

# **National 911 Profile Database**

This document provides acronyms and the complete list of data elements, definitions and instructions for the collection of 911 data for the calendar year 2020.

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# 2020 Acronym List

The table below defines acronyms used in the National 911 Profile Database.

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
CHS	Call Handling System
CONOPS	Concept of Operations
CPE	Call Processing Equipment
DOD	Department of Defense
DOI	Department of the Interior
E911	Enhanced 911
E2	European Model Multiplexing Level 2
ECRF	Emergency Call Routing Function
EMD	Emergency Medical Dispatch
ESInet	Emergency Services IP Network
ESRP	Emergency Services Routing Proxy
GIS	Geographic Information Systems
HELD	HTTP (Hypertext Transfer Protocol) Enabled Location Delivery
HTTPs	Hypertext Transfer Protocol Secure
IP	Internet Protocol
LNG	Legacy Network Gateway
LoST	Location-to-Service Translation Protocol
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
OSE	Originating Service Entity
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
RTP	Real Time Transport Protocol
RTT	Real Time Text
SIP	Session Initiation Protocol
SMS	Short Message Service
TCC	Text Control Center
TDM	Time-Division Multiplexing
VoIP	Voice over Internet Protocol

# Section 1

## Total 911 Calls and Call Type

### 1. 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.”

### 2. 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. If you are able to separate the number of wireless calls from MLTS calls, provide the total wireline calls here and the separated MLTS calls in your answer for question 5. If you are unable to separate the call types, provide the total wireline calls here and submit “0” as your answer for question 5. NENA defines a primary PSAP as “A PSAP to which 911 calls are routed directly from the 911 Central Office.”

### 3. 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.”

### 4. 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.”

### 5. 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. If you are able to separate the number of MLTS calls from wireline calls, provide the total MLTS calls here and the separated wireline calls in your answer for question 2. NENA defines a primary PSAP as “A PSAP to which 911 calls are routed directly from the 911 Central Office.”

### 6. 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.”

# Section 2

## Number of PSAPs and Equipment Positions

### 7. 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.”

### 8. 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.” A secondary PSAP does not receive any direct 911 calls. It only received 911 calls as transfers from another PSAP.

### 9. 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).

### 10. 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).

### 11. 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).

### 12. 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).

### 13. 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).

### 14. 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).

## Section 3

### PSAPs with EMD and Operations

#### 15. 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.

#### 16. 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).

#### 17. 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.

## Section 4

### Call-Handling QA

#### 18. 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.

#### 19. 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.

#### 20. 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.

## Section 5

### Minimum Training Requirements for Telecommunicators

#### 21. Do minimum training requirements for telecommunicators exist statewide?

This element identifies if your state has minimum training requirements.

#### 22. 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.

#### 23. Do minimum training requirements exist for EMD?

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

#### 24. Do minimum training requirements exist for fire dispatch?

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

#### 25. Do minimum training requirements exist for police dispatch?

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

## Section 6

### NG911: Planning

#### 26. 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.”

**27. 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.

**28. 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

**29. 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.



# 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.

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

- **Database (GIS Services)** – Databases that support the routing of 911 calls and dispatch of first responders that may include tabular and geographic information designed for 911. This may include supplemental and supportive location information for NG911.
- **NG Core Services** – The Next Generation Core Services (NGCS) required to deliver NG911 that include the Emergency Services Routing Proxy (ESRP), Emergency Call Routing Function (ECRF), and Border Control Function (BCF). Other elements of the ESInet are not considered NGCS (Legacy Network Gateway (LNG), Legacy PSAP Gateway (LPG), or Legacy Selective Router Gateway (LSRG)).
- **CAD** – Computer Aided Dispatch (CAD) is the software that is used by dispatchers to handle calls and information about the caller and to document the calls to 911 for a particular PSAP.
- **CPE (Hosted or Standalone)** – Call Processing Equipment (CPE) is the call termination device that provides the call control for a PSAP. The CPE is primarily an Automatic Number Identification/Automatic Location Identification (ANI/ALI) controller and Private Branch Exchange (PBX) that collects and distributes all calls at a PSAP.
- **Recording** – The recording of 911 calls is a requirement at all PSAPs. An NG-capable recorder is designed to record Session Initiation Protocol (SIP) and IP traffic instead of legacy analog calls.

NG911 Parts, Functions and Components	Milestones	
<b>30. Database (GIS Services)</b>	None, Released an RFP, Completed Procurement, Awarded Contract(s) or Installed/Tested/Deployed	Unknown
<b>31. NG Core Services</b>	None, Released an RFP, Completed Procurement, Awarded Contract(s) or Installed/Tested/Deployed	Unknown
<b>32. CAD</b>	None, Released an RFP, Completed Procurement, Awarded Contract(s) or Installed/Tested/Deployed	Unknown
<b>33. CPE (Hosted or Standalone)</b>	None, Released an RFP, Completed Procurement, Awarded Contract(s) or Installed/Tested/Deployed	Unknown
<b>34. Recording</b>	None, Released an RFP, Completed Procurement, Awarded Contract(s) or Installed/Tested/Deployed	Unknown

### 35. Enter the number of regional or local 911 authorities within your state that have utilized an RFP for any NG911 component this year or at any point in the past.

Identifies the number of regional or local 911 authorities within your state who have released a Request for Proposal (RFP) for NG911 components for their area, regardless of the date the RFP was released. If a sub-state 911 authority has released at least one RFP for only one component of NG911 at any point in the past, include them in your total.

### 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.

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

- **Database (GIS Services)** – Databases that support the routing of 911 calls and dispatch of first responders that may include tabular and geographic information designed for 911. This may include supplemental and supportive location information for NG911.
- **NG Core Services** – The Next Generation Core Services required to deliver NG911 that include the ESRP, ECRF, and BCF. Other elements of the ESnet are not considered NGCS (LNG, LPG, LSRG).
- **CAD** – Computer Aided Dispatch is the software that is used by dispatchers to handle calls and information about the caller and to document the calls to 911 for a particular PSAP.
- **CPE (Hosted or Standalone)** – Call Processing Equipment is the call termination device that provides the call control for a PSAP. The CPE is primarily an ANI/ALI controller and Private Branch Exchange (PBX) that collects and distributes all calls at a PSAP.
- **Recording** – The recording of 911 calls is a requirement at all PSAPs. An NG-capable recorder is designed to record SIP and IP traffic instead of legacy analog calls.

NG911 Parts, Functions and Components	Milestones	
<b>36. Database (GIS Services)</b>	None, Released an RFP, Completed Procurement, Awarded Contract(s) or Installed/Tested/Deployed	Unknown
<b>37. NG Core Services</b>	None, Released an RFP, Completed Procurement, Awarded Contract(s) or Installed/Tested/Deployed	Unknown
<b>38. CAD</b>	None, Released an RFP, Completed Procurement, Awarded Contract(s) or Installed/Tested/Deployed	Unknown
<b>39. CPE (Hosted or Standalone)</b>	None, Released an RFP, Completed Procurement, Awarded Contract(s) or Installed/Tested/Deployed	Unknown
<b>40. Recording</b>	None, Released an RFP, Completed Procurement, Awarded Contract(s) or Installed/Tested/Deployed	Unknown

## Section 8

### NG911: Transition

#### **41. Enter the number of primary PSAPs in your state that are currently connected to an ESInet and are using the ESInet to perform location-based routing and call processing.**

Identifies the number of primary PSAPs in your state that process NG911 emergency calls for all service types (wireline, wireless, VoIP) using NG911 infrastructure that conforms to nationally accepted standards. Specifically, this is the number of primary PSAPs in your state that have implemented NG911 systems for all service types.

#### **42. 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 NG911-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.

#### **43. 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.

## Section 9

### NG911: Operations

#### 44. 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).

#### 45. Enter the number of primary PSAPs that have CPE processing IP calls from an ESInet 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.

#### 46. 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.

#### 47. What percentage of your GIS data has been converted from the legacy data model to the NG911 data model? (Please consult your GIS specialist if available to aid in determining the appropriate percentage estimate).

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.

# Section 10

## NG911: Maturity Levels

### 48. What level of maturity is your state 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.

### 49. What level of maturity is your state 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.

## 50. What level of maturity is your state 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.

## 51. What level of maturity is your state 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.

## 52. What level of maturity is your state 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 to the PSAP has been transformed to all IP.
- **Intermediate** – Call ingress is in the late stages of being transformed to IP. Call egress to the PSAPs 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.

## 53. What level of maturity is your state 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 are not in use.
- **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 state.
- **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 state.
- **Jurisdictional End State** – All PSAPs are transitioned to the NG911 system and all traffic is being delivered consistent with the NG911 standard.

## 54. What level of maturity is your state 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.

## 55. What level of maturity is your state 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.



## 56. What level of maturity is your state 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.