAP/911 Integration

When five military personnel lost their lives due to a lone gunman in 2015, an effort was made to expand information sharing between 911 PSAPs and DoD. When PSAPs call a single DoD entity, a warning can be relayed to all military personnel within a predetermined radius, increasing awareness of the situation quickly and efficiently. A byproduct of this effort is a mass warning system that provides alerts about potential threats to DoD personnel and critical infrastructure across all geographically dispersed locations through visual, auditory, electronic and other communication alarm systems. After successfully piloting the mass warning system with 19 PSAPs across the nation, the DoD is expanding and socializing the effort with international partners and affiliations to implement a global mass warning system.

Department of Transportation: National Address Database

As states transition to NG911, more PSAPs will have the ability to harness the capabilities of the Geographic Information System (GIS). The National Address Database is the first step toward developing a nationally consistent GIS data system that helps PSAPs identify accurate and up-to-date addresses of businesses, homes and landmarks. To date, the National Address Database has collected address data from 22 state partners.

National Public Safety Broadband Network; FirstNet & AT&T

As the national effort to develop a public safety broadband network progresses, the National 911 Program continues to support the 911 community's interests in engaging with FirstNet's state points of contact (SPOC) and AT&T, which was awarded the contract to develop FirstNet. Ensuring the collaboration between 911 leaders, public safety officials and the technology companies is key to realize the full benefit of FirstNet. In addition, the focus on emergency communication is an important opportunity to educate state and local leaders about how Next Generation 911 and FirstNet can work together to create safer communities.

The National 911 Program's Role

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-toremember 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.

911.gov

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 911 system improvement. This annual summary provides a snapshot of the numerous projects underway to help 911 leaders advance emergency communications across the nation.