

Advancing 911
Across the Nation

911.gov

2020

SUMMARY



The National 911 Program

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



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



SUPPORTING 911 THROUGH THE COVID-19 PANDEMIC

This year has been unlike any other since the establishment of the nation's 911 system. Telecommunicators and 911 professionals around the world continue to answer the call, facing unprecedented challenges in response to the COVID-19 pandemic. Since early spring, the National 911 Program has represented 911 interests to the EMS/Prehospital Team of the FEMA/HHS Health Systems Resiliency Task Force to facilitate strategies that work for all responders, including 911 – the *first* first responders.

Many of the day-to-day activities of the task force are now occurring through regular federal processes in both the 911 Program and the many other offices involved in supporting 911 and EMS. The COVID-19 resources on 911.gov will continue to be updated for as long as this pandemic continues, and we urge you to review the resources there periodically.

Thank you, and stay safe,

The National 911 Program



Learn More

Click each of the project titles to learn more on 911.gov.

COVID-19 Resources for 911

The Program collects and hosts a number of resources from a variety of organizations to help 911 personnel serve the public during the evolving pandemic. The collection of resources is updated regularly as new tools and information become available.

Continuity of Operations Across the Americas

With the support of the National 911 Program, a group of national organizations created a template Continuity of Operations Response Plan to assist Public Safety Answering Points and 911 agencies in meeting the needs of individual agencies and jurisdictions. The final plan was translated into Spanish and shared through the Organization of American States, with 34 countries in North, Central and South America.

CURRENT AND ONGOING PROJECTS AND RESOURCES FOR THE 911 COMMUNITY

FUNDING 911'S FUTURE

Funding the transition to NG911 and optimal 911 service nationwide continues to be a focal area for public safety and emergency communication leaders. A number of initiatives are underway to help fund technical and operational upgrades and drive improvements to the nation's local, regional and state 911 systems.



911 Grant Program

- ▶ The National 911 Program, in conjunction with the National Telecommunication and Information Administration, continues to administer more than \$109 million in grant funds to 34 states and two tribal nations to help 911 call centers upgrade and operate NG911 services and applications. The recipients have been making progress acquiring the hardware, software, services and training needed for NG911 and a more coordinated emergency response. All grant funds should be used by March 31, 2022.

Federal Funding Program

- ▶ As a coordinator and convener of information, the Program works with other federal agencies to compile an annually updated list of federal financial assistance programs and grants that support improvements to local, regional and state emergency communications operations. This detailed list includes all available federal funds for emergency communications as well as 911-specific funding.

LEGISLATION & POLICY

Legislative and policy modifications are often needed as 911 systems strive to implement new technologies and collaborate with public safety and other government stakeholders at the city, county and state level. The 911 Program creates and promotes resources to help navigate these governance changes.



National Database of State 911 Legislation

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



COLLECTING & UTILIZING 911 DATA

The continuous evolution toward optimal 911 services is best informed through data analysis. Several initiatives – conducted in collaboration with 911 stakeholders – are underway to support the availability and use of consistent 911 data nationwide.

911 DataPath

- ▶ While several state and local organizations regularly collect and share 911 data, challenges exist in comparing non-standardized data. Adoption of nationally uniform 911 data definitions and sharing mechanisms would provide essential and accurate information to assist in strategic planning, governance decisions and operational improvements in both the private and public sectors.
- ▶ 911 DataPath is a long-term effort with many phases that will require collaboration and coordination from the 911 community.
 - ▷ **911 Data & Information Sharing: A Strategic Plan**, released in 2019 as the first step in the effort, describes the characteristics of an ideal future environment where data can be easily exchanged, and identifies five strategic goals in creating a nationally uniform 911 data system.
 - ▷ **911 Data Uniformity Administrative Data for 911 Decision-Making**, released in 2020, addresses the first of the five strategic goals and aims to create a “dictionary” of defined administrative data elements collected by the 911 community.
 - ▷ The remaining four strategic goals that will be undertaken in future phases of the effort are:
 1. Automated Data Handling
 2. Role-Based Information Sharing
 3. Sustainable Vital Support Mechanisms
 4. Data Savvy 911 Professionals

Profile Database & Annual Report

- ▶ The collection and use of data help 911 systems plan for the future, benchmark against other states, measure progress on enhancing 911 and share important information with non-911 stakeholders such as legislators and elected officials. The Program works with NASNA to collect voluntarily submitted data from states and territories each year about their 911 system and compile the data in the annual Profile Database Report.

Motor Vehicle Occupant Safety Survey

- ▶ The Motor Vehicle Occupant Safety Survey, periodically conducted by NHTSA, asks respondents about topics ranging from seat belt use to 911. The Traffic Tech, released in 2020, includes responses and data about caller locations and willingness to pay for expanded 911 services.

NG911 RESOURCES

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



NG911 for Public Safety Leaders

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

NG911 Roadmap & Progress Report

- ▶ The National 911 Program sought public input and engagement with 911 stakeholders to identify the tasks needed to ensure that NG911 – implemented at a state and local level – can interoperate cohesively at a national level. The resulting NG911 Roadmap addresses five primary goals of both technical and non-technical activities. The Progress Report, updated annually, shares progress by the 911 community in achieving each of the activities listed for each goal, and highlights opportunities where contribution is still needed.

NG911 Interstate Playbook Chapter 3

- ▶ State 911 administrators have collaborated over the last few years to provide a pragmatic guide to help connect multiple neighboring 911 jurisdictions in the NG911 environment. The result is the iterative release of “chapters” of an NG911 Interstate Playbook. The latest in the series – Chapter 3 – traces the steps and processes followed by Maryland, Virginia and DC to collectively plan and independently procure an integrated, interoperable regional solution. Chapters 1 and 2 offer first-hand guidance and lessons learned on governance, interstate cooperative agreements and text-to-911 call sharing.

NG911 Self-Assessment Tool

- ▶ To help state, regional and local PSAPs assess progress toward full NG911 implementation, the SAFECOM/NCSWIC NG911 Working Group created an easy-to-use, detailed and dynamic checklist. It helps administrators and oversight personnel evaluate a system’s NG911 maturity state and understand the next steps to continue deployment progress. Users download the checklist spreadsheet locally, ensuring the data is kept private and for the users’ use only.

Standards for Enhanced NG911

- ▶ Standards development for NG911 plays a vital role in helping 911 industry stakeholders and leaders make informed decisions towards an efficient, seamless and successful NG911 system. Sharing and compiling important standards developments into one comprehensive report has consistently proved helpful in these efforts. While the National 911 Program does not create standards, it aggregates the standards developed by other organizations and compiles them into this annually updated national resource.

ADVANCING EMERGENCY COMMUNICATIONS

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



Celebrate the Saves & CPR LifeLinks

- ▶ CPR LifeLinks is a comprehensive CPR program to help 911 and EMS agencies improve cardiac arrest survival rate in their communities. It includes a detailed implementation toolkit, training materials, case studies, videos and webinars. Plus, a supplementary toolkit helps agencies celebrate the lives saved with sample press releases, certificates and recognition artwork.

Telecommunicator Job Reclassification

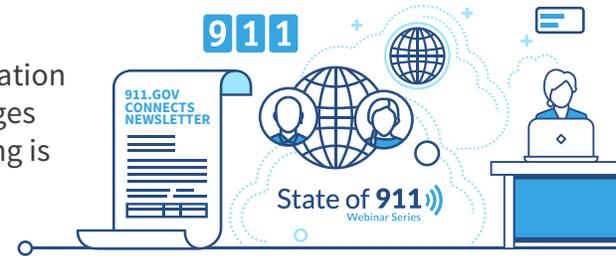
- ▶ The 911 community continues to push for telecommunicators to be classified as a Protective Service Occupation. A critical way to make this possible is by expanding and updating job descriptions to reflect the more specialized, life-saving elements of the current role. The National 911 Program has collaborated with 911 stakeholders to create resources to support this effort.

State Assessment Program

- ▶ The State 911 Assessment Program was established to provide peer feedback on the many diverse aspects and operational capabilities of a 911 system. It is an excellent opportunity for states to receive a non-biased assessment of a 911 system and can be used to make a strong case for NG911 transition considerations and 911 system enhancement.
- ▶ In addition, the Assessment Program provides a chance for 911 leaders to offer their expertise and gain a new perspective on 911 system management by serving as a subject matter expert on an assessment team. If you are interested in participating in the State 911 Assessment Program as a state or assessor, please reach out to the 911 Program.

911 SYSTEM RESOURCES FOR THE COMMUNITY

The 911 Program strives to collate valuable knowledge and information into handy resources to help 911 and policy leaders tackle challenges and issues experienced in 911 systems across the country. Following is a list of resources, tools, documents and webinars available now:



Docs & Tools

- ▶ Regularly updated, these helpful resources generated by the 911 community, associations, federal and non-federal entities and the 911 Program are available under “Documents & Tools” on the 911.gov homepage. They are organized by six key issues:
 1. Costs and Funding
 2. Cybersecurity
 3. From the Program
 4. Governance
 5. NG911
 6. Text to 911

State of 911 Webinars

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

911.gov Connects Newsletter

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

911 AT THE FEDERAL LEVEL

In addition to creating new resources for 911 and serving as a convener bringing 911 stakeholders together to tackle important tasks, the 911 Program continues to represent the interests of 911 stakeholders at the federal level and engage with federal agencies to ensure coordinated activities and information sharing across agencies. The Program works closely with national associations and the 911 community so the perspectives of states, regions and PSAPs are incorporated into nationwide initiatives. The Program also interacts with organizations such as the European Emergency Number Association and the Organization of American States to share information and resources.



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

- ▶ Served as member of the Federal Communications Commission (FCC) formal advisory group, the Communications Security, Reliability and Interoperability Council (CSRIC)
- ▶ Continued a formal liaison with the U.S. Department of Homeland Security (DHS) office of Emergency Communications
 - ▷ Served as co-chair of the 911 Working Group of the Emergency Communications Preparedness Center (ECPC) and member of the ECPC Grants Focus Group
 - ▷ Served as member of SAFECOM/NCSWIC NG911 Working Group
- ▶ Continued to facilitate a relationship among federal agencies such as the U.S. Department of Defense (DOD) to enable interconnection and upgrade of federally operated 911 PSAPs

NG911 Interoperability Testing Project

- ▶ The National 911 Program, in collaboration with DHS, is funding a research project to establish NG911 interoperability testing. Kicking off in September, the main components of the project are to:
 1. Seek stakeholder consensus on requirements for interoperability testing
 2. Identify technical means for conducting interoperability testing
 3. Identify a sustainable business model for interoperability testing

ABOUT THE NATIONAL 911 PROGRAM

The National 911 Program plays a critical role in facilitating initiatives and information sharing for the advancement of all aspects of 911 system improvement. This annual summary provides a snapshot of the numerous projects underway to help 911 leaders advance emergency communications across the nation.