WUTC DOCKET: 181051
EXHIBIT: JDW-8
ADMIT ☑ W/D ☐ REJECT ☐

Exh. JDW-8
Docket UT-181051
Witness: James D. Webber

BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION, **Complainant,** **v.** **CENTURYLINK COMMUNICATIONS, LLC.,** **Respondent.**	**DOCKET UT-181051**

EXHIBIT TO
TESTIMONY OF

JAMES D. WEBBER

ON BEHALF OF STAFF OF
WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION

National 911 Progress Report: November 2019

December 15, 2021

National 911 Progress Report

911.gov

November
2019

National 911 Program

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Introduction

National 911 Program

The National 911 Program was created to provide federal leadership and coordination in promoting optimal 911 services. It is housed within the Office of Emergency Medical Services at the National Highway Traffic Safety Administration (NHTSA) in the U.S. Department of Transportation (USDOT). The Program is responsible for developing, collecting, and disseminating information concerning practices, procedures, and technology used in the implementation of 911 services. To collect and disseminate this information, the National 911 Program, with support from the National Association of State 911 Administrators (NASNA), operates and maintains an annual, voluntary 911 data sharing tool, the National 911 Profile Database (Profile Database).

National 911 Profile Database

The National 911 Profile Database is populated through an online survey tool comprised of 53 data elements. The data points capture details that help characterize a state's 911 operations, protocols and progress towards Next Generation 911 (NG911) implementation. The online survey collects data from states and territories for the calendar year (January 1 – December 31). It provides basic demographic information on the characteristics of 911 systems nationwide and helps answer fundamental questions such as:

- How many primary public safety answering points (PSAPs) does a specific state have?
- How many of each type of 911 calls are answered per year?
- How many states have issued request for proposals (RFPs) for NG911 procurements or contracts for NG911 implementation?
- What is the progress towards NG911 for each state?
- How many PSAPS are capable of processing 911 calls using NG911 infrastructure?
- How is the capability of responding to text-to-911 calls progressing?

The Value of 911 Data

The information collected in the database and shared in this report seeks to provide the most complete and current information about 911 at the state level to support the development of effective policies, plans and implementation strategies at all levels of government.

Though there has historically been a lack of data available to depict the state of 911 and status of NG911 implementation, standardizing definitions and collecting this information is increasingly important as communities, states, the public, and all sectors of public safety and emergency communications become more digitized and connected.

This 2019 National 911 Progress Report summarizes the data provided by states and territories for the 2018 calendar year. For continuity purposes, years referenced in this Report are the year the Report was released, rather than the year of the data.

Introduction

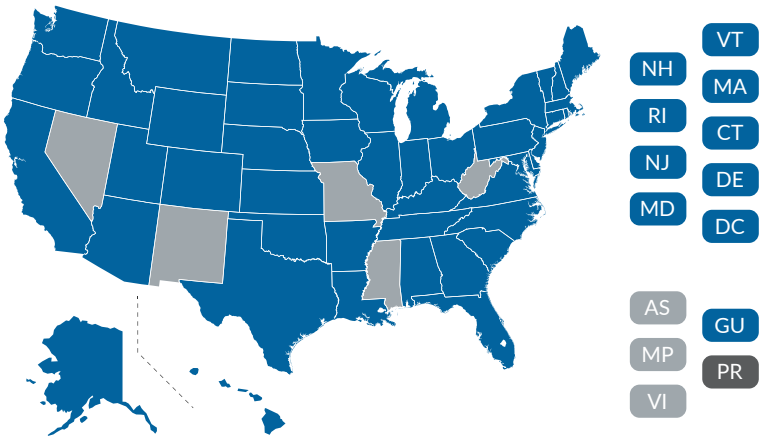
The Report offers valuable insight into state 911 systems and enables the 911 community to:

- Better understand progress towards Next Generation 911 both nationally and at the state level
- Identify states with similar attributes and opportunities for collaboration and shared strategies
- Benchmark annual progress and compare this progress with other states
- Consider changes to state programs based on models successfully implemented in other states
- Help educate state legislators and policy makers about how one state 911 system compares with others
- Justify proposed legislation affecting 911

Neighboring states may utilize the report to compare data to understand the issues inherent in creating interstate NG911 connections. National and federal partners utilize the data and report analysis to assess the status of NG911 implementation and create opportunities for identified deployment challenges.

State Participation

- 45 states, 1 territory and the District of Columbia submitted data and completed the survey
- 1 territory submitted some data but did not complete the survey
- 5 states and 3 territories did not submit data



A total of 47 states—including 1 territory and the District of Columbia—participated in the 2019 collection effort.

The number of participants in the data collection effort has increased since the survey's inception, from 26 in 2012 to 47 in 2019. This is due to recognition of the value of the report by states and cooperative efforts with the National Association of State 911 Administrators (NASNA) for states to respond.

2019	2017	2016	2015	2014	2012
47 states	46 states	44 states	42 states	40 states	26 states

Note: there was not a data collection effort, and thus no report, in 2018 or 2013.

Introduction

Data Collection and Reporting Process

All 50 states, the District of Columbia, and 5 territories (American Samoa, Guam, Northern Mariana Islands, Puerto Rico, and the U.S. Virgin Islands) were invited to participate in the Profile Database data collection effort. For the purposes of the Profile Database, states, territories, and the District of Columbia are all referred to as "states." To ensure data integrity and security, access to the survey was limited to the NASNA state 911 contact or a single designee per state.

In May of 2019, the National 911 Program hosted two training sessions offering guidance on survey administration and logistics for the state designees. The sessions were archived on the survey website for digital on-demand viewing. The survey was open for data submission from May 15 – July 15, 2019. The state designees received a weekly email during the two-month data collection period with helpful resources, such as video tutorials for new questions, and a map showing each state's progress toward data submission. Designees were also offered assistance collecting and aggregating their data by the project team.

A Data Dictionary was made available to states which includes clear definitions of the data elements included in the Profile Database, as well as the parameters for filling out and submitting data using the online survey tool. The Data Dictionary contains tables that define each element and provides a description of the information being requested from reporting entities, such as the data element title, data type (i.e. number, text, drop down) and narrative description of the data element.

Once the survey collection tool closed, the National 911 Program evaluated the data, followed up with states for clarification on specific data elements, and produced this report. The data collection effort greatly benefited from the support of NASNA and its members in advocating for data submission and promoting the benefits the data provide to the 911 community.

The National 911 Program obtained formal clearance from the Office of Management and Budget (OMB) for this data collection (OMB Control Number 2127-0679).[1]

Accuracy of the Data

The data contained in this report were analyzed; however, there may have been misinterpretations of certain data elements by respondents or data may have been entered incorrectly. Data points were verified through a variety of methods including, but not limited to following up with specific states and working with 911 system component subject matter experts.

There is a concerted effort to improve the accuracy of the data each year. In 2019, video tutorials were created to elaborate on the definitions of new questions. There are plans in future years to make the survey website more robust with additional resources, provide more opportunities for states to receive assistance in data collection, and implement an improved method to compare a state's data to prior years to check for outliers or potential miscalculations.

1 Ibid.

Introduction

Lessons Learned

During the data collection period, the National 911 Program and state 911 contacts identified several lessons learned and opportunities, noted below. Where possible, challenges will continue to be addressed in future data collection efforts.

- Encouraging and supporting states to develop more effective ways to collect data will enhance the participation in and accuracy of data collection.
- State points of contact need to create a streamlined data collection process with their PSAPs, improving the data reported to the Profile Database.
- Providing additional training opportunities such as tutorial videos and weekly tips are helpful for states. More of this is needed moving forward to help improve data accuracy.
- Planning and timing the data collection effort in conjunction with the FCC annual report has improved participation from state 911 contacts.
- A few states still lack essential resources to collect and/or aggregate data.
- Continued refinement of the Data Dictionary for clarity of data elements combined with more explicit instructions for those completing the survey has helped reduce the incidence of data inaccuracies, and such efforts will continue.
- The opportunity for analysis over time (e.g. progress towards NG911 and adoption of text-to-911) increased with each year of the survey.

Introduction

2019 National 911 Profile Database Acronym List

Acronym	Definition
E911	Enhanced 911
BCF	Border Control Function
CAMA	Centralized Automatic Message Accounting
CHS	Call Handling System
CPE	Call Processing Equipment
E2	European model multiplexing level 2
ECRF	Emergency Call Routing Function
ESInet	Emergency Services IP Network
ESRP	Emergency Services Routing Proxy
FCC	Federal Communications Commission
GIS	Geographic Information Systems
HELD	HTTP (Hypertext Transfer Protocol) Enabled Location Delivery
HTTPs	Hypertext Transfer Protocol Secure
IP	Internet Protocol
LoST	Location-to-Service Translation Protocol
MLTS	Multi-line Telephone System
NENA	National Emergency Number Association
NG911	Next Generation 911
OSE	Originating Service Entity
OSP	Originating Service Provider
PSAP	Public Safety Answering Point
RFP	Request for Proposal
RTP	Real Time Transport Protocol
RTT	Real Time Text
SIP	Session Initiation Protocol
SMS	Short Message Service
SR	Selective Router
TCC	Text Control Center
TDM	Time-Division Multiplexing
VoIP	Voice over Internet Protocol

Executive Summary

Progress is Being Made Towards Planning for Next Generation 911

911 has long been considered a highly effective, reliable and efficient emergency telecommunications service. The current 911 system has served the country well since its inception in 1968, initially with wireline service and more recently with wireless and VoIP. NG911 has now emerged as the desired level of service. Nine new data elements, referred to as the NG911 Maturity Model, were added to the survey this year to identify states that are advancing NG911 capabilities and components. The 9 data elements are:

- Governance
- Routing / Location
- GIS
- Core Services
- ESInet
- Call Handling
- Security
- Operations
- Optional Interfaces

Over time, responses to the NG911 Maturity Model data elements will show detailed progress at the state level. Early versions of the Profile Database attempted to differentiate between sub-state or 911 Authority development of Concept of Operations documents and efforts toward NG911. Over the last five years, however, strategic planning and implementation towards NG911 has steadily increased at the state level.

Statewide NG911 Plan Adoption

The implementation of NG911 is often a product of a comprehensive strategy detailed in a statewide NG911 plan. The Profile Database is used to capture states' progress establishing such a plan. According to the data submitted, there was a marginal increase in statewide NG911 plan adoption. Thirty-one states reported adopting strategic plans for NG911. This is a significant increase, as the number of states that reported adopting a statewide NG911 plan had remained steady at 20 since 2015.

Statewide Request for Proposals Released

Roughly half of participating states reported that they have released an RFP for statewide NG911 components at any point in the past. RFPs, contracts and procurements related to NG911 are administered by states, as are networks, shared services and other components. This represents an increase from data provided by states in the last two surveys. In many instances, the RFP is not for an entire NG911 system, but for specific components as part of a system. Some states may have an initiative to build GIS databases that are not yet being implemented into a more comprehensive NG911 system. States may also use an RFP to create a qualification scheme for PSAPs to purchase from.

State Contract Has Been Awarded

Many states have a contract vehicle or procurement contract that can aid in the purchase of NG911 functional components. Of the 47 states that responded, 22 have a method in place to assist all jurisdictional authorities in procuring the components needed for NG911, maximizing financial efficiency from the state through to the PSAP.

Statewide Installation and Testing

Twenty-two of the 47 responding states reported that they've begun installing and testing an NG911 part, function or component at the state level. This indicates that most states have governing authority or policy to include the installation of the system components. While there has not been a significant increase in installation and testing over time, the capabilities provided by the state are useful in ensuring that the NG911 systems are procured and installed correctly and meet the test criteria.

Executive Summary

ESInet Implementation is Increasing Nationwide

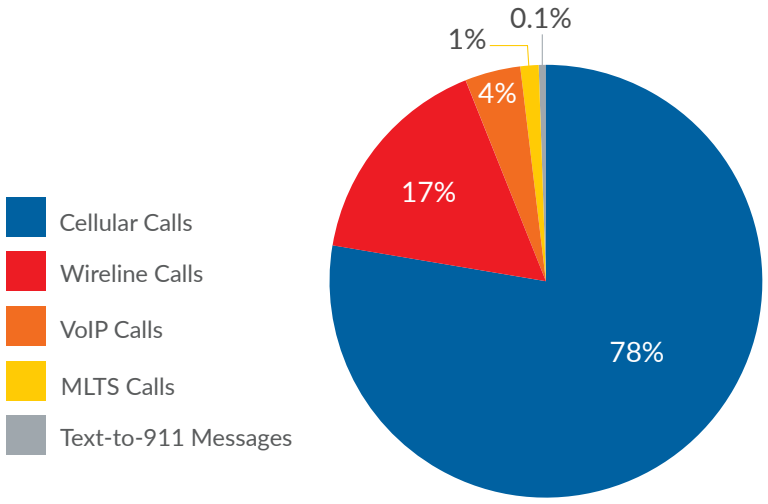
The number of new Emergency Services IP Networks (ESInets), shared services, and other NG911-related changes, driven by states and state 911 offices, is increasing. Many states are now deploying ESInets either statewide or regionally to benefit the PSAPs and 911 Authorities. Twenty-seven states reported having a total of 162 operational ESInets. Twenty-eight states reported having a total of 1,813 PSAPs that are using the ESInet for call traffic.

More States are Utilizing Text-to-911

Significant progress has been made in the capability to process text-to-911. Some states now have statewide text-to-911 capability, while many others are experiencing rapid implementation of text-to-911 on a PSAP/911 Authority basis. Adoption of text-to-911 is clearly a top priority for many states and 911 Authorities. The number of states reporting text-to-911 utilization has increased. Thirty-three states reported receiving text-to-911 messages in this Report, compared to 17 states in the 2017 Report. The number of text-to-911 messages sent has not yet seen the same kind of year-over-year growth, which could be attributed to multiple factors. When states or 911 Authorities first implement text-to-911, there is a lot of testing and a period where texting increases, and then levels off. There has also been a large effort to educate the public to call first if they can, and text if they can't.

More Calls to 911 are Originating from a Cell Phone

The majority, about 78%, of reported 911 calls originate from cellular phones. The proportion of Voice over Internet Protocol (VoIP)[2] and text-to-911 messages, though a small part of the overall call distribution, are growing year-over-year as the proportion of calls from wireline and Multi-Line Telephone Systems (MLTS)[3] continues to decrease. As new technologies emerge and develop, it is important to recognize trends in consumer usage. The chart below depicts the distribution of call type, even if the call was not answered or no dispatch occurred.



2 NENA Master Glossary of 911 Terminology, NENA ADM-000.17, September 9, 2013, p. 134, http://c.ymcdn.com/sites/www.nena.org/resource/collection/625EAB1D-49B3-4694-B037-8E854B43CA16/NENA-ADM-000.17_Master_Glossary_20130909.pdf
3 Ibidem, p. 86.

Executive Summary

Number of PSAPs Remains Stable

Forty-six states reported having a total of 4,505 primary PSAPs[4] in this Report, compared to 46 states reporting 4,510 primary PSAPs in the 2017 Report.

Thirty-nine states reported a total of 927 secondary PSAPs in this Report, compared to 42 states reporting 1,005 secondary PSAPs in the 2017 Report.

In Closing

The data contained in the National 911 Profile Database shows continued growth in 911 service to the nation as the industry continues to make progress towards NG911. These data can serve as a resource to states to garner support for the development of NG911 networks and to facilitate the process of sharing best practices and collaborating on initiatives for the advancement of 911 services. These data can also help identify and justify opportunities for collaboration, and serve as a basis for proposals for necessary resources for transition to NG911 and the expansion of 911 service.

The National 911 Program will continue the effort to update Profile Database elements to ensure it is collecting and compiling the most relevant data to the audience. The Program will also continue the effort to refine questions based on the answers that were received from states in order to collect the most accurate data possible. Additionally, the Program will continue to coordinate working groups to analyze more efficient ways to collect and display data for future efforts.

Finally, the Program thanks all states that responded to the survey for their recognition of the value and benefits of the survey and their continuing efforts to provide accurate and timely information.

4 The National Emergency Number Association (NENA) defines a primary PSAP as, "A PSAP to which 911 calls are routed directly from the 911 Control Office". Secondary PSAPs receive calls from a primary PSAP following the initial call to the primary.

Data

TOTAL 911 CALLS

Total Number of 911 Calls Delivered, Based on Local and Regional 911 Authority Data, and Aggregated at the State Level

Enter the total number of 911 calls delivered to "primary" PSAPs in your state, even if not answered or no dispatch occurred.

Definition: Total number of calls delivered to "primary" PSAPs for the calendar year, aggregated to the state level.

State	Response	State	Response
Alabama	2,560,708	Nevada	x
Alaska	562,480	New Hampshire	422,734
Arizona	4,372,957	New Jersey	9,000,000
Arkansas	?	New Mexico	x
California	27,018,953	New York	24,890,869
Colorado	6,429,755	North Carolina	7,230,001
Connecticut	2,174,111	North Dakota	166,512
Delaware	787,808	Ohio	6,761,648
District of Columbia	1,172,894	Oklahoma	3,082,563
Florida	14,311,764	Oregon	1,952,813
Georgia	?	Pennsylvania	8,393,318
Hawaii	1,433,799	Rhode Island	461,218
Idaho	?	South Carolina	4,580,769
Illinois	9,200,041	South Dakota	332,721
Indiana	3,560,963	Tennessee	3,106,874
Iowa	1,161,410	Texas	18,447,140
Kansas	1,743,095	Utah	944,637
Kentucky	3,121,024	Vermont	204,931
Louisiana	4,120,765	Virginia	4,032,564
Maine	562,157	Washington	6,802,791
Maryland	4,784,498	West Virginia	x
Massachusetts	3,954,925	Wisconsin	2,848,294
Michigan	6,653,734	Wyoming	?
Minnesota	2,924,330	American Samoa	x
Mississippi	x	Guam	30,000
Missouri	x	Northern Mariana Islands	x
Montana	?	Puerto Rico	1,744,974
Nebraska	1,131,067	Virgin Islands (US)	x

Total: 43 States – 209,180,609

? Unknown: 5

x Did not submit: 8

Findings

The total reported 911 calls is a rough estimate, as accurately tracking total 911 calls in a state is difficult to do and is dependent on numerous factors.

Data

CALL TYPE

Number of Wireline Calls

Enter the number of incoming wireline calls delivered to "primary" PSAPs in your state, even if not answered or no dispatch occurred.

Definition: Number of incoming wireline calls, aggregated to the state level.

State	Response	State	Response
Alabama	?	Nevada	x
Alaska	73,112	New Hampshire	49,018
Arizona	604,624	New Jersey	?
Arkansas	?	New Mexico	x
California	3,136,490	New York	6,520,473
Colorado	247,792	North Carolina	955,771
Connecticut	312,744	North Dakota	22,886
Delaware	130,251	Ohio	769,955
District of Columbia	214,432	Oklahoma	758,923
Florida	1,810,262	Oregon	228,001
Georgia	?	Pennsylvania	2,086,248
Hawaii	271,040	Rhode Island	92,255
Idaho	?	South Carolina	856,023
Illinois	1,792,018	South Dakota	?
Indiana	392,870	Tennessee	?
Iowa	215,312	Texas	2,094,046
Kansas	417,094	Utah	89,094
Kentucky	635,755	Vermont	39,431
Louisiana	1,158,369	Virginia	774,776
Maine	102,247	Washington	642,777
Maryland	1,252,779	West Virginia	x
Massachusetts	594,313	Wisconsin	?
Michigan	1,071,606	Wyoming	?
Minnesota	426,813	American Samoa	x
Mississippi	x	Guam	10,000
Missouri	x	Northern Mariana Islands	x
Montana	?	Puerto Rico	64,047
Nebraska	199,702	Virgin Islands (US)	x

Total: 38 States – 31,113,349

? Unknown: 10
x Did not submit: 8

Findings

Year over year, the number of wireline calls continues to trend downward as landline services decrease and wireless services increase.

Data

CALL TYPE

Number of Cellular Calls

Enter the number of incoming cellular calls delivered to "primary" PSAPs in your state, even if not answered or no dispatch occurred.

Definition: Number of incoming cellular calls, aggregated to the state level.

State	Response	State	Response
Alabama	2,560,564	Nevada	x
Alaska	489,358	New Hampshire	308,896
Arizona	3,557,435	New Jersey	?
Arkansas	?	New Mexico	x
California	21,755,763	New York	12,275,788
Colorado	5,911,601	North Carolina	5,651,475
Connecticut	1,725,584	North Dakota	141,264
Delaware	533,446	Ohio	5,301,420
District of Columbia	906,255	Oklahoma	2,185,065
Florida	11,515,622	Oregon	1,558,638
Georgia	?	Pennsylvania	5,771,683
Hawaii	976,256	Rhode Island	368,963
Idaho	?	South Carolina	3,570,302
Illinois	6,833,791	South Dakota	?
Indiana	2,975,795	Tennessee	?
Iowa	914,327	Texas	13,158,266
Kansas	1,270,702	Utah	820,760
Kentucky	2,371,925	Vermont	137,889
Louisiana	2,898,481	Virginia	3,090,194
Maine	394,723	Washington	5,644,226
Maryland	3,531,344	West Virginia	x
Massachusetts	2,980,623	Wisconsin	?
Michigan	5,219,965	Wyoming	?
Minnesota	2,353,055	American Samoa	x
Mississippi	x	Guam	20,000
Missouri	x	Northern Mariana Islands	x
Montana	?	Puerto Rico	1,253,161
Nebraska	912,872	Virgin Islands (US)	x

Total: 39 States – 143,847,477

? Unknown: 9

x Did not submit: 8

Findings

Year over year, the number of cellular calls continues to be much greater than the number of wireline calls as the ratio of wireless to wireline calls increases throughout the country.

Data

CALL TYPE

Number of Voice over Internet Protocol (VoIP) Calls

Enter the number of incoming VoIP calls delivered to "primary" PSAPs in your state, even if not answered or no dispatch occurred.

Definition: Number of incoming VoIP calls, aggregated to the state level.

State	Response	State	Response
Alabama	?	Nevada	x
Alaska	?	New Hampshire	50,208
Arizona	49,427	New Jersey	?
Arkansas	?	New Mexico	x
California	1,144,924	New York	916,827
Colorado	189,710	North Carolina	622,755
Connecticut	134,167	North Dakota	2,108
Delaware	62,747	Ohio	447,835
District of Columbia	50,598	Oklahoma	?
Florida	585,950	Oregon	96,528
Georgia	?	Pennsylvania	530,441
Hawaii	53,721	Rhode Island	?
Idaho	?	South Carolina	151,513
Illinois	346,689	South Dakota	?
Indiana	192,298	Tennessee	?
Iowa	30,057	Texas	794,647
Kansas	51,607	Utah	34,783
Kentucky	113,289	Vermont	20,944
Louisiana	62,224	Virginia	167,594
Maine	52,810	Washington	511,831
Maryland	?	West Virginia	x
Massachusetts	377,128	Wisconsin	?
Michigan	355,773	Wyoming	?
Minnesota	144,451	American Samoa	x
Mississippi	x	Guam	8,000
Missouri	x	Northern Mariana Islands	x
Montana	?	Puerto Rico	?
Nebraska	15,639	Virgin Islands (US)	x

Total: 33 States – 8,369,223

? Unknown: 15
x Did not submit: 8

Findings

The reported data show an increase in the number of VoIP calls year over year.
- 2017: 21 states reported 5,086,983 VoIP calls
- 2016: 21 states reported 4,233,948 VoIP calls

Data

CALL TYPE

Number of Multi-Line Telephone System (MLTS) Calls

Enter the number of incoming MLTS calls received, even if not answered or no dispatch occurred.

Definition: Number of incoming MLTS calls, aggregated to the state level.

State	Response	State	Response
Alabama	?	Nevada	x
Alaska	?	New Hampshire	?
Arizona	?	New Jersey	?
Arkansas	?	New Mexico	x
California	953,762	New York	?
Colorado	80,652	North Carolina	?
Connecticut	?	North Dakota	0
Delaware	?	Ohio	48,817
District of Columbia	?	Oklahoma	?
Florida	296,867	Oregon	65,559
Georgia	?	Pennsylvania	?
Hawaii	0	Rhode Island	?
Idaho	?	South Carolina	?
Illinois	?	South Dakota	?
Indiana	?	Tennessee	?
Iowa	?	Texas	21,376
Kansas	?	Utah	20,703
Kentucky	?	Vermont	?
Louisiana	?	Virginia	?
Maine	11,536	Washington	?
Maryland	?	West Virginia	x
Massachusetts	?	Wisconsin	?
Michigan	?	Wyoming	?
Minnesota	82,753	American Samoa	x
Mississippi	x	Guam	?
Missouri	x	Northern Mariana Islands	x
Montana	?	Puerto Rico	?
Nebraska	?	Virgin Islands (US)	x

Total: 11 States – 1,582,025

? Unknown: 37

x Did not submit: 8

Findings

Over the years, numerous states have responded “unknown” or didn’t submit a response. MTLS data are difficult to collect from a state level because it involves understanding how many MLTS systems are in place throughout a state and how they are configured.

Data

CALL TYPE

Number of Text-to-911 Messages

Enter the number of incoming texts-to-911 delivered to "primary" PSAPs in your state, even if not answered or no dispatch occurred.

Definition: Number of incoming texts-to-911, aggregated to the state level.

State	Response	State	Response
Alabama	144	Nevada	x
Alaska	0	New Hampshire	229
Arizona	3,678	New Jersey	4,471
Arkansas	?	New Mexico	x
California	28,014	New York	8,137
Colorado	?	North Carolina	?
Connecticut	1,616	North Dakota	239
Delaware	17,227	Ohio	2,793
District of Columbia	1,609	Oklahoma	66
Florida	11,442	Oregon	4,087
Georgia	?	Pennsylvania	4,946
Hawaii	2,251	Rhode Island	0
Idaho	?	South Carolina	2,931
Illinois	2,024	South Dakota	0
Indiana	13,070	Tennessee	0
Iowa	1,714	Texas	40,844
Kansas	3,692	Utah	218
Kentucky	55	Vermont	414
Louisiana	?	Virginia	?
Maine	841	Washington	3,957
Maryland	375	West Virginia	x
Massachusetts	2,861	Wisconsin	?
Michigan	6,390	Wyoming	?
Minnesota	4,554	American Samoa	x
Mississippi	x	Guam	0
Missouri	x	Northern Mariana Islands	x
Montana	?	Puerto Rico	10,903
Nebraska	2,854	Virgin Islands (US)	x

Total: 33 States – 188,646
5 States – 0

? Unknown: 10
x Did not submit: 8

Findings

The number of states that have the ability and capacity to provide text-to-911 service has been growing steadily over the past several years as states move toward NG911 services. In many states that offer text-to-911, it is done at a local or regional level as opposed to a statewide deployment. However, many states are working on statewide deployments in order to offer a consistent level of service through the state.

Data

NUMBER OF PSAPs

Total Number of Primary PSAPs within a State

Enter the number of primary PSAPs within your state.

Definition: NENA defines a primary PSAP as, "A PSAP to which 911 calls are routed directly from the 911 Control Office."

State	Response	State	Response
Alabama	123	Nevada	x
Alaska	40	New Hampshire	1
Arizona	74	New Jersey	177
Arkansas	102	New Mexico	x
California	388	New York	133
Colorado	85	North Carolina	115
Connecticut	104	North Dakota	21
Delaware	8	Ohio	138
District of Columbia	1	Oklahoma	131
Florida	147	Oregon	43
Georgia	154	Pennsylvania	63
Hawaii	6	Rhode Island	2
Idaho	46	South Carolina	69
Illinois	191	South Dakota	32
Indiana	91	Tennessee	142
Iowa	113	Texas	495
Kansas	117	Utah	32
Kentucky	115	Vermont	6
Louisiana	84	Virginia	119
Maine	24	Washington	53
Maryland	24	West Virginia	x
Massachusetts	231	Wisconsin	108
Michigan	137	Wyoming	?
Minnesota	97	American Samoa	x
Mississippi	x	Guam	1
Missouri	x	Northern Mariana Islands	x
Montana	53	Puerto Rico	x
Nebraska	69	Virgin Islands (US)	x

Total: 46 States – 4,505

? Unknown: 1

x Did not submit: 9

Findings

- 2017: 45 States reported 4,510
- 2016: 37 States reported 2,423

Data

NUMBER OF PSAPs

Total Number of Secondary PSAPs within a State

Enter the number of secondary PSAPs within your state.

Definition: NENA defines a secondary PSAP as, "A PSAP to which 911 calls are transferred from a primary PSAP."

State	Response	State	Response
Alabama	42	Nevada	x
Alaska	5	New Hampshire	67
Arizona	10	New Jersey	71
Arkansas	25	New Mexico	x
California	50	New York	43
Colorado	5	North Carolina	54
Connecticut	4	North Dakota	1
Delaware	1	Ohio	38
District of Columbia	0	Oklahoma	?
Florida	54	Oregon	14
Georgia	?	Pennsylvania	1
Hawaii	3	Rhode Island	72
Idaho	4	South Carolina	11
Illinois	11	South Dakota	0
Indiana	25	Tennessee	?
Iowa	?	Texas	71
Kansas	?	Utah	2
Kentucky	?	Vermont	0
Louisiana	?	Virginia	41
Maine	35	Washington	24
Maryland	70	West Virginia	x
Massachusetts	51	Wisconsin	9
Michigan	5	Wyoming	?
Minnesota	5	American Samoa	x
Mississippi	x	Guam	0
Missouri	x	Northern Mariana Islands	x
Montana	3	Puerto Rico	x
Nebraska	0	Virgin Islands (US)	x

Total: 39 States – 927

? Unknown: 8

x Did not submit: 9

Findings

- 2017: 32 States reported 1,005
- 2016: 38 States reported 846

This information is often difficult for states to track depending on their structure. There may be additional secondary PSAPs not included in these data.

Data

PSAPs AND NUMBER OF EQUIPMENT POSITIONS

PSAPs with 1-2 Equipment Positions

Enter the number of PSAPs that have 1-2 equipment positions.

Definition: This element will identify how many PSAPs in your state have 1-2 equipment positions.

State	Response	State	Response
Alabama	18	Nevada	x
Alaska	?	New Hampshire	0
Arizona	22	New Jersey	132
Arkansas	?	New Mexico	x
California	?	New York	42
Colorado	19	North Carolina	?
Connecticut	52	North Dakota	11
Delaware	?	Ohio	?
District of Columbia	0	Oklahoma	87
Florida	57	Oregon	10
Georgia	?	Pennsylvania	0
Hawaii	1	Rhode Island	?
Idaho	?	South Carolina	10
Illinois	67	South Dakota	9
Indiana	23	Tennessee	?
Iowa	44	Texas	196
Kansas	53	Utah	7
Kentucky	41	Vermont	2
Louisiana	?	Virginia	14
Maine	1	Washington	16
Maryland	?	West Virginia	x
Massachusetts	127	Wisconsin	46
Michigan	43	Wyoming	?
Minnesota	40	American Samoa	x
Mississippi	x	Guam	?
Missouri	x	Northern Mariana Islands	x
Montana	?	Puerto Rico	x
Nebraska	44	Virgin Islands (US)	x

Total: 32 States – 1,234

? Unknown: 15
x Did not submit: 9

Findings

Data from prior years is unavailable as this is a new question. 37% of PSAPs that reported their size are considered very small.

Data

PSAPs AND NUMBER OF EQUIPMENT POSITIONS

PSAPs with 3-5 Equipment Positions

Enter the number of PSAPs that have 3-5 equipment positions.

Definition: This element will identify how many PSAPs in your state have 3-5 equipment positions.

State	Response	State	Response
Alabama	25	Nevada	x
Alaska	?	New Hampshire	0
Arizona	32	New Jersey	78
Arkansas	?	New Mexico	x
California	?	New York	66
Colorado	30	North Carolina	?
Connecticut	44	North Dakota	7
Delaware	?	Ohio	?
District of Columbia	0	Oklahoma	30
Florida	51	Oregon	22
Georgia	?	Pennsylvania	14
Hawaii	0	Rhode Island	?
Idaho	?	South Carolina	30
Illinois	72	South Dakota	16
Indiana	64	Tennessee	?
Iowa	21	Texas	63
Kansas	46	Utah	9
Kentucky	57	Vermont	2
Louisiana	?	Virginia	57
Maine	16	Washington	28
Maryland	?	West Virginia	x
Massachusetts	88	Wisconsin	29
Michigan	45	Wyoming	?
Minnesota	41	American Samoa	x
Mississippi	x	Guam	0
Missouri	x	Northern Mariana Islands	x
Montana	?	Puerto Rico	x
Nebraska	21	Virgin Islands (US)	x

Total: 33 States – 1,104

? Unknown: 14
x Did not submit: 9

Findings

Data from prior years is unavailable as this is a new question. 33% of PSAPs that reported their size are considered small.

Data

PSAPs AND NUMBER OF EQUIPMENT POSITIONS

PSAPs with 6-20 Equipment Positions

Enter the number of PSAPs that have 6-20 equipment positions.

Definition: This element will identify how many PSAPs in your state have 6-20 equipment positions.

State	Response	State	Response
Alabama	16	Nevada	x
Alaska	4	New Hampshire	0
Arizona	24	New Jersey	33
Arkansas	?	New Mexico	x
California	?	New York	55
Colorado	25	North Carolina	?
Connecticut	12	North Dakota	3
Delaware	?	Ohio	?
District of Columbia	0	Oklahoma	7
Florida	71	Oregon	9
Georgia	?	Pennsylvania	37
Hawaii	5	Rhode Island	?
Idaho	?	South Carolina	25
Illinois	49	South Dakota	3
Indiana	24	Tennessee	?
Iowa	6	Texas	235
Kansas	15	Utah	12
Kentucky	17	Vermont	2
Louisiana	?	Virginia	36
Maine	7	Washington	28
Maryland	?	West Virginia	x
Massachusetts	15	Wisconsin	19
Michigan	39	Wyoming	?
Minnesota	14	American Samoa	x
Mississippi	x	Guam	1
Missouri	x	Northern Mariana Islands	x
Montana	?	Puerto Rico	x
Nebraska	4	Virgin Islands (US)	x

Total: 34 States – 852

? Unknown: 13
x Did not submit: 9

Findings

Data from prior years is unavailable as this is a new question. 25% of PSAPs that reported their size are considered medium.

Data

PSAPs AND NUMBER OF EQUIPMENT POSITIONS

PSAPs with 21-49 Equipment Positions

Enter the number of PSAPs that have 21-49 equipment positions.

Definition: This element will identify how many PSAPs in your state have 21-49 equipment positions.

State	Response	State	Response
Alabama	1	Nevada	?
Alaska	0	New Hampshire	1
Arizona	5	New Jersey	4
Arkansas	?	New Mexico	?
California	?	New York	6
Colorado	6	North Carolina	?
Connecticut	0	North Dakota	0
Delaware	?	Ohio	?
District of Columbia	0	Oklahoma	2
Florida	17	Oregon	1
Georgia	?	Pennsylvania	10
Hawaii	0	Rhode Island	?
Idaho	?	South Carolina	3
Illinois	2	South Dakota	0
Indiana	4	Tennessee	?
Iowa	0	Texas	12
Kansas	4	Utah	2
Kentucky	0	Vermont	0
Louisiana	?	Virginia	10
Maine	0	Washington	10
Maryland	?	West Virginia	x
Massachusetts	1	Wisconsin	4
Michigan	5	Wyoming	?
Minnesota	3	American Samoa	x
Mississippi	x	Guam	0
Missouri	x	Northern Mariana Islands	x
Montana	0	Puerto Rico	x
Nebraska	0	Virgin Islands (US)	x

Total: 35 States – 113

? Unknown: 14
x Did not submit: 7

Findings

Data from prior years is unavailable as this is a new question. Just over 3% of PSAPs that reported their size are considered large.

Data

PSAPs AND NUMBER OF EQUIPMENT POSITIONS

PSAPs with 50 or more Equipment Positions

Enter the number of PSAPs that have 50 or more equipment positions.

Definition: This element will identify how many PSAPs in your state have 50 or more equipment positions.

State	Response	State	Response
Alabama	0	Nevada	x
Alaska	0	New Hampshire	0
Arizona	1	New Jersey	1
Arkansas	?	New Mexico	x
California	?	New York	4
Colorado	0	North Carolina	?
Connecticut	0	North Dakota	0
Delaware	?	Ohio	?
District of Columbia	1	Oklahoma	0
Florida	4	Oregon	1
Georgia	?	Pennsylvania	2
Hawaii	0	Rhode Island	?
Idaho	0	South Carolina	0
Illinois	1	South Dakota	0
Indiana	1	Tennessee	?
Iowa	0	Texas	5
Kansas	0	Utah	1
Kentucky	1	Vermont	0
Louisiana	?	Virginia	2
Maine	0	Washington	0
Maryland	?	West Virginia	x
Massachusetts	0	Wisconsin	0
Michigan	0	Wyoming	?
Minnesota	0	American Samoa	x
Mississippi	x	Guam	0
Missouri	x	Northern Mariana Islands	x
Montana	0	Puerto Rico	x
Nebraska	0	Virgin Islands (US)	x

Total: 36 States – 25

? Unknown: 11

x Did not submit: 9

Findings

Data from prior years is unavailable as this is a new question. Less than 1% of PSAPs that reported their size are considered very large. Few PSAPs in the country have 25 or more call-taking positions.

Data

PSAPs AND NUMBER OF EQUIPMENT POSITIONS

Call-Taking Equipment Positions

How many total 911 call-taking equipment positions are in your state?

Definition: This element identifies the total number of 911 call-taking equipment positions in the state. NENA defines a call-taking position as "the customer premise equipment by which 911 calls are answered and responded to."

State	Response	State	Response
Alabama	451	Nevada	x
Alaska	?	New Hampshire	53
Arizona	617	New Jersey	1019
Arkansas	?	New Mexico	x
California	3000	New York	1673
Colorado	594	North Carolina	?
Connecticut	366	North Dakota	72
Delaware	?	Ohio	?
District of Columbia	75	Oklahoma	379
Florida	?	Oregon	277
Georgia	?	Pennsylvania	172
Hawaii	?	Rhode Island	28
Idaho	?	South Carolina	468
Illinois	1104	South Dakota	126
Indiana	?	Tennessee	768
Iowa	204	Texas	880
Kansas	483	Utah	209
Kentucky	526	Vermont	26
Louisiana	?	Virginia	1075
Maine	129	Washington	688
Maryland	813	West Virginia	x
Massachusetts	765	Wisconsin	462
Michigan	1113	Wyoming	?
Minnesota	495	American Samoa	x
Mississippi	x	Guam	8
Missouri	x	Northern Mariana Islands	x
Montana	?	Puerto Rico	x
Nebraska	216	Virgin Islands (US)	x

Total: 34 States – 19,334

? Unknown: 13

x Did not submit: 9

Findings

Data from prior years is unavailable as this is a new question. For many states, this information is unknown or estimated. Depending on the governance structure, states may not have access to this information.

Data

PSAPs WITH EMD

Emergency Medical Dispatch (EMD)

What number of PSAPs in your state provide Emergency Medical Dispatch (EMD) and follow a specific formal protocol?

Definition: This element will identify how many PSAPs in your state provide EMD and follow a formal protocol (e.g., PowerPhone, APCO, and the Academies of Emergency Dispatch).

State	Response	State	Response
Alabama	85	Nevada	x
Alaska	2	New Hampshire	1
Arizona	?	New Jersey	179
Arkansas	?	New Mexico	x
California	?	New York	?
Colorado	65	North Carolina	?
Connecticut	108	North Dakota	21
Delaware	9	Ohio	138
District of Columbia	1	Oklahoma	22
Florida	?	Oregon	43
Georgia	?	Pennsylvania	63
Hawaii	6	Rhode Island	0
Idaho	?	South Carolina	?
Illinois	180	South Dakota	30
Indiana	95	Tennessee	?
Iowa	26	Texas	258
Kansas	44	Utah	30
Kentucky	79	Vermont	6
Louisiana	?	Virginia	46
Maine	24	Washington	54
Maryland	24	West Virginia	x
Massachusetts	158	Wisconsin	59
Michigan	88	Wyoming	?
Minnesota	75	American Samoa	x
Mississippi	x	Guam	1
Missouri	x	Northern Mariana Islands	x
Montana	?	Puerto Rico	x
Nebraska	?	Virgin Islands (US)	x

Total: 33 States – 2,020

? Unknown: 14

x Did not submit: 9

Findings

Data from prior years is unavailable as this is a new question. 32 states reported having at least 1 PSAP that provides EMD and follows a formal protocol for administering EMD.

Data

PSAP OPERATIONS

PSAPs Operated by the Department of Defense (DOD)

How many PSAPs in your state are operated by the Department of Defense (DOD)?

Definition: This element will identify how many total PSAPs in your state are operated by the DOD (including those on military installations as well as the National Guard).

State	Response	State	Response
Alabama	4	Nevada	x
Alaska	3	New Hampshire	0
Arizona	2	New Jersey	3
Arkansas	?	New Mexico	x
California	?	New York	1
Colorado	5	North Carolina	?
Connecticut	0	North Dakota	3
Delaware	0	Ohio	1
District of Columbia	0	Oklahoma	2
Florida	7	Oregon	0
Georgia	?	Pennsylvania	0
Hawaii	1	Rhode Island	0
Idaho	2	South Carolina	1
Illinois	2	South Dakota	0
Indiana	0	Tennessee	0
Iowa	0	Texas	3
Kansas	2	Utah	1
Kentucky	?	Vermont	1
Louisiana	?	Virginia	?
Maine	1	Washington	3
Maryland	4	West Virginia	x
Massachusetts	0	Wisconsin	2
Michigan	2	Wyoming	?
Minnesota	1	American Samoa	x
Mississippi	x	Guam	?
Missouri	x	Northern Mariana Islands	x
Montana	1	Puerto Rico	x
Nebraska	2	Virgin Islands (US)	x

Total: 38 States – 60 PSAPs

? Unknown: 9

x Did not submit: 9

Findings

Data from prior years is unavailable as this is a new question. It's important for states to identify and include PSAPs operated by the DOD in their state and NG911 plans.

Data

PSAP OPERATIONS

PSAPs Operated by the Department of Interior (DOI)

How many PSAPs in your state are operated by the Department of the Interior (DOI)?

Definition: This element will identify how many PSAPs in your state are operated by the DOI. The DOI includes the National Park Service.

State	Response	State	Response
Alabama	?	Nevada	x
Alaska	?	New Hampshire	0
Arizona	2	New Jersey	0
Arkansas	?	New Mexico	x
California	?	New York	0
Colorado	0	North Carolina	?
Connecticut	0	North Dakota	0
Delaware	0	Ohio	0
District of Columbia	0	Oklahoma	?
Florida	?	Oregon	0
Georgia	?	Pennsylvania	0
Hawaii	0	Rhode Island	0
Idaho	?	South Carolina	0
Illinois	0	South Dakota	0
Indiana	0	Tennessee	0
Iowa	0	Texas	0
Kansas	0	Utah	0
Kentucky	?	Vermont	0
Louisiana	?	Virginia	?
Maine	0	Washington	2
Maryland	0	West Virginia	x
Massachusetts	0	Wisconsin	?
Michigan	?	Wyoming	?
Minnesota	0	American Samoa	x
Mississippi	x	Guam	?
Missouri	x	Northern Mariana Islands	x
Montana	0	Puerto Rico	x
Nebraska	0	Virgin Islands (US)	x

Total: 31 States – 4 PSAPs

? Unknown: 16
x Did not submit: 9

Findings

Data from prior years is unavailable as this is a new question. It's important for states to identify and include PSAPs operated by the DOI in their state and NG911 plans.

Data

CALL-HANDLING QA

Call-Handling Quality Assurance (QA) for EMD

Does your state have Quality Assurance (QA) requirements for compliance with call-handling protocols for EMD?

Definition: This data element identifies whether a state has Quality Assurance (QA) requirements for compliance with call-handling protocols for EMD dispatch services.

State	Response	State	Response
Alabama	No	Nevada	x
Alaska	No	New Hampshire	Yes
Arizona	?	New Jersey	No
Arkansas	No	New Mexico	x
California	?	New York	No
Colorado	No	North Carolina	?
Connecticut	No	North Dakota	No
Delaware	Yes	Ohio	Yes
District of Columbia	Yes	Oklahoma	?
Florida	No	Oregon	No
Georgia	?	Pennsylvania	Yes
Hawaii	Yes	Rhode Island	No
Idaho	?	South Carolina	No
Illinois	No	South Dakota	Yes
Indiana	?	Tennessee	No
Iowa	No	Texas	Yes
Kansas	No	Utah	Yes
Kentucky	No	Vermont	Yes
Louisiana	?	Virginia	No
Maine	No	Washington	No
Maryland	Yes	West Virginia	x
Massachusetts	Yes	Wisconsin	No
Michigan	No	Wyoming	?
Minnesota	No	American Samoa	x
Mississippi	x	Guam	Yes
Missouri	x	Northern Mariana Islands	x
Montana	?	Puerto Rico	x
Nebraska	No	Virgin Islands (US)	x

Total: 16 States – Yes
21 States – No

? Unknown: 10

x Did not submit: 9

Findings

Data from prior years is unavailable as this is a new question. Of the 32 states that reported providing EMD and following a specific formal protocol, 16 also have QA requirements for compliance with call-handling protocols for EMD.

Data

CALL-HANDLING QA

Call-Handling Quality Assurance (QA) for Fire

Does your state have Quality Assurance (QA) requirements for compliance with call-handling protocols for Fire?

Definition: This data element identifies whether a state has Quality Assurance (QA) requirements for compliance with call-handling protocols for Fire dispatch services.

State	Response	State	Response
Alabama	No	Nevada	x
Alaska	No	New Hampshire	Yes
Arizona	?	New Jersey	No
Arkansas	No	New Mexico	x
California	?	New York	No
Colorado	No	North Carolina	?
Connecticut	No	North Dakota	No
Delaware	Yes	Ohio	No
District of Columbia	Yes	Oklahoma	?
Florida	No	Oregon	No
Georgia	?	Pennsylvania	No
Hawaii	Yes	Rhode Island	No
Idaho	?	South Carolina	No
Illinois	No	South Dakota	Yes
Indiana	?	Tennessee	No
Iowa	No	Texas	Yes
Kansas	No	Utah	Yes
Kentucky	No	Vermont	Yes
Louisiana	?	Virginia	No
Maine	Yes	Washington	No
Maryland	Yes	West Virginia	x
Massachusetts	Yes	Wisconsin	No
Michigan	No	Wyoming	?
Minnesota	No	American Samoa	x
Mississippi	x	Guam	Yes
Missouri	x	Northern Mariana Islands	x
Montana	?	Puerto Rico	x
Nebraska	No	Virgin Islands (US)	x

Total: 12 States – Yes
25 States – No

? Unknown: 10

x Did not submit: 9

Findings

Data from prior years is unavailable as this is a new question. 25% of the states that answered this question have QA requirements for compliance with call-handling protocols for Fire.

Data

CALL-HANDLING QA

Call-Handling Quality Assurance (QA) for Law Enforcement

Does your state have Quality Assurance (QA) requirements for compliance with call-handling protocols for Law Enforcement?

Definition: This data element identifies whether a state has Quality Assurance (QA) requirements for compliance with call-handling protocols for Law Enforcement dispatch services.

State	Response	State	Response
Alabama	No	Nevada	x
Alaska	No	New Hampshire	Yes
Arizona	?	New Jersey	No
Arkansas	No	New Mexico	x
California	?	New York	No
Colorado	No	North Carolina	?
Connecticut	No	North Dakota	No
Delaware	Yes	Ohio	No
District of Columbia	Yes	Oklahoma	?
Florida	No	Oregon	No
Georgia	?	Pennsylvania	No
Hawaii	Yes	Rhode Island	No
Idaho	?	South Carolina	No
Illinois	No	South Dakota	Yes
Indiana	?	Tennessee	No
Iowa	No	Texas	Yes
Kansas	No	Utah	Yes
Kentucky	No	Vermont	Yes
Louisiana	?	Virginia	No
Maine	No	Washington	No
Maryland	Yes	West Virginia	x
Massachusetts	Yes	Wisconsin	No
Michigan	No	Wyoming	?
Minnesota	No	American Samoa	x
Mississippi	x	Guam	?
Missouri	x	Northern Mariana Islands	x
Montana	?	Puerto Rico	x
Nebraska	No	Virgin Islands (US)	x

Total: 10 States – Yes
26 States – No

? Unknown: 11

x Did not submit: 9

Findings

Data from prior years is unavailable as this is a new question. About 21% of the states that answered this question have QA requirements for compliance with call-handling protocols for Law Enforcement.

Data

MINIMUM TRAINING REQUIREMENTS

Minimum Training Requirements Statewide

Do minimum training requirements exist statewide?

Definition: This element will identify if you have minimum training requirements in your state.

State	Response	State	Response
Alabama	No	Nevada	x
Alaska	No	New Hampshire	No
Arizona	No	New Jersey	Yes
Arkansas	Yes	New Mexico	x
California	Yes	New York	Yes
Colorado	No	North Carolina	?
Connecticut	Yes	North Dakota	Yes
Delaware	Yes	Ohio	Yes
District of Columbia	Yes	Oklahoma	No
Florida	Yes	Oregon	Yes
Georgia	Yes	Pennsylvania	Yes
Hawaii	No	Rhode Island	No
Idaho	Yes	South Carolina	Yes
Illinois	Yes	South Dakota	Yes
Indiana	No	Tennessee	Yes
Iowa	Yes	Texas	Yes
Kansas	No	Utah	Yes
Kentucky	Yes	Vermont	Yes
Louisiana	No	Virginia	Yes
Maine	Yes	Washington	No
Maryland	Yes	West Virginia	x
Massachusetts	Yes	Wisconsin	No
Michigan	Yes	Wyoming	Yes
Minnesota	No	American Samoa	x
Mississippi	x	Guam	Yes
Missouri	x	Northern Mariana Islands	x
Montana	Yes	Puerto Rico	x
Nebraska	No	Virgin Islands (US)	x

Total: 31 States – Yes
15 States – No

? Unknown: 1

x Did not submit: 9

Findings

Data from prior years is unavailable as this is a new question. About 66% of states that answered this question have minimum training requirements that exist statewide.

Data

MINIMUM TRAINING REQUIREMENTS

Minimum Training Requirements Locally

Do minimum training requirements exist locally?

Definition: This element will identify if training requirements in your state are identified at a local level.

State	Response	State	Response
Alabama	Yes	Nevada	x
Alaska	No	New Hampshire	Yes
Arizona	?	New Jersey	?
Arkansas	Yes	New Mexico	x
California	Yes	New York	Yes
Colorado	Yes	North Carolina	?
Connecticut	Yes	North Dakota	Yes
Delaware	Yes	Ohio	Yes
District of Columbia	Yes	Oklahoma	?
Florida	?	Oregon	Yes
Georgia	Yes	Pennsylvania	No
Hawaii	No	Rhode Island	?
Idaho	Yes	South Carolina	Yes
Illinois	?	South Dakota	Yes
Indiana	Yes	Tennessee	Yes
Iowa	No	Texas	Yes
Kansas	Yes	Utah	Yes
Kentucky	Yes	Vermont	?
Louisiana	Yes	Virginia	?
Maine	No	Washington	Yes
Maryland	Yes	West Virginia	x
Massachusetts	No	Wisconsin	Yes
Michigan	No	Wyoming	Yes
Minnesota	Yes	American Samoa	x
Mississippi	x	Guam	Yes
Missouri	x	Northern Mariana Islands	x
Montana	Yes	Puerto Rico	x
Nebraska	No	Virgin Islands (US)	x

Total: 30 States – Yes
8 States – No

? Unknown: 9

x Did not submit: 9

Findings

Data from prior years is unavailable as this is a new question. Minimum training requirements are identified at a local level for about 64% of the states that answered this question, meaning many states have identified minimum training requirements at both the state and local level.

Data

MINIMUM TRAINING REQUIREMENTS

Minimum Training Requirements for EMD

Do minimum training requirements exist for EMD?

Definition: This element will identify if you have minimum training requirements for EMD in your state.

State	Response	State	Response
Alabama	Yes	Nevada	x
Alaska	No	New Hampshire	Yes
Arizona	?	New Jersey	Yes
Arkansas	No	New Mexico	x
California	Yes	New York	Yes
Colorado	No	North Carolina	?
Connecticut	Yes	North Dakota	Yes
Delaware	Yes	Ohio	Yes
District of Columbia	Yes	Oklahoma	No
Florida	No	Oregon	Yes
Georgia	No	Pennsylvania	Yes
Hawaii	No	Rhode Island	?
Idaho	No	South Carolina	?
Illinois	Yes	South Dakota	Yes
Indiana	Yes	Tennessee	Yes
Iowa	No	Texas	Yes
Kansas	No	Utah	Yes
Kentucky	Yes	Vermont	Yes
Louisiana	Yes	Virginia	No
Maine	Yes	Washington	Yes
Maryland	Yes	West Virginia	x
Massachusetts	Yes	Wisconsin	No
Michigan	No	Wyoming	Yes
Minnesota	No	American Samoa	x
Mississippi	x	Guam	Yes
Missouri	x	Northern Mariana Islands	x
Montana	?	Puerto Rico	x
Nebraska	No	Virgin Islands (US)	x

Total: 27 States – Yes
15 States – No

? Unknown: 5

x Did not submit: 9

Findings

Data from prior years is unavailable as this is a new question. About 57% of states that answered this question have minimum training requirements for EMD.

Data

MINIMUM TRAINING REQUIREMENTS

Minimum Training Requirements for Fire

Do minimum training requirements exist for Fire?

Definition: This element will identify if you have minimum training requirements for Fire in your state.

State	Response	State	Response
Alabama	Yes	Nevada	x
Alaska	No	New Hampshire	Yes
Arizona	?	New Jersey	No
Arkansas	No	New Mexico	x
California	Yes	New York	Yes
Colorado	No	North Carolina	?
Connecticut	No	North Dakota	No
Delaware	Yes	Ohio	Yes
District of Columbia	Yes	Oklahoma	No
Florida	?	Oregon	Yes
Georgia	No	Pennsylvania	No
Hawaii	No	Rhode Island	?
Idaho	Yes	South Carolina	?
Illinois	No	South Dakota	Yes
Indiana	No	Tennessee	No
Iowa	Yes	Texas	Yes
Kansas	No	Utah	Yes
Kentucky	Yes	Vermont	Yes
Louisiana	No	Virginia	No
Maine	Yes	Washington	Yes
Maryland	No	West Virginia	x
Massachusetts	Yes	Wisconsin	No
Michigan	No	Wyoming	No
Minnesota	No	American Samoa	x
Mississippi	x	Guam	Yes
Missouri	x	Northern Mariana Islands	x
Montana	?	Puerto Rico	x
Nebraska	No	Virgin Islands (US)	x

Total: 19 States – Yes
22 States – No

? Unknown: 6

x Did not submit: 9

Findings

Data from prior years is unavailable as this is a new question. About 40% of states that answered this question have minimum training requirements for Fire.

Data

MINIMUM TRAINING REQUIREMENTS

Minimum Training Requirements for Law Enforcement

Do minimum training requirements exist for Law Enforcement?

Definition: This element will identify if you have minimum training requirements for Law Enforcement in your state.

State	Response	State	Response
Alabama	Yes	Nevada	x
Alaska	No	New Hampshire	Yes
Arizona	?	New Jersey	No
Arkansas	No	New Mexico	x
California	Yes	New York	Yes
Colorado	No	North Carolina	?
Connecticut	No	North Dakota	No
Delaware	Yes	Ohio	Yes
District of Columbia	Yes	Oklahoma	No
Florida	?	Oregon	Yes
Georgia	No	Pennsylvania	No
Hawaii	?	Rhode Island	?
Idaho	Yes	South Carolina	?
Illinois	No	South Dakota	Yes
Indiana	No	Tennessee	No
Iowa	Yes	Texas	Yes
Kansas	No	Utah	Yes
Kentucky	Yes	Vermont	Yes
Louisiana	No	Virginia	Yes
Maine	No	Washington	Yes
Maryland	No	West Virginia	x
Massachusetts	Yes	Wisconsin	No
Michigan	No	Wyoming	Yes
Minnesota	No	American Samoa	x
Mississippi	x	Guam	?
Missouri	x	Northern Mariana Islands	x
Montana	?	Puerto Rico	x
Nebraska	Yes	Virgin Islands (US)	x

Total: 20 States – Yes
19 States – No

? Unknown: 8

x Did not submit: 9

Findings

Data from prior years is unavailable as this is a new question. About 43% of states that answered this question have minimum training requirements for Law Enforcement.

Data

NG911: PLANNING

Statewide NG911 Plan Adopted

Has your state developed and adopted a statewide NG911 Plan to include governance, funding, system components (IP network, ESInet, NG911 software services, security architecture, user identity management, database architecture, and PSAP configurations), and operations? Locally administered and funded organizations can still develop and adopt a coordinated statewide NG911 plan.

Definition: Identify whether or not your state developed and adopted a statewide NG911 Plan, including governance, funding, system components (IP network, Emergency Services IP network (ESInet), NG911 software services, security architecture, user identity management, database architecture, and PSAP configuration), and operations. Locally administered and funded organizations can still develop and adopt a coordinated statewide NG911 plan.

NENA defines NG911 as, "an Internet Protocol (IP)-based system comprised of managed Emergency Services IP networks (ESInets), functional elements (applications), and databases that replicate traditional E911 features and functions and provides additional capabilities. NG911 is designed to provide access to emergency services from all connected communications sources, and provide multimedia data capabilities for PSAPs and other emergency service organizations."

Continued on next page

Data

NG911: PLANNING

Statewide NG911 Plan Adopted continued

State	Response	State	Response
Alabama	Yes	Nevada	x
Alaska	No	New Hampshire	Yes
Arizona	No	New Jersey	No
Arkansas	No	New Mexico	x
California	Yes	New York	No
Colorado	No	North Carolina	Yes
Connecticut	Yes	North Dakota	Yes
Delaware	Yes	Ohio	Yes
District of Columbia	Yes	Oklahoma	No
Florida	No	Oregon	No
Georgia	No	Pennsylvania	Yes
Hawaii	No	Rhode Island	Yes
Idaho	Yes	South Carolina	Yes
Illinois	Yes	South Dakota	Yes
Indiana	Yes	Tennessee	Yes
Iowa	Yes	Texas	Yes
Kansas	Yes	Utah	Yes
Kentucky	Yes	Vermont	Yes
Louisiana	No	Virginia	Yes
Maine	Yes	Washington	Yes
Maryland	Yes	West Virginia	x
Massachusetts	Yes	Wisconsin	Yes
Michigan	No	Wyoming	No
Minnesota	Yes	American Samoa	x
Mississippi	x	Guam	?
Missouri	x	Northern Mariana Islands	x
Montana	No	Puerto Rico	x
Nebraska	Yes	Virgin Islands (US)	x

Total: 31 States – Yes
15 States – No

? Unknown: 1

x Did not submit: 9

Findings

• 2017: 20 States reported Yes
• 2016: 20 States reported Yes
The implementation of NG911 is often directly linked with a strong state coordination role and the existence of a statewide plan.

Data

NG911: PLANNING

Sub-state 911 Authority NG911 Plan Adopted

Enter the number of regional or local 911 Authorities within your state who have developed and adopted NG911 Plans for their area independent of the state. If your state does not have a statewide plan, enter the number of regional or county-wide plans that have been developed in your state.

Definition: Indicate the number of regional or local 911 Authorities within the state who have developed and adopted NG911 Plans for their area and currently have such a plan in place, regardless of when the plan was developed or adopted. If your state does not have a statewide plan, enter the number of regional or county-wide plans that have been developed in your state.

Continued on next page

Data

NG911: PLANNING

Sub-state 911 Authority NG911 Plan Adopted continued

State	Response	State	Response
Alabama	0	Nevada	x
Alaska	3	New Hampshire	0
Arizona	1	New Jersey	0
Arkansas	?	New Mexico	x
California	0	New York	1
Colorado	0	North Carolina	?
Connecticut	0	North Dakota	0
Delaware	1	Ohio	16
District of Columbia	1	Oklahoma	0
Florida	?	Oregon	0
Georgia	?	Pennsylvania	0
Hawaii	0	Rhode Island	0
Idaho	1	South Carolina	?
Illinois	19	South Dakota	0
Indiana	?	Tennessee	?
Iowa	99	Texas	30
Kansas	15	Utah	0
Kentucky	0	Vermont	0
Louisiana	?	Virginia	11
Maine	0	Washington	20
Maryland	0	West Virginia	x
Massachusetts	0	Wisconsin	?
Michigan	79	Wyoming	?
Minnesota	0	American Samoa	x
Mississippi	x	Guam	?
Missouri	x	Northern Mariana Islands	x
Montana	0	Puerto Rico	x
Nebraska	0	Virgin Islands (US)	x

Total: 14 States have ≥ 1 sub-state

? Unknown: 11

x Did not submit: 9

Findings

The data show that many states have adopted sub-state plans, but there has been little increase over time. An increase in statewide NG911 plan adoption (see 3.2.1.1) may have caused sub-state NG911 plan adoption to delay or decline to ensure alignment with the statewide plan. Some sub-state plans have also been adopted prior to a statewide NG911 plan being approved.

Data

NG911: PLANNING

Statewide NG911 Concept of Operations Developed

Has your state established a statewide concept of operations document or its equivalent, including operations for NG911 and related architecture?

Definition: Is there a statewide NG911 concept of operations document or its equivalent, including operations for NG911 and related architecture? A concept of operations (CONOPS) is a user-oriented document that describes the desired characteristics for a proposed system from a user's perspective and how its implementation will enhance the user's current operation. The CONOPS would include, for example:

- User-oriented operational description for NG911 and related architecture
- Operational needs and use cases
- System overview and desired outcomes of users deploying the system
- Clear statement of responsibilities and authorities delegated

Continued on next page

Data

NG911: PLANNING

Statewide NG911 Concept of Operations Developed continued

State	Response	State	Response
Alabama	Yes	Nevada	x
Alaska	No	New Hampshire	No
Arizona	No	New Jersey	No
Arkansas	No	New Mexico	x
California	Yes	New York	No
Colorado	Yes	North Carolina	Yes
Connecticut	Yes	North Dakota	Yes
Delaware	Yes	Ohio	Yes
District of Columbia	Yes	Oklahoma	No
Florida	No	Oregon	No
Georgia	No	Pennsylvania	No
Hawaii	No	Rhode Island	No
Idaho	No	South Carolina	No
Illinois	No	South Dakota	No
Indiana	Yes	Tennessee	No
Iowa	Yes	Texas	Yes
Kansas	Yes	Utah	Yes
Kentucky	No	Vermont	Yes
Louisiana	No	Virginia	Yes
Maine	Yes	Washington	Yes
Maryland	Yes	West Virginia	x
Massachusetts	Yes	Wisconsin	No
Michigan	No	Wyoming	No
Minnesota	No	American Samoa	x
Mississippi	x	Guam	No
Missouri	x	Northern Mariana Islands	x
Montana	No	Puerto Rico	x
Nebraska	No	Virgin Islands (US)	x

Total: 20 States – Yes
27 States – No

? Unknown: 0

x Did not submit: 9

Findings

A Concept of Operations plan is usually used in conjunction with a statewide NG911 plan to operationalize the strategic and long term goals of the NG911 plan. Many states have chosen to use the statewide NG911 plan to document the specific NG911 strategy while the Concept of Operations plan provides a more step by step plan for how they are going to operate in an NG911 environment. Fewer than half of the reporting states have completed a Concept of Operations plan.

Data

NG911: PLANNING

Sub-state 911 Authority Concept of Operations Developed

Enter the number of regional or local 911 Authorities within your state who have developed an NG911 concept of operations or its equivalent for their area.

Definition: Indicate the number of regional or local 911 Authorities within the state who have developed a concept of operations or its equivalent for their area.

State	Response	State	Response
Alabama	0	Nevada	x
Alaska	3	New Hampshire	0
Arizona	1	New Jersey	0
Arkansas	?	New Mexico	x
California	0	New York	0
Colorado	0	North Carolina	6
Connecticut	0	North Dakota	0
Delaware	1	Ohio	19
District of Columbia	0	Oklahoma	?
Florida	?	Oregon	0
Georgia	?	Pennsylvania	0
Hawaii	0	Rhode Island	0
Idaho	1	South Carolina	?
Illinois	?	South Dakota	0
Indiana	?	Tennessee	?
Iowa	99	Texas	30
Kansas	14	Utah	0
Kentucky	0	Vermont	0
Louisiana	?	Virginia	11
Maine	0	Washington	39
Maryland	0	West Virginia	x
Massachusetts	0	Wisconsin	?
Michigan	79	Wyoming	?
Minnesota	0	American Samoa	x
Mississippi	x	Guam	1
Missouri	x	Northern Mariana Islands	x
Montana	?	Puerto Rico	x
Nebraska	0	Virgin Islands (US)	x

Total: 13 States have ≥ 1 sub-state

? Unknown: 12

x Did not submit: 9

Findings

Sub-state or 911 Authority Concept of Operations are usually developed from a grass roots model. Where present, they are usually the result of individual PSAPs establishing progress toward NG911 without a state-driven plan. In many cases, the jurisdictions with authority for NG911 have introduced efforts to implement solutions for their respective PSAPs and followed national efforts to align with industry standards. Data from the past few years show relatively flat growth in this area.

Data

NG911: PROCUREMENT

Statewide Request for Proposal (RFP) Released

Has your state released an RFP for defined statewide NG911 components at any point in the past?

Definition: Identifies whether a state has, at any point in the past, released an RFP for defined statewide components, such as ESInet or state entry Emergency Services Routing Proxy (ESRP) capability, or for a statewide NG911 system. The element is not predicated on the procurement of a "complete" NG911 system. Instead, it tests any level or component of NG911, including i3 procurement.

Continued on next page

Data

NG911: PROCUREMENT

Statewide Request for Proposal (RFP) Released continued

State	Response	State	Response
Alabama	Yes	Nevada	x
Alaska	No	New Hampshire	Yes
Arizona	No	New Jersey	No
Arkansas	No	New Mexico	x
California	Yes	New York	No
Colorado	No	North Carolina	Yes
Connecticut	Yes	North Dakota	No
Delaware	Yes	Ohio	Yes
District of Columbia	Yes	Oklahoma	No
Florida	Yes	Oregon	Yes
Georgia	No	Pennsylvania	No
Hawaii	No	Rhode Island	Yes
Idaho	No	South Carolina	No
Illinois	Yes	South Dakota	Yes
Indiana	No	Tennessee	Yes
Iowa	Yes	Texas	Yes
Kansas	Yes	Utah	Yes
Kentucky	Yes	Vermont	Yes
Louisiana	No	Virginia	No
Maine	Yes	Washington	Yes
Maryland	No	West Virginia	x
Massachusetts	Yes	Wisconsin	No
Michigan	No	Wyoming	No
Minnesota	Yes	American Samoa	x
Mississippi	x	Guam	Yes
Missouri	x	Northern Mariana Islands	x
Montana	No	Puerto Rico	x
Nebraska	No	Virgin Islands (US)	x

Total: 25 States – Yes
22 States – No

? Unknown: 0

x Did not submit: 9

Findings

About 53% of respondents have released an RFP for defined statewide NG911 components at any point in the past. This figure represents a state which has either begun or has completed the procurement process.

Data

NG911: PROCUREMENT

911 Authority RFP Released

Enter the number of regional or local 911 Authorities within your state who have released an RFP for NG911 components for their area, regardless of the date the RFP was released.

Definition: Identifies the number of regional or local 911 Authorities within your state who have released an RFP for NG911 components for their area, regardless of the date the RFP was released.

Continued on next page

Data

NG911: PROCUREMENT

911 Authority RFP Released continued

State	Response	State	Response
Alabama	0	Nevada	x
Alaska	3	New Hampshire	1
Arizona	0	New Jersey	0
Arkansas	0	New Mexico	x
California	0	New York	1
Colorado	?	North Carolina	?
Connecticut	0	North Dakota	0
Delaware	1	Ohio	12
District of Columbia	1	Oklahoma	0
Florida	?	Oregon	0
Georgia	?	Pennsylvania	0
Hawaii	?	Rhode Island	?
Idaho	1	South Carolina	?
Illinois	2	South Dakota	0
Indiana	?	Tennessee	0
Iowa	?	Texas	1
Kansas	18	Utah	3
Kentucky	5	Vermont	0
Louisiana	50	Virginia	20
Maine	0	Washington	10
Maryland	1	West Virginia	x
Massachusetts	0	Wisconsin	0
Michigan	29	Wyoming	?
Minnesota	0	American Samoa	x
Mississippi	x	Guam	1
Missouri	x	Northern Mariana Islands	x
Montana	0	Puerto Rico	x
Nebraska	0	Virgin Islands (US)	x

Total: 37 States – 160

? Unknown: 10

x Did not submit: 9

Findings

14 states had a regional or local 911 authority that released an RFP at some point in time, indicating many NG911 procurements taking place at the local and jurisdictional authority level that coincides with the overall progress at the state level. In previous years, some states may have entered the number of PSAPs that released an RFP rather than the single RFP for numerous PSAPs. This current year data seem to reflect more accurate responses to the question.

Data

NG911: PROCUREMENT

Statewide Components Specified for Procurement by state

If the response to 3.2.2.1 is "Yes," list which parts, functions, or components of NG911 have been procured in your state.

Definition: Based upon a positive response to element 3.2.2.1, this element provides detail on what parts, functions, or components for NG911 have been procured to date. Parts, functions, or components are described in data element 3.2.2.1 above.

State	ESInet	NGCS	CPE	GIS	Text
Alabama	✔	✔			
Alaska					
Arizona					
Arkansas					
California	✔	✔			
Colorado					
Connecticut	✔	✔			
Delaware					
District of Columbia	✔	✔	✔		
Florida					
Georgia					
Hawaii					
Idaho					
Illinois	✔	✔	✔		
Indiana					
Iowa	✔	✔			
Kansas	✔	✔	✔		
Kentucky				✔	
Louisiana					
Maine	✔	✔	✔	✔	✔
Maryland					
Massachusetts	✔	✔	✔	✔	✔
Michigan					
Minnesota	✔	✔			✔
Mississippi					
Missouri					
Montana					
Nebraska					
Nevada					
New Hampshire	✔	✔	✔	✔	✔
New Jersey					
New Mexico					
New York					
North Carolina	✔	✔	✔	✔	✔
North Dakota					
Ohio	✔	✔	✔	✔	
Oklahoma					
Oregon					
Pennsylvania					
Rhode Island	✔	✔	✔		
South Carolina	✔				
South Dakota	✔	✔	✔	✔	✔
Tennessee	✔	✔			
Texas				✔	
Utah					
Vermont	✔	✔	✔	✔	
Virginia					
Washington	✔	✔	✔	✔	
West Virginia					
Wisconsin					
Wyoming					
American Samoa					
Guam	✔				
Northern Mariana Islands					
Puerto Rico					
Virgin Islands (US)					

Total: ESInet – 20 | **NGCS – 18** | **CPE – 12** | **GIS – 10** | **Text – 6**

Data

NG911: PROCUREMENT

Sub-state 911 Authority Components Being Procured

If the response to 3.2.2.1 is "Yes," list which parts, functions, or components of NG911 have been procured by regional or local 911 Authorities within your state.

Definition: Based upon sub-state 911 Authorities within a reporting state that have released RFPs (see element 3.2.2.2), this element requests states to summarize what parts, functions, or components for NG911 have been procured to date by regional or local 911 Authorities. Said parts, functions, or components are described in data element 3.2.2.1 above.

State	ESInet	NGCS	CPE	GIS	Text	State	ESInet	NGCS	CPE	GIS	Text
Alabama						Nevada					
Alaska						New Hampshire					
Arizona						New Jersey					
Arkansas						New Mexico					
California						New York	✔				
Colorado						North Carolina					
Connecticut						North Dakota					
Delaware						Ohio					
District of Columbia						Oklahoma					
Florida						Oregon					
Georgia						Pennsylvania					
Hawaii						Rhode Island					
Idaho						South Carolina					
Illinois	✔	✔	✔			South Dakota					
Indiana	✔					Tennessee					
Iowa						Texas	✔	✔	✔	✔	
Kansas	✔	✔	✔			Utah	✔	✔			
Kentucky						Vermont					
Louisiana	✔					Virginia	✔	✔	✔	✔	✔
Maine						Washington	✔	✔	✔		
Maryland	✔	✔				West Virginia					
Massachusetts						Wisconsin					
Michigan						Wyoming					
Minnesota						American Samoa					
Mississippi						Guam					
Missouri						Northern Mariana Islands					
Montana						Puerto Rico					
Nebraska						Virgin Islands (US)					

Total: ESInet – 10 **NGCS – 7** **CPE – 5** **GIS – 2** **Text – 1**

Data

NG911: PROCUREMENT

Captures whether a State Contract for the NG911 Part, Function, or Component Identified Above has been Awarded

Has your state awarded contracts for the procured components and/or functions defined in 3.2.2.3 either during this survey year or earlier?

Definition: This data element specifically relates to the detail identified by data element 3.2.2.3 (i.e., the NG911 part, function, and/or component acknowledged), and solicits a "yes" or "no" response.

Continued on next page

Data

NG911: PROCUREMENT

Captures whether a State Contract for the NG911 Part, Function, or Component Identified Above has been Awarded continued

State	Response	State	Response
Alabama	Yes	Nevada	x
Alaska	No	New Hampshire	Yes
Arizona	No	New Jersey	No
Arkansas	No	New Mexico	x
California	Yes	New York	No
Colorado	Yes	North Carolina	Yes
Connecticut	Yes	North Dakota	Yes
Delaware	No	Ohio	No
District of Columbia	Yes	Oklahoma	No
Florida	No	Oregon	No
Georgia	No	Pennsylvania	No
Hawaii	No	Rhode Island	Yes
Idaho	No	South Carolina	No
Illinois	Yes	South Dakota	Yes
Indiana	Yes	Tennessee	Yes
Iowa	Yes	Texas	Yes
Kansas	Yes	Utah	Yes
Kentucky	No	Vermont	Yes
Louisiana	No	Virginia	No
Maine	Yes	Washington	Yes
Maryland	No	West Virginia	x
Massachusetts	Yes	Wisconsin	No
Michigan	No	Wyoming	No
Minnesota	Yes	American Samoa	x
Mississippi	x	Guam	No
Missouri	x	Northern Mariana Islands	x
Montana	No	Puerto Rico	x
Nebraska	No	Virgin Islands (US)	x

Total: 22 States – Yes
25 States – No

? Unknown: 0

x Did not submit: 9

Findings

Approximately 47% of reporting states have completed a contract for NG911 parts, functions or components.

Data

NG911: PROCUREMENT

Number of 911 Authorities Statewide that Have Awarded a Contract for these System Components, Parts, and/or Functions either during survey year or earlier

Enter the number of 911 Authorities within your state that have awarded a contract of the system components and/or functions procured in 3.2.2.3 either during this survey year or earlier.

Definition: This data element is the sub-state counterpart to the data element 3.2.2.5, and speaks to similar regional and local effort. The number involved is calculated against the total number of 911 Authorities in a state, as reported in Section 3.1.2.3.

Continued on next page

Data

NG911: PROCUREMENT

Number of 911 Authorities Statewide that Have Awarded a Contract for these System Components, Parts, and/or Functions either during survey year or earlier continued

State	Response	State	Response
Alabama	1	Nevada	x
Alaska	?	New Hampshire	1
Arizona	14	New Jersey	0
Arkansas	0	New Mexico	x
California	0	New York	0
Colorado	?	North Carolina	10
Connecticut	0	North Dakota	54
Delaware	0	Ohio	19
District of Columbia	1	Oklahoma	0
Florida	?	Oregon	0
Georgia	?	Pennsylvania	0
Hawaii	0	Rhode Island	1
Idaho	1	South Carolina	?
Illinois	29	South Dakota	0
Indiana	?	Tennessee	?
Iowa	?	Texas	11
Kansas	15	Utah	0
Kentucky	0	Vermont	1
Louisiana	5	Virginia	20
Maine	0	Washington	10
Maryland	4	West Virginia	x
Massachusetts	0	Wisconsin	?
Michigan	79	Wyoming	?
Minnesota	1	American Samoa	x
Mississippi	x	Guam	?
Missouri	x	Northern Mariana Islands	x
Montana	0	Puerto Rico	x
Nebraska	0	Virgin Islands (US)	x

Total: 36 States – 277

? Unknown: 11

x Did not submit: 9

Findings

Several states with a method of procurement in place have encouraged PSAPs and local jurisdictions to utilize the contract to procure systems and services. Many procurements have occurred that generate the functional NG911 networks and services. Data from previous years indicates a potential misunderstanding of the question. The current data appears to more accurately answer the question.

Data

NG911: PROCUREMENT

Statewide Installation and Testing

Has the NG911 part, function, and/or component defined in 3.2.2.3 been installed/deployed and tested at the state level, regardless of when the part, function, and/or component was installed and tested?

Definition: This data element specifically relates to the contract detail identified above, and solicits a "yes" or "no" response (i.e., it is asking reporting states to indicate whether the NG911 part, function, and/or component involved has been installed/deployed and tested), regardless of when the part, function, and/or component was installed and tested. From that, a list of states that reported they have met this milestone can be generated.

Continued on next page

Data

NG911: PROCUREMENT

Statewide Installation and Testing continued

State	Response	State	Response
Alabama	Yes	Nevada	x
Alaska	No	New Hampshire	Yes
Arizona	No	New Jersey	No
Arkansas	No	New Mexico	x
California	Yes	New York	No
Colorado	No	North Carolina	Yes
Connecticut	Yes	North Dakota	Yes
Delaware	Yes	Ohio	No
District of Columbia	Yes	Oklahoma	No
Florida	No	Oregon	No
Georgia	No	Pennsylvania	No
Hawaii	No	Rhode Island	Yes
Idaho	No	South Carolina	No
Illinois	No	South Dakota	Yes
Indiana	Yes	Tennessee	Yes
Iowa	Yes	Texas	Yes
Kansas	Yes	Utah	Yes
Kentucky	No	Vermont	Yes
Louisiana	No	Virginia	No
Maine	Yes	Washington	Yes
Maryland	Yes	West Virginia	x
Massachusetts	Yes	Wisconsin	No
Michigan	No	Wyoming	No
Minnesota	Yes	American Samoa	x
Mississippi	x	Guam	No
Missouri	x	Northern Mariana Islands	x
Montana	No	Puerto Rico	x
Nebraska	No	Virgin Islands (US)	x

Total: 22 States – Yes
25 States – No

? Unknown: 0

x Did not submit: 9

Findings

The data show that most states that have a procurement process include the installation of the system components. While there has not been a significant increase over time, the capabilities provided by the state are useful in ensuring that the NG911 systems as procured are installed correctly and meet the test criteria.

Data

NG911: PROCUREMENT

Number of Sub-state 911 Authorities Statewide that Have Installed and Tested these System Components, Parts, and/or Functions

Enter the number of sub-state 911 Authorities within your state that have installed/ deployed and tested the components and/or functions defined in 3.2.2.3

Definition: This is the sub-state counterpart to data element 3.2.2.7, and speaks to similar regional and local effort. The number involved is calculated against the total number of 911 Authorities in a state, as reported in Section 3.1.2.3.

Continued on next page

Data

NG911: PROCUREMENT

Number of Sub-state 911 Authorities Statewide that Have Installed and Tested these System Components, Parts, and/or Functions continued

State	Response	State	Response
Alabama	0	Nevada	x
Alaska	?	New Hampshire	0
Arizona	14	New Jersey	0
Arkansas	0	New Mexico	x
California	0	New York	0
Colorado	?	North Carolina	10
Connecticut	0	North Dakota	0
Delaware	9	Ohio	16
District of Columbia	0	Oklahoma	0
Florida	?	Oregon	0
Georgia	?	Pennsylvania	0
Hawaii	0	Rhode Island	?
Idaho	0	South Carolina	?
Illinois	19	South Dakota	0
Indiana	91	Tennessee	?
Iowa	?	Texas	5
Kansas	15	Utah	22
Kentucky	0	Vermont	0
Louisiana	5	Virginia	12
Maine	0	Washington	10
Maryland	24	West Virginia	x
Massachusetts	0	Wisconsin	?
Michigan	61	Wyoming	?
Minnesota	0	American Samoa	x
Mississippi	x	Guam	0
Missouri	x	Northern Mariana Islands	x
Montana	0	Puerto Rico	x
Nebraska	0	Virgin Islands (US)	x

Total: 14 States > 0
23 States = 0

? Unknown: 10

x Did not submit: 9

Findings

Similar to 3.2.2.7, the data indicate that most PSAP implementations and local jurisdictions utilize the procurement process endorsed by the state that includes the installation of the system components. While there has not been a significant increase over time, the capabilities provided by the state are useful in ensuring that the NG911 systems as procured are installed correctly and meet the test criteria.

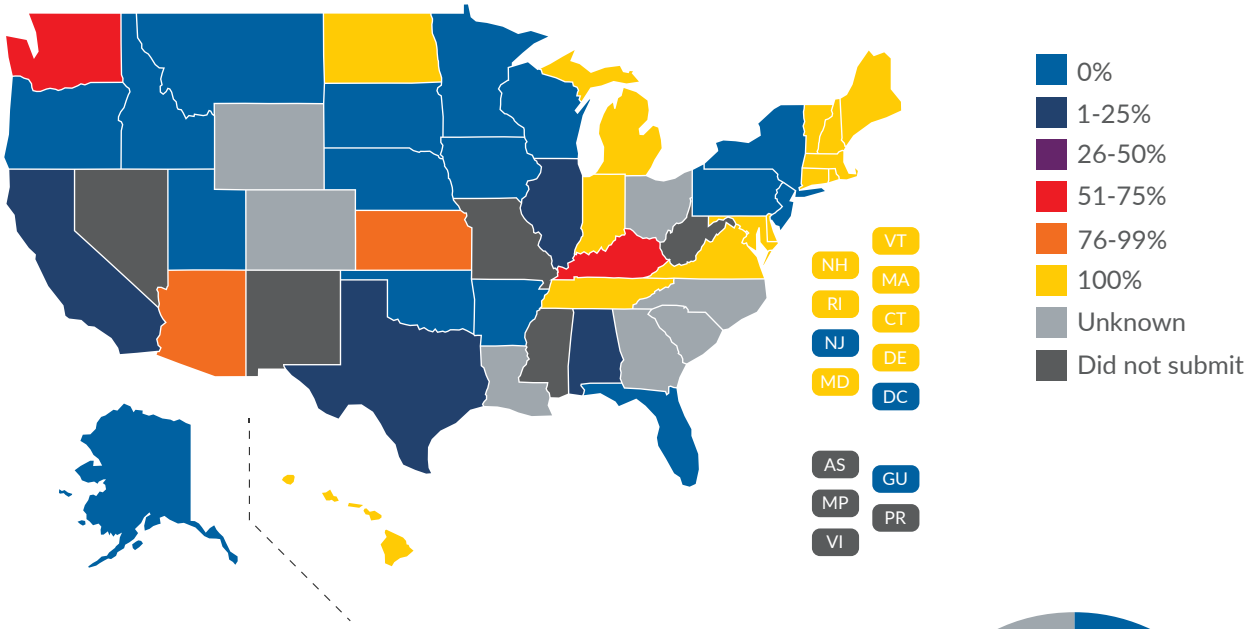
Data

NG911: TRANSITION

Percentage of NG911 Systems that Can Process and Interpret Location and Caller Information

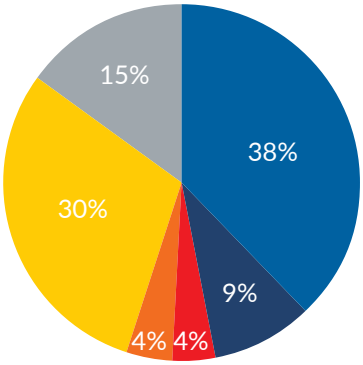
Enter the percentage of NG911 systems that are capable of processing and interpreting location and caller information within your state.

Definition: This data element reflects the percentage of 911 systems in each state that are capable of processing NG911 emergency calls for all service types (wireline, wireless, VoIP) using NG911 infrastructure that conforms to nationally accepted standards (NG911 capable means infrastructure and Geographic Information Systems [GIS]). Specifically, this is the percentage of total 911 Authorities in a state that have implemented NG911 systems for all service types. Systems not being converted would not factor into this element.



Percentage of Reporting States in Each Category

Percentages are based on data submitted by reporting states.



Continued on next page

Data

NG911: TRANSITION

Percentage of NG911 Systems that Can Process and Interpret Location and Caller Information continued

State	Response	State	Response
Alabama	14.63	Nevada	x
Alaska	0	New Hampshire	100
Arizona	82	New Jersey	0
Arkansas	0	New Mexico	x
California	8.39	New York	0
Colorado	?	North Carolina	?
Connecticut	100	North Dakota	100
Delaware	100	Ohio	?
District of Columbia	0	Oklahoma	0
Florida	0	Oregon	0
Georgia	?	Pennsylvania	0
Hawaii	100	Rhode Island	100
Idaho	0	South Carolina	?
Illinois	14	South Dakota	0
Indiana	100	Tennessee	100
Iowa	0	Texas	0.07
Kansas	80	Utah	0
Kentucky	59	Vermont	100
Louisiana	?	Virginia	100
Maine	100	Washington	73
Maryland	100	West Virginia	x
Massachusetts	100	Wisconsin	0
Michigan	100	Wyoming	?
Minnesota	0	American Samoa	x
Mississippi	x	Guam	0
Missouri	x	Northern Mariana Islands	x
Montana	0	Puerto Rico	x
Nebraska	0	Virgin Islands (US)	x

Total: 14 States – 100%
18 States – 0%

? Unknown: 7

x Did not submit: 9

Findings

14 states reported that 100% of their NG911 systems are processing and interpreting location and caller information.

8 states reported that more than 0 but less than 100% of their NG911 systems are processing and interpreting location and caller information, while 18 states reported that 0% of their NG911 systems are doing so.

Data

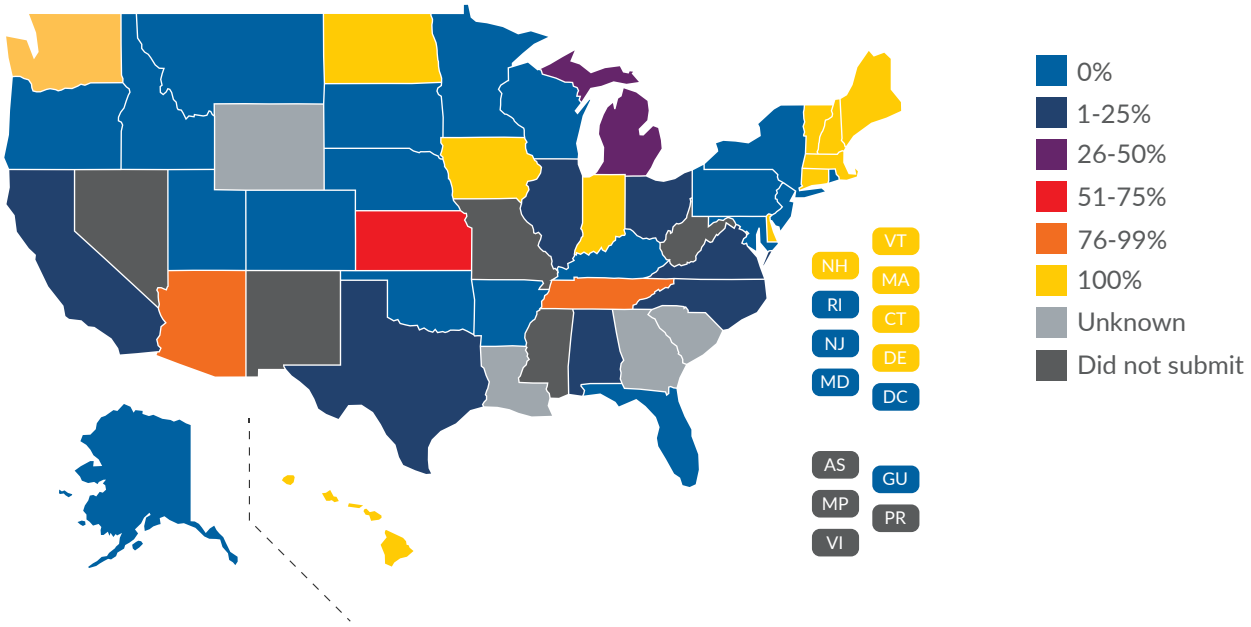
NG911: TRANSITION

Percentage of the Total State Population Served by NG911 Capable Services

Enter the percentage of population served by NG911 capable within your state.

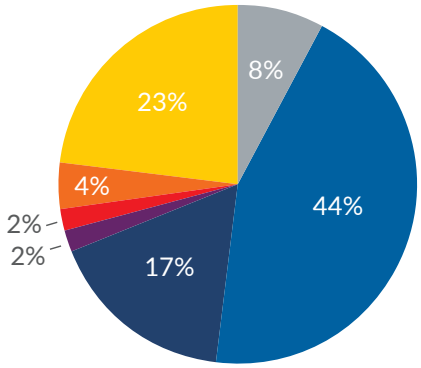
Definition: Similar to data element 3.2.3.1, this element reflects the percentage of the population for a reporting state served by IP-capable 911 services meeting industry-accepted definitions for NG911.

Note, using NENA's i3 standard alone is not the same as an NG911 system. The i3 standard only describes the network, components, and interfaces required to establish NG911 service. To deploy a "full function" NG911 system, states will need equipment and software vendors, access network providers, and originating service providers, all elements not included in the i3 standard.



Percentage of Reporting States in Each Category

Percentages are based on data submitted by reporting states.



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Data

NG911: TRANSITION

Percentage of the Total State Population Served by NG911 Capable Services continued

State	Response	State	Response
Alabama	11.04	Nevada	x
Alaska	0	New Hampshire	100
Arizona	95	New Jersey	0
Arkansas	0	New Mexico	x
California	2.66	New York	0
Colorado	0	North Carolina	10
Connecticut	100	North Dakota	100
Delaware	100	Ohio	20
District of Columbia	0	Oklahoma	0
Florida	0	Oregon	0
Georgia	?	Pennsylvania	0
Hawaii	100	Rhode Island	0
Idaho	0	South Carolina	?
Illinois	4	South Dakota	0
Indiana	100	Tennessee	86
Iowa	100	Texas	2
Kansas	62	Utah	0
Kentucky	0	Vermont	100
Louisiana	?	Virginia	13
Maine	100	Washington	100
Maryland	0	West Virginia	x
Massachusetts	100	Wisconsin	0
Michigan	30.46	Wyoming	?
Minnesota	0	American Samoa	x
Mississippi	x	Guam	0
Missouri	x	Northern Mariana Islands	x
Montana	0	Puerto Rico	x
Nebraska	0	Virgin Islands (US)	x

Total: 11 States – 100%
21 States – 0%

? Unknown: 4

x Did not submit: 9

Findings

11 states reported that 100% of their population is served by NG911 capable services.

11 states reported that more than 0 but less than 100% of their population is served by NG911 capable services, while 21 states reported 0% of their population is served by NG911 capable services.

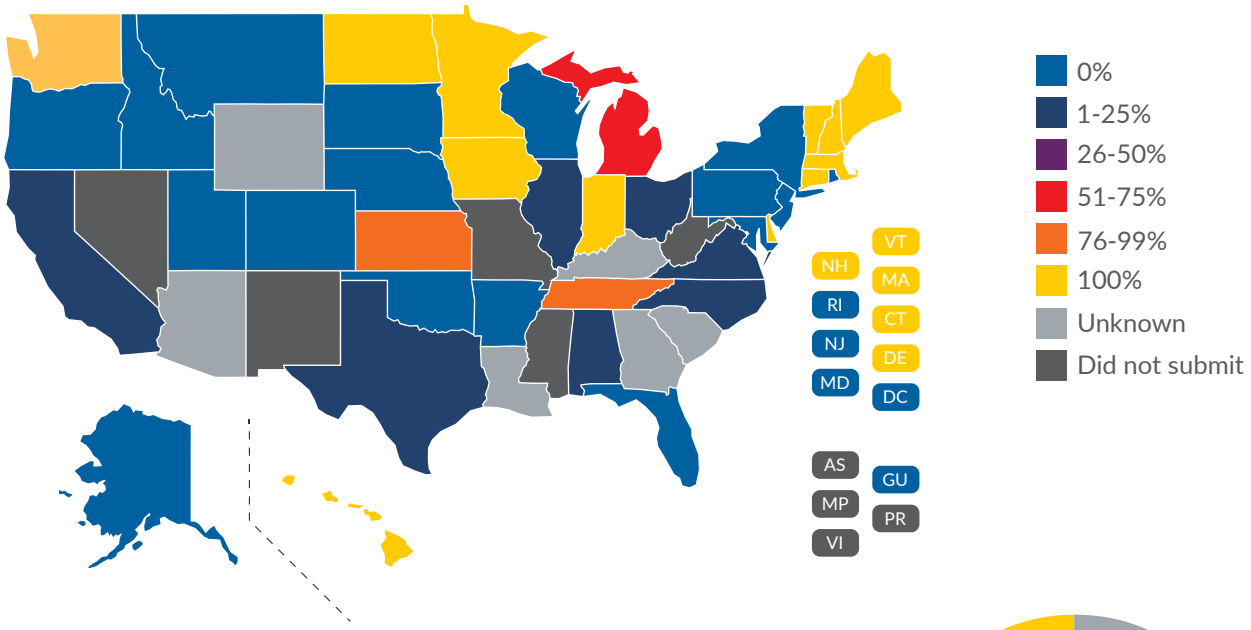
Data

NG911: TRANSITION

Percentage of the Geographical Area of a State Served by NG911 Capable Services

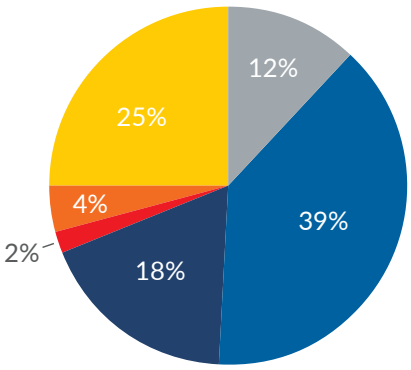
Enter the percentage of geographical area where PSAPs are served by NG911 capable services within your state.

Definition: Similar to data element 3.2.3.2, this data element specifically reflects the percentage of geographic area served (as opposed to population) by NG911 services. NG911 capable services indicates that the infrastructure is in place to potentially allow a full-range of NG911 services. Data from this will help differentiate progress for those jurisdictions that have dense urban populations, and reflect IP-capable 911 services meeting industry-accepted definitions for NG911. They may be serving a large percentage of the population but may be serving a very small geographic portion of the state. This metric could indirectly help gauge progress for rural areas.



Percentage of Reporting States in Each Category

Percentages are based on data submitted by reporting states.



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Data

NG911: TRANSITION

Percentage of the Geographical Area of a State Served by NG911 Capable Services continued

State	Response	State	Response
Alabama	17.93	Nevada	x
Alaska	0	New Hampshire	100
Arizona	?	New Jersey	0
Arkansas	0	New Mexico	x
California	21.49	New York	0
Colorado	0	North Carolina	10
Connecticut	100	North Dakota	100
Delaware	100	Ohio	20
District of Columbia	0	Oklahoma	0
Florida	0	Oregon	0
Georgia	?	Pennsylvania	0
Hawaii	100	Rhode Island	0
Idaho	0	South Carolina	?
Illinois	19	South Dakota	0
Indiana	100	Tennessee	86
Iowa	100	Texas	1
Kansas	86	Utah	0
Kentucky	?	Vermont	100
Louisiana	?	Virginia	6.7
Maine	100	Washington	100
Maryland	0	West Virginia	x
Massachusetts	100	Wisconsin	0
Michigan	52.63	Wyoming	?
Minnesota	100	American Samoa	x
Mississippi	x	Guam	0
Missouri	x	Northern Mariana Islands	x
Montana	0	Puerto Rico	x
Nebraska	0	Virgin Islands (US)	x

Total: 12 States – 100%
19 States – 0%

? Unknown: 6

x Did not submit: 8

Findings

The data for this element is used to correlate the installed NG911 progress with a state geography. 12 states reported that 100% of their geographic area is served by NG911 capable services.

11 states reported that more than 0 but less than 100% of their geographic area is served by NG911 capable services, while 19 states reported 0% of their geographic area is served by NG911 capable services.

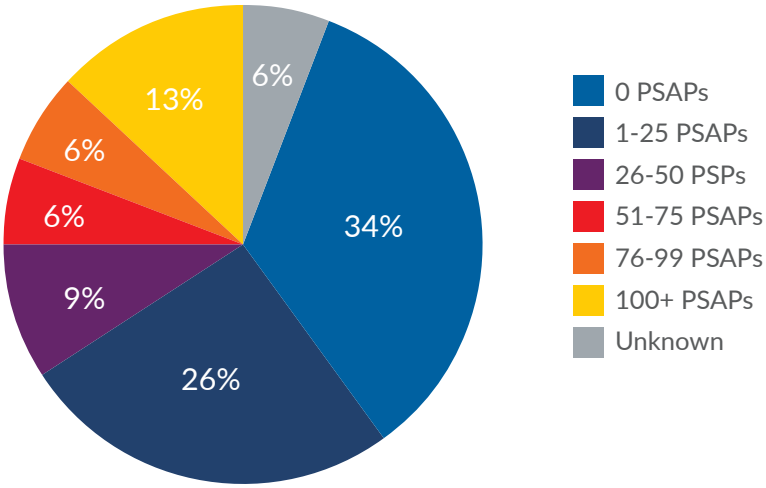
Data

NG911: OPERATIONS

Number of PSAPs Receiving Calls through an ESInet

Enter the number of ESInet connected PSAPs in your state.

Definition: This question is designed to track the progress of ESInet deployments and PSAP connectivity to ESInets for call delivery. This includes PSAPs that are receiving IP calls from an ESInet, but have a Legacy PSAP Gateway (LPG) converting the calls back into analog to be processed by the CPE.



Percentages are based on data submitted by reporting states.

Continued on next page

Data

NG911: OPERATIONS

Number of PSAPs Receiving Calls through an ESInet continued

State	Response	State	Response
Alabama	18	Nevada	x
Alaska	0	New Hampshire	2
Arizona	61	New Jersey	0
Arkansas	0	New Mexico	x
California	36	New York	0
Colorado	0	North Carolina	14
Connecticut	108	North Dakota	22
Delaware	9	Ohio	35
District of Columbia	0	Oklahoma	0
Florida	65	Oregon	0
Georgia	?	Pennsylvania	30
Hawaii	6	Rhode Island	0
Idaho	0	South Carolina	?
Illinois	22	South Dakota	0
Indiana	91	Tennessee	105
Iowa	113	Texas	340
Kansas	106	Utah	22
Kentucky	83	Vermont	6
Louisiana	5	Virginia	12
Maine	24	Washington	52
Maryland	0	West Virginia	x
Massachusetts	287	Wisconsin	0
Michigan	42	Wyoming	?
Minnesota	97	American Samoa	x
Mississippi	x	Guam	0
Missouri	x	Northern Mariana Islands	x
Montana	0	Puerto Rico	x
Nebraska	0	Virgin Islands (US)	x

Total: 6 States ≥ 100 PSAPs
22 States > 0 and < 100
16 States - 0 PSAPs

? Unknown: 3

x Did not submit: 9

Findings

There has been increase in the reported number of PSAPs connected to an ESInet.
- 2019: 1,813 PSAPs reported using an ESInet
- 2017: 515 PSAPs reported using an ESInet

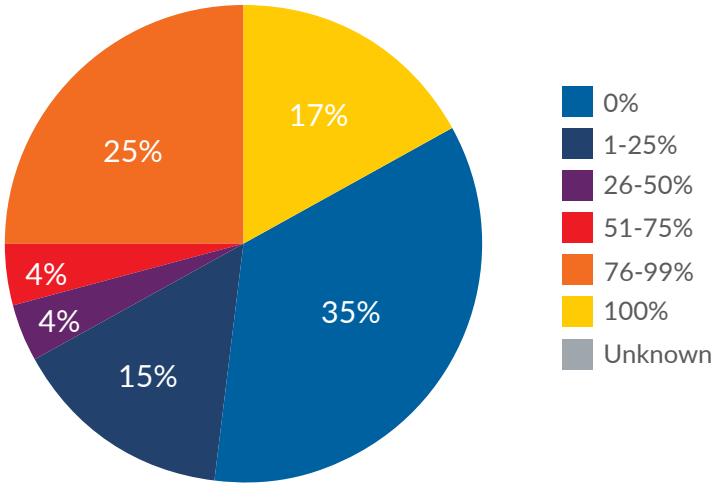
Data

NG911: OPERATIONS

Percentage of PSAPs that Process IP calls with their CPE

Enter the percentage of primary PSAPs that have CPE processing IP calls from an ESInet out of the total number of Primary PSAPs in your state.

Definition: This question is designed to track how many primary PSAPs are processing IP emergency requests (calls) into their CPE directly (without conversion back to analog) from an ESInet.



Percentages are based on data submitted by reporting states.

Continued on next page

Data

NG911: OPERATIONS

Percentage of PSAPs that Process IP calls with their CPE continued

State	Response	State	Response
Alabama	14.63	Nevada	x
Alaska	0	New Hampshire	100
Arizona	73	New Jersey	0
Arkansas	0	New Mexico	x
California	1.8	New York	0
Colorado	0	North Carolina	?
Connecticut	100	North Dakota	77
Delaware	?	Ohio	20
District of Columbia	0	Oklahoma	0
Florida	?	Oregon	0
Georgia	?	Pennsylvania	?
Hawaii	100	Rhode Island	0
Idaho	0	South Carolina	?
Illinois	12	South Dakota	0
Indiana	100	Tennessee	75
Iowa	95	Texas	6
Kansas	90.59	Utah	0
Kentucky	46	Vermont	100
Louisiana	8	Virginia	10
Maine	100	Washington	78
Maryland	0	West Virginia	x
Massachusetts	100	Wisconsin	0
Michigan	26.5	Wyoming	?
Minnesota	100	American Samoa	x
Mississippi	x	Guam	0
Missouri	x	Northern Mariana Islands	x
Montana	0	Puerto Rico	x
Nebraska	0	Virgin Islands (US)	x

Total: 8 States – 100%
15 States > 0% and < 100%
17 States – 0%

? Unknown: 7

x Did not submit: 9

Findings

8 states reported that 100% of their PSAPs can utilize IP for traffic delivery.

15 states reported more than 0% but less than 100% of their PSAPs can utilize IP for traffic delivery, while 17 states reported 0%.

Data

NG911: OPERATIONS

Number of Operational ESInets Deployed within the State

Enter the total number of operational ESInets deployed within your state.

Definition: The number of ESInets deployed and operational within the state that are supporting emergency communications.

NENA defines an ESInet as a managed IP network that is used for emergency services communications, and which can be shared by all public safety agencies. It provides the IP transport infrastructure upon which independent application platforms and core functional processes can be deployed, including, but not restricted to, those necessary for providing NG911 services. ESInets may be constructed from a mix of dedicated and shared facilities. ESInets may be interconnected at local, regional, state, federal, national and international levels to form an IP-based inter-network (network of networks).

Continued on next page

Data

NG911: OPERATIONS

Number of Operational ESInets Deployed within the State continued

State	Response	State	Response
Alabama	1	Nevada	x
Alaska	?	New Hampshire	1
Arizona	2	New Jersey	0
Arkansas	0	New Mexico	x
California	2	New York	0
Colorado	?	North Carolina	18
Connecticut	1	North Dakota	1
Delaware	1	Ohio	25
District of Columbia	0	Oklahoma	0
Florida	?	Oregon	0
Georgia	?	Pennsylvania	4
Hawaii	1	Rhode Island	0
Idaho	0	South Carolina	?
Illinois	3	South Dakota	0
Indiana	1	Tennessee	1
Iowa	2	Texas	30
Kansas	2	Utah	1
Kentucky	1	Vermont	1
Louisiana	5	Virginia	12
Maine	1	Washington	1
Maryland	0	West Virginia	x
Massachusetts	1	Wisconsin	0
Michigan	42	Wyoming	?
Minnesota	1	American Samoa	x
Mississippi	x	Guam	0
Missouri	x	Northern Mariana Islands	x
Montana	0	Puerto Rico	x
Nebraska	0	Virgin Islands (US)	x

Total: 12 States ≥ 2
15 States – 1
14 States – 0

? Unknown: 6

x Did not submit: 9

Findings

27 states reported a total of 162 operational ESInets.

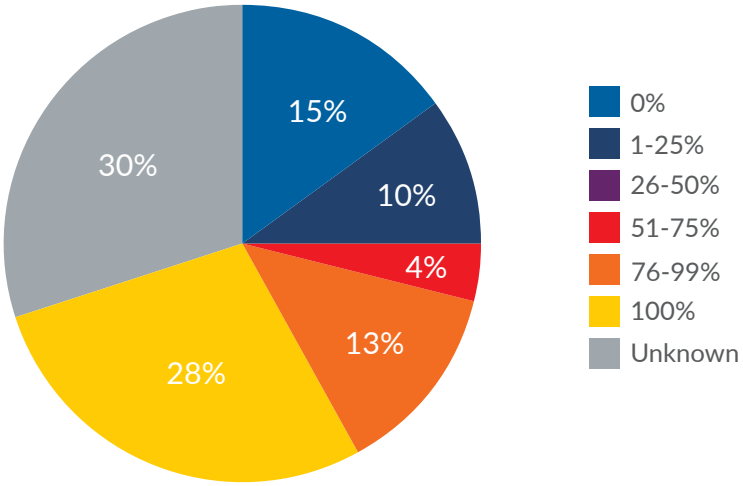
Data

NG911: OPERATIONS

Percentage of the MSAG to GIS Data Synchronization Progress

Enter the percentage of address authorities within your state that have geocoded their addresses to a GIS ready format.

Definition: The percentage of all the civic addresses in the state that have been geocoded into geospatial points. This occurs by synchronizing the Master Street Address Guide (MSAG) civic addresses to a Geographic Information System (GIS) geospatial database of road centerlines, site / structure locations, and related spatial databases. Converting civic addresses into GIS information enables NG911 systems to geospatially route calls and is necessary for other NG911 services.



Percentages are based on data submitted by reporting states.

Continued on next page

Data

NG911: OPERATIONS

Percentage of the MSAG to GIS Data Synchronization Progress continued

State	Response	State	Response
Alabama	0	Nevada	x
Alaska	?	New Hampshire	100
Arizona	?	New Jersey	0
Arkansas	0	New Mexico	x
California	0	New York	12
Colorado	?	North Carolina	?
Connecticut	100	North Dakota	60
Delaware	?	Ohio	90
District of Columbia	100	Oklahoma	?
Florida	?	Oregon	80
Georgia	?	Pennsylvania	0
Hawaii	100	Rhode Island	100
Idaho	55	South Carolina	95
Illinois	20	South Dakota	95
Indiana	100	Tennessee	100
Iowa	99	Texas	19
Kansas	100	Utah	0
Kentucky	?	Vermont	100
Louisiana	?	Virginia	100
Maine	100	Washington	99
Maryland	100	West Virginia	x
Massachusetts	100	Wisconsin	0
Michigan	?	Wyoming	?
Minnesota	2	American Samoa	x
Mississippi	x	Guam	?
Missouri	x	Northern Mariana Islands	x
Montana	?	Puerto Rico	x
Nebraska	20	Virgin Islands (US)	x

Total: 13 States – 100%
13 States > 0% and < 100%
7 States – 0%

? Unknown: 14

x Did not submit: 9

Findings

13 states reported that 100% of address authorities within their states have geocoded their addresses to a GIS ready format.

13 states reported more than 0% but less than 100% of address authorities have geocoded their addresses, while 7 states reported 0%. Overall, many states have introduced efforts to begin reconciling the MSAG, GIS and data associated with location determination for call traffic.

Data

NG911: MATURITY LEVELS

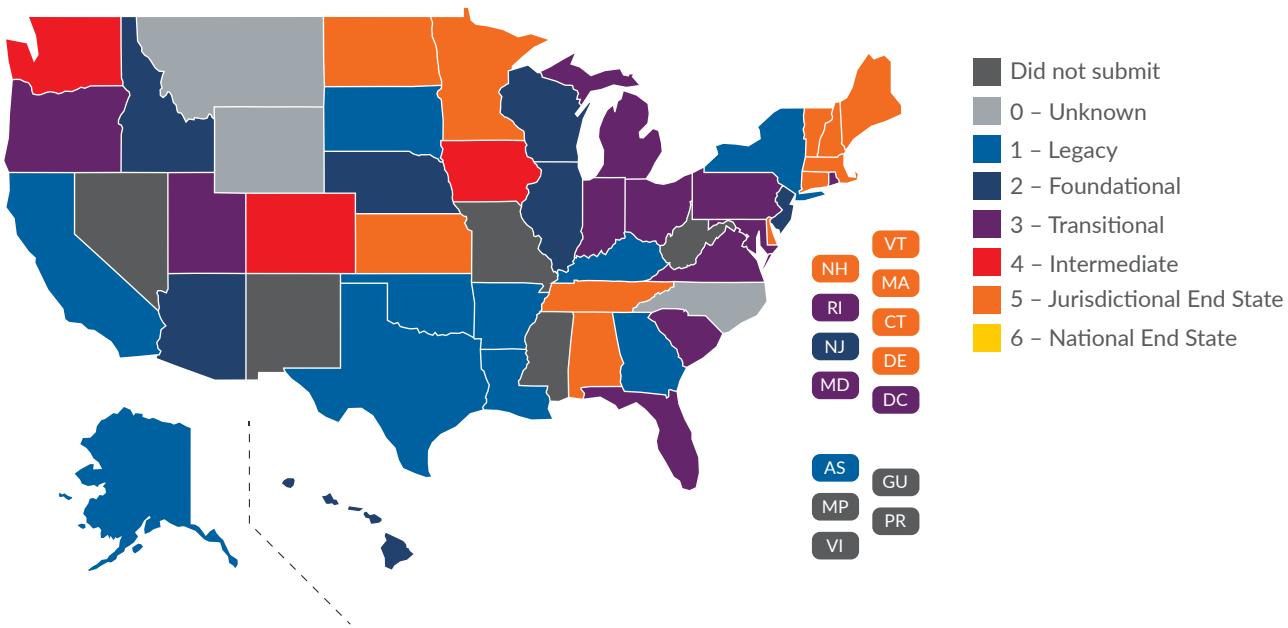
Governance Maturity Level

What level of maturity does your state fall in for the category of governance?

If you have completed any elements in a specific maturity state, you are in that maturity state. However, you must complete all the elements in one maturity state in order to move on to subsequent states.

For the purposes of this data collection, if 90 percent or more of your 911 Authorities are at a specific maturity level, then you can rate your state as having completed that maturity level.

Definition: Governance addresses the structured oversight of the 911 Authorities and identifies whether there is a governing body with documented and tracked planning and implementation efforts. Coordination indicates whether all participating entities within the jurisdictional scope have agreed upon cooperation and going forward strategies and plans. Funding and Resources indicate that the funding and resources necessary to execute the NG911 plan have been identified or a strategy is in place to secure those funds and resources as necessary points during the plan execution. Governance structure is ongoing, providing the coordination and administration of the entire NG911 service system after implementation.



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Data

NG911: MATURITY LEVELS

Governance Maturity Level continued

State	Response	State	Response
Alabama	Jurisdictional End	Nevada	x
Alaska	Legacy	New Hampshire	Jurisdictional End
Arizona	Foundational	New Jersey	Foundational
Arkansas	Legacy	New Mexico	x
California	Legacy	New York	Legacy
Colorado	Intermediate	North Carolina	?
Connecticut	Jurisdictional End	North Dakota	Jurisdictional End
Delaware	Jurisdictional End	Ohio	Transitional
District of Columbia	Transitional	Oklahoma	Legacy
Florida	Transitional	Oregon	Transitional
Georgia	Legacy	Pennsylvania	Transitional
Hawaii	Foundational	Rhode Island	Transitional
Idaho	Foundational	South Carolina	Transitional
Illinois	Foundational	South Dakota	Legacy
Indiana	Transitional	Tennessee	Jurisdictional End
Iowa	Intermediate	Texas	Legacy
Kansas	Jurisdictional End	Utah	Transitional
Kentucky	Legacy	Vermont	Jurisdictional End
Louisiana	Legacy	Virginia	Transitional
Maine	Jurisdictional End	Washington	Intermediate
Maryland	Transitional	West Virginia	x
Massachusetts	Jurisdictional End	Wisconsin	Foundational
Michigan	Transitional	Wyoming	?
Minnesota	Jurisdictional End	American Samoa	Legacy
Mississippi	x	Guam	x
Missouri	x	Northern Mariana Islands	x
Montana	?	Puerto Rico	x
Nebraska	Foundational	Virgin Islands (US)	x

Total:

Legacy: 11 **Foundational: 7** **Transitional: 12** **Intermediate: 3**

Jurisdictional End State: 11 **National End State: 0**

? Unknown: 3

x Did not submit: 9

Data

NG911: MATURITY LEVELS

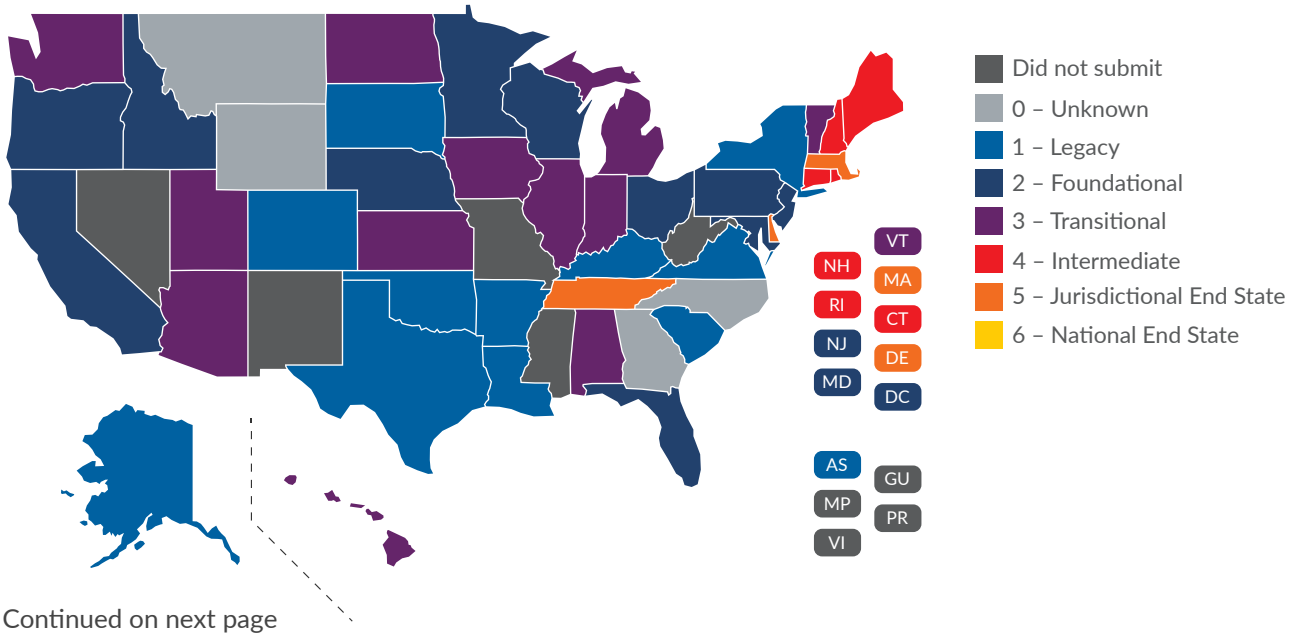
Routing and Location Maturity Level

What level of maturity does your state fall under for the category of routing and location?

If you have completed any elements in a specific maturity state, you are in that maturity state. However, you must complete all the elements in one maturity state in order to move on to subsequent states.

For the purposes of this data collection, if 90 percent or more of your 911 Authorities are at a specific maturity level, then you can rate your state as having completed that maturity level.

Definition: Routing and location defines the systematic approach that is used to determine 911 call routing and the supporting data functions. Legacy 911 calls are processed by relating the calling telephone number to an Emergency Services Number (ESN) that then defines the primary and secondary PSAPs. NG911 utilizes geospatial routing by using the caller's location information and a set of PSAP jurisdictional polygons to determine the primary PSAP. A "pure" NG911 implementation assumes OSPs have changed the means by which they deliver 911 calls, but it is not realistic or expected that OSPs will change together or even all complete their changes any time soon. Therefore, the model is complicated by mechanisms to "transition" from legacy methods to NG911 methods. The legacy ALI DBMS provides location information based on the caller's telephone number and it or its equivalent is required until all OSPs deliver location information with their 911 call setup messages or provide LIS capabilities. The National Forest Guide is a capability necessary when Nationwide OSPs require a capability to determine to which ESInet to direct a given 911 call. "Hierarchical Forest Guides Populated" indicates a provisioning capability for various Forest Guides to share the routing polygon (ESInet or PSAP Jurisdictional boundary) information.



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Data

NG911: MATURITY LEVELS

Routing and Location Maturity Level continued

State	Response	State	Response
Alabama	Transitional	Nevada	x
Alaska	Legacy	New Hampshire	Intermediate
Arizona	Transitional	New Jersey	Foundational
Arkansas	Legacy	New Mexico	x
California	Foundational	New York	Legacy
Colorado	Legacy	North Carolina	?
Connecticut	Intermediate	North Dakota	Transitional
Delaware	Jurisdictional End	Ohio	Foundational
District of Columbia	Foundational	Oklahoma	Legacy
Florida	Foundational	Oregon	Foundational
Georgia	?	Pennsylvania	Foundational
Hawaii	Transitional	Rhode Island	Intermediate
Idaho	Foundational	South Carolina	Legacy
Illinois	Transitional	South Dakota	Legacy
Indiana	Transitional	Tennessee	Jurisdictional End
Iowa	Transitional	Texas	Legacy
Kansas	Transitional	Utah	Transitional
Kentucky	Legacy	Vermont	Transitional
Louisiana	Legacy	Virginia	Legacy
Maine	Intermediate	Washington	Transitional
Maryland	Foundational	West Virginia	x
Massachusetts	Jurisdictional End	Wisconsin	Foundational
Michigan	Transitional	Wyoming	?
Minnesota	Foundational	American Samoa	Legacy
Mississippi	x	Guam	x
Missouri	x	Northern Mariana Islands	x
Montana	?	Puerto Rico	x
Nebraska	Foundational	Virgin Islands (US)	x

Total:

Legacy: 12 **Foundational: 12** **Transitional: 12** **Intermediate: 4**

Jurisdictional End State: 3 **National End State: 0**

? Unknown: 4

x Did not submit: 9

Data

NG911: MATURITY LEVELS

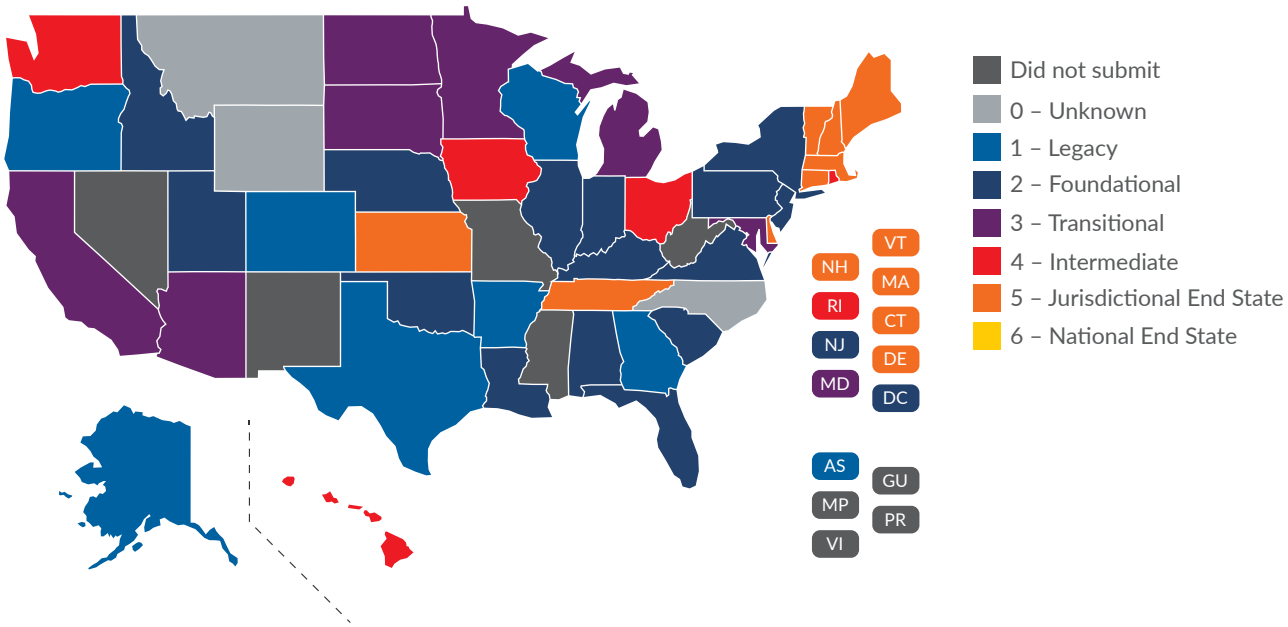
GIS Data Maturity Level

What level of maturity does your state fall in for the category of GIS Data?

If you have completed any elements in a specific maturity state, you are in that maturity state. However, you must complete all the elements in one maturity state in order to move on to subsequent states.

For the purposes of this data collection, if 90 percent or more of your 911 Authorities are at a specific maturity level, then you can rate your state as having completed that maturity level.

Definition: GIS Data is a fundamental element of NG911 but is not utilized for legacy 911 call routing. These selection items define steps to plan, process, and utilize GIS data for NG911. Selection items are included that represent the NENA i3 functional elements that receive and utilize GIS data to complete call routing functions. The exchange of jurisdictional boundaries indicates an automated mechanism where an ESInet ECRF (or Forest Guide function) automatically keeps a neighboring ESInet ECRF (or Forest Guide function) updated with its jurisdictional polygons to allow for 911 call hand-offs and call transfers. GIS data is also utilized with NG911 for the Location Validation Function (LVF) and to support mapping services for the PSAPs.



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Data

NG911: MATURITY LEVELS

GIS Data Maturity Level continued

State	Response	State	Response
Alabama	Foundational	Nevada	x
Alaska	Legacy	New Hampshire	Jurisdictional End
Arizona	Transitional	New Jersey	Foundational
Arkansas	Legacy	New Mexico	x
California	Transitional	New York	Foundational
Colorado	Legacy	North Carolina	?
Connecticut	Jurisdictional End	North Dakota	Transitional
Delaware	Jurisdictional End	Ohio	Intermediate
District of Columbia	Foundational	Oklahoma	Foundational
Florida	Foundational	Oregon	Legacy
Georgia	Legacy	Pennsylvania	Foundational
Hawaii	Intermediate	Rhode Island	Intermediate
Idaho	Foundational	South Carolina	Foundational
Illinois	Foundational	South Dakota	Transitional
Indiana	Foundational	Tennessee	Jurisdictional End
Iowa	Intermediate	Texas	Legacy
Kansas	Jurisdictional End	Utah	Foundational
Kentucky	Foundational	Vermont	Jurisdictional End
Louisiana	Foundational	Virginia	Foundational
Maine	Jurisdictional End	Washington	Intermediate
Maryland	Transitional	West Virginia	x
Massachusetts	Jurisdictional End	Wisconsin	Legacy
Michigan	Transitional	Wyoming	?
Minnesota	Transitional	American Samoa	Legacy
Mississippi	x	Guam	x
Missouri	x	Northern Mariana Islands	x
Montana	?	Puerto Rico	x
Nebraska	Foundational	Virgin Islands (US)	x

Total:

Legacy: 8 **Foundational: 16** **Transitional: 7** **Intermediate: 5**

Jurisdictional End State: 8 **National End State: 0**

? Unknown: 3

x Did not submit: 9

Data

NG911: MATURITY LEVELS

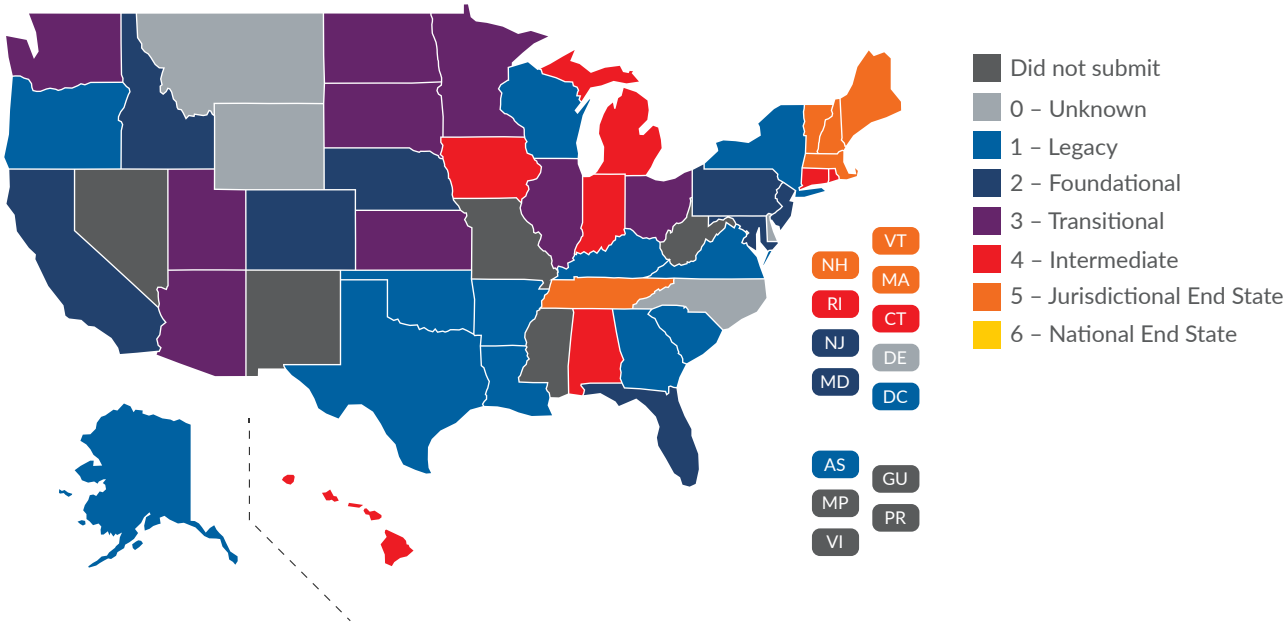
NG911 Core Service Elements Maturity Level

What level of maturity does your state fall in for the category of NG911 Core Service Elements?

If you have completed any elements in a specific maturity state, you are in that maturity state. However, you must complete all the elements in one maturity state in order to move on to subsequent states.

For the purposes of this data collection, if 90 percent or more of your 911 Authorities are at a specific maturity level, then you can rate your state as having completed that maturity level.

Definition: The central Core Services functions provide the logical processing interactions between the delivery of calls and data from the OSE, additional data, and delivery to PSAPs, and provide the features to support management of how the NG911 service accomplishes this under normal and abnormal conditions. NG Core Service Element capabilities are an itemized list of the functional capabilities defined by the NENA i3 architecture. As stated in the NENA i3 specification, it is not appropriate to identify a box or component that performs the functional services, but instead just to identify that the infrastructure somehow does accomplish the functional capabilities defined for each item. Except for the "Border Control Function (BCF)", this area of interest is not applicable to IP Selective Router (IPSR) scenarios. These selection items become relevant when the NG911 transitional architecture is implemented through the time period that the NG911 end-state is achieved, e.g., when all OSPs deliver 911 services via IP protocols and include delivery of location information at call setup time. NG Core Service operations, organizational planning and staffing are discussed in the relevant Important Considerations section below.



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Data

NG911: MATURITY LEVELS

NG911 Core Service Elements Maturity Level continued

State	Response	State	Response
Alabama	Intermediate	Nevada	x
Alaska	Legacy	New Hampshire	Jurisdictional End
Arizona	Transitional	New Jersey	Foundational
Arkansas	Legacy	New Mexico	x
California	Foundational	New York	Legacy
Colorado	Foundational	North Carolina	?
Connecticut	Intermediate	North Dakota	Transitional
Delaware	?	Ohio	Transitional
District of Columbia	Legacy	Oklahoma	Legacy
Florida	Foundational	Oregon	Legacy
Georgia	Legacy	Pennsylvania	Foundational
Hawaii	Intermediate	Rhode Island	Intermediate
Idaho	Foundational	South Carolina	Legacy
Illinois	Transitional	South Dakota	Transitional
Indiana	Intermediate	Tennessee	Jurisdictional End
Iowa	Intermediate	Texas	Legacy
Kansas	Transitional	Utah	Transitional
Kentucky	Legacy	Vermont	Jurisdictional End
Louisiana	Legacy	Virginia	Legacy
Maine	Jurisdictional End	Washington	Transitional
Maryland	Foundational	West Virginia	x
Massachusetts	Jurisdictional End	Wisconsin	Legacy
Michigan	Intermediate	Wyoming	?
Minnesota	Transitional	American Samoa	Legacy
Mississippi	x	Guam	x
Missouri	x	Northern Mariana Islands	x
Montana	?	Puerto Rico	x
Nebraska	Foundational	Virgin Islands (US)	x

Total:

Legacy: 14 **Foundational: 8** **Transitional: 9** **Intermediate: 7**

Jurisdictional End State: 5 **National End State: 0**

? Unknown: 4

x Did not submit: 9

Data

NG911: MATURITY LEVELS

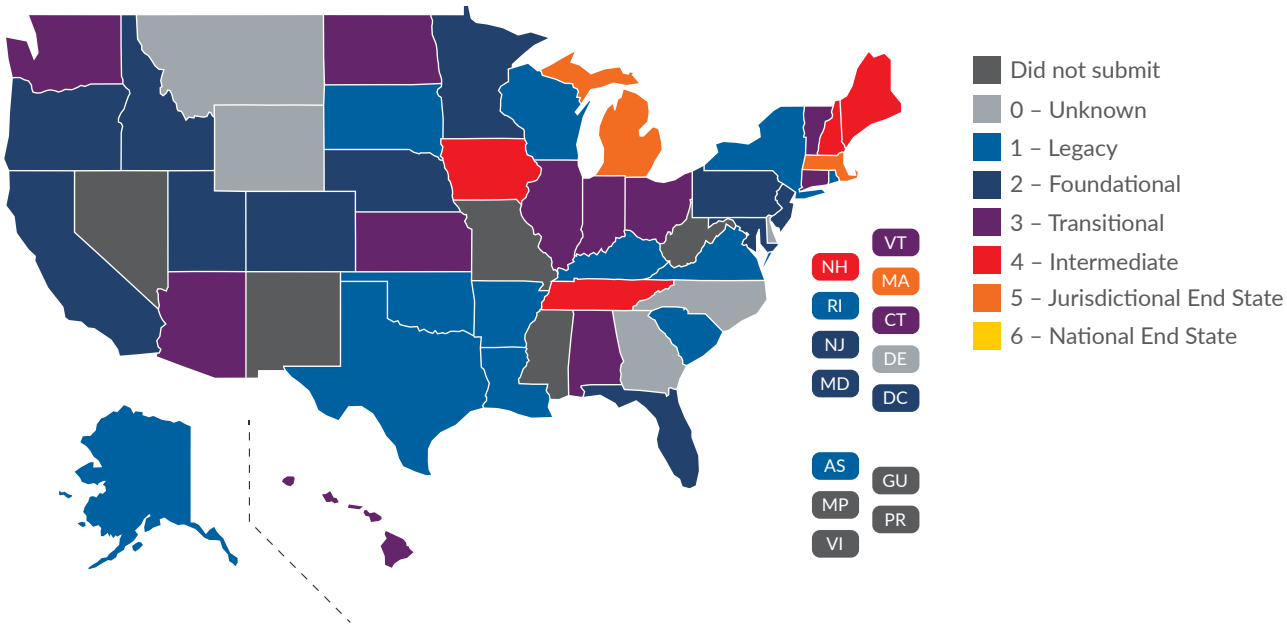
Network Maturity Level

What level of maturity does your state fall in for the category of Network (OSE and ESInet)?

If you have completed any elements in a specific maturity state, you are in that maturity state. However, you must complete all the elements in one maturity state in order to move on to subsequent states.

For the purposes of this data collection, if 90 percent or more of your 911 Authorities are at a specific maturity level, then you can rate your state as having completed that maturity level.

Definition: The network area capabilities represent the various technology mechanisms for connecting external entities to either a legacy selective router or functions within an ESInet for the purposes of processing 911 calls. Legacy call circuit mechanisms are primarily TDM based technology (e.g., SS7, CAMA) and NG911 moves to IP based technology with application specific protocols such as SIP and RTP. In some cases, IP technology can be deployed as a replacement for a legacy TDM technology before completely embracing the NENA i3 defined functional interface model, such as, an OSP using IP technology call delivery to an ESInet IP Selective Router without including a location object representing the caller's location. E2 Circuits are the legacy Wireless capabilities to retrieve location information and will be required until all OSPs that allow location update transactions deliver caller's location information at call setup time. ESInet to ESInet connections will occur as neighboring jurisdictions implement ESInets and require the ability to exchange 911 calls.



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Data

NG911: MATURITY LEVELS

Network Maturity Level continued

State	Response	State	Response
Alabama	Transitional	Nevada	x
Alaska	Legacy	New Hampshire	Intermediate
Arizona	Transitional	New Jersey	Foundational
Arkansas	Legacy	New Mexico	x
California	Foundational	New York	Legacy
Colorado	Foundational	North Carolina	?
Connecticut	Transitional	North Dakota	Transitional
Delaware	?	Ohio	Transitional
District of Columbia	Foundational	Oklahoma	Legacy
Florida	Foundational	Oregon	Foundational
Georgia	?	Pennsylvania	Foundational
Hawaii	Transitional	Rhode Island	Legacy
Idaho	Foundational	South Carolina	Legacy
Illinois	Transitional	South Dakota	Legacy
Indiana	Transitional	Tennessee	Intermediate
Iowa	Intermediate	Texas	Legacy
Kansas	Transitional	Utah	Foundational
Kentucky	Legacy	Vermont	Transitional
Louisiana	Legacy	Virginia	Legacy
Maine	Intermediate	Washington	Transitional
Maryland	Foundational	West Virginia	x
Massachusetts	Jurisdictional End	Wisconsin	Legacy
Michigan	Jurisdictional End	Wyoming	?
Minnesota	Foundational	American Samoa	Legacy
Mississippi	x	Guam	x
Missouri	x	Northern Mariana Islands	x
Montana	?	Puerto Rico	Did Not Submit
Nebraska	Foundational	Virgin Islands (US)	x

Total:

Legacy: 13 **Foundational: 12** **Transitional: 11** **Intermediate: 4**

Jurisdictional End State: 2 **National End State: 0**

? Unknown: 5

x Did not submit: 9

Data

NG911: MATURITY LEVELS

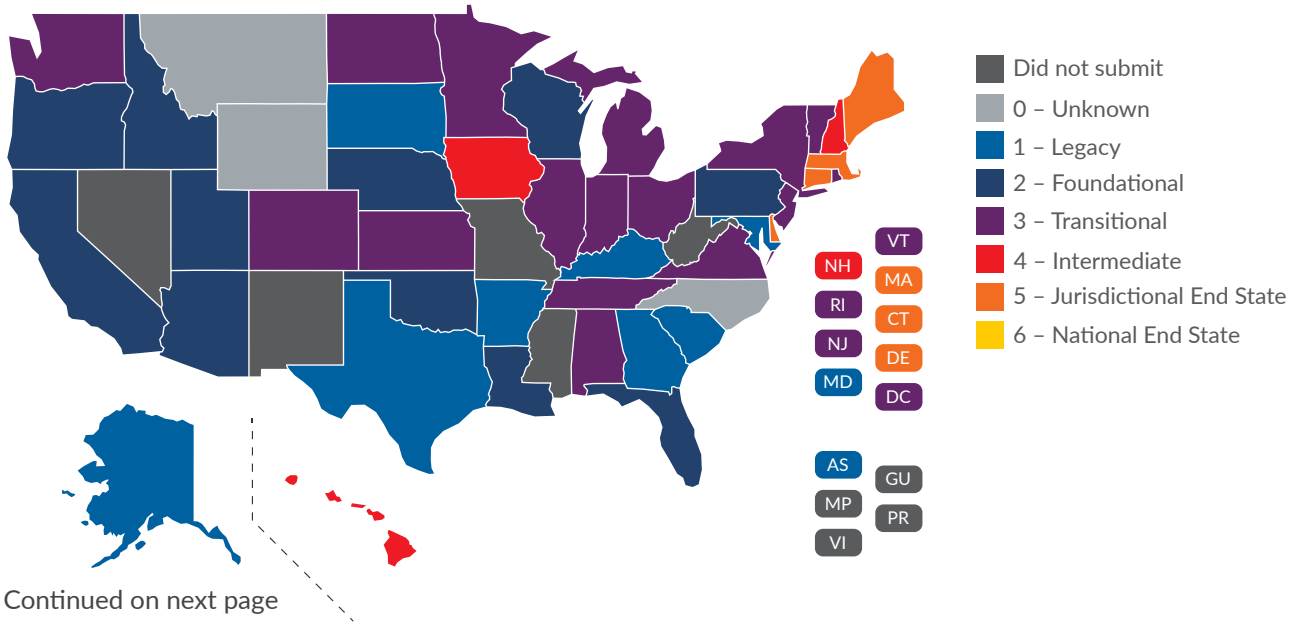
PSAP Call Handling System and Applications Maturity Level

What level of maturity does your state fall under for the category of PSAP Call Handling System and Applications?

If you have completed any elements in a specific maturity state, you are in that maturity state. However, you must complete all the elements in one maturity state in order to move on to subsequent states.

For the purposes of this data collection, if 90 percent or more of your 911 Authorities are at a specific maturity level, then you can rate your state as having completed that maturity level.

Definition: Legacy Call Handling Systems are defined by their use of CAMA trunk interfaces and legacy ALI interfaces. The first step toward NG911 is upgrading call handling equipment to be IP technology based system and optionally may include replacing the legacy CAMA TDM circuits with the ATIS defined IP technology based transitional RFAI protocol. The NENA i3 defined functional entities interact with PSAP CHS and other applications via the IP based interface protocols referenced within the NENA i3 specification. An i3 PSAP would implement all the NENA i3 defined protocols (including SIP, RTP, HTTPs, LoST and HELD) and the i3 compliant software to allow interaction with NG Core Service functions. An i3 PSAP Multimedia Call Handling System, which includes a terminating ESRP, is required to be present in an NG911 end state system. Mapping is the capability to display caller's location information on a map at the PSAP's 911 Call Handling positions. Interim Text-to-911 (SMS) is the capability of an OSP provided Text Control Center (TCC) to message to a PSAP, but, ultimately the TCC can interface to the NENA i3 functional elements that then deliver Text-to-911 to the PSAP CPE while incorporating NG911 policy rules. Multimedia refers to both Real Time Text (RTT) capabilities and services such as a PSAPs ability to receive video from external sources as a data application. Logging & Recording at the PSAP is per local PSAP functions.



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Data

NG911: MATURITY LEVELS

PSAP Call Handling System and Applications Maturity Level continued

State	Response	State	Response
Alabama	Transitional	Nevada	x
Alaska	Legacy	New Hampshire	Intermediate
Arizona	Foundational	New Jersey	Transitional
Arkansas	Legacy	New Mexico	x
California	Foundational	New York	Transitional
Colorado	Transitional	North Carolina	?
Connecticut	Jurisdictional End	North Dakota	Transitional
Delaware	Jurisdictional End	Ohio	Transitional
District of Columbia	Transitional	Oklahoma	Foundational
Florida	Foundational	Oregon	Foundational
Georgia	Legacy	Pennsylvania	Foundational
Hawaii	Intermediate	Rhode Island	Transitional
Idaho	Foundational	South Carolina	Legacy
Illinois	Transitional	South Dakota	Legacy
Indiana	Transitional	Tennessee	Transitional
Iowa	Intermediate	Texas	Legacy
Kansas	Transitional	Utah	Foundational
Kentucky	Legacy	Vermont	Transitional
Louisiana	Foundational	Virginia	Transitional
Maine	Jurisdictional End	Washington	Transitional
Maryland	Legacy	West Virginia	x
Massachusetts	Jurisdictional End	Wisconsin	Foundational
Michigan	Transitional	Wyoming	?
Minnesota	Transitional	American Samoa	Legacy
Mississippi	x	Guam	x
Missouri	x	Northern Mariana Islands	x
Montana	?	Puerto Rico	x
Nebraska	Foundational	Virgin Islands (US)	x

Total:

Legacy: 9 **Foundational: 11** **Transitional: 17** **Intermediate: 3**

Jurisdictional End State: 4 **National End State: 0**

? Unknown: 3

x Did not submit: 9

Data

NG911: MATURITY LEVELS

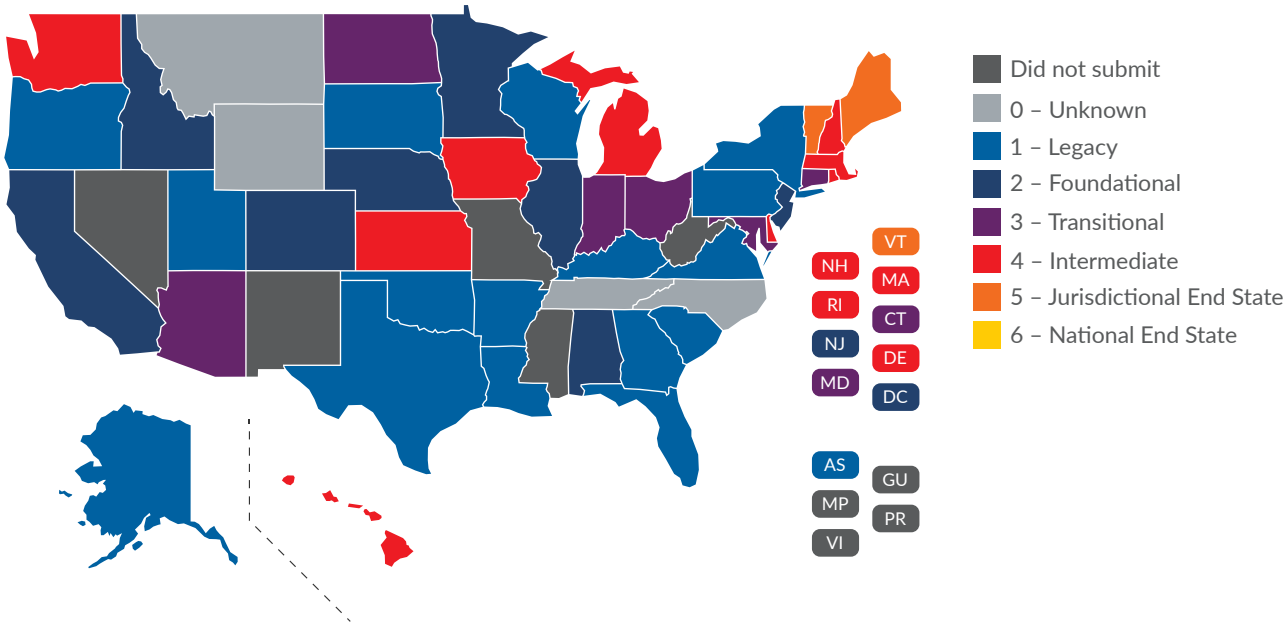
Security Maturity Level

What level of maturity does your state fall in for the category of Security?

If you have completed any elements in a specific maturity state, you are in that maturity state. However, you must complete all the elements in one maturity state in order to move on to subsequent states.

For the purposes of this data collection, if 90 percent or more of your 911 Authorities are at a specific maturity level, then you can rate your state as having completed that maturity level.

Definition: Security includes capabilities, operations and best practices expected at the ESInet, the NENA i3 functional elements, PSAP and all external facing interfaces.



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Data

NG911: MATURITY LEVELS

Security Maturity Level continued

State	Response	State	Response
Alabama	Foundational	Nevada	x
Alaska	Legacy	New Hampshire	Intermediate
Arizona	Transitional	New Jersey	Foundational
Arkansas	Legacy	New Mexico	x
California	Foundational	New York	Legacy
Colorado	Foundational	North Carolina	?
Connecticut	Transitional	North Dakota	Transitional
Delaware	Intermediate	Ohio	Transitional
District of Columbia	Foundational	Oklahoma	Legacy
Florida	Legacy	Oregon	Legacy
Georgia	Legacy	Pennsylvania	Legacy
Hawaii	Intermediate	Rhode Island	Intermediate
Idaho	Foundational	South Carolina	Legacy
Illinois	Foundational	South Dakota	Legacy
Indiana	Transitional	Tennessee	?
Iowa	Intermediate	Texas	Legacy
Kansas	Intermediate	Utah	Legacy
Kentucky	Legacy	Vermont	Jurisdictional End
Louisiana	Legacy	Virginia	Legacy
Maine	Jurisdictional End	Washington	Intermediate
Maryland	Transitional	West Virginia	x
Massachusetts	Jurisdictional End	Wisconsin	Legacy
Michigan	Jurisdictional End	Wyoming	?
Minnesota	Foundational	American Samoa	Legacy
Mississippi	x	Guam	x
Missouri	x	Northern Mariana Islands	x
Montana	?	Puerto Rico	x
Nebraska	Foundational	Virgin Islands (US)	x

Total:

Legacy: 17 **Foundational: 9** **Transitional: 6** **Intermediate: 7**

Jurisdictional End State: 4 **National End State: 0**

? Unknown: 4

x Did not submit: 9

Data

NG911: MATURITY LEVELS

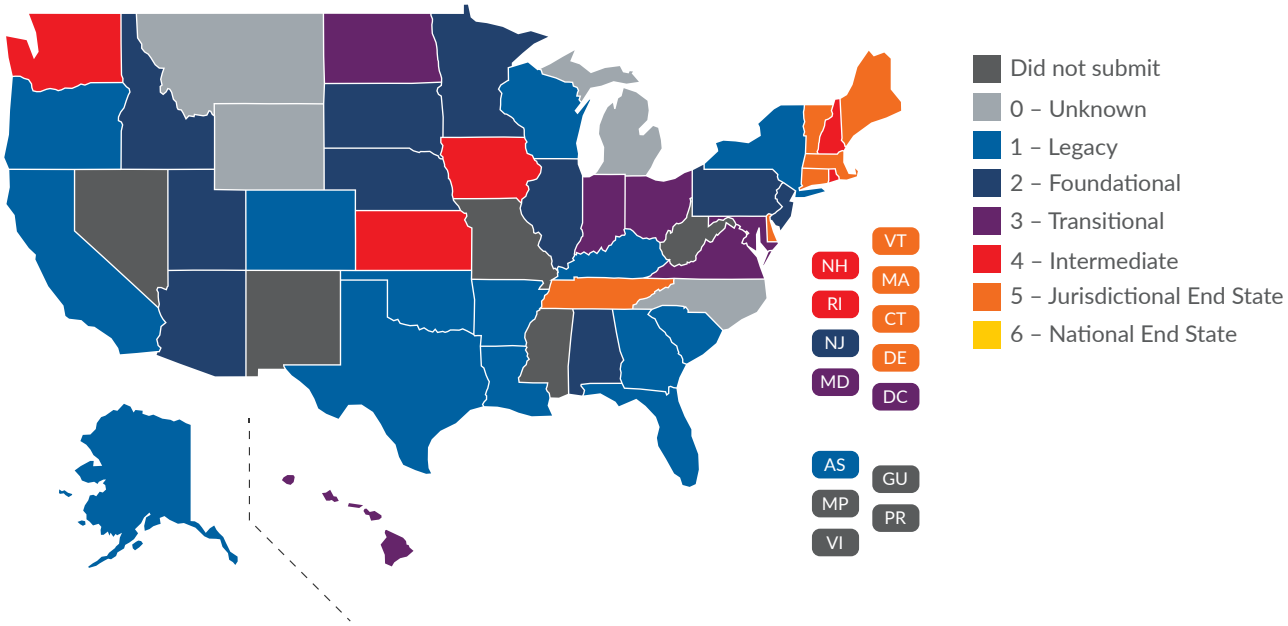
Operations Maturity Level

What level of maturity does your state fall in for the category of Operations?

If you have completed any elements in a specific maturity state, you are in that maturity state. However, you must complete all the elements in one maturity state in order to move on to subsequent states.

For the purposes of this data collection, if 90 percent or more of your 911 Authorities are at a specific maturity level, then you can rate your state as having completed that maturity level.

Definition: Operations planning addresses aspects of execution, oversight, plan management and efforts to support on-going evolution with the planning of NG Core Services, ESInet and PSAP operations and the transition to the NG911 processing model and services.



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Data

NG911: MATURITY LEVELS

Operations Maturity Level continued

State	Response	State	Response
Alabama	Foundational	Nevada	x
Alaska	Legacy	New Hampshire	Intermediate
Arizona	Foundational	New Jersey	Foundational
Arkansas	Legacy	New Mexico	x
California	Legacy	New York	Legacy
Colorado	Legacy	North Carolina	?
Connecticut	Jurisdictional End	North Dakota	Transitional
Delaware	Jurisdictional End	Ohio	Transitional
District of Columbia	Transitional	Oklahoma	Legacy
Florida	Legacy	Oregon	Legacy
Georgia	Legacy	Pennsylvania	Foundational
Hawaii	Transitional	Rhode Island	Intermediate
Idaho	Foundational	South Carolina	Legacy
Illinois	Foundational	South Dakota	Foundational
Indiana	Transitional	Tennessee	Jurisdictional End
Iowa	Intermediate	Texas	Legacy
Kansas	Intermediate	Utah	Foundational
Kentucky	Legacy	Vermont	Jurisdictional End
Louisiana	Legacy	Virginia	Transitional
Maine	Jurisdictional End	Washington	Intermediate
Maryland	Transitional	West Virginia	x
Massachusetts	Jurisdictional End	Wisconsin	Legacy
Michigan	?	Wyoming	?
Minnesota	Foundational	American Samoa	Legacy
Mississippi	x	Guam	x
Missouri	x	Northern Mariana Islands	x
Montana	?	Puerto Rico	x
Nebraska	Foundational	Virgin Islands (US)	x

Total:

Legacy: 15 **Foundational: 10** **Transitional: 7** **Intermediate: 5**

Jurisdictional End State: 6 **National End State: 0**

? Unknown: 4

x Did not submit: 9

Data

NG911: MATURITY LEVELS

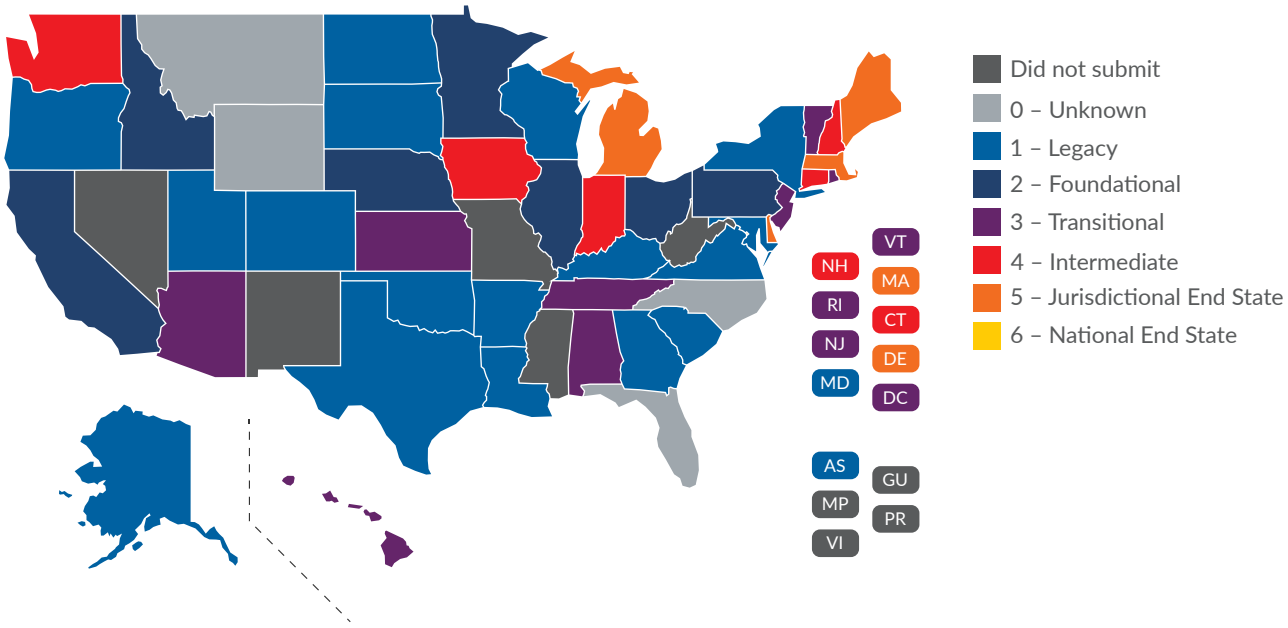
Optional Interfaces Maturity Level

What level of maturity does your state fall in for the category of Optional Interfaces?

If you have completed any elements in a specific maturity state, you are in that maturity state. However, you must complete all the elements in one maturity state in order to move on to subsequent states.

For the purposes of this data collection, if 90 percent or more of your 911 Authorities are at a specific maturity level, then you can rate your state as having completed that maturity level.

Definition: Optional Interfaces addresses services and interfaces that interconnect with the ESInet but apply beyond NG Core Services primary functions, although these functions may otherwise appear necessary and prudent. Any and all optional interfaces must comply with all applicable industry interface standards and shall not interfere with or impact the function or security of the NG911 systems.



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Data

NG911: MATURITY LEVELS

Optional Interfaces Maturity Level continued

State	Response	State	Response
Alabama	Transitional	Nevada	x
Alaska	Legacy	New Hampshire	Intermediate
Arizona	Transitional	New Jersey	Transitional
Arkansas	Legacy	New Mexico	x
California	Foundational	New York	Legacy
Colorado	Legacy	North Carolina	?
Connecticut	Intermediate	North Dakota	Legacy
Delaware	Jurisdictional End	Ohio	Foundational
District of Columbia	Transitional	Oklahoma	Legacy
Florida	?	Oregon	Legacy
Georgia	Legacy	Pennsylvania	Foundational
Hawaii	Transitional	Rhode Island	Transitional
Idaho	Foundational	South Carolina	Legacy
Illinois	Foundational	South Dakota	Legacy
Indiana	Intermediate	Tennessee	Transitional
Iowa	Intermediate	Texas	Legacy
Kansas	Transitional	Utah	Legacy
Kentucky	Legacy	Vermont	Transitional
Louisiana	Legacy	Virginia	Legacy
Maine	Jurisdictional End	Washington	Intermediate
Maryland	Legacy	West Virginia	x
Massachusetts	Jurisdictional End	Wisconsin	Legacy
Michigan	Jurisdictional End	Wyoming	?
Minnesota	Foundational	American Samoa	Legacy
Mississippi	x	Guam	x
Missouri	x	Northern Mariana Islands	x
Montana	?	Puerto Rico	x
Nebraska	Foundational	Virgin Islands (US)	x

Total:

Legacy: 18 **Foundational: 7** **Transitional: 9** **Intermediate: 5**

Jurisdictional End State: 4 **National End State: 0**

? Unknown: 4

x Did not submit: 9