Joint SAFECOM-National Council of Statewide Interoperability Coordinators (NCSWIC)
Next Generation 9-1-1 (NG911) Self-Assessment Tool Fact Sheet

What is the Self-Assessment Tool?
The Tool helps emergency communications center (ECC)/public safety answering point (PSAP) administrators and oversight personnel evaluate their center’s NG911 maturity state.

What benefits does the Tool provide?
The Tool is designed for ECC and PSAP administrators and oversight personnel. ECC and PSAP administrators and practitioners can use the tool to strengthen their understanding of NG911 elements, increase their awareness of NG911 maturity continuum position, assist in planning NG911 transition steps, and enable a consistent terminology for NG911 maturity level.

How do I use the Tool?
After identifying whether the ECC/PSAP is a state, regional, or local entity, the user answers questions regarding the processes and capabilities of their center. The Tool translates the answers to these questions into one of six maturity states:

- Legacy
- Foundational
- Transitional
- Intermediate
- Jurisdictional End State
- National End State

The Tool also clearly defines terms and processes as well as clarifies NG911 topic guidance.

How was the tool developed?
Built on stakeholder feedback from multiple levels of government, industry, and academia, the tool embodies the work of the SAFECOM-NCSWIC NG911 Working Group members, the Federal Communications Commission (FCC) Task Force on Optimal PSAP Architecture (TFOPA), and the National 911 Program.

For more information about the NG911 Maturity State Self-Assessment Tool
Please email: ng911wg@hq.dhs.gov

Updated 11/21/2019