THE FUTURE OF 911
EVELYN BAILEY, EXECUTIVE DIRECTOR
Why Care about NG911?

- The public telephone network is in the midst of a transition from copper wires to IP technology
- NG911 is essential to keep up with modern technology
- It will improve emergency services to the public
- It will provide a more reliable 911 system
- Early experience indicates it will cost less than legacy 911 systems
What Do State Legislators Need to Know?

- There is considerable activity at the Federal level
  - Government Accountability Office
  - Congress
  - The Federal Communications Commission
  - The National 911 Office
  - The Department of Homeland Security – Office of Emergency Communication
  - FirstNet
What Do State Legislators Need to Know?

States with strong state-level coordination have been more effective in making advancements in technology and operations.

State-level 911 coordination and leadership has been and will continue to be paramount to the successful evolution of 911.

Attention may be needed even where a state already has a state level 911 program.
The State 911 Environment

- Most states have a statewide 911 program

- Nine states do not have a statewide 911 program: Colorado, Georgia, Louisiana, Mississippi, Missouri, Nevada, New York, West Virginia and Wyoming

- Oklahoma and Nebraska were on that list until this most recent legislative session

- State 911 programs differ in terms of where they are located, scope of authority and funding
Where are State 911 Agencies Located?

- Administration, Finance, Public Utilities/Service Commission
- Independent authority
- Statewide 911 board
- Information Technology agency
What is the Status of NG911 Nationwide?
Scope of Authority

- Some operate a single statewide 911 system and a single, state-operated PSAP
- Some operate a single statewide 911 system, but fund and operationally support local/regional PSAPs
- Some have responsibility only for a limited aspect of 911, i.e., wireless
- The majority have some level of statewide responsibility, but have vastly differing levels of authority
Characteristics of an Effective State 911 Program

◦ A state 911 office and a state 911 coordinator

◦ An advisory committee of practitioners

◦ Adequate resources (funding, staff, expertise)

◦ Comprehensive mandate

◦ Broad scope of authority
What an Effective State 911 Program Should Be Able to Do

◦ Adopt technical and operational standards for all aspects of system performance

◦ Adopt administrative rules

◦ Procure and contract

◦ Manage the 911 fund

◦ Audit provider remittances and PSAP usage of 911 funds

◦ Enforce the law and rules
What Should State Legislators Do?

- If your state does not have a statewide 911 program
  - Establish one
  - Give it a broad mandate and authority
  - Give it adequate resources – staff and funding
  - Give it a date by which to implement statewide NG911
What Should State Legislators Do?

- If your state has a statewide 911 program, but it doesn’t have a comprehensive enough mandate or funding adequate to enable it to be effective
  - Fix it
Resources

- www.911.gov
  - Model NG911 legislation
  - Statewide 911 assessment

- www.nasna911.org
  - A growing repository of resources for states considering the establishment of a statewide 911 program
  - Your state doesn’t have to have a state 911 program to be a member and have access to resources not available to the public
  - People who have been there and done that
More Resources

- www.nena.org

- NG911 Standards

- NG911 Information

- NG911 Partner Program publications including A Policy Maker Blueprint and NG911 Transition Policy Implementation Handbook
Thank You!

Evelyn Bailey, Executive Director
National Association of State 911 Administrators
Toll Free: (844) 381-3635
evelyn.bailey@nasna911.org