**9-1-1 Profile Database  
Blank Data Entry Form**

**Paperwork Reduction Act Burden Statement**

A federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with a collection of information subject to the requirements of the Paperwork Reduction Act unless that collection of information displays a current valid OMB Control Number. The OMB Control Number for this information collection is 2127-XXXX. Public reporting for this collection of information is estimated to be approximately XX minutes per response, including the time for reviewing instructions, completing and reviewing the collection of information. All responses to this collection of information are (mandatory or voluntary). Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to: Information Collection Clearance Officer, National Highway Traffic Safety Administration, 1200 New Jersey Ave, S.E., Washington, DC, 20590

**4.1.2.1**: Total Number of 9-1-1 Calls Received Based on Local and Regional 9-1-1 Authority Data, and Aggregated at the State Level

**Instructions:** Enter the total number of 9-1-1 calls received by "primary" PSAPs in your state, even if not answered or no dispatch occurred.

National 9-1-1 Profile Database Help

**Detailed Description: (click to hide/show description)**

https://www.911resourcecenter.org/styles/img/expand.jpg

Total number of calls received by 9-1-1 authorities for the calendar year, aggregated to the state level.

Should be total number of calls received by "primary" PSAPs, even if not answered or no dispatch occurred.

NENA defines a "Primary PSAP" as "[a] PSAP to which 9-1-1 calls are routed directly from the 9-1-1 Control Office." "NENA Master Glossary of 9-1-1 Terminology," NENA, Version 13a, June 3, 2010, p.81



**4.1.2.2.1 - 4.1.2.2.6**: Number of Wireline, Cellular, VoIP, MLTS, Telematics, and Other Calls

**Instructions:** Enter the number of incoming Wireline, Cellular, VoIP, MLTS, Telematics, and Other Calls received, even if not answered or no dispatch occurred.

National 9-1-1 Profile Database Help

**Detailed Description: (click to hide/show description)**

https://www.911resourcecenter.org/styles/img/expand.jpg

**4.1.2.2.1: Wireline:** Number of incoming wireline calls for the calendar year, aggregated to the state level.

Should be number of wireline calls received, even if not answered or no dispatch occurred.

**4.1.2.2.2: Cellular:** Number of incoming cellular calls for the calendar year, aggregated to the state level.

Should be number of cellular calls received, even if not answered or no dispatch occurred.

**4.1.2.2.3: VoIP:** Number of incoming VoIP calls for the calendar year, aggregated to the state level.

Should be number of VoIP calls received, even if not answered or no dispatch occurred.

**4.1.2.2.4: MLTS:** Number of incoming MLTS calls for the calendar year, aggregated to the state level.

Should be number of MLTS calls received, even if not answered or no dispatch occurred.

**4.1.2.2.5: Telematics:** Number of incoming telematics calls for the calendar year, aggregated to the state level.

Should be number of telematics calls received, even if not answered or no dispatch occurred.

**4.1.2.2.6: Other:** Number of incoming "other" calls for the calendar year, aggregated to the state level.

Should be number of other calls received, even if not answered or no dispatch occurred.

Wireline

Cellular

VoIP

MLTS

Telematics

Other













**4.1.2.3**: Total Number of Sub-state 9-1-1 Authorities in a State

**Instructions:** Enter the number of sub-state 9-1-1 authorities in your state.

National 9-1-1 Profile Database Help

**Detailed Description: (click to hide/show description)**

https://www.911resourcecenter.org/styles/img/expand.jpg

The number of sub-state 9-1-1 authorities having responsibility for planning, coordinating, funding, and supporting 9-1-1 in their respective jurisdictions. 9-1-1 authorities are typically a county/parish, municipality, Council of Government, or special 9-1-1 or emergency communications district.

9-1-1 authorities in most states will be differentiated from PSAPs, which in some states will be the same but in most states are not.



**4.1.2.4.1**: Number of Counties with No 9-1-1 Authority

**Instructions:** Enter the number of counties in your state that have no 9-1-1 authority.

National 9-1-1 Profile Database Help

**Detailed Description: (click to hide/show description)**

https://www.911resourcecenter.org/styles/img/expand.jpg

The number of counties where there is no 9-1-1 service and where the telecommunications service providers, in compliance with the Federal Communications Commission's (FCC) Fifth Report & Order, direct 9-1-1 calls to a PSAP in areas where one has been designated or, in areas where a PSAP has not been designated, to an existing statewide default answering point or another appropriate local emergency authority. The intent of this Order was to ensure that all 9-1-1 calls would get answered. These types of arrangements do not use dedicated 9-1-1 trunks. Carriers comply by using remote call forwarding. Remote call forwarding simply forwards a 9-1-1 call to a 10-digit telephone number, usually an existing emergency telephone number for the local or county law enforcement agency. This arrangement does not constitute 9-1-1 "service."

Only include those counties that have no 9-1-1 Authority.



**4.1.2.4.2**: Number of 9-1-1 Authorities with Basic 9-1-1

**Instructions:** Enter the number of 9-1-1 authorities in your state that are limited to Basic 9-1-1.

National 9-1-1 Profile Database Help

**Detailed Description: (click to hide/show description)**

https://www.911resourcecenter.org/styles/img/expand.jpg

The number of 9-1-1 authorities where the "level of service" (LOS) is limited to Basic 9 1 1. NENA defines Basic 9-1-1 as, "An emergency telephone system which automatically connects 9-1-1 callers to a designated answering point. Call routing is determined by originating central office only. Basic 9-1-1 may or may not support ANI and/or ALI."

Only include those 9-1-1 authorities that are limited to Basic 9-1-1.



**4.1.2.4.3**: Number of 9-1-1 Authorities with Enhanced 9-1-1 Level of Service

**Instructions:** Enter the number of 9-1-1 authorities in your state with Enhanced 9-1-1.

National 9-1-1 Profile Database Help

**Detailed Description: (click to hide/show description)**

https://www.911resourcecenter.org/styles/img/expand.jpg

The number of 9-1-1 authorities where the LOS is Enhanced 9-1-1. NENA defines E9 1 1 as, "A telephone system which includes network switching, data base and Public Safety Answering Point premise elements capable of providing automatic location identification data, selective routing, selective transfer, fixed transfer, and a call back number. The term also includes any enhanced 9-1-1 service so designated by the FCC in its Report and Order in WC Docket Nos. 04-36 and 05-196, or any successor proceeding."

Include all 9-1-1 authorities whose LOS is Enhanced 9-1-1.



**4.1.2.4.4**: Number of 9-1-1 Authorities with Wireless Phase I Level of Service

**Instructions:** Enter the number of 9-1-1 authorities in your state that provide Wireless Phase I level of service, but do not include Wireless Phase II level of service.

National 9-1-1 Profile Database Help

**Detailed Description: (click to hide/show description)**

https://www.911resourcecenter.org/styles/img/expand.jpg

The number of 9-1-1 authorities that are capable of processing Wireless Phase I LOS calls, but not Wireless Phase II LOS. NENA defines Wireless Phase I as, "Required by FCC Report and Order 96-264 pursuant to Notice of Proposed Rulemaking (NPRM) 94-102. The delivery of a wireless 9-1-1 call with callback number and identification of the cell-tower from which the call originated. Call routing is usually determined by cell-sector."

Only include those 9-1-1 authorities that provide Wireless Phase I, but not Wireless Phase II. This specifically addresses PSAP capability, not wireless service provider capability.



**4.1.2.4.5**: Number of 9-1-1 Authorities with Wireless Phase II Level of Service

**Instructions:** Enter the number of 9-1-1 authorities in your state that provide Wireless Phase II level of service.

National 9-1-1 Profile Database Help

**Detailed Description: (click to hide/show description)**

https://www.911resourcecenter.org/styles/img/expand.jpg

The number of 9-1-1 authorities that are capable of processing Wireless Phase II LOS calls. NENA defines Wireless Phase II as, "Required by FCC Report and Order 96-264 pursuant to Notice of Proposed Rulemaking (NPRM) 94-102. The delivery of a wireless 9-1-1 call with Phase I requirements, plus location of the caller within 125 meters 67% of the time and Selective Routing based upon those coordinates. Subsequent FCC rulings have redefined the accuracy requirements."

Include all 9-1-1 authorities that provide Wireless Phase II LOS. This specifically addresses PSAP capability, not wireless service provider capability.



**4.1.2.4.6**: Number of 9-1-1 Authorities that Provide E9-1-1 Level of Service for VoIP

**Instructions:** Enter the number of 9-1-1 authorities in your state that provide E9-1-1 level of service for VoIP.

National 9-1-1 Profile Database Help

**Detailed Description: (click to hide/show description)**

https://www.911resourcecenter.org/styles/img/expand.jpg

The number of 9-1-1 authorities that provide E9-1-1 for VoIP. NENA defines VoIP as, "Provides distinct packetized voice information in digital format using the Internet Protocol. The Internet Protocol (IP) address assigned to the user's telephone number may be static or dynamic." This category assumes the 9-1-1 authority provides a LOS that includes E9-1-1 for landline subscribers, Wireless Phase I and II to wireless subscribers.

Only include those 9-1-1 authorities that provide E9-1-1 for VoIP users.



**4.1.2.5.1 to 4.1.2.5.6**: Percentage of Populations

**Instructions:** Enter the percentage of population served in your state for each defined level of service below.

National 9-1-1 Profile Database Help

**Detailed Description: (click to hide/show description)**

https://www.911resourcecenter.org/styles/img/expand.jpg

**4.1.2.5.1: No 9-1-1 Authority:** Percentage of the state's population residing in counties where there is no 9-1-1 service and where the telecommunications companies, in compliance with the FCC's Fifth Report & Order, direct 9-1-1 calls to a PSAP in areas where one has been designated or, in areas where a PSAP has not been designated, to an existing statewide default answering point or another appropriate local emergency authority. The intent of this Order was to ensure that all 9-1-1 calls would get answered. These types of arrangements do not use dedicated 9-1-1 trunks. Carriers comply by using remote call forwarding. Remote call forwarding simply forwards a 9-1-1 call to a 10-digit telephone number, usually an existing emergency telephone number for the local or county law enforcement agency. This arrangement does not constitute 9-1-1 "service."

Population should reflect the most recent US decennial census. For the sake of consistency, interim population projections and/or other sources of population data should not be used.

**4.1.2.5.2: Basic 9-1-1:** Percentage of population served by 9-1-1 authorities limited to Basic 9-1-1 LOS. NENA defines Basic 9-1-1 as, "An emergency telephone system which automatically connects 9-1-1 callers to a designated answering point. Call routing is determined by originating central office only. Basic 9-1-1 may or may not support ANI and/or ALI."

Population should reflect the most recent US decennial census. For the sake of consistency, interim population projections and/or other sources of population data should not be used.

**4.1.2.5.3: Enhanced 9-1-1:** Percentage of population served by 9-1-1 authorities who provide Enhanced 9-1-1 LOS. NENA defines E9-1-1 as, "A telephone system which includes network switching, data base and Public Safety Answering Point premise elements capable of providing automatic location identification data, selective routing, selective transfer, fixed transfer, and a call back number. The term also includes any enhanced 9-1-1 service so designated by the Federal Communications Commission in its Report and Order in WC Docket Nos. 04-36 and 05-196, or any successor proceeding."

Population should reflect the most recent US decennial census. For the sake of consistency, interim population projections and/or other sources of population data should not be used.

**4.1.2.5.4: Wireless Phase 1:** Percentage of population served by 9-1-1 authorities that provide Phase I LOS, but not Wireless Phase II LOS. NENA defines Wireless Phase I as, "Required by FCC Report and Order 96-264 pursuant to Notice of Proposed Rulemaking (NPRM) 94-102. The delivery of a wireless 9-1-1 call with callback number and identification of the cell-tower from which the call originated. Call routing is usually determined by cell sector."

Population should reflect the most recent US decennial census. For the sake of consistency, interim population projections and/or other sources of population data should not be used.

**4.1.2.5.5: Wireless Phase 2:** Percentage of population served by 9-1-1 authorities that provide Phase II LOS. NENA defines Wireless Phase II as, "Required by FCC Report and Order 96-264 pursuant to Notice of Proposed Rulemaking (NPRM) 94-102. The delivery of a wireless 9-1-1 call with Phase I requirements, plus location of the caller within 125 meters 67% of the time and Selective Routing based upon those coordinates. Subsequent FCC rulings have redefined the accuracy requirements."

Population should reflect the most recent US decennial census. For the sake of consistency, interim population projections and/or other sources of population data should not be used.

**4.1.2.5.6: VoIP:** Percentage of population served by 9-1-1 authorities limited to Phase II and VoIP LOS. NENA defines Wireless Phase I and II as above, and VoIP as, "Provides distinct packetized voice information in digital format using the Internet Protocol. The IP address assigned to the user's telephone number may be static or dynamic."

Population should reflect the most recent US decennial census. For the sake of consistency, interim population projections and/or other sources of population data should not be used.

No 9-1-1 Authority

Basic 9-1-1

Enhanced  
9-1-1

Phase 1

Phase 2

VoIP













**4.1.2.5.7 to 4.1.2.5.12**: Percentage of Populations

**Instructions:** Enter the percentage of geographic area served in your state for each defined level of service below.

National 9-1-1 Profile Database Help

**Detailed Description: (click to hide/show description)**

https://www.911resourcecenter.org/styles/img/expand.jpg

**4.1.2.5.7: No 9-1-1 Authority:** Percentage of geographic area with no 9-1-1 authority is where there is no 9-1-1 service and where the telecommunications companies, in compliance with the FCC's Fifth Report & Order, direct 9-1-1 calls to a PSAP in areas where one has been designated or, in areas where a PSAP has not been designated, to an existing statewide default answering point or another appropriate local emergency authority. The intent of this Order was to ensure that all 9-1-1 calls would get answered. These types of arrangements do not use dedicated 9-1-1 trunks. Carriers comply by using remote call forwarding. Remote call forwarding simply forwards a 9-1-1 call to a 10-digit telephone number, usually an existing emergency telephone number for the local or county law enforcement agency. This arrangement does not constitute 9-1-1 "service."

**4.1.2.5.8: Basic 9-1-1:** Percentage of geographic area served by 9-1-1 authorities limited to Basic 9-1-1 LOS. NENA defines Basic 9-1-1 as, "An emergency telephone system which automatically connects 9-1-1 callers to a designated answering point. Call routing is determined by originating central office only. Basic 9-1-1 may or may not support ANI and/or ALI."

**4.1.2.5.9: Enhanced 9-1-1:** Percentage of geographic area served by 9-1-1 authorities that provide Enhanced 9-1-1 LOS. NENA defines E9-1-1 as, "A telephone system which includes network switching, data base and Public Safety Answering Point premise elements capable of providing automatic location identification data, selective routing, selective transfer, fixed transfer, and a call back number. The term also includes any enhanced 9-1-1 service so designated by the Federal Communications Commission in its Report and Order in WC Docket Nos. 04-36 and 05-196, or any successor proceeding."

**4.1.2.5.10: Wireless Phase 1:** Percentage of geographic area served by 9-1-1 authorities that provide Wireless Phase I LOS, but not Wireless Phase II LOS. NENA defines Wireless Phase I as, "Required by FCC Report and Order 96-264 pursuant to Notice of Proposed Rulemaking (NPRM) 94-102. The delivery of a wireless 9-1-1 call with callback number and identification of the cell-tower from which the call originated. Call routing is usually determined by cell sector."

**4.1.2.5.11: Wireless Phase 2:** Percentage of geographic area served by 9-1-1 authorities that provide Wireless Phase II LOS. NENA defines Wireless Phase II as, "Required by FCC Report and Order 96-264 pursuant to Notice of Proposed Rulemaking (NPRM) 94-102. The delivery of a wireless 9-1-1 call with Phase I requirements, plus location of the caller within 125 meters 67% of the time and Selective Routing based upon those coordinates. Subsequent FCC rulings have redefined the accuracy requirements."

**4.1.2.5.12: VoIP:** Percentage of geographic area served by 9-1-1 authorities that provide E9-1-1 LOS to VoIP users. NENA defines VoIP as, "Provides distinct packetized voice information in digital format using the Internet Protocol. The IP address assigned to the user's telephone number may be static or dynamic."

No 9-1-1 Authority

Basic 9-1-1

Enhanced  
9-1-1

Phase 1

Phase 2

VoIP













**4.1.2.6**: State Adoption of Nationally Standardized Definitions for Each Level of Service

**Instructions:** Has your state adopted nationally standardized definitions for each level of service?

National 9-1-1 Profile Database Help

**Detailed Description: (click to hide/show description)**

https://www.911resourcecenter.org/styles/img/expand.jpg

This element asserts that a state has adopted nationally standardized definitions of LOS categories.

Yes/No response required.



**4.1.2.7**: Nationally Standardized Service Level Definitions Utilized for Reporting Purposes

**Instructions:** Has your state utilized nationally standardized definitions for each level of service?

National 9-1-1 Profile Database Help

**Detailed Description: (click to hide/show description)**

https://www.911resourcecenter.org/styles/img/expand.jpg

This element asserts that the state has utilized nationally standardized service level definitions.

Yes/No response required.



**4.1.2.8.1 to 4.1.2.8.2**: Total Number of Primary and Secondary PSAPs within a State

**Instructions:** Enter the number of primary and secondary PSAPs within your state

National 9-1-1 Profile Database Help

**Detailed Description: (click to hide/show description)**

https://www.911resourcecenter.org/styles/img/expand.jpg

**4.1.2.8.1: Number of primary PSAPs in state:** NENA defines a primary PSAP as, "A PSAP to which 9-1-1 calls are routed directly from the 9-1-1 Control Office."

**4.1.2.8.2: Number of secondary PSAPs in state:** NENA defines a secondary PSAP as, "A PSAP to which 9-1-1 calls are transferred from a Primary PSAP."

Primary PSAPs

Secondary PSAPs





**4.1.3.1**: Fiscal Data Reporting Period Type

**Instructions:** Select the type of reporting period your state uses for reporting fiscal data.

National 9-1-1 Profile Database Help

**Detailed Description: (click to hide/show description)**

https://www.911resourcecenter.org/styles/img/expand.jpg

Identifies the type of reporting period for which the reported fiscal data applies, i.e., calendar year, fiscal year, or where the calendar year is the fiscal year. This will provide context for the evaluation of reported data.

Select the reporting period type.



**4.1.3.2**: Annual Revenues by 9-1-1 Authority

**Instructions:** Enter the total annual revenues for all 9-1-1 authorties within your state.

National 9-1-1 Profile Database Help

**Detailed Description: (click to hide/show description)**

https://www.911resourcecenter.org/styles/img/expand.jpg

Total annual revenues for all 9-1-1 authorities in a state (local, county, regional, and state) derived from all sources, including, but not limited to 9-1-1 surcharges or service fees, and aggregated to the state level.

Identify the calendar year to which the revenues apply, i.e., the year in which they occurred.



**4.1.3.2.1**: Annual Revenues by 9-1-1 Authority Source

**Instructions:** Enter sources of the total annual revenues for all 9-1-1 authorities within your state.

National 9-1-1 Profile Database Help

**Detailed Description: (click to hide/show description)**

https://www.911resourcecenter.org/styles/img/expand.jpg

Identifies the source(s) of annual revenues for all 9-1-1 authorities in a state (local, county, regional, and state), including, but not limited to 9-1-1 surcharges or service fees, and aggregated to the state level.

This element requests reporting entities to identify in text form those basic sources of revenues contributing to data element 4.1.3.1 above. Such sources include, but are not limited to: dedicated 9-1-1 surcharges or service fees, local, non-dedicated (general) revenues, grant funds, and other.



**4.1.3.3 to 4.1.3.5**: Annual Costs, Projected Annual Revenues, and Projected Annual Costs by 9-1-1 Authority

**Instructions:** Enter the total annual costs, projected annual revenues, and projected annual costs for all 9-1-1 authorities within your state.

National 9-1-1 Profile Database Help

**Detailed Description: (click to hide/show description)**

https://www.911resourcecenter.org/styles/img/expand.jpg

**4.1.3.3: Annual Costs:** Total annual costs for all 9-1-1 authorities in a state (local, county, regional, and state), aggregated to the state level.

Identify the calendar year to which the costs apply, i.e., the year in which they occurred.

**4.1.3.4: Projected Revenues:** Total projected annual revenues for all 9-1-1 authorities in a state (local, county, regional, and state), aggregated to the state level.

Identify the calendar year to which the projected revenues apply, i.e., the year in which they are expected to occur.

**4.1.3.5: Projected Costs:** Total projected annual costs for all 9-1-1 authorities in a state (local, county, regional, and state), aggregated to the state level.

Identify the calendar year to which the projected costs apply, i.e., the year in which they are expected to occur.

Annual Costs

Projected Revenues

Projected Costs







**4.2.1.1**: NG9-1-1 System Architecture Defined

**Instructions:** Has your state established a state-level definition for NG9-1-1 system architecture, including IP network, ESInet, NG9-1-1 software services, security architecture, user identity management, database architecture, and PSAP configurations?

National 9-1-1 Profile Database Help

**Detailed Description: (click to hide/show description)**

https://www.911resourcecenter.org/styles/img/expand.jpg

Is there a state-level definition established for NG9-1-1 system architecture, including IP network, Emergency Services IP network (ESInet), NG9-1-1 software services, security architecture, user identity management, database architecture, and PSAP configurations?



**4.2.1.2**: 9-1-1 Authority System Architecture Definition

**Instructions:** Enter the percentage of regional or local 9-1-1 authorities within your state who have defined NG9-1-1 system architecture for their area.

National 9-1-1 Profile Database Help

**Detailed Description: (click to hide/show description)**

https://www.911resourcecenter.org/styles/img/expand.jpg

Indicate the percentage within the state of regional or local 9-1-1 authorities who have defined system architecture for their area.



**4.2.1.3**: NG9-1-1 Concept of Operations Defined

**Instructions:** Has your state established a state-level definition for NG9-1-1 Concept of Operations, including operations for NG9-1-1 and related architecture, continuity of operations, migration plans, and implementation plans?

National 9-1-1 Profile Database Help

**Detailed Description: (click to hide/show description)**

https://www.911resourcecenter.org/styles/img/expand.jpg

Is there a state-level definition established for NG9-1-1 Concept of Operations, including operations for NG9-1-1 and related architecture, continuity of operations, migration plans, and implementation plan?



**4.2.1.4**: 9-1-1 Authority Concept of Operations Definition

**Instructions:** Enter the percentage of regional or local 9-1-1 authorities within your state who have defined a NG9-1-1 concept of operations for their area.

National 9-1-1 Profile Database Help

**Detailed Description: (click to hide/show description)**

https://www.911resourcecenter.org/styles/img/expand.jpg

Indicate the percentage within the state of regional or local 9-1-1 authorities who have defined a concept of operations for their area.



**4.2.2.1**: Request for Proposal Released

**Instructions:** Has your state released an RFP for defined state-level NG9-1-1 components?

National 9-1-1 Profile Database Help

**Detailed Description: (click to hide/show description)**

https://www.911resourcecenter.org/styles/img/expand.jpg

Identifies whether a state has released an RFP for defined state level components, such as ESInet or state entry emergency services routing proxy (ESRP) capability, or for a state level NG9-1-1 system. The element is not predicated on the procurement of a "complete" NG9-1-1 system. Instead, it tests any level or component of NG9-1-1 procurement.

Level or component" in this context is defined below. Reporting entities are asked to indicate whether procurement has commenced for any one of the four basic levels or components described. For further definitional detail regarding the examples involved, see http://www.nena.org/standards/technical/master-glossary.

1. Basic IP Network - (general purpose, common to any outsourced IP network). Examples include:

* Routers: every IP network is the routers and the links between the routers
* Firewalls
* Domain name system (DNS) servers
* Dynamic host configuration protocol (DHCP) servers
* Time/clock servers
* Email servers
* Possibly web servers

2. ESInet - (hardware, software, databases unique to an Emergency Services IP Network, supports specific emergency services applications, whether it supports NG9-1-1 or not). Examples include:

* "Forest Guide" - A "forest guide" is a resource containing knowledge of the coverage areas or regions associated with groups of authoritative mapping servers supporting a specific service (in this case, emergency communications).
* Emergency call routing function (ECRF)
* "Agency locator" functions

3. NG9-1-1 Applications - (e.g., hardware, software, databases unique or necessary to NG9-1-1 services). Examples include:

* Location validation function
* PSAP and other emergency agencies credentialing authority [core service]
* Emergency entity name/IP address service
* Data/service rights management (core service)
* Logging services (system wide, from gateways and BCF through PSAPs and other emergency entities)

4. NG9-1-1 Applications - (e.g., hardware, software, databases unique or necessary to NG9-1-1 services). Examples include:

* Location validation function
* PSAP and other emergency agencies credentialing authority [core service]
* Emergency entity name/IP address service
* Data/service rights management (core service)
* Logging services (system wide, from gateways and Border Control Functions [BCF] through PSAPs and other emergency entities)
* Emergency service routing proxies (ESRPs)
* Geographic Information Systems (GIS) - provides validation and routing data layer info to Location-to-Service Translation Protocol (LoST) Servers
* Bridging services
* Authentication service [core service]
* Policy store/editor
* The rest of the BCF (not included with the firewall)

5. NG9-1-1 Transition components - Examples include:

* Legacy service gateway
* Legacy PSAP gateway
* Legacy SR gateway (where legacy services enter NG9-1-1 via Telco switches operating as selective routers, either partially or fully as tandems or, in past time frames



**4.2.2.2**: 9-1-1 Authority RFP Released

**Instructions:** Enter the percentage of regional or local 9-1-1 authorities within your state who have released an RFP for NG9-1-1 components for their area.

National 9-1-1 Profile Database Help

**Detailed Description: (click to hide/show description)**

https://www.911resourcecenter.org/styles/img/expand.jpg

Identifies the percentage within a reporting state of regional or local 9-1-1 authorities who have released an RFP for NG9-1-1 components for their area.

Requires states to collect sub-state status data associated with such activity. A "component or level" in this context is defined in data element 4.2.2.1 above.

Percent must be between 0 and 100

**4.2.2.3**: Components Defined for Procurement by State

**Instructions:** If the response to 4.2.2.1 is "yes," provide/list detail on what parts, functions, or components of NG9-1-1 are being procured in your state.

National 9-1-1 Profile Database Help

**Detailed Description: (click to hide/show description)**

https://www.911resourcecenter.org/styles/img/expand.jpg

Based upon a positive response to element 4.2.2.1, this element provides detail on what parts, functions, or components for NG9-1-1 are being procured. Said parts, functions, or components are described in data element 4.2.2.1 above.

Reporting entities are requested to select one of the four levels described that represents the functional category of procurement involved.

Possible Components

Parts/Functions/Components Being Procured





**4.2.2.4**: 9-1-1 Authority Components Being Procured

**Instructions:** Summarize/list what parts, functions, or components of NG9-1-1 are being procured by regional or local 9-1-1 authorities within your state.

National 9-1-1 Profile Database Help

**Detailed Description: (click to hide/show description)**

https://www.911resourcecenter.org/styles/img/expand.jpg

Based upon 9-1-1 authorities within a reporting state that have released RFPs (see element 4.2.2.2), this element requests states to summarize what parts, functions, or components for NG9-1-1 are being procured by regional or local 9-1-1 authorities. Said parts, functions, or components are described in data element 4.2.2.1 above.

Reporting entities are requested to select one of the four levels described that represents the functional category of procurement involved.

Possible Components

Parts/Functions/Components Being Procured





**4.2.2.5**: Captures whether a Contract for the NG9-1-1 Part, Function, or Component Identified Above Has Been Awarded

**Instructions:** Has your state awarded contracts for the procured components and/or functions defined in 4.2.2.3?

National 9-1-1 Profile Database Help

**Detailed Description: (click to hide/show description)**

https://www.911resourcecenter.org/styles/img/expand.jpg

A milestone in the procurement process, this data element specifically relates to the detail identified by data element 4.2.2.3 (i.e., the NG9-1-1 part, function, and/or component acknowledged), and solicits a "yes" or "no" response. From that, a list of states that reported they have met this milestone can be generated.

Said parts, functions, or components are described in data element 4.2.2.1 above.



**4.2.2.6**: Percentage of 9-1-1 Authorities Statewide that Have Awarded a Contract for the System Components and/or Functions Described Above

**Instructions:** Enter the percentage of 9-1-1 authorities within your state that have awarded a contract of the system components and/or functions procured in 4.2.2.3.

National 9-1-1 Profile Database Help

**Detailed Description: (click to hide/show description)**

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This data element is the sub-state counterpart to the data element 4.2.2.5, and speaks to similar regional and local effort. The percentage involved is calculated against the total number of 9-1-1 authorities in a state, as reported in Section 4.1.2.3.

Reporting this data element does require (or depend upon) a state reporting entity collecting such data from sub-state 9-1-1 authorities. Said parts, functions, or components are described in data element 4.2.2.1 above.

Percent must be between 0 and 100

**4.2.2.7**: Installation and Testing

**Instructions:** Has the NG9-1-1 part, function, and/or component defined in 4.2.2.3 been installed/deployed and tested?

National 9-1-1 Profile Database Help

**Detailed Description: (click to hide/show description)**

https://www.911resourcecenter.org/styles/img/expand.jpg

This data element specifically relates to the contract detail identified above, and solicits a "yes" or "no" response-i.e., it is asking reporting states to indicate whether the NG9-1-1 part, function, and/or component involved has been installed/deployed and tested. From that, a list of states that reported they have met this milestone can be generated.

This is keyed to the procurement involved. What is being deployed may vary from a simple NG9-1-1 component or function, to full NG9-1-1 services provided by a third-party service provider. Said parts, functions, or components are described in data element 4.2.2.1 above.



**4.2.2.8**: Percentage of 9-1-1 Authorities Statewide that Have Installed and Tested Those System Components and/or Functions Identified Above

**Instructions:** Enter the percentage of 9-1-1 authorities within your state that have installed/deployed and tested the components and/or functions defined in 4.2.2.3.

National 9-1-1 Profile Database Help

**Detailed Description: (click to hide/show description)**

https://www.911resourcecenter.org/styles/img/expand.jpg

This is the sub-state counterpart to the above element (i.e., 4.2.2.7), and speaks to similar regional and local effort. The percentage involved is calculated against the total number of 9-1-1 authorities in a state, as reported in Section 4.1.2.3.

Reporting this data element does require (or depend upon) a state reporting entity collecting such data from sub-state 9-1-1 authorities. Said parts, functions, or components are described in data element 4.2.2.1 above.

Percent must be between 0 and 100

**4.2.2.9.1 to 4.2.2.9.2**: Agreements (Capacity and Service Level) that Have and Have Not Been Reached with Originating Service Providers

**Instructions:** Provide a list of originating service providers that **have and have not** executed agreements with your state. Enter information with comma or carriage returns below.

National 9-1-1 Profile Database Help

**Detailed Description: (click to hide/show description)**

https://www.911resourcecenter.org/styles/img/expand.jpg

**4.3.3.9.1:** The data element asks reporting states to provide a list of originating service providers with whom signed agreements have been reached for each state (or appropriate jurisdiction), where such agreements are necessary to insure consistent and reliable 9 1 1 service.

This element may also require states to gather supporting information from sub-state 9 1-1 authorities, depending upon the state 9-1-1 institutional environment involved. Enter information with commas between entries.

**4.3.3.9.2:** This data element asks states to provide a list of originating service providers with whom no agreements are in place. This will vary from state to state. Data included from this element will be used to help identify states that are having difficulty with certain carriers/providers.

Enter information with commas between entries.

Providors with Agreements

Providors without Agreements



**4.2.3.1**: Percentage of NG9-1-1 Authority Systems that Can Process and Interpret Location and Caller Information

**Instructions:** Enter the percentage of NG9-1-1 authority systems that can process and interpret location and caller information within your state.

National 9-1-1 Profile Database Help

**Detailed Description: (click to hide/show description)**

https://www.911resourcecenter.org/styles/img/expand.jpg

This data element reflects the percentage of 9-1-1 authority systems in each state that can process a NG9-1-1 emergency call on a service-by-service basis for all service types. Specifically, this is the percentage of total 9-1-1 authorities in a state that have implemented full function NG9-1-1 systems. Systems not being converted would not factor into this element.

"Full function" would exclude areas with issues in obtaining location information, caller information, and being able to control certain features (including call-back capabilities), as well as being able to interpret the location (map on a GIS system) and invoke the necessary features (e.g., call back if disconnected) for each mode of incoming call.

Based on the exception percentage of not fully capable systems, this data element may help (indirectly) identify certain calling modes that may need changes or enhancements to be able to provide full featured emergency calling.



**4.2.3.2**: Percentage of the Total State Population Served by NG9-1-1 Services

**Instructions:** Enter the percentage of population served by IP-capable services within your state.

National 9-1-1 Profile Database Help

**Detailed Description: (click to hide/show description)**

https://www.911resourcecenter.org/styles/img/expand.jpg

Similar to data element 4.2.3.1, this element reflects the percentage of the population for a reporting state served by IP-capable services meeting industry-accepted definitions for NG9-1-1.

See element 4.2.3.1 for additional descriptive detail.



**4.2.3.3**: Percentage of the Geographical Area of a State Served by NG9-1-1 Services

**Instructions:** Enter the percentage of geographical area served by IP-capable services within your state that meet industry-accepted definitions of NG9-1-1.

National 9-1-1 Profile Database Help

**Detailed Description: (click to hide/show description)**

https://www.911resourcecenter.org/styles/img/expand.jpg

Similar to data element 4.2.3.2, this data element specifically reflects the percentage of geographic area served (as opposed to population) by NG9-1-1 services. Data from this will help differentiate progress for those jurisdictions that have dense urban populations, and reflect IP-capable services meeting industry-accepted definitions for NG9-1-1. 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.

See elements 4.2.3.1 and 4.2.3.2 for additional descriptive detail.



**4.2.4.1**: Percentage of the Planned NG9-1-1 Systems (as identified in the State's Architecture) that are Operational for NG9-1-1 Call-taking

**Instructions:** Enter the percentage of planned NG9-1-1 systems in your state that are operational and can process IP-based emergency requests.

National 9-1-1 Profile Database Help

**Detailed Description: (click to hide/show description)**

https://www.911resourcecenter.org/styles/img/expand.jpg

The relative state/jurisdiction's architecture should show how many 9-1-1 authority systems are planned for processing all the IP-based emergency requests (over the entire jurisdiction/population) within a NG9-1-1 environment.

This is relative to the total number of 9-1-1 systems in the state.



**4.2.4.2**: Percentage of the NG9-1-1 Systems that Can Coordinate Directly with External Organizations

**Instructions:** Enter the percentage of NG9-1-1 systems in your state that can coordinate directly with external organizations over an IP-based network.

National 9-1-1 Profile Database Help

**Detailed Description: (click to hide/show description)**