

Advancing 911 Across the Nation

911.gov



2019 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**



CURRENT PROJECTS AND RESOURCES FOR THE 911 COMMUNITY

The National 911 Program is actively engaged in several ongoing efforts to coordinate information and develop tools to help 911 leaders and agencies improve nationwide emergency communications services. The following are highlights of some of the Program's recent efforts to help systems deliver optimal 911 services nationwide.

COSTS AND FUNDING

Funding the transition to NG911 and optimal 911 service nationwide will continue to be a challenge for public safety and emergency communication leaders. The National 911 Program tackles a number of initiatives to help fund technical and operational upgrades, and drive overall improvements to the nation's local, regional and state 911 systems.

[NG911 Cost Study](#)

The NG911 Cost Study, funded by DOT and completed jointly with the National Telecommunication and Information Administration, estimates the cost for the initial setup and migration to NG911 nationwide. This Congressionally-mandated and submitted report will serve as a resource as legislators consider a coordinated, long-term funding mechanism for the deployment and operation of NG911 services. The Cost Study is now available to the public online at 911.gov.

911 Grant Program

The 911 Grant Program, in conjunction with the National Telecommunication and Information Administration, began the grant funds administration process to states, territories and tribal organizations in April 2019. The funds, totaling more than \$100 million, will help 911 call centers nationwide upgrade to and operate NG911 services and applications. Grant funds can be used for hardware, software and training needs and should be used by March 31, 2022.

Federal Funding Programs

As a coordinator and convener of information, the Program works with other federal agencies to compile a list of federal financial assistance programs and grants that support improvements to local, regional and state emergency communications operations. While these grants are not 911-specific, this list helps 911 and public safety leaders identify programs for which 911 costs are eligible.

✓	Stage 1:	FCC conducts AWS-3 spectrum auction (Nov 2014 – Feb 2015)
✓	Stage 2:	Auction proceeds transferred to Public Safety Trust Fund (May 2016)
✓	Stage 3:	Public Safety Trust Fund transfers funds to 911 Grant Program (Sept 2016)
✓	Stage 4:	NHTSA & NTIA draft joint grant regulations (August 2017)
✓	Stage 5:	Public provides comments on draft regulations (November 2017)
✓	Stage 6:	Final regulations are published (August 2018)
✓	Stage 7:	Grant applications accepted (April 2019)
	Stage 8:	Grants are awarded

DATA

The continuous evolution toward optimal 911 services is best informed by thoughtful study and detailed data analysis. A number of initiatives – conducted in collaboration with 911 stakeholders – are underway to support the availability and use of 911 data nationwide.

Strategic Planning for Collection and Use of Nationwide 911 Data

Once implemented, a nationally uniform 911 data system can provide essential and accurate information to assist in strategic planning, governance decisions and operational improvements in both the private and public sectors. 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 911 community has provided extensive input on a framework for data standardization, collection and use.

Standards for Enhanced and 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. Sharing and compiling important standards developments into one comprehensive

report has consistently proved helpful in these efforts. While the National 911 Program does not create standards, it coordinates the standards developed by other organizations and compiles them into this annually updated national resource.



NG911 RESOURCES

NG911 is a wide-ranging and multi-pronged effort that involves as many moving parts as it does different organizations and stakeholders. These resources will prove helpful to all involved in the ongoing transition.

NG911 for Public Safety Leaders

A variety of interactive online resources are now available to help EMS, fire and law enforcement agencies explore benefits of the transition to NG911 and illustrate the impact an IP-based 911 system will have on the emergency communications ecosystem.



NG911 Roadmap

What tasks are needed to ensure that NG911 – implemented at a state level – can interoperate cohesively at a national level? The National 911 Program sought public input and engagement with 911 stakeholders to answer this question and create a “roadmap” to ensure end-to-end interoperability of N911 systems across the country.

NG911 Interstate Playbook

State 911 administrators in Iowa, Minnesota, North Dakota and South Dakota have collaborated over the last few years to provide a pragmatic guide to help connect multiple state 911 systems in the NG911 environment. The result of this collaboration is an iterative NG911 Interstate Playbook.

The first two chapters, released in 2016 and 2018, offer detailed first-hand guidance, best practices and lessons learned for states and PSAPs. A third chapter is under development to continue to help states and regions work together.

FOR STATES

The relentless drive to improve 911 resources, processes, facilities and results is primarily powered on the state level. The following resources are available to assist elected state officials and 911 administrators alike.

Tour a PSAP Resources

Elected officials who make decisions about emergency communications policies and legislation can benefit from visiting their local 911 call centers, or PSAPs, to get firsthand insights into their many challenges and successes. To arrange a PSAP tour, you should contact your local 911 agency.

Recommended Minimum Training Guidelines

The National 911 Program continues to collaborate with a working group of 911 stakeholders to facilitate the implementation of universally accepted minimum training guidelines. These guidelines are intended to provide initial training and serve as a foundation for ongoing professional development. The Recommended Minimum Training Guidelines identify the minimum topics to be included in any telecommunicator training program.



CPR LIFELINKS

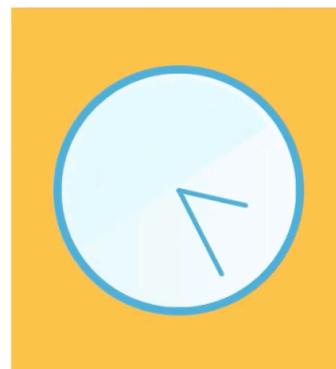
Developed by EMS and 911 stakeholders, CPR LifeLinks is a comprehensive CPR program for 911 and EMS agencies. It includes a detailed implementation toolkit, training materials, case studies, videos and webinars.

STATE 911 ASSESSMENT PROGRAM

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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 excellent opportunity for states to receive a non-biased assessment of a 911 system and can be used to make a strong case for NG911 transition considerations.

In addition, the Assessment Program provides a chance for 911 leaders to offer their expertise and gain a new perspective on 911 system management by serving as a subject matter expert on an assessment team. If you are interested in participating in the State 911 Assessment Program as a state or assessor, please reach out to the National 911 Program.



911 SYSTEM RESOURCES FOR THE COMMUNITY

Knowledge and information collated into handy resources help 911 and policy leaders tackle challenges and issues experienced in 911 systems across the country. Following is a list of new resources, tools, documents and webinars related to recent 911 learnings.

Documents & Tools

Newly updated and restructured, these helpful resources are organized by six key issues:

1. *Costs and Funding*
2. *Cybersecurity*
3. *From the Program*
4. *Governance*
5. *NG911*
6. *Text to 911*

All of these community-generated resources are available under “Documents & Tools” on the 911.gov homepage.



State of 911 Webinar

Every other month, the “State of 911” Webinar Series hosts federal and state leaders who offer helpful information, best practices, new resources, NG911 “early adopter” lessons and valuable emergency communications insights for PSAPs or call centers. Recordings of prior State of 911 webinars and registration for new ones are available online at 911.gov.

911.gov Connects Newsletter

911.gov Connects is a quarterly newsletter and powerful channel for updating the 911 community on local, state, national and federal efforts to improve nationwide emergency communications. Covering topics ranging from NG911 transition resources to new protocols and legislation to aid PSAPs, *911.gov Connects* is a valuable asset to any PSAP or call center.

LEGISLATION & POLICY

Legislative and policy changes are often needed as 911 systems strive to implement new technologies and collaborate with public safety and other government stakeholders at the state, city and county level. The following resources provide more information to help prepare for these policy shifts.

State and Territory 911 Authority Structures Map

As the 911 community considers technologies like NG911, implementation plans may vary depending on the structure of 911 responsibility within a state. The National Association of State 911 Administrators (NASNA) periodically tracks the different 911 authority structures in each state and territory and has created a summary of the seven different types of 911 state structures and key governance characteristics.

Revision of Model State 911 Plan and Guidelines for State NG911 Legislative Languages

The original Guidelines for State NG911 Legislative Language, published in 2012, and the Model State 911 Plan, published in 2013, were created to help systems prepare for and implement NG911 capabilities. With the help of public input and a team of 911 experts, both documents were recently updated to stay abreast of evolving technology and best practices.

National Database of State 911 Legislation

The National Database of State 911 Legislation highlights and provides access to 911 legislation passed in each state, including bills about 911 administration, fees, funding, privacy and NG911. Updated on a bi-weekly basis, the database can be searched via state, topic, keyword, year, status or primary sponsor, and is a great resource for states interested in learning from the success of others.

911 AT THE FEDERAL LEVEL

In addition to creating new resources for 911 and serving as a convener bringing 911 stakeholders together to tackle important tasks, the National 911 Program continues to engage with federal agencies on a variety of emergency communication and 911 issues. NHTSA representatives regularly collaborate on 911 issues with the Department of Homeland Security, the Department of Defense and the National Telecommunications and Information Administration, ensuring coordinated activities and information sharing across federal agencies.

The National 911 Program, working closely with national associations and the 911 community, represents the interests of 911 stakeholders at the federal level, ensuring the perspective of states, regions and PSAPs are incorporated into nationwide initiatives.

Over the course of this year, National 911 Program representatives have:

- Served as member of the Federal Communications Commission (FCC) formal advisory group, the Communications Security, Reliability and Interoperability Council (CSRIC).
- Continued a formal liaison with the U.S. Department of Homeland Security (DHS) Office of Emergency Communications.
 - Served as co-chair of the 911 Working Group of the Emergency Communications Preparedness Center (ECPC) and member of the ECPC Grants Focus Group.
 - Served as member of SAFECOM NG911 Working Group.
- Continued to facilitate a relationship between the U.S. Department of Defense (DoD) and 911 stakeholders to facilitate upgrade of DoD operated 911 Public Safety Answering Points (PSAPs).



Sign up for email updates on 911.gov for the latest news, resources, webinars and more.

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.