**BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION**

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

**EXHIBIT TO
TESTIMONY OF**

JAMES D. WEBBER

**ON BEHALF OF STAFF OF
WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION**

National 911 Annual Report: 2019 Data

December 15, 2021

National 911 Annual Report: 2019 Data

911.gov

Data from January 1 - December 31, 2019

Report released 2020

National 911 Program

Table of Contents

Introduction

Executive Summary

Data

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 compiled through an online survey tool comprised of 56 data elements. The data points capture details that help characterize a state's 911 operations, protocols and progress toward Next Generation 911 (NG911) implementation. For the purposes of the Profile Database, states, territories, and the District of Columbia are all referred to as "states." The online survey collects data from states and territories for the calendar year (January 1, 2019 – December 31, 2019). It provides basic demographic information on the characteristics of 911 systems nationwide and helps answer fundamental questions such as:

- How many of each type of 911 calls are answered per year?
- How many primary and secondary public safety answering points (PSAPs[1]) does a specific state have?
- Which states provide Emergency Medical Dispatch and follow a specific formal protocol?
- In which states are there minimum training requirements for telecommunicators?
- How far along are states in the procurement process for specific NG911 parts, functions and components?
- What is the progress toward NG911 in each state?

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 2020 National 911 Progress Report summarizes the data provided by states and territories for the 2019 calendar year. For continuity purposes, years referenced in this Report are the year of the data rather than the year of a Report.

---

[1]The Nation 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.

Introduction

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

- Better understand progress toward 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[2]

- 48 states submitted data

- 8 states did not submit data

A total of 48 states—including 1 territory and the District of Columbia—participated in submitting 2019 data.
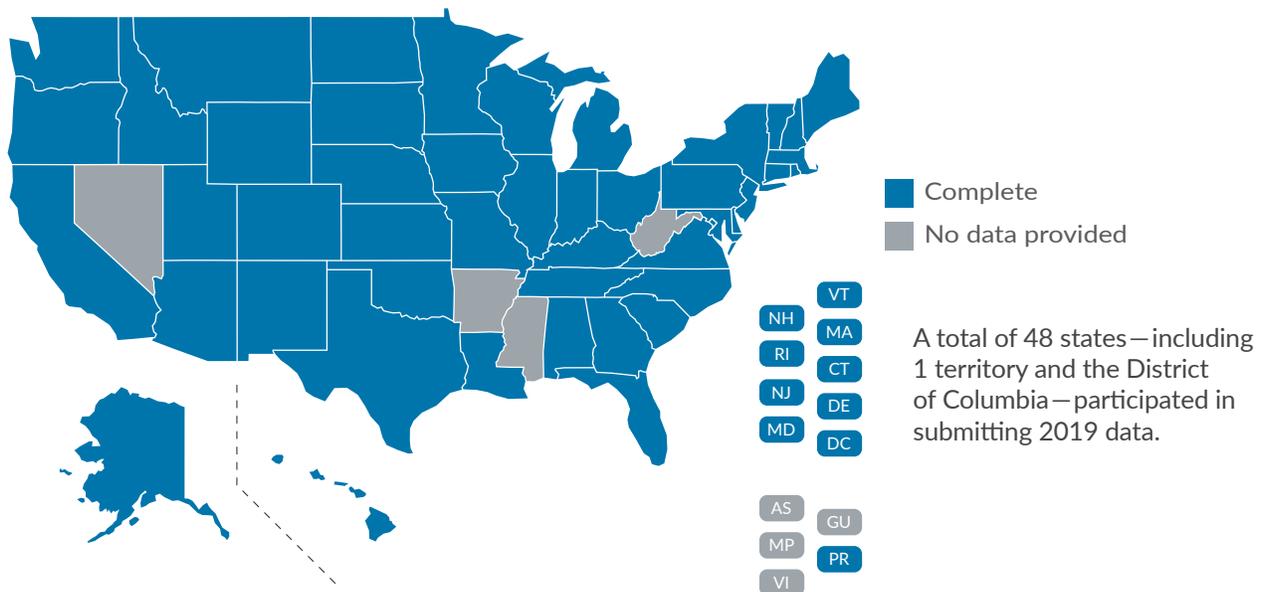
[2]This report solicited information from states, territories, and the District of Columbia. For simplicity, all are referred to as states throughout this document.

Introduction

The number of participants in the data collection effort has increased since the survey's inception, from 26 states in the first year of the survey to 48 states. 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	2018	2016	2015
48 states	47 states	46 states	44 states

2014	2013	2011
42 states	40 states	26 states
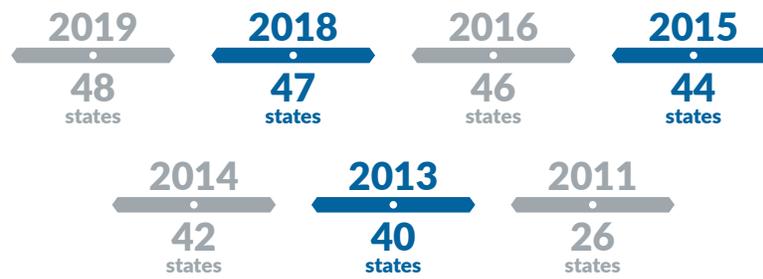
Note: No data was collected in 2012 or 2017

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. To ensure data integrity and security, access to the survey was limited to the NASNA state 911 contact or a single designee per state. The survey was open for data submission from April 1 – July 1, 2020.

In April of 2020, the National 911 Program hosted training sessions offering guidance on survey administration and logistics for the state designees. A session was archived on the survey website for digital on-demand viewing. 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 that included 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. Brief explanatory videos were also provided.

Once the survey 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 can 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).

Introduction

Accuracy of the Data

Survey responses were analyzed and 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. However, there may have been misinterpretations of certain data elements by respondents or data may have been entered incorrectly.

There is a concerted effort to improve the accuracy of the data each year. In 2020, 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.

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.

- A few strategies have been identified and will continue to be utilized to improve the amount and accuracy of data:
    - o Encouraging and supporting states to develop more effective ways to collect data
    - o Conducting personal outreach to state contacts to help clarify survey questions
    - o Providing various training opportunities such as video tutorials and weekly email tips
    - o Continuing to refine the Data Dictionary with explicit definitions and instructions for each data element
- State points of contact may find it useful to create a streamlined data collection process with their PSAPs, improving the data reported to the Profile Database.
- 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.
- The opportunity for analyzing trends over time (e.g. progress toward NG911 and adoption of text-to-911) has increased with each data collection effort.

Introduction

2019 National 911 Profile Database Acronym List

Acronym	Definition
ALI	Automatic Location Identification
ANI	Automatic Number Identification
ATIS	Alliance for Telecommunicators Industry Solutions
BCF	Border Control Function
CAD	Computer Aided Dispatch
CAMA	Centralized Automatic Message Accounting
CONOPS	Concept of Operations
CPE	Call Processing Equipment
DOD	Department of Defense
DOI	Department of the Interior
E911	Enhanced 911
ECRF	Emergency Call Routing Function
EMD	Emergency Medical Dispatch
ESInet	Emergency Services IP Network
ESRP	Emergency Services Routing Proxy
GIS	Geographic Information Systems
IP	Internet Protocol
LNG	Legacy Network Gateway
LPG	Legacy PSAP Gateway
LSRG	Legacy Selective Router Gateway
MLTS	Multi-line Telephone System
MSAG	Master Street Address Guide
NENA	National Emergency Number Association
NG911	Next Generation 911
NGCS	Next Generation Core Services
OSP	Originating Service Provider
PBX	Private Branch Exchange
PSAP	Public Safety Answering Point
QA	Quality Assurance
RFAI	Request for Assistance Interface
RFP	Request for Proposal
SIP	Session Initiation Protocol
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[3], were added to the survey last year to identify states that are advancing NG911 capabilities and components. The data elements are:

- Governance
- Routing / Location
- Geographic Information Systems (GIS)
- Core Services
- ESInet
- Call Handling
- Security
- Operations
- Optional Interfaces

Statewide NG911 Plan Adoption Sees Growth

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.

33 states[4], about 69% of those reporting for this data element, said they have adopted a statewide NG911 plan. This marks an increase from 31 states, or 66%, in the 2018 data and a consistent 20 states since 2015.

Nationwide ESInet Implementation is Increasing

The number of new Emergency Services IP Networks (ESInet), 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 PSAPs and 911 authorities.

2,152 PSAPs[5] reported using an ESInet across 46 states. In 2018 data, 1,813 PSAPs reported using an ESInet across 44 states.

More States and People are Utilizing Text-to-911

Noticeable 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 or 911 authority basis. Adoption of text-to-911 appears to be a top priority.

581,151 texts-to-911[6] were received in 38 states, compared to 188,646 texts in 33 states in 2018 data. While more states are gaining this capability, states are also continuing to encourage the public to call when they can and text when its unsafe to call.

---

[3]More information about the NG911 Maturity Model can be found in the Next Generation 911 Cost Estimate Report to Congress.
[4]Profile Database 2020 Report, p. 37
[5]Profile Database 2020 Report, p. 59
[6]Profile Database 2020 Report, p. 16

Executive Summary

PSAP Numbers and Sizes Remain Stable

4,658 primary PSAPs[7] were reported in 48 states, which is relatively consistent with the 4,505 primary PSAPs reported in 46 states in 2018 data.

957 secondary PSAPs[8] were reported in 41 states in 2019 compared with 927 secondary PSAPs reported in 39 states in 2018 data.

About 74%[9] of reported primary PSAPs across the country have 1-5 911 equipment positions.

Pie chart:
- 37.8% 1-2 911 equipment positions
- 36.4% 3-5 911 equipment positions
- 21.2% 6-20 911 equipment positions
- 3.5% 21-49 911 equipment positions
- <1% 50+ 911 equipment positions
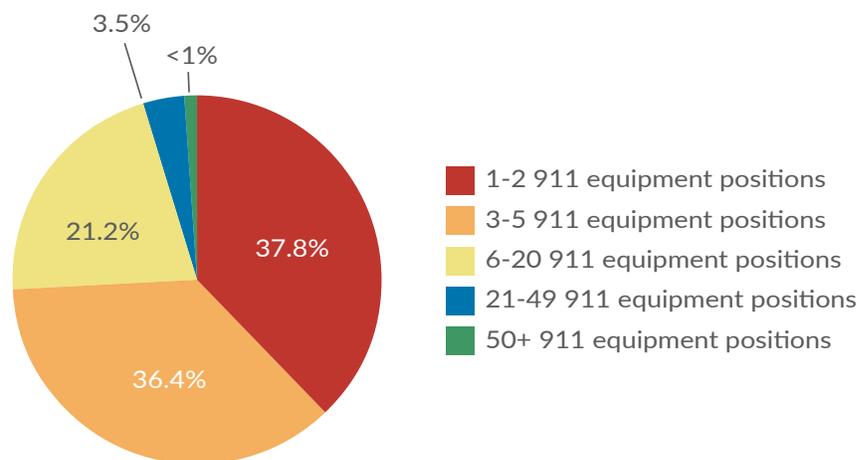
EMD Protocol, QA and Minimum Training Requirements

The number of states reporting having PSAPs that follow protocols, minimum training requirements and call-handling Quality Assurance (QA) for compliance with call-handling protocols for Emergency Medical Dispatch (EMD) increased from 2018 to 2019. Some states may have a QA system in place but did not report it in the data due to varying minimum requirements to meet formal QA standards.

2019 Data
39 states reported **2,472** PSAPs[10] that provide EMD and follow a formal protocol
29 states[11] have minimum training requirements for EMD
17 states[12] have QA requirements

2018 Data
33 states reported **2,020** PSAPs that provide EMD and follow a formal protocol
27 states have minimum training requirements for EMD
13 states have QA requirements for EMD protocols

[7]Profile Database 2020 Report, p. 17
[8]Profile Database 2020 Report, p. 18
[9]Profile Database 2020 Report, p. 19-20
[10]Profile Database 2020 Report, p. 25
[11]Profile Database 2020 Report, p. 33
[12]Profile Database 2020 Report, p. 28

Executive Summary

To Conclude

The National 911 Profile Database data show continued growth in 911 service to the nation as the industry progresses toward NG911. This report may serve as a resource to states garnering support for the development of NG911 networks, facilitating 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 efforts to collect and share the most relevant, useful and accurate state 911 data available. The Program thanks all survey participants for their recognition of the value and benefits of the survey and their continued efforts to provide accurate and timely information.

Data

Section 1: Total 911 Calls and Call Type

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

Total number of calls delivered to primary Public Safety Answering Points (PSAPs) in the calendar year, aggregated to the state level. NENA defines a primary PSAP as "A PSAP to which 911 calls are routed directly from the 911 Central Office."

State	Response	State	Response
Alabama	2,800,742	Montana	?
Alaska	?	Nebraska	1,121,084
American Samoa	x	Nevada	x
Arizona	4,592,826	New Hampshire	744,550
Arkansas	x	New Jersey	9,250,000
California	27,361,673	New Mexico	1,982,017
Colorado	7,639,401	New York	15,424,360
Connecticut	1,994,161	North Carolina	7,358,081
Delaware	745,938	North Dakota	232,555
District of Columbia	1,371,806	Northern Mariana Islands	x
Florida	13,997,981	Ohio	6,469,045
Georgia	?	Oklahoma	2,793,911
Guam	x	Oregon	2,025,347
Hawaii	1,506,218	Pennsylvania	8,460,189
Idaho	?	Puerto Rico	1,683,563
Illinois	9,218,510	Rhode Island	474,142
Indiana	3,912,046	South Carolina	4,508,167
Iowa	1,231,283	South Dakota	320,548
Kansas	1,700,641	Tennessee	3,249,511
Kentucky	2,980,472	Texas	19,460,192
Louisiana	4,004,943	Utah	1,067,352
Maine	581,638	U.S. Virgin Islands	x
Maryland	4,473,001	Vermont	209,606
Massachusetts	3,478,087	Virginia	3,894,189
Michigan	6,478,801	Washington	5,317,793
Minnesota	2,947,830	West Virginia	x
Mississippi	x	Wisconsin	?
Missouri	?	Wyoming	285,349

Total: 42 States – 199,349,549

? Unknown: 6

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

Section 1: Total 911 Calls and Call Type

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

Number of incoming wireline 911 calls, aggregated to the state level. NENA defines a primary PSAP as "A PSAP to which 911 calls are routed directly from the 911 Central Office."

State	Response	State	Response
Alabama	?	Montana	?
Alaska	?	Nebraska	196,997
American Samoa	x	Nevada	x
Arizona	624,353	New Hampshire	87,000
Arkansas	x	New Jersey	?
California	3,607,974	New Mexico	545,732
Colorado	219,961	New York	4,350,853
Connecticut	240,280	North Carolina	1,013,151
Delaware	127,056	North Dakota	39,499
District of Columbia	199,072	Northern Mariana Islands	x
Florida	716,882	Ohio	738,601
Georgia	?	Oklahoma	320,463
Guam	x	Oregon	187,648
Hawaii	259,900	Pennsylvania	2,056,799
Idaho	?	Puerto Rico	46,991
Illinois	1,422,554	Rhode Island	63,724
Indiana	351,066	South Carolina	960,531
Iowa	256,039	South Dakota	41,847
Kansas	224,295	Tennessee	?
Kentucky	593,310	Texas	1,861,202
Louisiana	564,778	Utah	15,501
Maine	68,478	U.S. Virgin Islands	x
Maryland	1,154,149	Vermont	35,801
Massachusetts	436,186	Virginia	692,323
Michigan	828,899	Washington	548,339
Minnesota	358,485	West Virginia	x
Mississippi	x	Wisconsin	?
Missouri	?	Wyoming	?

Total: 38 States – 26,056,719

? 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

Section 1: Total 911 Calls and Call Type

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

Number of incoming wireless 911 calls, aggregated to the state level. NENA defines a primary PSAP as "A PSAP to which 911 calls are routed directly from the 911 Central Office."

State	Response	State	Response
Alabama	?	Montana	?
Alaska	?	Nebraska	878,656
American Samoa	x	Nevada	x
Arizona	3,891,185	New Hampshire	563,000
Arkansas	x	New Jersey	?
California	22,419,645	New Mexico	846,564
Colorado	7,157,649	New York	10,058,624
Connecticut	1,611,171	North Carolina	5,729,593
Delaware	550,361	North Dakota	190,016
District of Columbia	806,537	Northern Mariana Islands	x
Florida	11,456,313	Ohio	5,042,455
Georgia	?	Oklahoma	2,112,320
Guam	x	Oregon	1,571,620
Hawaii	1,150,750	Pennsylvania	5,860,115
Idaho	?	Puerto Rico	1,216,977
Illinois	7,408,906	Rhode Island	409,967
Indiana	3,344,050	South Carolina	3,392,970
Iowa	929,331	South Dakota	269,253
Kansas	1,373,374	Tennessee	?
Kentucky	2,229,970	Texas	16,608,561
Louisiana	3,330,060	Utah	947,417
Maine	418,880	U.S. Virgin Islands	x
Maryland	3,315,765	Vermont	144,983
Massachusetts	2,715,319	Virginia	3,017,390
Michigan	5,275,803	Washington	4,415,157
Minnesota	2,441,933	West Virginia	x
Mississippi	x	Wisconsin	?
Missouri	?	Wyoming	?

Total: 38 States – 145,102,640

? Unknown: 10

x Did not submit: 8

Findings

Year over year, the number of wireless 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

Section 1: Total 911 Calls and Call Type

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

Number of incoming Voice over Internet Protocol (VoIP) 911 calls, aggregated to the state level. NENA defines a primary PSAP as "A PSAP to which 911 calls are routed directly from the 911 Central Office."

State	Response	State	Response
Alabama	?	Montana	?
Alaska	?	Nebraska	43,942
American Samoa	x	Nevada	x
Arizona	71,727	New Hampshire	94,000
Arkansas	x	New Jersey	?
California	1,236,804	New Mexico	35,014
Colorado	183,389	New York	708,803
Connecticut	136,808	North Carolina	615,337
Delaware	62,578	North Dakota	2,540
District of Columbia	61,554	Northern Mariana Islands	x
Florida	1,407,893	Ohio	435,610
Georgia	?	Oklahoma	?
Guam	x	Oregon	107,452
Hawaii	52,561	Pennsylvania	538,301
Idaho	?	Puerto Rico	?
Illinois	381,111	Rhode Island	?
Indiana	205,430	South Carolina	152,564
Iowa	42,576	South Dakota	5,572
Kansas	97,128	Tennessee	?
Kentucky	153,948	Texas	846,035
Louisiana	107,116	Utah	35,473
Maine	51,059	U.S. Virgin Islands	x
Maryland	?	Vermont	21,641
Massachusetts	320,527	Virginia	184,476
Michigan	364,514	Washington	345,047
Minnesota	143,790	West Virginia	x
Mississippi	x	Wisconsin	?
Missouri	?	Wyoming	?

Total: 34 States – 9,252,320

? Unknown: 14
x Did not submit: 8

Findings

The reported data shows an increase in the number of VoIP calls year over year.

• 2018: 33 states reported 8,369,223 VOIP calls
• 2017: 21 states reported 5,086,983 VoIP calls

Data

Section 1: Total 911 Calls and Call Type

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

Number of incoming Multi-line Telephone System (MLTS) 911 calls, aggregated to the state level. NENA defines a primary PSAP as "A PSAP to which 911 calls are routed directly from the 911 Central Office."

State	Response	State	Response
Alabama	?	Montana	?
Alaska	?	Nebraska	?
American Samoa	x	Nevada	x
Arizona	?	New Hampshire	?
Arkansas	x	New Jersey	0
California	?	New Mexico	554,707
Colorado	78,402	New York	334,765
Connecticut	?	North Carolina	?
Delaware	3,036	North Dakota	0
District of Columbia	?	Northern Mariana Islands	x
Florida	189,622	Ohio	82,691
Georgia	?	Oklahoma	?
Guam	x	Oregon	36,700
Hawaii	?	Pennsylvania	?
Idaho	?	Puerto Rico	?
Illinois	?	Rhode Island	?
Indiana	0	South Carolina	?
Iowa	?	South Dakota	3,876
Kansas	?	Tennessee	?
Kentucky	660	Texas	452,645
Louisiana	?	Utah	53,042
Maine	42,376	U.S. Virgin Islands	x
Maryland	?	Vermont	?
Massachusetts	?	Virginia	?
Michigan	?	Washington	?
Minnesota	?	West Virginia	x
Mississippi	x	Wisconsin	?
Missouri	?	Wyoming	?

Total: 15 States – 1,832,522

? Unknown: 33

x Did not submit: 8

Findings

During the past four data collection years, a significant number of states have responded "unknown" or did not submit an answer to this data element. MLTS data, differentiated from total call numbers, are difficult to collect at a state level because it requires knowing how many MLTS systems are in place throughout the state and how they are configured.

Data

Section 1: Total 911 Calls and Call Type

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

Number of incoming texts-to-911, aggregated to the state level. NENA defines a primary PSAP as "A PSAP to which 911 calls are routed directly from the 911 Central Office."

State	Response	State	Response
Alabama	2,649	Montana	?
Alaska	0	Nebraska	1,489
American Samoa	x	Nevada	x
Arizona	5,561	New Hampshire	550
Arkansas	x	New Jersey	4,500
California	62,321	New Mexico	0
Colorado	?	New York	6,198
Connecticut	5,902	North Carolina	?
Delaware	2,907	North Dakota	500
District of Columbia	1,948	Northern Mariana Islands	x
Florida	17,521	Ohio	4,761
Georgia	?	Oklahoma	694
Guam	x	Oregon	4,521
Hawaii	2,213	Pennsylvania	4,974
Idaho	?	Puerto Rico	11,916
Illinois	5,939	Rhode Island	451
Indiana	11,500	South Carolina	2,102
Iowa	3,337	South Dakota	0
Kansas	5,844	Tennessee	?
Kentucky	2,584	Texas	370,089
Louisiana	2,989	Utah	2,335
Maine	845	U.S. Virgin Islands	x
Maryland	3,087	Vermont	412
Massachusetts	6,055	Virginia	?
Michigan	9,585	Washington	9,250
Minnesota	3,622	West Virginia	x
Mississippi	x	Wisconsin	?
Missouri	?	Wyoming	?

Total: 38 States – 581,151

? Unknown: 10

x Did not submit: 8

Findings

As the nation moves toward NG911, more states are gaining the ability and capacity to provide text-to-911 service.

Though frequently deployed at a local or regional level, text-to-911 is increasingly being deployed at a statewide level to offer a consistent level of service.

• 2018: 33 states reported 188,646 text-to-911 messages

Data

Section 2: Number of PSAPs and Equipment Positions

Enter the number of primary PSAPs within your state.

NENA defines a primary PSAP as "A PSAP to which 911 calls are routed directly from the 911 Central Office." The total number of primary + secondary PSAPs is indicated in parentheses in the second column.

State	Response		State	Response	
Alabama	114	(171)	Montana	53	(53)
Alaska	38	(46)	Nebraska	68	(68)
American Samoa	x		Nevada	x	
Arizona	75	(86)	New Hampshire	2	(2)
Arkansas	x		New Jersey	179	(254)
California	388	(438)	New Mexico	43	(45)
Colorado	82	(85)	New York	149	(174)
Connecticut	104	(108)	North Carolina	115	(127)
Delaware	8	(8)	North Dakota	21	(22)
District of Columbia	1	(1)	Northern Mariana Islands	x	
Florida	146	(201)	Ohio	154	(281)
Georgia	154	(154)	Oklahoma	132	(132)
Guam	x		Oregon	43	(57)
Hawaii	5	(8)	Pennsylvania	60	(60)
Idaho	48	(52)	Puerto Rico	2	(2)
Illinois	191	(202)	Rhode Island	2	(74)
Indiana	91	(121)	South Carolina	68	(79)
Iowa	113	(113)	South Dakota	32	(33)
Kansas	118	(130)	Tennessee	142	(142)
Kentucky	116	(191)	Texas	500	(566)
Louisiana	86	(86)	Utah	31	(33)
Maine	24	(59)	U.S. Virgin Islands	x	
Maryland	24	(95)	Vermont	6	(6)
Massachusetts	228	(253)	Virginia	119	(160)
Michigan	136	(141)	Washington	51	(78)
Minnesota	98	(104)	West Virginia	x	
Mississippi	x		Wisconsin	111	(122)
Missouri	162	(162)	Wyoming	25	(30)

Total: 48 States – 4,658 PSAPs
(Primary + Secondary) – **5,615 PSAPs**

? Unknown: 0

x Did not submit: 8

Findings

It is important to note that the total number of PSAPs in questions 7-8 often did not match the total number of PSAPs in questions 9-13.

While the reported number of primary PSAPs has generally increased each year, the number of reporting states has also increased.

• 2018: 46 states reported 4,505 primary PSAPs

Data

Section 2: Number of PSAPs and Equipment Positions

Enter the number of secondary PSAPs within your state.

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

State	Response	State	Response
Alabama	57	Montana	?
Alaska	8	Nebraska	0
American Samoa	x	Nevada	x
Arizona	11	New Hampshire	0
Arkansas	x	New Jersey	75
California	50	New Mexico	2
Colorado	3	New York	25
Connecticut	4	North Carolina	12
Delaware	0	North Dakota	1
District of Columbia	0	Northern Mariana Islands	x
Florida	55	Ohio	127
Georgia	?	Oklahoma	?
Guam	x	Oregon	14
Hawaii	3	Pennsylvania	0
Idaho	4	Puerto Rico	0
Illinois	11	Rhode Island	72
Indiana	30	South Carolina	11
Iowa	?	South Dakota	1
Kansas	12	Tennessee	?
Kentucky	75	Texas	66
Louisiana	?	Utah	2
Maine	35	U.S. Virgin Islands	x
Maryland	71	Vermont	0
Massachusetts	25	Virginia	41
Michigan	5	Washington	27
Minnesota	6	West Virginia	x
Mississippi	x	Wisconsin	11
Missouri	?	Wyoming	5

Total: 41 States – 957 PSAPs

? Unknown: 7

x Did not submit: 8

Findings

This information is often difficult for states to determine depending on how they are structured. Three of the previous four data collection years show a reasonable, incremental increase of reported secondary PSAPs commensurate with the increasing number of reporting states.

• 2018: 39 states reported 927 secondary PSAPs

Data

Section 2: Number of PSAPs and Equipment Positions

Enter the number of primary PSAPs that have 1-2 911 equipment positions.

This element identifies how many primary PSAPs in your state have 1-2 equipment positions, including call-taking and/or dispatching. NENA defines a primary PSAP as "A PSAP to which 911 calls are routed directly from the 911 Central Office." A call-taking equipment position is the customer premise equipment by which 911 calls are answered and responded to (source: NENA master glossary).

State	Response	State	Response
Alabama	28	Montana	?
Alaska	31	Nebraska	43
American Samoa	x	Nevada	x
Arizona	20	New Hampshire	0
Arkansas	x	New Jersey	80
California	135	New Mexico	9
Colorado	23	New York	34
Connecticut	48	North Carolina	8
Delaware	0	North Dakota	11
District of Columbia	0	Northern Mariana Islands	x
Florida	52	Ohio	100
Georgia	?	Oklahoma	80
Guam	x	Oregon	11
Hawaii	1	Pennsylvania	0
Idaho	20	Puerto Rico	0
Illinois	62	Rhode Island	0
Indiana	15	South Carolina	9
Iowa	58	South Dakota	8
Kansas	50	Tennessee	18
Kentucky	43	Texas	325
Louisiana	15	Utah	8
Maine	1	U.S. Virgin Islands	x
Maryland	0	Vermont	2
Massachusetts	126	Virginia	14
Michigan	41	Washington	1
Minnesota	39	West Virginia	x
Mississippi	x	Wisconsin	28
Missouri	?	Wyoming	7

Total: 45 States – 1,604 PSAPs

? Unknown: 3

x Did not submit: 8

Findings

37.8% of PSAPs in reporting states have 1-2 911 equipment positions, indicating it is the most common size of PSAPs.

• 2018: 37% of PSAPs in reporting states had 1-2 911 equipment positions.

Data

Section 2: Number of PSAPs and Equipment Positions

Enter the number of primary PSAPs that have 3-5 911 equipment positions.

This element identifies how many PSAPs in your state have 3-5 911 equipment positions, including call-taking and/or dispatching. NENA defines a primary PSAP as "A PSAP to which 911 calls are routed directly from the 911 Central Office." A call-taking equipment position is the customer premise equipment by which 911 calls are answered and responded to (source: NENA master glossary).

State	Response	State	Response
Alabama	31	Montana	?
Alaska	3	Nebraska	21
American Samoa	x	Nevada	x
Arizona	31	New Hampshire	0
Arkansas	x	New Jersey	63
California	144	New Mexico	16
Colorado	28	New York	56
Connecticut	44	North Carolina	55
Delaware	2	North Dakota	7
District of Columbia	0	Northern Mariana Islands	x
Florida	50	Ohio	104
Georgia	?	Oklahoma	29
Guam	x	Oregon	21
Hawaii	0	Pennsylvania	13
Idaho	19	Puerto Rico	0
Illinois	71	Rhode Island	0
Indiana	51	South Carolina	34
Iowa	31	South Dakota	17
Kansas	51	Tennessee	?
Kentucky	58	Texas	117
Louisiana	26	Utah	8
Maine	16	U.S. Virgin Islands	x
Maryland	1	Vermont	2
Massachusetts	86	Virginia	57
Michigan	53	Washington	23
Minnesota	41	West Virginia	x
Mississippi	x	Wisconsin	52
Missouri	?	Wyoming	14

Total: 44 States – 1,546 PSAPs

? Unknown: 4

x Did not submit: 8

Findings

36.4% of the PSAPs in reporting states have 3-5 911 equipment positions.

• 2018: 33% of PSAPs in reporting states had 3-5 911 equipment positions.

Data

Section 2: Number of PSAPs and Equipment Positions

Enter the number of primary PSAPs that have 6-20 911 equipment positions.

This element identifies how many PSAPs in your state have 6-20 911 equipment positions, including call-taking and/or dispatching. NENA defines a primary PSAP as "A PSAP to which 911 calls are routed directly from the 911 Central Office." A call-taking equipment position is the customer premise equipment by which 911 calls are answered and responded to (source: NENA master glossary).

State	Response	State	Response
Alabama	13	Montana	?
Alaska	4	Nebraska	4
American Samoa	x	Nevada	x
Arizona	20	New Hampshire	1
Arkansas	x	New Jersey	30
California	139	New Mexico	17
Colorado	25	New York	49
Connecticut	12	North Carolina	49
Delaware	3	North Dakota	3
District of Columbia	0	Northern Mariana Islands	x
Florida	72	Ohio	36
Georgia	?	Oklahoma	8
Guam	x	Oregon	8
Hawaii	3	Pennsylvania	35
Idaho	9	Puerto Rico	0
Illinois	54	Rhode Island	0
Indiana	22	South Carolina	22
Iowa	5	South Dakota	3
Kansas	16	Tennessee	?
Kentucky	13	Texas	38
Louisiana	13	Utah	13
Maine	7	U.S. Virgin Islands	x
Maryland	19	Vermont	2
Massachusetts	14	Virginia	36
Michigan	26	Washington	18
Minnesota	15	West Virginia	x
Mississippi	x	Wisconsin	23
Missouri	?	Wyoming	4

Total: 44 States – 903 PSAPs

? Unknown: 4

x Did not submit: 8

Findings

21.2% of the PSAPs in reporting states have 6-20 911 equipment positions.

• 2018: 25% of PSAPs in reporting states had 6-20 911 equipment positions.

Data

Section 2: Number of PSAPs and Equipment Positions

Enter the number of primary PSAPs that have 21-49 911 equipment positions.

This element identifies how many PSAPs in your state have 21-49 911 equipment positions, including call-taking and/or dispatching. NENA defines a primary PSAP as "A PSAP to which 911 calls are routed directly from the 911 Central Office." A call-taking equipment position is the customer premise equipment by which 911 calls are answered and responded to (source: NENA master glossary).

State	Response	State	Response
Alabama	2	Montana	?
Alaska	0	Nebraska	0
American Samoa	x	Nevada	x
Arizona	3	New Hampshire	1
Arkansas	x	New Jersey	5
California	16	New Mexico	0
Colorado	5	New York	4
Connecticut	0	North Carolina	2
Delaware	2	North Dakota	0
District of Columbia	0	Northern Mariana Islands	x
Florida	18	Ohio	8
Georgia	?	Oklahoma	1
Guam	x	Oregon	2
Hawaii	1	Pennsylvania	10
Idaho	0	Puerto Rico	2
Illinois	3	Rhode Island	2
Indiana	2	South Carolina	3
Iowa	1	South Dakota	0
Kansas	1	Tennessee	?
Kentucky	1	Texas	14
Louisiana	5	Utah	2
Maine	0	U.S. Virgin Islands	x
Maryland	4	Vermont	0
Massachusetts	2	Virginia	10
Michigan	1	Washington	8
Minnesota	3	West Virginia	x
Mississippi	x	Wisconsin	4
Missouri	?	Wyoming	0

Total: 44 States – 148 PSAPs

? Unknown: 4

x Did not submit: 8

Findings

3.5% of the PSAPs in reporting states have 21-49 911 equipment positions.

• 2018: 3% of PSAPs in reporting states had 21-49 911 equipment positions.

Data

Section 2: Number of PSAPs and Equipment Positions

Enter the number of primary PSAPs that have 50 or more 911 equipment positions.

This element identifies how many PSAPs in your state have 50 or more 911 equipment positions, including call-taking and/or dispatching. NENA defines a primary PSAP as "A PSAP to which 911 calls are routed directly from the 911 Central Office." A call-taking equipment position is the customer premise equipment by which 911 calls are answered and responded to (source: NENA master glossary).

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

Total: 45 States – 40 PSAPs

? Unknown: 3

x Did not submit: 8

Findings

Fewer than 1% of the PSAPs in reporting states have 50+ 911 equipment positions.

• 2018: Fewer than 1% of PSAPs in reporting states had 50+ 911 equipment positions.

Data

Section 2: Number of PSAPs and Equipment Positions

Enter the total number of 911 call-taking equipment positions in your state, whether hosted or local.

This element identifies the total number of 911 call-taking equipment positions in the state. A call-taking equipment position is the customer premise equipment by which 911 calls are answered and responded to (source: NENA master glossary).

State	Response	State	Response
Alabama	451	Montana	?
Alaska	71	Nebraska	205
American Samoa	x	Nevada	x
Arizona	566	New Hampshire	40
Arkansas	x	New Jersey	1,040
California	3,291	New Mexico	306
Colorado	618	New York	1,761
Connecticut	367	North Carolina	1,374
Delaware	117	North Dakota	72
District of Columbia	85	Northern Mariana Islands	x
Florida	?	Ohio	1,018
Georgia	?	Oklahoma	357
Guam	x	Oregon	253
Hawaii	?	Pennsylvania	820
Idaho	186	Puerto Rico	53
Illinois	1,132	Rhode Island	28
Indiana	675	South Carolina	470
Iowa	293	South Dakota	126
Kansas	468	Tennessee	771
Kentucky	492	Texas	2,577
Louisiana	407	Utah	240
Maine	130	U.S. Virgin Islands	x
Maryland	145	Vermont	26
Massachusetts	765	Virginia	1,075
Michigan	843	Washington	720
Minnesota	500	West Virginia	x
Mississippi	x	Wisconsin	617
Missouri	?	Wyoming	100

Total: 43 States – 25,651 PSAPs

? Unknown: 5

x Did not submit: 8

Findings

Depending on the governance structure, states may not have access to this information.

• 2018: 34 states reported 19,334 total 911 call-taking equipment positions

Data

Section 3: PSAPs with EMD and Operations

Enter the number of PSAPs in your state that provide Emergency Medical Dispatch (EMD) and follow a specific formal protocol.

This element identifies how many PSAPs in your state provide EMD and follow a formally state-recognized protocol, whether it be a commercial or a state-approved locally developed EMD protocol.

State	Response	State	Response
Alabama	85	Montana	?
Alaska	4	Nebraska	?
American Samoa	x	Nevada	x
Arizona	?	New Hampshire	2
Arkansas	x	New Jersey	179
California	132	New Mexico	23
Colorado	64	New York	68
Connecticut	108	North Carolina	108
Delaware	9	North Dakota	21
District of Columbia	1	Northern Mariana Islands	x
Florida	113	Ohio	185
Georgia	?	Oklahoma	20
Guam	x	Oregon	43
Hawaii	4	Pennsylvania	60
Idaho	?	Puerto Rico	0
Illinois	172	Rhode Island	0
Indiana	102	South Carolina	?
Iowa	25	South Dakota	28
Kansas	47	Tennessee	?
Kentucky	81	Texas	285
Louisiana	?	Utah	31
Maine	24	U.S. Virgin Islands	x
Maryland	24	Vermont	6
Massachusetts	158	Virginia	47
Michigan	71	Washington	45
Minnesota	19	West Virginia	x
Mississippi	x	Wisconsin	59
Missouri	?	Wyoming	19

Total: 39 States – 2,472 PSAPs

? Unknown: 9

x Did not submit: 8

Findings

About 53% of reported primary PSAPs provide EMD and follow a specific formal protocol.

• 2018: About 45% of reported primary PSAPs provide EMD and follow a specific formal protocol.

Data

Section 3: PSAPs with EMD and Operations

Enter the number of PSAPs in your state that are operated by the Department of Defense (DOD).

This element identifies how many 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	Montana	0
Alaska	?	Nebraska	0
American Samoa	x	Nevada	x
Arizona	2	New Hampshire	0
Arkansas	x	New Jersey	2
California	20	New Mexico	4
Colorado	5	New York	0
Connecticut	0	North Carolina	?
Delaware	0	North Dakota	3
District of Columbia	0	Northern Mariana Islands	x
Florida	9	Ohio	1
Georgia	?	Oklahoma	3
Guam	x	Oregon	0
Hawaii	1	Pennsylvania	0
Idaho	2	Puerto Rico	0
Illinois	0	Rhode Island	0
Indiana	3	South Carolina	0
Iowa	0	South Dakota	1
Kansas	?	Tennessee	2
Kentucky	?	Texas	3
Louisiana	0	Utah	1
Maine	0	U.S. Virgin Islands	x
Maryland	?	Vermont	0
Massachusetts	0	Virginia	?
Michigan	2	Washington	3
Minnesota	1	West Virginia	x
Mississippi	x	Wisconsin	3
Missouri	?	Wyoming	2

Total: 40 States – 77 PSAPs

? Unknown: 8

x Did not submit: 8

Findings

It's important for states to identify and include PSAPs operated by the DOD in their state and NG911 plans.

• 2018: 38 states reported 60 PSAPs

Data

Section 3: PSAPs with EMD and Operations

Enter the number of PSAPs in your state that are operated by the Department of the Interior (DOI).

This element identifies how many PSAPs in your state are operated by the DOI. The DOI includes the National Park Service.

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

Total: 34 States – 11 PSAPs

? Unknown: 14

x Did not submit: 8

Findings

It's important for states to identify and include PSAPs operated by the DOI in their state and NG911 plans.

• 2018: 31 states reported 4 PSAPs

Data

Section 4: Call-Handling QA

Does your state have QA requirements for compliance with call-handling protocols for EMD?

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

**Total: 17 States – Yes
29 States – No**

? Unknown: 2

x Did not submit: 8

Findings

Of the 37 states in question 15 that reported having PSAPs that provide EMD and follow a specific protocol, 16 (43%) also have QA requirements for compliance with call-handling protocols for EMD.

• 2018: 33 states reported providing EMD and 16 of those (48%) also had QA requirements.

Data

Section 4: Call-Handling QA

Does your state have QA requirements for compliance with call-handling protocols for fire?

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

Total: **13 States – Yes**
32 States – No

? Unknown: 3

x Did not submit: 8

Findings

27% of the states that answered this question reported having QA requirements for compliance with fire call-handling protocols.

• 2018: 12 states (25%) that answered this question reported having QA requirements for compliance with fire call-handling protocols.

Data

Section 4: Call-Handling QA

Does your state have QA requirements for compliance with call-handling protocols for police?

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

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

Total: **12 States – Yes**
33 States – No

? Unknown: 3

x Did not submit: 8

Findings

25% of the states that answered this question reported having QA requirements for compliance with police call-handling protocols.

• 2018: 10 states (21%) that answered this question reported having QA requirements for compliance with police call-handling protocols.

Data

Section 5: Minimum Training Requirements for Telecommunicators

Do minimum training requirements for telecommunicators exist statewide?

This element identifies if your state has minimum training requirements.

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

Total: **35 States – Yes**
13 States – No

? Unknown: 0

x Did not submit: 8

Findings

About 73% of reporting states have minimum training requirements for telecommunicators that exist statewide.

• 2018: 31 states (66%) reported having minimum training requirements.

Data

Section 5: Minimum Training Requirements for Telecommunicators

Are mechanisms in place at the state level to ensure minimum training requirements are carried out? Mechanisms may include regulation, legislation, funding or audits.

This element identifies if minimum training requirements are defined in state statute and can be enforced. Examples include having a 40-hour training program or a standard that identifies the number of trainee hours per year per PSAP.

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

**Total: 35 States – Yes
13 States – No**

? Unknown: 0

x Did not submit: 8

Findings

Mechanisms are in place at the state level to ensure minimum training requirements are carried out in about 73% of reporting states. All but one of the states that reported having minimum training requirements in question 21 also have the mechanisms in place to carry them out. Data from prior years are unavailable as this is a new question.

Data

Section 5: Minimum Training Requirements for Telecommunicators

Do minimum training requirements exist for EMD?

This element identifies if there are minimum training requirements for EMD in your state.

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

**Total: 29 States – Yes
17 States – No**

? Unknown: 2

x Did not submit: 8

Findings

Minimum training requirements are required for EMD in about 63% of reporting states.

• 2018: 27 states (57%) reported having minimum training requirements for EMD.

Data

Section 5: Minimum Training Requirements for Telecommunicators

Do minimum training requirements exist for fire dispatch?

This element identifies if there are minimum training requirements for fire dispatch in your state.

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

**Total: 20 States – Yes
26 States – No**

? Unknown: 2

x Did not submit: 8

Findings

Minimum training requirements are required for fire dispatch in about 42% of reporting states.

• 2018: 19 states (40%) reported having minimum training requirements for fire dispatch.

Data

Section 5: Minimum Training Requirements for Telecommunicators

Do minimum training requirements exist for police dispatch?

This element identifies if there are minimum training requirements for police dispatch in your state.

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

**Total: 21 States – Yes
25 States – No**

? Unknown: 2

x Did not submit: 8

Findings

Minimum training requirements are required for police dispatch in about 44% of reporting states.

• 2018: 20 states (43%) reported having minimum training requirements for police dispatch.

Data

Has your state developed and adopted a statewide NG911 Plan to include governance, funding, system components and operations, at any point?

This element identifies whether or not your state has at any point, developed and adopted a statewide NG911 Plan, which includes governance, funding, system components (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 (ESInet), functional elements (applications), and databases that replicate traditional Enhanced 911 (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."

Data

Section 6: NG911: Planning

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

Total: 33 States – Yes
15 States – No

? Unknown: 0

x Did not submit: 8

Findings

The implementation of NG911 is often directly linked with a strong state coordination role and the existence of a statewide plan.

• 2018: 31 states reported Yes

Data

Section 6: NG911: Planning

Enter the number of sub-state or regional NG911 plans that exist within your state and are independent of a statewide NG911 plan.

Indicate the number of regional or local 911 authorities within your 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.

State	Response	State	Response
Alabama	0	Montana	?
Alaska	3	Nebraska	0
American Samoa	x	Nevada	x
Arizona	1	New Hampshire	0
Arkansas	x	New Jersey	0
California	0	New Mexico	0
Colorado	?	New York	1
Connecticut	0	North Carolina	0
Delaware	0	North Dakota	0
District of Columbia	0	Northern Mariana Islands	x
Florida	?	Ohio	15
Georgia	1	Oklahoma	1
Guam	x	Oregon	0
Hawaii	0	Pennsylvania	0
Idaho	0	Puerto Rico	2
Illinois	7	Rhode Island	?
Indiana	0	South Carolina	?
Iowa	99	South Dakota	0
Kansas	1	Tennessee	0
Kentucky	0	Texas	37
Louisiana	?	Utah	0
Maine	0	U.S. Virgin Islands	x
Maryland	2	Vermont	0
Massachusetts	0	Virginia	11
Michigan	6	Washington	40
Minnesota	0	West Virginia	x
Mississippi	x	Wisconsin	0
Missouri	0	Wyoming	0

Total: **14 States have ≥ 1 sub-state or regional NG911 plan**

? Unknown: 6

x Did not submit: 8

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 question 26) may have caused sub-state NG911 plan adoption to delayed 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.

• 2018: 14 states had ≥ 1 sub-state or regional NG911 plan

Data

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

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

Data

Section 6: NG911: Planning

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

Total: **25 States – Yes**
22 States – No

? Unknown: 1

x Did not submit: 8

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.

• 2018: 20 states established a statewide Concept of Operations plan

Data

Section 6: NG911: Planning

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.

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	Montana	?
Alaska	3	Nebraska	0
American Samoa	x	Nevada	x
Arizona	1	New Hampshire	1
Arkansas	x	New Jersey	0
California	0	New Mexico	?
Colorado	?	New York	1
Connecticut	0	North Carolina	0
Delaware	0	North Dakota	0
District of Columbia	1	Northern Mariana Islands	x
Florida	?	Ohio	19
Georgia	0	Oklahoma	1
Guam	x	Oregon	0
Hawaii	0	Pennsylvania	0
Idaho	1	Puerto Rico	2
Illinois	0	Rhode Island	?
Indiana	?	South Carolina	?
Iowa	99	South Dakota	0
Kansas	1	Tennessee	?
Kentucky	0	Texas	33
Louisiana	?	Utah	0
Maine	0	U.S. Virgin Islands	x
Maryland	2	Vermont	0
Massachusetts	0	Virginia	11
Michigan	84	Washington	40
Minnesota	0	West Virginia	x
Mississippi	x	Wisconsin	0
Missouri	?	Wyoming	0

Total: **16 States have ≥ 1 regional or local 911 authority with a NG911 Concept of Operations plan**

? Unknown: 10

x Did not submit: 8

Findings

Regional or local Concept of Operations plans 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.

• 2018: 13 states had ≥ 1 regional or local 911 authority that developed a NG911 Concept of Operations plan

Data

Section 7: NG911: Procurement

Identify if your state has met any of the following milestones for NG911 procurement at the state level, this year or at any point in the past, for Database (GIS Services).

Select the milestone showing the farthest progress made for each NG911 part, function and component this year or at any point in the past.

None ···· Released RFP ···· Completed Procurement ···· Awarded Contract(s) ···· Installed/Tested/Deployed

State	Response	State	Response
Alabama	Released an RFP	Montana	None
Alaska	None	Nebraska	Awarded Contract(s)
American Samoa	x	Nevada	x
Arizona	Awarded Contract(s)	New Hampshire	Installed/Tested/Deployed
Arkansas	x	New Jersey	None
California	Awarded Contract(s)	New Mexico	Installed/Tested/Deployed
Colorado	None	New York	None
Connecticut	Installed/Tested/Deployed	North Carolina	Installed/Tested/Deployed
Delaware	Installed/Tested/Deployed	North Dakota	Awarded Contract(s)
District of Columbia	Installed/Tested/Deployed	Northern Mariana Islands	x
Florida	None	Ohio	Awarded Contract(s)
Georgia	None	Oklahoma	Released an RFP
Guam	x	Oregon	None
Hawaii	None	Pennsylvania	Released an RFP
Idaho	None	Puerto Rico	Installed/Tested/Deployed
Illinois	Awarded Contract(s)	Rhode Island	Installed/Tested/Deployed
Indiana	None	South Carolina	Released an RFP
Iowa	Installed/Tested/Deployed	South Dakota	Awarded Contract(s)
Kansas	Installed/Tested/Deployed	Tennessee	Installed/Tested/Deployed
Kentucky	Released an RFP	Texas	Installed/Tested/Deployed
Louisiana	None	Utah	None
Maine	Installed/Tested/Deployed	U.S. Virgin Islands	x
Maryland	Awarded Contract(s)	Vermont	Installed/Tested/Deployed
Massachusetts	Installed/Tested/Deployed	Virginia	None
Michigan	?	Washington	Installed/Tested/Deployed
Minnesota	None	West Virginia	x
Mississippi	x	Wisconsin	None
Missouri	Released an RFP	Wyoming	None

? Unknown: 1

x Did not submit: 8

Totals

None: 17
Released an RFP: 6
Completed Procurement: 0
Awarded Contract(s): 8
Installed/Tested/Deployed: 16

Data

Section 7: NG911: Procurement

Identify if your state has met any of the following milestones for NG911 procurement at the state level, this year or at any point in the past, for NG Core Services.

Select the milestone showing the farthest progress made for each NG911 part, function and component this year or at any point in the past.

None ···· Released RFP ···· Completed Procurement ···· Awarded Contract(s) ···· Installed/Tested/Deployed

State	Response	State	Response
Alabama	Installed/Tested/Deployed	Montana	None
Alaska	None	Nebraska	Released an RFP
American Samoa	x	Nevada	x
Arizona	None	New Hampshire	Installed/Tested/Deployed
Arkansas	x	New Jersey	Released an RFP
California	Awarded Contract(s)	New Mexico	None
Colorado	Awarded Contract(s)	New York	None
Connecticut	Installed/Tested/Deployed	North Carolina	Installed/Tested/Deployed
Delaware	Installed/Tested/Deployed	North Dakota	Awarded Contract(s)
District of Columbia	Released an RFP	Northern Mariana Islands	x
Florida	None	Ohio	Awarded Contract(s)
Georgia	None	Oklahoma	None
Guam	x	Oregon	None
Hawaii	None	Pennsylvania	Released an RFP
Idaho	None	Puerto Rico	Installed/Tested/Deployed
Illinois	Released an RFP	Rhode Island	Installed/Tested/Deployed
Indiana	Installed/Tested/Deployed	South Carolina	Released an RFP
Iowa	Installed/Tested/Deployed	South Dakota	Awarded Contract(s)
Kansas	Installed/Tested/Deployed	Tennessee	Installed/Tested/Deployed
Kentucky	None	Texas	Awarded Contract(s)
Louisiana	None	Utah	Awarded Contract(s)
Maine	Installed/Tested/Deployed	U.S. Virgin Islands	x
Maryland	None	Vermont	Installed/Tested/Deployed
Massachusetts	Installed/Tested/Deployed	Virginia	None
Michigan	?	Washington	Installed/Tested/Deployed
Minnesota	None	West Virginia	x
Mississippi	x	Wisconsin	Released an RFP
Missouri	None	Wyoming	None

? Unknown: 1

x Did not submit: 8

Totals

None: 18
Released an RFP: 7
Completed Procurement: 0
Awarded Contract(s): 7
Installed/Tested/Deployed: 15

Data

Section 7: NG911: Procurement

Identify if your state has met any of the following milestones for NG911 procurement at the state level, this year or at any point in the past, for CAD.

Select the milestone showing the farthest progress made for each NG911 part, function and component this year or at any point in the past.

None ···· Released RFP ···· Completed Procurement ···· Awarded Contract(s) ···· Installed/Tested/Deployed

State	Response	State	Response
Alabama	None	Montana	None
Alaska	None	Nebraska	None
American Samoa	x	Nevada	x
Arizona	None	New Hampshire	Installed/Tested/Deployed
Arkansas	x	New Jersey	None
California	None	New Mexico	None
Colorado	None	New York	None
Connecticut	None	North Carolina	None
Delaware	Installed/Tested/Deployed	North Dakota	Installed/Tested/Deployed
District of Columbia	Installed/Tested/Deployed	Northern Mariana Islands	x
Florida	None	Ohio	None
Georgia	None	Oklahoma	None
Guam	x	Oregon	None
Hawaii	None	Pennsylvania	None
Idaho	None	Puerto Rico	None
Illinois	None	Rhode Island	Installed/Tested/Deployed
Indiana	Installed/Tested/Deployed	South Carolina	None
Iowa	Awarded Contract(s)	South Dakota	None
Kansas	None	Tennessee	None
Kentucky	None	Texas	None
Louisiana	None	Utah	None
Maine	None	U.S. Virgin Islands	x
Maryland	None	Vermont	?
Massachusetts	Installed/Tested/Deployed	Virginia	None
Michigan	?	Washington	None
Minnesota	None	West Virginia	x
Mississippi	x	Wisconsin	None
Missouri	None	Wyoming	None

? Unknown: 2

x Did not submit: 8

Totals

None: 38
Released an RFP: 0
Completed Procurement: 0
Awarded Contract(s): 1
Installed/Tested/Deployed: 7

Data

Section 7: NG911: Procurement

Identify if your state has met any of the following milestones for NG911 procurement at the state level, this year or at any point in the past, for CPE.

Select the milestone showing the farthest progress made for each NG911 part, function and component this year or at any point in the past.

(None) ···· (Released RFP) ···· (Completed Procurement) ···· (Awarded Contract(s)) ···· (Installed/Tested/Deployed)

State	Response	State	Response
Alabama	Installed/Tested/Deployed	Montana	None
Alaska	None	Nebraska	None
American Samoa	x	Nevada	x
Arizona	Awarded Contract(s)	New Hampshire	Installed/Tested/Deployed
Arkansas	x	New Jersey	None
California	Installed/Tested/Deployed	New Mexico	Awarded Contract(s)
Colorado	None	New York	None
Connecticut	Installed/Tested/Deployed	North Carolina	Installed/Tested/Deployed
Delaware	Installed/Tested/Deployed	North Dakota	Installed/Tested/Deployed
District of Columbia	Installed/Tested/Deployed	Northern Mariana Islands	x
Florida	None	Ohio	None
Georgia	None	Oklahoma	None
Guam	x	Oregon	Installed/Tested/Deployed
Hawaii	None	Pennsylvania	None
Idaho	Installed/Tested/Deployed	Puerto Rico	Installed/Tested/Deployed
Illinois	None	Rhode Island	Installed/Tested/Deployed
Indiana	Installed/Tested/Deployed	South Carolina	Released an RFP
Iowa	Installed/Tested/Deployed	South Dakota	Awarded Contract(s)
Kansas	Installed/Tested/Deployed	Tennessee	Installed/Tested/Deployed
Kentucky	None	Texas	None
Louisiana	None	Utah	Awarded Contract(s)
Maine	Installed/Tested/Deployed	U.S. Virgin Islands	x
Maryland	None	Vermont	Installed/Tested/Deployed
Massachusetts	Installed/Tested/Deployed	Virginia	None
Michigan	?	Washington	None
Minnesota	None	West Virginia	x
Mississippi	x	Wisconsin	None
Missouri	None	Wyoming	None

? Unknown: 1

x Did not submit: 8

Totals

None: 23
Released an RFP: 1
Completed Procurement: 0
Awarded Contract(s): 4
Installed/Tested/Deployed: 19

Data

Section 7: NG911: Procurement

Identify if your state has met any of the following milestones for NG911 procurement at the state level, this year or at any point in the past, for Recording.

Select the milestone showing the farthest progress made for each NG911 part, function and component this year or at any point in the past.

None ···· Released RFP ···· Completed Procurement ···· Awarded Contract(s) ···· Installed/Tested/Deployed

State	Response	State	Response
Alabama	None	Montana	None
Alaska	None	Nebraska	None
American Samoa	x	Nevada	x
Arizona	None	New Hampshire	Installed/Tested/Deployed
Arkansas	x	New Jersey	None
California	None	New Mexico	Awarded Contract(s)
Colorado	None	New York	None
Connecticut	None	North Carolina	None
Delaware	Installed/Tested/Deployed	North Dakota	Awarded Contract(s)
District of Columbia	Installed/Tested/Deployed	Northern Mariana Islands	x
Florida	None	Ohio	None
Georgia	None	Oklahoma	None
Guam	x	Oregon	None
Hawaii	None	Pennsylvania	None
Idaho	None	Puerto Rico	Installed/Tested/Deployed
Illinois	None	Rhode Island	Installed/Tested/Deployed
Indiana	Installed/Tested/Deployed	South Carolina	None
Iowa	Installed/Tested/Deployed	South Dakota	None
Kansas	None	Tennessee	None
Kentucky	None	Texas	None
Louisiana	None	Utah	None
Maine	None	U.S. Virgin Islands	x
Maryland	None	Vermont	Installed/Tested/Deployed
Massachusetts	Installed/Tested/Deployed	Virginia	None
Michigan	?	Washington	None
Minnesota	None	West Virginia	x
Mississippi	x	Wisconsin	None
Missouri	None	Wyoming	None

? Unknown: 1
x Did not submit: 8

Totals

None: 36
Released an RFP: 0
Completed Procurement: 0
Awarded Contract(s): 2
Installed/Tested/Deployed: 9

Data

Section 7: NG911: Procurement

Enter the number of regional or local 911 authorities within your state that have released an RFP for any NG911 component (listed in questions 30 - 34) for their area, this year or at any point in the past.

Select the milestone showing the farthest progress made for each NG911 part, function and component this year or at any point in the past.

State	Response	State	Response
Alabama	0	Montana	?
Alaska	3	Nebraska	1
American Samoa	x	Nevada	x
Arizona	0	New Hampshire	1
Arkansas	x	New Jersey	0
California	0	New Mexico	?
Colorado	?	New York	1
Connecticut	0	North Carolina	0
Delaware	?	North Dakota	?
District of Columbia	1	Northern Mariana Islands	x
Florida	27	Ohio	16
Georgia	1	Oklahoma	1
Guam	x	Oregon	0
Hawaii	0	Pennsylvania	0
Idaho	1	Puerto Rico	2
Illinois	84	Rhode Island	?
Indiana	?	South Carolina	?
Iowa	?	South Dakota	0
Kansas	1	Tennessee	100
Kentucky	5	Texas	48
Louisiana	44	Utah	0
Maine	0	U.S. Virgin Islands	x
Maryland	13	Vermont	0
Massachusetts	0	Virginia	14
Michigan	32	Washington	40
Minnesota	35	West Virginia	x
Mississippi	x	Wisconsin	1
Missouri	?	Wyoming	0

Total: 38 States – 472

? Unknown: 10

x Did not submit: 8

Findings

Several states with a method of procurement in place have encouraged PSAPs and local jurisdictions to utilize the state contract to procure systems and services. Many procurements have occurred that generate the functional NG911 networks and services.

Data

Section 7: NG911: Procurement

Identify if regional or local 911 authorities in your state have met any of the following milestones for NG911 procurement at the sub-state level, this year or at any point in the past, for Database (GIS Services).

Select the milestone showing the farthest progress made for each NG911 part, function and component this year or at any point in the past.

None ···· Released RFP ···· Completed Procurement ···· Awarded Contract(s) ···· Installed/Tested/Deployed

State	Response	State	Response
Alabama	None	Montana	?
Alaska	Installed/Tested/Deployed	Nebraska	None
American Samoa	x	Nevada	x
Arizona	None	New Hampshire	None
Arkansas	x	New Jersey	None
California	None	New Mexico	?
Colorado	?	New York	Awarded Contract(s)
Connecticut	None	North Carolina	None
Delaware	None	North Dakota	None
District of Columbia	Released an RFP	Northern Mariana Islands	x
Florida	Awarded Contract(s)	Ohio	Awarded Contract(s)
Georgia	None	Oklahoma	Awarded Contract(s)
Guam	x	Oregon	None
Hawaii	None	Pennsylvania	None
Idaho	?	Puerto Rico	None
Illinois	Installed/Tested/Deployed	Rhode Island	Installed/Tested/Deployed
Indiana	None	South Carolina	?
Iowa	?	South Dakota	None
Kansas	Installed/Tested/Deployed	Tennessee	Installed/Tested/Deployed
Kentucky	?	Texas	Installed/Tested/Deployed
Louisiana	Installed/Tested/Deployed	Utah	Installed/Tested/Deployed
Maine	None	U.S. Virgin Islands	x
Maryland	Installed/Tested/Deployed	Vermont	None
Massachusetts	None	Virginia	Installed/Tested/Deployed
Michigan	?	Washington	Installed/Tested/Deployed
Minnesota	Installed/Tested/Deployed	West Virginia	x
Mississippi	x	Wisconsin	None
Missouri	?	Wyoming	None

? Unknown: 9

x Did not submit: 8

Totals

None: 22
Released an RFP: 1
Completed Procurement: 0
Awarded Contract(s): 4
Installed/Tested/Deployed: 12

Data

Section 7: NG911: Procurement

Identify if regional or local 911 authorities in your state have met any of the following milestones for NG911 procurement at the sub-state level, this year or at any point in the past, for NG Core Services.

Select the milestone showing the farthest progress made for each NG911 part, function and component this year or at any point in the past.

None ···· Released RFP ···· Completed Procurement ···· Awarded Contract(s) ···· Installed/Tested/Deployed

State	Response	State	Response
Alabama	None	Montana	?
Alaska	Installed/Tested/Deployed	Nebraska	None
American Samoa	x	Nevada	x
Arizona	None	New Hampshire	None
Arkansas	x	New Jersey	None
California	None	New Mexico	None
Colorado	None	New York	Awarded Contract(s)
Connecticut	None	North Carolina	None
Delaware	None	North Dakota	None
District of Columbia	Released an RFP	Northern Mariana Islands	x
Florida	Awarded Contract(s)	Ohio	None
Georgia	None	Oklahoma	Released an RFP
Guam	x	Oregon	None
Hawaii	None	Pennsylvania	None
Idaho	?	Puerto Rico	None
Illinois	Installed/Tested/Deployed	Rhode Island	Awarded Contract(s)
Indiana	None	South Carolina	Awarded Contract(s)
Iowa	?	South Dakota	None
Kansas	Awarded Contract(s)	Tennessee	Installed/Tested/Deployed
Kentucky	?	Texas	Installed/Tested/Deployed
Louisiana	Installed/Tested/Deployed	Utah	None
Maine	None	U.S. Virgin Islands	x
Maryland	Awarded Contract(s)	Vermont	None
Massachusetts	None	Virginia	Installed/Tested/Deployed
Michigan	?	Washington	None
Minnesota	None	West Virginia	x
Mississippi	x	Wisconsin	?
Missouri	?	Wyoming	None

? Unknown: 7

x Did not submit: 8

Totals

None: 27
Released an RFP: 2
Completed Procurement: 0
Awarded Contract(s): 6
Installed/Tested/Deployed: 6

Data

Section 7: NG911: Procurement

Identify if regional or local 911 authorities in your state have met any of the following milestones for NG911 procurement at the sub-state level, this year or at any point in the past, for CAD.

Select the milestone showing the farthest progress made for each NG911 part, function and component this year or at any point in the past.

None · · · · Released RFP · · · · Completed Procurement · · · · Awarded Contract(s) · · · · Installed/Tested/Deployed

State	Response	State	Response
Alabama	None	Montana	?
Alaska	Installed/Tested/Deployed	Nebraska	Installed/Tested/Deployed
American Samoa	x	Nevada	x
Arizona	None	New Hampshire	None
Arkansas	x	New Jersey	?
California	None	New Mexico	Installed/Tested/Deployed
Colorado	?	New York	Awarded Contract(s)
Connecticut	None	North Carolina	None
Delaware	?	North Dakota	?
District of Columbia	Installed/Tested/Deployed	Northern Mariana Islands	x
Florida	?	Ohio	Installed/Tested/Deployed
Georgia	None	Oklahoma	None
Guam	x	Oregon	None
Hawaii	None	Pennsylvania	?
Idaho	?	Puerto Rico	None
Illinois	Installed/Tested/Deployed	Rhode Island	Installed/Tested/Deployed
Indiana	Installed/Tested/Deployed	South Carolina	?
Iowa	?	South Dakota	Installed/Tested/Deployed
Kansas	None	Tennessee	Installed/Tested/Deployed
Kentucky	Installed/Tested/Deployed	Texas	Installed/Tested/Deployed
Louisiana	Installed/Tested/Deployed	Utah	Installed/Tested/Deployed
Maine	None	U.S. Virgin Islands	x
Maryland	Installed/Tested/Deployed	Vermont	?
Massachusetts	None	Virginia	Installed/Tested/Deployed
Michigan	?	Washington	Installed/Tested/Deployed
Minnesota	Installed/Tested/Deployed	West Virginia	x
Mississippi	x	Wisconsin	None
Missouri	?	Wyoming	None

? Unknown: 13

x Did not submit: 8

Totals

None: 16
Released an RFP: 0
Completed Procurement: 0
Awarded Contract(s): 1
Installed/Tested/Deployed: 18

Data

Section 7: NG911: Procurement

Identify if regional or local 911 authorities in your state have met any of the following milestones for NG911 procurement at the sub-state level, this year or at any point in the past, for CPE.

Select the milestone showing the farthest progress made for each NG911 part, function and component this year or at any point in the past.

(None) ···· (Released RFP) ···· (Completed Procurement) ···· (Awarded Contract(s)) ···· (Installed/Tested/Deployed)

State	Response	State	Response
Alabama	None	Montana	?
Alaska	Installed/Tested/Deployed	Nebraska	Installed/Tested/Deployed
American Samoa	x	Nevada	x
Arizona	None	New Hampshire	None
Arkansas	x	New Jersey	Completed Procurement
California	None	New Mexico	None
Colorado	?	New York	None
Connecticut	None	North Carolina	None
Delaware	None	North Dakota	?
District of Columbia	Installed/Tested/Deployed	Northern Mariana Islands	x
Florida	?	Ohio	Installed/Tested/Deployed
Georgia	None	Oklahoma	Released an RFP
Guam	x	Oregon	None
Hawaii	None	Pennsylvania	Installed/Tested/Deployed
Idaho	?	Puerto Rico	None
Illinois	Installed/Tested/Deployed	Rhode Island	Installed/Tested/Deployed
Indiana	Installed/Tested/Deployed	South Carolina	Awarded Contract(s)
Iowa	?	South Dakota	None
Kansas	Installed/Tested/Deployed	Tennessee	Installed/Tested/Deployed
Kentucky	Installed/Tested/Deployed	Texas	Installed/Tested/Deployed
Louisiana	Installed/Tested/Deployed	Utah	Installed/Tested/Deployed
Maine	None	U.S. Virgin Islands	x
Maryland	Installed/Tested/Deployed	Vermont	None
Massachusetts	None	Virginia	Installed/Tested/Deployed
Michigan	?	Washington	Installed/Tested/Deployed
Minnesota	Installed/Tested/Deployed	West Virginia	x
Mississippi	x	Wisconsin	Released an RFP
Missouri	?	Wyoming	None

? Unknown: 8

x Did not submit: 8

Totals

None: 18
Released an RFP: 2
Completed Procurement: 1
Awarded Contract(s): 1
Installed/Tested/Deployed: 18

Data

Section 7: NG911: Procurement

Identify if regional or local 911 authorities in your state have met any of the following milestones for NG911 procurement at the sub-state level, this year or at any point in the past, for Recording.

Select the milestone showing the farthest progress made for each NG911 part, function and component this year or at any point in the past.

(None) ···· (Released RFP) ···· (Completed Procurement) ···· (Awarded Contract(s)) ···· (Installed/Tested/Deployed)

State	Response	State	Response
Alabama	None	Montana	?
Alaska	Installed/Tested/Deployed	Nebraska	Installed/Tested/Deployed
American Samoa	x	Nevada	x
Arizona	None	New Hampshire	None
Arkansas	x	New Jersey	?
California	None	New Mexico	Installed/Tested/Deployed
Colorado	?	New York	None
Connecticut	None	North Carolina	None
Delaware	None	North Dakota	?
District of Columbia	Installed/Tested/Deployed	Northern Mariana Islands	x
Florida	?	Ohio	Installed/Tested/Deployed
Georgia	None	Oklahoma	?
Guam	x	Oregon	None
Hawaii	None	Pennsylvania	?
Idaho	?	Puerto Rico	None
Illinois	Installed/Tested/Deployed	Rhode Island	Installed/Tested/Deployed
Indiana	Installed/Tested/Deployed	South Carolina	?
Iowa	?	South Dakota	None
Kansas	None	Tennessee	Installed/Tested/Deployed
Kentucky	?	Texas	Installed/Tested/Deployed
Louisiana	Installed/Tested/Deployed	Utah	Installed/Tested/Deployed
Maine	None	U.S. Virgin Islands	x
Maryland	Installed/Tested/Deployed	Vermont	None
Massachusetts	None	Virginia	Installed/Tested/Deployed
Michigan	?	Washington	Installed/Tested/Deployed
Minnesota	Installed/Tested/Deployed	West Virginia	x
Mississippi	x	Wisconsin	None
Missouri	?	Wyoming	None

? Unknown: 13

x Did not submit: 8

Totals

None: 19
Released an RFP: 0
Completed Procurement: 0
Awarded Contract(s): 0
Installed/Tested/Deployed: 16

Data

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

Identifies the percentage of PSAPs in your 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 GIS). Specifically, this is the percentage of total 911 authorities in your state that have implemented NG911 systems for all service types. Systems not being converted would not factor into this element. Enter whole numbers, ex. 25% instead of 0.25.

Legend:
- 0%
- >0-25%
- 26-50%
- 51-75%
- 75-99%
- 100%
- Unknown
- Did not submit

Percentage Breakdown

Percentages are based on data submitted by reporting states.

29%
17%
6%
8%
23%
17%
0
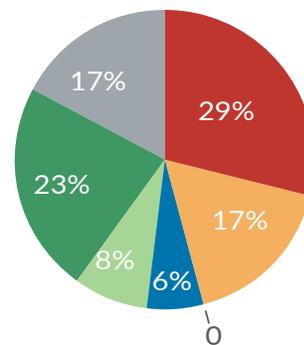
Data

Section 8: NG911: Transition

State	Response	State	Response
Alabama	0%	Montana	?
Alaska	?	Nebraska	0%
American Samoa	x	Nevada	x
Arizona	80%	New Hampshire	100%
Arkansas	x	New Jersey	0%
California	0%	New Mexico	0%
Colorado	0%	New York	0%
Connecticut	100%	North Carolina	3%
Delaware	100%	North Dakota	100%
District of Columbia	0%	Northern Mariana Islands	x
Florida	?	Ohio	20%
Georgia	0.6%	Oklahoma	0%
Guam	x	Oregon	100%
Hawaii	100%	Pennsylvania	0%
Idaho	5%	Puerto Rico	?
Illinois	13%	Rhode Island	100%
Indiana	100%	South Carolina	?
Iowa	0%	South Dakota	85%
Kansas	78%	Tennessee	80%
Kentucky	0%	Texas	?
Louisiana	5%	Utah	68%
Maine	100%	U.S. Virgin Islands	x
Maryland	0%	Vermont	100%
Massachusetts	100%	Virginia	10%
Michigan	64%	Washington	57%
Minnesota	25%	West Virginia	x
Mississippi	x	Wisconsin	0%
Missouri	?	Wyoming	?

Total: **11 States – 100%**
14 States – 0%

? Unknown: 8

x Did not submit: 8

Findings

11 states reported that 100% of their PSAPs are capable of processing and interpreting NG911 location and caller information. 15 states reported that more than 0% but less than 100% of their PSAPs have this capability.

• 2018: 14 states reported that 100% of their NG911 systems are processing and interpreting location and caller information. The decrease in 2019 may be attributed to different interpretations of the question or different reporting states each year.

Data

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

Identifies 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. Enter whole numbers, ex. 25% instead of 0.25.
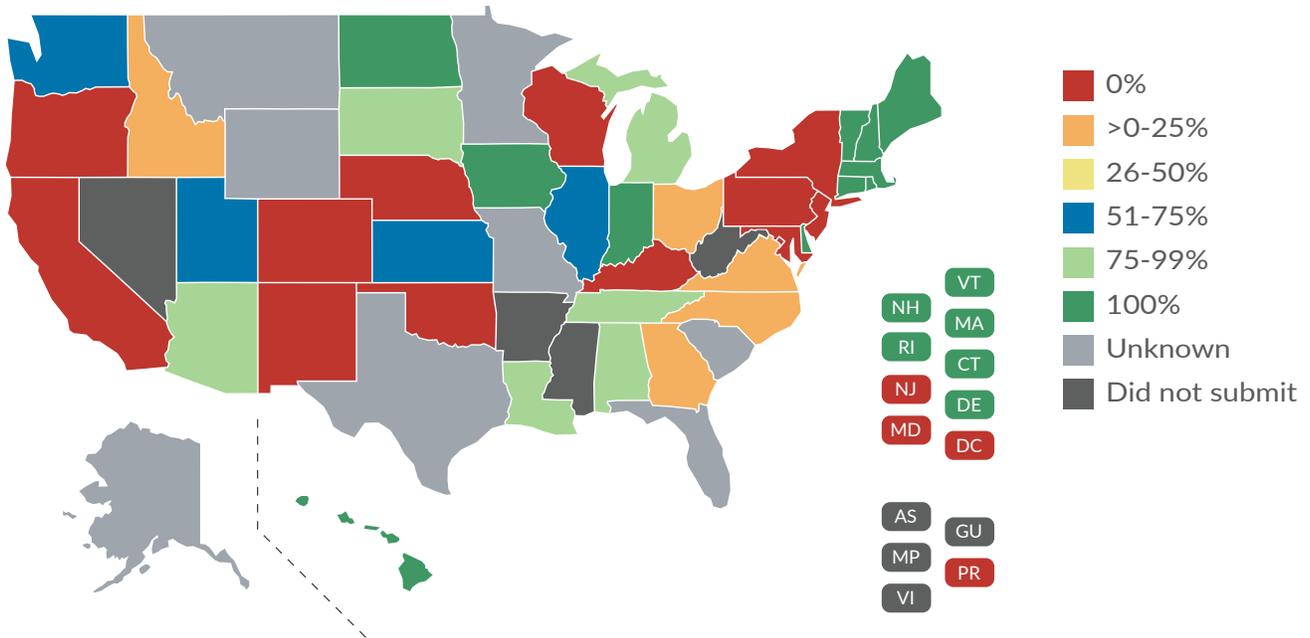
Legend:
- 0%
- >0-25%
- 26-50%
- 51-75%
- 75-99%
- 100%
- Unknown
- Did not submit

Percentage Breakdown

Percentages are based on data submitted by reporting states.

Pie chart values: 29%, 10%, 0%, 8%, 13%, 23%, 17%
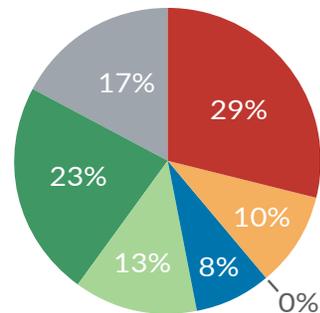
Data

Section 8: NG911: Transition

State	Response	State	Response
Alabama	81%	Montana	?
Alaska	?	Nebraska	0%
American Samoa	x	Nevada	x
Arizona	94%	New Hampshire	100%
Arkansas	x	New Jersey	0%
California	0%	New Mexico	0%
Colorado	0%	New York	0%
Connecticut	100%	North Carolina	25%
Delaware	100%	North Dakota	100%
District of Columbia	0%	Northern Mariana Islands	x
Florida	?	Ohio	20%
Georgia	1%	Oklahoma	0%
Guam	x	Oregon	0%
Hawaii	100%	Pennsylvania	0%
Idaho	15%	Puerto Rico	0%
Illinois	60%	Rhode Island	100%
Indiana	100%	South Carolina	?
Iowa	100%	South Dakota	96%
Kansas	62%	Tennessee	80%
Kentucky	0%	Texas	?
Louisiana	80%	Utah	68%
Maine	100%	U.S. Virgin Islands	x
Maryland	0%	Vermont	100%
Massachusetts	100%	Virginia	13%
Michigan	76%	Washington	70%
Minnesota	?	West Virginia	x
Mississippi	x	Wisconsin	0%
Missouri	?	Wyoming	?

Total: **11 States – 100%**
14 States – 0%

? Unknown: 8

x Did not submit: 8

Findings

11 states reported that 100% of their population is served by NG911 capable PSAPs. 15 states reported that more than 0% but less than 100% of their population is served by this capability.

• 2018: 11 states reported 100% of their population is served by this capability

Data

Section 8: NG911: Transition

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

Identifies 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. Enter whole numbers, ex. 25% instead of 0.25.

Legend:
- 0%
- >0-25%
- 26-50%
- 51-75%
- 75-99%
- 100%
- Unknown
- Did not submit
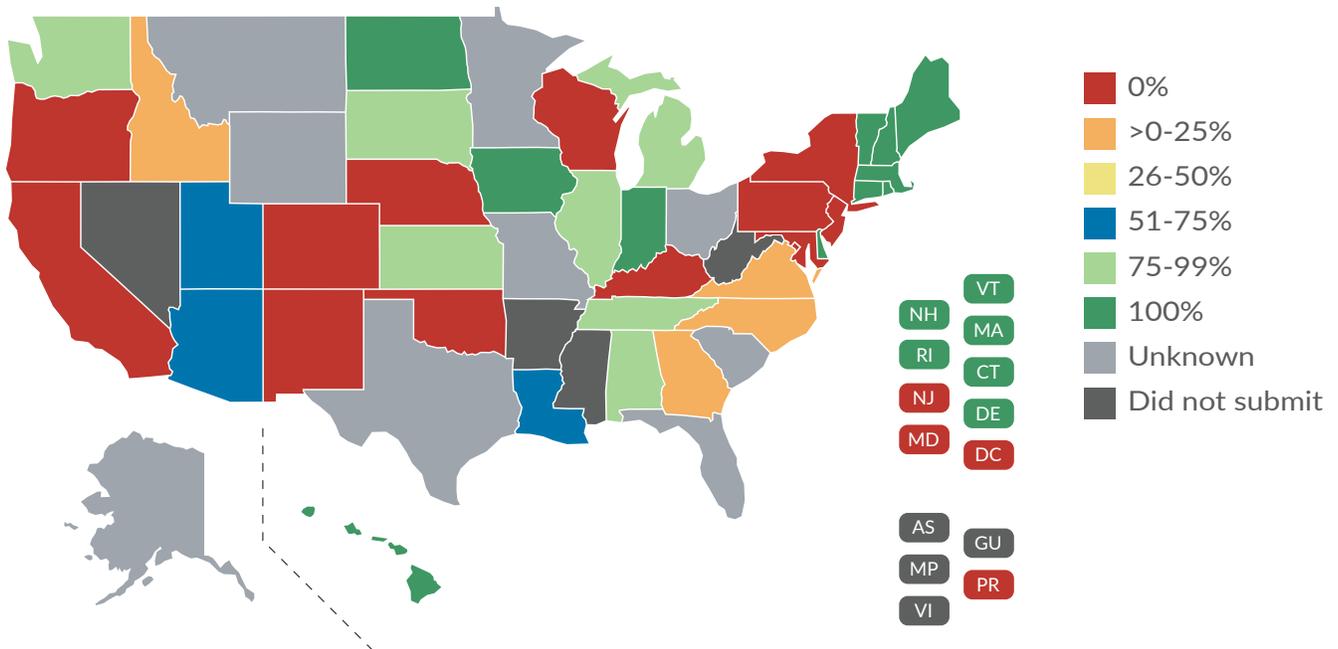
Percentage Breakdown

Percentages are based on data submitted by reporting states.
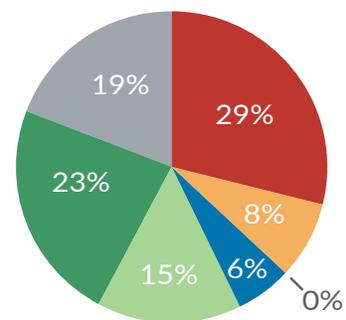
Continued on next page

Data

Section 8: NG911: Transition

State	Response	State	Response
Alabama	82%	Montana	?
Alaska	?	Nebraska	0%
American Samoa	x	Nevada	x
Arizona	66%	New Hampshire	100%
Arkansas	x	New Jersey	0%
California	0%	New Mexico	0%
Colorado	0%	New York	0%
Connecticut	100%	North Carolina	25%
Delaware	100%	North Dakota	100%
District of Columbia	0%	Northern Mariana Islands	x
Florida	?	Ohio	?
Georgia	0.1%	Oklahoma	0%
Guam	x	Oregon	0%
Hawaii	100%	Pennsylvania	0%
Idaho	20%	Puerto Rico	0%
Illinois	76%	Rhode Island	100%
Indiana	100%	South Carolina	?
Iowa	100%	South Dakota	89%
Kansas	88%	Tennessee	80%
Kentucky	0%	Texas	?
Louisiana	70%	Utah	68%
Maine	100%	U.S. Virgin Islands	x
Maryland	0%	Vermont	100%
Massachusetts	100%	Virginia	7%
Michigan	94%	Washington	97%
Minnesota	?	West Virginia	x
Mississippi	x	Wisconsin	0%
Missouri	?	Wyoming	?

Total: **11 States – 100%**
14 States – 0%

? Unknown: 9

x Did not submit: 8

Findings

11 states reported that 100% of their geographic area is served by NG911 capable services. 14 states reported that more than 0% but less than 100% of their geographic area is served by NG911 capable services.

• 2018: 12 states reported that 100% of their geographic area is served by NG911 capable services. The decrease in 2019 may be attributed to different interpretations of the question or different reporting states each year.

Data

Section 9: NG911: Operations

Enter the number of ESInet connected PSAPs in your state.

This element tracks 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. The percentage of ESInet connected primary and secondary PSAPs is indicated in parentheses in the second column.

State	Response		State	Response	
Alabama	74	(43%)	Montana	39	(74%)
Alaska	3	(7%)	Nebraska	0	(0%)
American Samoa	x		Nevada	x	
Arizona	69	(80%)	New Hampshire	2	(100%)
Arkansas	x		New Jersey	0	(0%)
California	45	(10%)	New Mexico	0	(0%)
Colorado	8	(9%)	New York	0	(0%)
Connecticut	108	(100%)	North Carolina	36	(28%)
Delaware	1	(13%)	North Dakota	21	(95%)
District of Columbia	0	(0%)	Northern Mariana Islands	x	
Florida	80	(40%)	Ohio	59	(21%)
Georgia	1	(1%)	Oklahoma	17	(13%)
Guam	x		Oregon	0	(0%)
Hawaii	5	(63%)	Pennsylvania	43	(72%)
Idaho	10	(19%)	Puerto Rico	0	(0%)
Illinois	24	(12%)	Rhode Island	2	(3%)
Indiana	121	(100%)	South Carolina	?	
Iowa	113	(100%)	South Dakota	28	(85%)
Kansas	104	(80%)	Tennessee	142	(100%)
Kentucky	26	(14%)	Texas	446	(79%)
Louisiana	4	(5%)	Utah	1	(3%)
Maine	24	(41%)	U.S. Virgin Islands	x	
Maryland	0	(0%)	Vermont	6	(100%)
Massachusetts	229	(91%)	Virginia	12	(8%)
Michigan	80	(59%)	Washington	65	(83%)
Minnesota	104	(74%)	West Virginia	x	
Mississippi	x		Wisconsin	0	(0%)
Missouri	?		Wyoming	0	(0%)

Total: 8 States ≥ 100 PSAPs
28 States > 0 and < 100
10 States - 0 PSAPs

? Unknown: 2

x Did not submit: 8

Findings

In recent years, there has been a gradual increase in the reported number of PSAPs connected to an ESInet.

• 2019: 2,152 PSAPs reported using an ESInet
• 2018: 1,813 PSAPs reported using an ESInet

Data

Section 9: NG911: Operations

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.

This element tracks how many primary PSAPs are processing IP emergency requests (calls) into their CPE directly (without conversion back to analog) from an ESInet.

State	Response	State	Response
Alabama	?	Montana	?
Alaska	12%	Nebraska	0%
American Samoa	x	Nevada	x
Arizona	81%	New Hampshire	100%
Arkansas	x	New Jersey	0%
California	0%	New Mexico	0%
Colorado	9%	New York	0%
Connecticut	100%	North Carolina	31%
Delaware	100%	North Dakota	77%
District of Columbia	0%	Northern Mariana Islands	x
Florida	?	Ohio	38%
Georgia	?	Oklahoma	0%
Guam	x	Oregon	0%
Hawaii	100%	Pennsylvania	0%
Idaho	21%	Puerto Rico	0%
Illinois	13%	Rhode Island	100%
Indiana	100%	South Carolina	?
Iowa	95%	South Dakota	100%
Kansas	88%	Tennessee	80%
Kentucky	?	Texas	?
Louisiana	5%	Utah	68%
Maine	100%	U.S. Virgin Islands	x
Maryland	0%	Vermont	100%
Massachusetts	100%	Virginia	10%
Michigan	70%	Washington	73%
Minnesota	54%	West Virginia	x
Mississippi	x	Wisconsin	0%
Missouri	?	Wyoming	0%

Total: 10 States – 100%
17 States > 0% and < 100%
13 States – 0%

? Unknown: 8

x Did not submit: 8

Findings

10 states reported that 100% of their PSAPs have CPE processing IP calls from an ESInet.

• 2018: 8 states reported that 100% of their PSAPs can utilize IP for traffic delivery

Data

Section 9: NG911: Operations

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

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).

State	Response	State	Response
Alabama	1	Montana	1
Alaska	3	Nebraska	0
American Samoa	x	Nevada	x
Arizona	2	New Hampshire	1
Arkansas	x	New Jersey	0
California	2	New Mexico	0
Colorado	1	New York	0
Connecticut	1	North Carolina	1
Delaware	1	North Dakota	1
District of Columbia	0	Northern Mariana Islands	x
Florida	12	Ohio	33
Georgia	1	Oklahoma	1
Guam	x	Oregon	0
Hawaii	?	Pennsylvania	6
Idaho	1	Puerto Rico	0
Illinois	3	Rhode Island	2
Indiana	1	South Carolina	?
Iowa	2	South Dakota	1
Kansas	2	Tennessee	1
Kentucky	1	Texas	38
Louisiana	2	Utah	1
Maine	1	U.S. Virgin Islands	x
Maryland	0	Vermont	1
Massachusetts	1	Virginia	12
Michigan	?	Washington	2
Minnesota	1	West Virginia	x
Mississippi	x	Wisconsin	0
Missouri	?	Wyoming	0

Total: 14 States ≥ 2
20 States – 1
10 States – 0

? Unknown: 4

x Did not submit: 8

Findings

A total of 141 operational ESInets were reported to be deployed across 34 states.

• 2018: A total of 162 operational ESInets were reported to be deployed across 27 states. Inconsistencies in reported state data in recent years has contributed to fluctuations in this total count.

Data

Section 9: NG911: Operations

Enter the percentage of address authorities (MSAG coordinator, Planning Department, Public Works, etc) within your state that have geocoded their addresses to a GIS ready format.

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. While ALI database normalization is a part of the GIS process, this question only pertains to the MSAG synchronization and not ALI. Enter whole numbers, ex. 25% instead of 0.25.

State	Response	State	Response
Alabama	48%	Montana	?
Alaska	12%	Nebraska	30%
American Samoa	x	Nevada	x
Arizona	?	New Hampshire	?
Arkansas	x	New Jersey	?
California	83%	New Mexico	95%
Colorado	?	New York	80%
Connecticut	100%	North Carolina	18%
Delaware	100%	North Dakota	75%
District of Columbia	100%	Northern Mariana Islands	x
Florida	?	Ohio	?
Georgia	?	Oklahoma	?
Guam	x	Oregon	80%
Hawaii	100%	Pennsylvania	?
Idaho	5%	Puerto Rico	?
Illinois	82%	Rhode Island	100%
Indiana	50%	South Carolina	?
Iowa	100%	South Dakota	86%
Kansas	100%	Tennessee	?
Kentucky	?	Texas	?
Louisiana	?	Utah	?
Maine	100%	U.S. Virgin Islands	x
Maryland	100%	Vermont	100%
Massachusetts	100%	Virginia	100%
Michigan	?	Washington	100%
Minnesota	60%	West Virginia	x
Mississippi	x	Wisconsin	?
Missouri	?	Wyoming	?

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

? Unknown: 21

x Did not submit: 8

Findings

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

• 2018: 13 states reported that 100% of address authorities within their state have geocoded their addresses to a GIS ready format

Data

Section 10: NG911: Maturity Levels

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

Select the level of maturity that best fits your state's NG911 progress in the governance category.

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.

- **Legacy** – No governance structure is in place to support NG911.

- **Foundational** – Governance support only exists for the initial stages of NG911 coordination. Limited state governance with many regional or local arrangements may exist with limited coordination and strategy to connect the individual PSAPs via an NG911 network. Many PSAPs operate under their own authority.

- **Transitional** – Governance and coordination exist for state and regional or local PSAP authorities to mandate or organize NG911 within a strategic plan. Many PSAPs are working within the governance structure to ensure long term success.

- **Intermediate** – NG911 governance is coordinated from a single entity responsible for administering and governing the NG911 strategy for the entire state. Most of the PSAPs follow the NG911 governance introduced by that single entity.

- **Jurisdictional End State** – NG911 governance flows from the designated entity for all NG911 activities for the state. All PSAPs operate under that single entity for governance.

Legend:
- 1 - Legacy
- 2 - Foundational
- 3 - Transitional
- 4 - Intermediate
- 5 - Jurisdictional End State
- 6 - National End State
- Unknown
- Did not submit

Continued on next page

Data

Section 10: NG911: Maturity Levels

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

Total:

Legacy: 5
Foundational: 9
Transitional: 17
Intermediate: 5
Jurisdictional End State: 11

Findings

Compared to 2018 data, several states reported being in a more advanced NG911 maturity level for governance. This may be due to general progress toward NG911 or a different interpretation of the maturity levels for this data collection period.

? Unknown: 1

x Did not submit: 8

Data

Section 10: NG911: Maturity Levels

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

Select the level of maturity that best fits your state's NG911 progress in the routing and location category.

Routing and location define how a system interprets 911 call location information to route the call and accompanying information to a given PSAP. This speaks to the ability to use geospatial capabilities to relay a caller's location to a PSAP.

- **Legacy** – No change to the existing routing and location of 911 calls.

- **Foundational** – Some transition to NG911 call routing and location has begun, but the call routing and location information for all 911 calls within a jurisdiction has not been fully implemented. This includes the initial database and GIS work to support NG911. PSAPs are not receiving calls via IP.

- **Transitional** - Transition to NG911 call routing and location has been implemented for some PSAPs or for some specific call types. PSAPs are receiving IP from the ESInet, but the call traffic is still using legacy location and data.

- **Intermediate** – PSAPS are utilizing NG911 geospatial routing and data for all 911 calls but are still reliant upon ALI information to verify call location.

- **Jurisdictional End State** – PSAPs are using a complete i3 call routing system and have fully implemented a system to meet or exceed the NG911 standard.
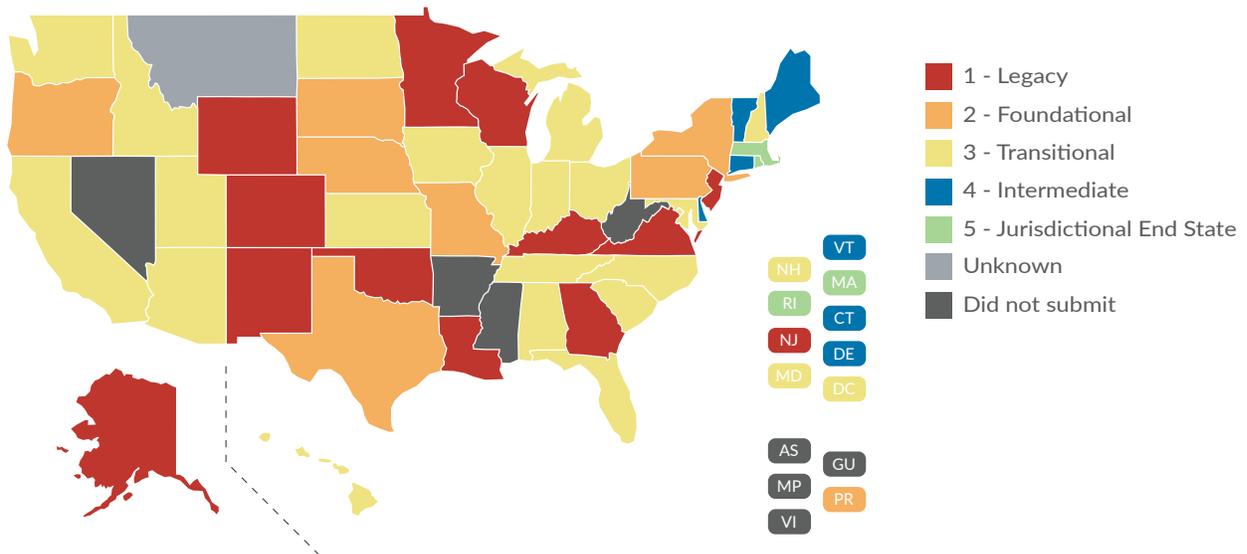
Data

Section 10: NG911: Maturity Levels

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

Total:

Legacy: 12
Foundational: 8
Transitional: 21
Intermediate: 4
Jurisdictional End State: 2

Findings

There are some inconsistencies in the maturity level identified by states for routing and location compared to 2018 data. This may be due to a different interpretation of the maturity levels for this data collection period.
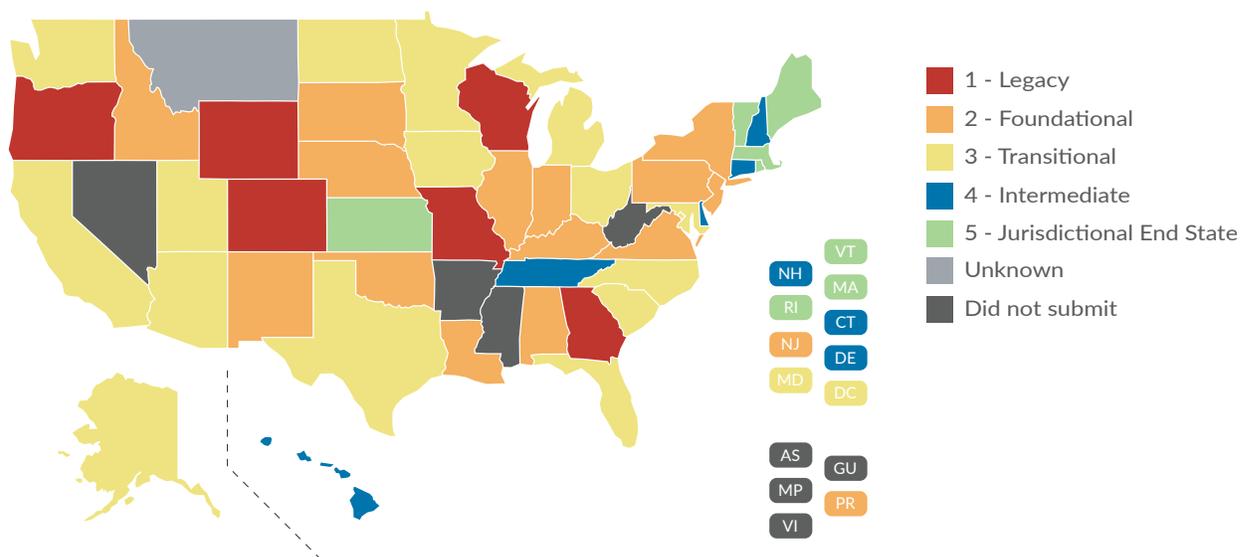
? Unknown: 1

x Did not submit: 8

Data

Section 10: NG911: Maturity Levels

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

Select the level of maturity that best fits your state's NG911 progress in the GIS data category.

GIS data is a fundamental element of NG911 but is not utilized for legacy 911 call routing. The below options define the steps necessary to plan, process, and improve the existing data in order to begin utilizing GIS data for NG911.

- **Legacy** – No change or progress to GIS data at the present time.

- **Foundational** – GIS data transformation has begun, and the initial standardization (normalization and synchronization) of the GIS information has begun but is not completed.

- **Transitional** - GIS data transformation is in the late stage of development. Testing has begun and pilot projects are in progress to demonstrate readiness of the GIS data for NG911 use.

- **Intermediate** – GIS data and geospatial call routing has been implemented without location validation. All other functional components have been deployed including the final dataset, ECRF and PRF.

- **Jurisdictional End State** – PSAPs are using a complete i3 GIS data set and have fully implemented a system to meet or exceed the NG911 standard.

Legend:
- 1 - Legacy
- 2 - Foundational
- 3 - Transitional
- 4 - Intermediate
- 5 - Jurisdictional End State
- Unknown
- Did not submit

Data

Section 10: NG911: Maturity Levels

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

Total:

Legacy: 6
Foundational: 15
Transitional: 16
Intermediate: 5
Jurisdictional End State: 5

? Unknown: 1

x Did not submit: 8

Findings

There are some inconsistencies in the maturity level identified by states for GIS data compared to 2018 data. This may be due to a different interpretation of the maturity levels for this data collection period.

Data

What level of maturity does your state fall in for the category of NG911 core service elements?

Select the level of maturity that best fits your state's NG911 progress in the NG911 core service elements category.

The central NG911 core services functions provide the logical processing interactions between the delivery of calls and data from the OSP to PSAPs, and manages NG911 call delivery under normal and abnormal conditions.

- **Legacy** – No change or progress to NG911 at the present time.

- **Foundational** – NG911 core services implementation progress is fragmented or limited to select PSAPs.

- **Transitional** - NG911 core services implementation progress has been made throughout the 911 authority's jurisdictional boundary and includes the deployment of core services to the state or individual PSAPs.

- **Intermediate** – NG911 core services have been implemented and are utilized for most PSAPs within the jurisdiction boundary.

- **Jurisdictional End State** – All PSAPs are operating with the NG911 core services.

Legend:
- 1 - Legacy
- 2 - Foundational
- 3 - Transitional
- 4 - Intermediate
- 5 - Jurisdictional End State
- Unknown
- Did not submit

Data

Section 10: NG911: Maturity Levels

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

Total:

Legacy: 11
Foundational: 12
Transitional: 14
Intermediate: 6
Jurisdictional EndState: 4

Findings

There are some inconsistencies in the maturity level identified by states for NG911 core service elements compared to 2018 data. This may be due to a different interpretation of the maturity levels for this data collection period.
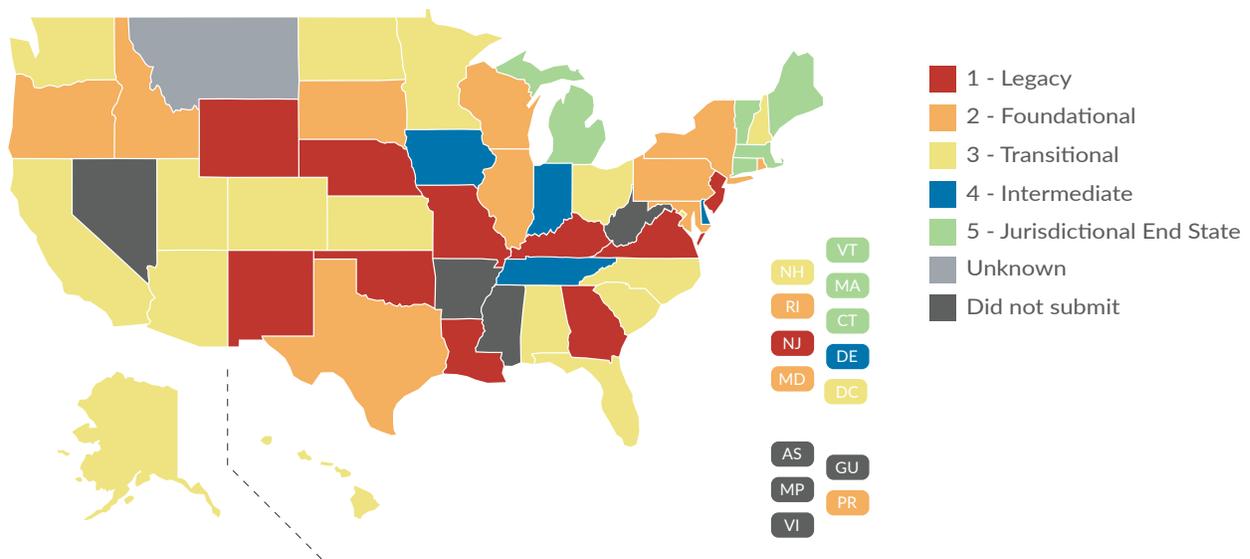
? Unknown: 1

x Did not submit: 8

Data

Section 10: NG911: Maturity Levels

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

Select the level of maturity that best fits your state's NG911 progress in the network category.

Network area capabilities represent the various technology mechanisms for connecting external entities to PSAPs via either a legacy selective router or an ESInet to process 911 calls.

- **Legacy** – No change or progress to NG911 at the present time. No change to the call ingress or egress.

- **Foundational** – NG911 progress has begun through procurement of NG911 components, but call ingress and egress remains unchanged.

- **Transitional** - An ESInet has been implemented and call ingress modification has begun to interface the OSP traffic via IP; the call egress from the ESInet to the PSAP has been transformed to all IP.

- **Intermediate** – Call ingress is in the late stages of being transformed to IP. Call egress from the ESInet to the PSAP is all IP and traffic is being delivered across the ESInet to all jurisdictions connected to the ESInet.

- **Jurisdictional End State** – All PSAPs are using the ESInet and all traffic has been transformed to IP.

- 1 - Legacy
- 2 - Foundational
- 3 - Transitional
- 4 - Intermediate
- 5 - Jurisdictional End State
- Unknown
- Did not submit

Data

Section 10: NG911: Maturity Levels

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

Total:

Legacy: 10
Foundational: 11
Transitional: 17
Intermediate: 4
Jurisdictional End State: 5

Findings

There are some inconsistencies in the maturity level identified by states for network compared to 2018 data. This may be due to a different interpretation of the maturity levels for this data collection period.

? Unknown: 1

x Did not submit: 8

Data

Section 10: NG911: Maturity Levels

What level of maturity does your state fall in for the category of PSAP call handling system and applications?

Select the level of maturity that best fits your state's NG911 progress in the PSAP call handling system and applications category.

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 compatible. This step may optionally include replacing the legacy CAMA TDM circuits with the ATIS-defined IP technology-based transitional RFAI protocol.

- **Legacy** – No change or progress to NG911 at the present time, and no change to the call handling system.

- **Foundational** – NG911 progress has begun by procuring CPE systems that can handle NG911 calls but the features have not begun to be utilized.

- **Transitional** – An ESInet is delivering IP traffic to many PSAPs' CPEs, and some have begun to deploy text, but there is not integration across the entire jurisdiction.

- **Intermediate** – PSAPs are using the ESInet for all traffic, and all call handling is IP-based. Multimedia is supported for calls, text and logging across the entire jurisdiction.

- **Jurisdictional End State** – All PSAPs are transitioned to the NG911 system and all traffic is being delivered consistent with the NG911 standard.

1 - Legacy
2 - Foundational
3 - Transitional
4 - Intermediate
5 - Jurisdictional End State
Unknown
Did not submit

Data

Section 10: NG911: Maturity Levels

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

Total:

Legacy: 2
Foundational: 15
Transitional: 22
Intermediate: 4
Jurisdictional End State: 3

? Unknown: 2

x Did not submit: 8

Findings

There are some inconsistencies in the maturity level identified by states for PSAP call handling systems and applications compared to 2018 data. This may be due to a different interpretation of the maturity levels for this data collection period.
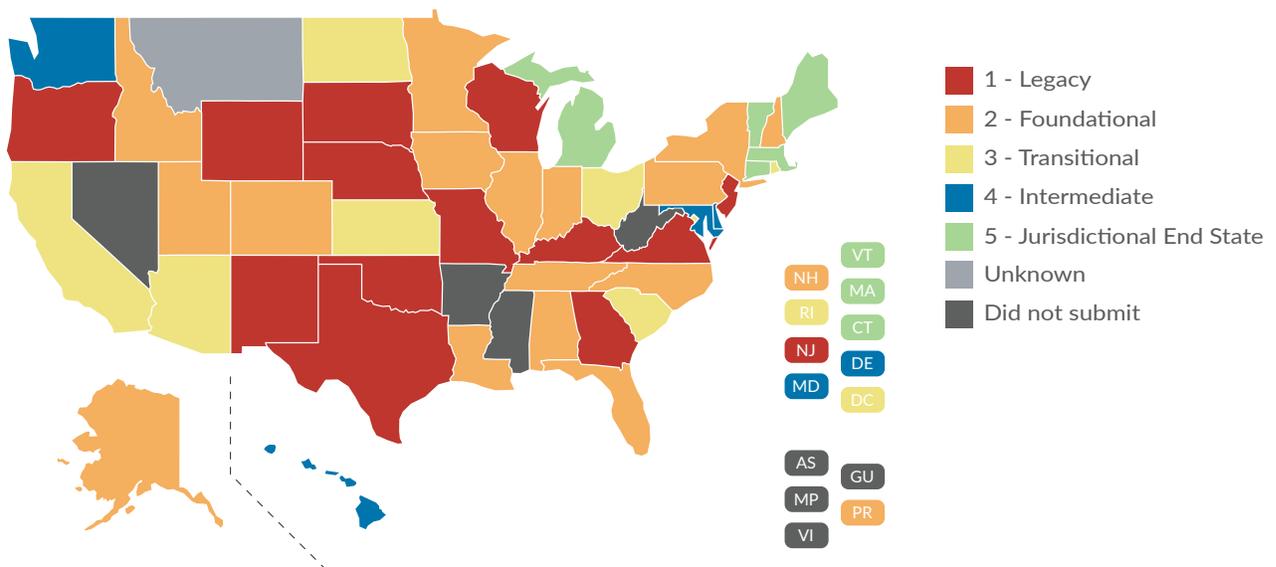
Data

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

Select the level of maturity that best fits your state's NG911 progress in the security category.

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

- **Legacy** – Security posture/policy has not yet been developed.

- **Foundational** – PSAPs have begun to assess and prioritize the security risks of NG911/IP and have introduced initial security policies to minimize risks and threats to the PSAP.

- **Transitional** - PSAPs have conducted a full assessment of the vulnerabilities associated with security, and have begun to implement, administer, and coordinate security polices to manage security threats to their NG911 system.

- **Intermediate** – PSAPs have implemented security polices and a process to periodically audit and mitigate security vulnerabilities.

- **Jurisdictional End State** – All PSAPs are utilizing a common security framework baseline.

Data

Section 10: NG911: Maturity Levels

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

Total:

Legacy: 13
Foundational: 17
Transitional: 8
Intermediate: 4
Jurisdictional End State: 5

Findings

There are some inconsistencies in the maturity level identified by states for security compared to 2018 data. This may be due to a different interpretation of the maturity levels for this data collection period.
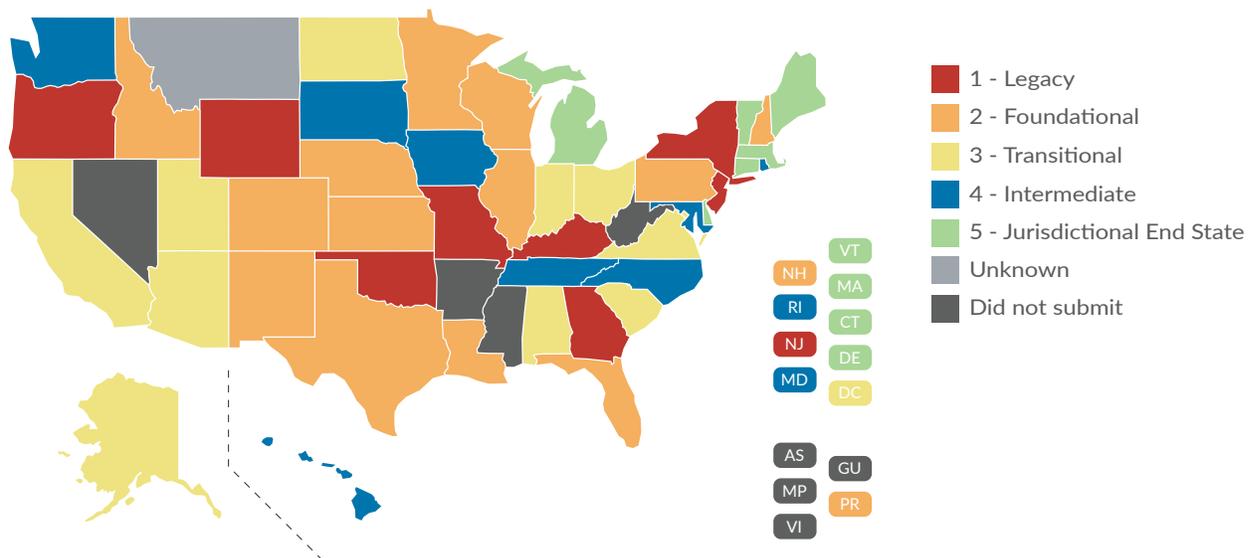
? Unknown: 1

x Did not submit: 8

Data

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

Select the level of maturity that best fits your state's NG911 progress in the operations category.

Operations planning addresses aspects of execution, oversight, plan management and efforts necessary to support the transition from legacy systems to the NG911 processing model and services.

- **Legacy** – No plan or coordination has been introduced.

- **Foundational** – Initial planning for operation of an NG911 system has begun and the long-term strategy for administration is in progress. Plans have been introduced but are not yet approved.

- **Transitional** – Operations plans for the NG911 system have been approved but have not begun to be implemented.

- **Intermediate** – Operations plans are fully approved and are in the late stage of implementation.

- **Jurisdictional End State** – All operations plans are fully implemented.

Legend:
- 1 - Legacy
- 2 - Foundational
- 3 - Transitional
- 4 - Intermediate
- 5 - Jurisdictional End State
- Unknown
- Did not submit

Data

Section 10: NG911: Maturity Levels

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

Total:

Legacy: 8
Foundational: 14
Transitional: 11
Intermediate: 8
Jurisdictional End State: 6

? Unknown: 1

x Did not submit: 8

Findings

There are some inconsistencies in the maturity level identified by states for operations compared to 2018 data. This may be due to a different interpretation of the maturity levels for this data collection period.
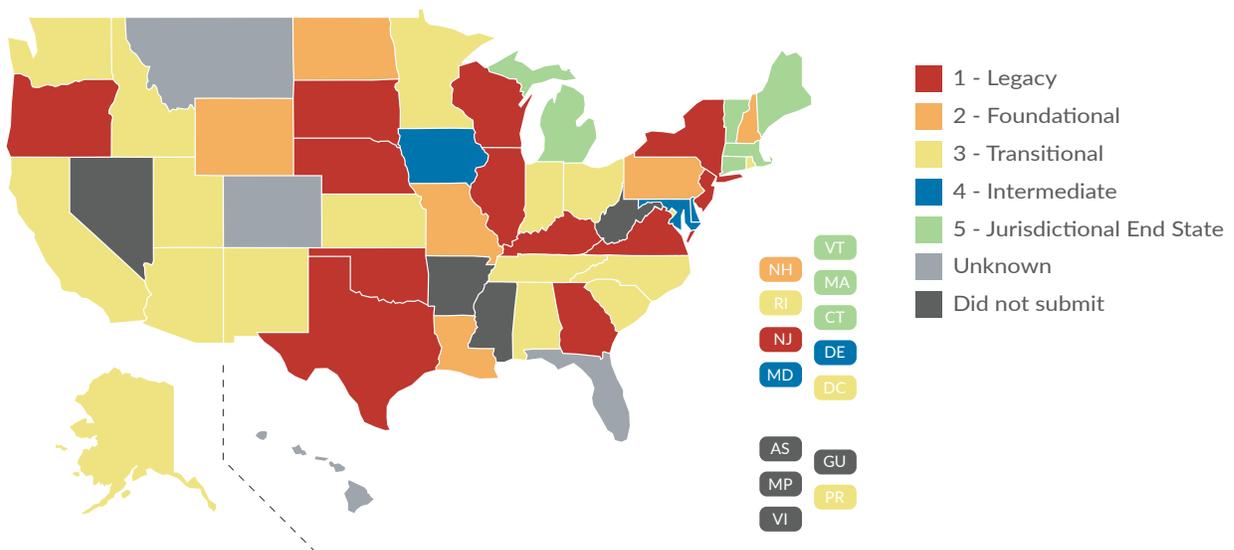
Data

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

Select the level of maturity that best fits your state's NG911 progress in the optional interfaces category.

Optional Interfaces include those which are supplemental and supportive of 911 services but are not a basic necessity for receiving or responding to a call. Optional interfaces may include: CAD, Broadband, RapidSOS and location supporting tools, hosted logging systems, hosted recording solutions and cybersecurity taps. Any and all optional interfaces must comply with all applicable industry interface standards and must not interfere with or impact the function or security of the NG911 systems.

- **Legacy** – No optional interfaces have been documented.

- **Foundational** – Optional interfaces, which may be useful for NG911, have been documented, but they have not been assessed or reviewed.

- **Transitional** – Optional interfaces, which can be beneficial within the NG911 system, have been documented and assessed, and integration with those systems has begun.

- **Intermediate** – All potential optional interfaces have been documented and assessed and integration with those systems is complete.

- **Jurisdictional End State** – All optional interfaces have been implemented and jurisdictional support has begun.

Legend:
- 1 - Legacy
- 2 - Foundational
- 3 - Transitional
- 4 - Intermediate
- 5 - Jurisdictional End State
- Unknown
- Did not submit

Data

Section 10: NG911: Maturity Levels

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

Total:

Legacy: 12
Foundational: 6
Transitional: 18
Intermediate: 3
Jurisdictional End State: 5

? Unknown: 4

x Did not submit: 8

Findings

There are some inconsistencies in the maturity level identified by states for optional interfaces compared to 2018 data. This may be due to a different interpretation of the maturity levels for this data collection period.