9-1-1 PROFILE DATABASE
BLANK DATA ENTRY FORM

3.1 Baseline Data Elements

The "baseline" data elements reflect the current status and nature of 911 operations existing in states and territories. These elements are largely descriptive in nature and are intended to provide a general view of the status of 911 services across the country. They are organized into two categories, or groups: administrative and system data.

3.1.1 Data Element Group: Administrative Data

Data Element Number	3.1.1.1
Name	Year for which Data is Being Reported by Reporting State
Form Input Type	Drop-down List
Definition	The calendar year (January 1 through December 31) on which information or data was initially entered and/or updated. Data entered for a particular calendar year must apply to that calendar year. In addition to that date, the system will automatically maintain a history of changes to data elements, up to and including the last update. This is important because it indicates how old the information in the database is.
Instructions	Select the Calendar Year involved
Question to User	Select the year for which Data is being reported by your State

Data Element Number	3.1.1.2
Name	Public Availability of State 911 Data
Form Input Type	Drop-down List (Yes or No)
Definition	This element asserts that a state's 911 data are or are not available to the public
Instructions	"Publicly available" means posted on your State/county website, included in a publicly-available written report, or available to individuals upon request. Select "Yes" if State 911 data are available to the public in any way; select "No" if data are not available to the public.

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Question to User	Is your data publicly available?

3.1.2 Data Element Group: System Data

Data Element Number	3.1.2.1
Name	Total Number of 911 Calls Delivered, Based on Local and Regional 911 Authority Data, and Aggregated at the State Level
Form Input Type	Textbox (valid number between 0 and 99,999,999)
Definition	Total number of calls delivered to "primary" PSAPs for the calendar year, aggregated to the State level
Instructions	Enter the total number of calls delivered to "primary" PSAPs for the calendar year, aggregated to the State level, even if not answered or no dispatch occurred. NENA defines "primary" PSAPs as "a PSAP to which 911 calls are routed directly from the 911 control office."[1]
Question to User	Enter the total number of 911 calls delivered to "primary" PSAPs in your State, even if not answered or no dispatch occurred

3.1.2.2 Data Element Sub-Group: Call Volume by Type

Data Element Number	3.1.2.2.1
Name	Number of Wireline Calls
Form Input Type	Textbox (valid number between 0 and 99,999,999)
Definition	Number of incoming wireline calls, aggregated to the State level
Instructions	Enter the number of wireline calls delivered to "primary" PSAPs in your State, even if not answered or no dispatch occurred
Question to User	Enter the number of incoming wireline calls delivered to "primary" PSAPs in your State, even if not answered or no dispatch occurred. If the total number is unknown, check the "Unknown" box.

Data Element Number	3.1.2.2.2
Name	Number of Cellular Calls
Form Input Type	Textbox (valid number between 0 and 99,999,999)
Definition	Number of incoming cellular calls, aggregated to the State level
Instructions	Enter the number of cellular calls delivered to "primary" PSAPs in your State, even if not answered or no dispatch occurred
Question to User	Enter the number of incoming cellular calls delivered to "primary" PSAPs in your State, even if not answered or no dispatch occurred. If the total number is unknown, check the "Unknown" box.

Data Element Number	3.1.2.2.3
Name	Number of Voice over Internet Protocol (VoIP) Calls
Form Input Type	Textbox (valid number between 0 and 99,999,999)
Definition	Number of incoming VoIP calls, aggregated to the State level

[1] NENA Master Glossary of 911 Terminology, NENA ADM-000.19, December 20, 2016, p. 147, https://c.ymcdn.com/sites/www.nena.org/resource/resmgr/standards/NENA-ADM-000.19-2016_FINAL_2.pdf

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Instructions	Enter the number of VoIP calls delivered to "primary" PSAPs in your State, even if not answered or no dispatch occurred
Question to User	Enter the number of incoming VoIP calls delivered to "primary" PSAPs in your State, even if not answered or no dispatch occurred. If the total number is unknown, check the "Unknown" box.

Data Element Number	3.1.2.2.4
Name	Number of Multi-Line Telephone System (MLTS) Calls
Form Input Type	Textbox (valid number between 0 and 99,999,999)
Definition	Number of incoming MLTS calls, aggregated to the State level
Instructions	Enter the number of MLTS calls received, even if not answered or no dispatch occurred
Question to User	Enter the number of incoming MLTS calls received, even if not answered or no dispatch occurred. If the total number is unknown, check the "Unknown" box.

Data Element Number	3.1.2.2.5
Name	Number of Text-to-911 Messages
Form Input Type	Textbox (valid number between 0 and 99,999,999)
Definition	Number of incoming texts-to-911, aggregated to the State level
Instructions	Enter the number of texts-to-911 delivered to "primary" PSAPs in your State, even if not answered or no dispatch occurred
Question to User	Enter the number of incoming texts-to-911 delivered to "primary" PSAPs in your State, even if not answered or no dispatch occurred. If the total number is unknown, check the "Unknown" box.

Data Element Number	3.1.2.3
Name	Total Number of Sub-State 911 Authorities in a State
Form Input Type	Textbox (valid number between 0 and 9,999)
Definition	The number of sub-state 911 Authorities having responsibility for planning, coordinating, funding, and supporting 911 in their respective jurisdictions. Most 911 Authorities will have a Board or equivalent body that oversees 911 for its geographic area or jurisdiction. 911 Authorities are organizations, agencies, or entities that are responsible for 911 service operations, and are typically a county, parish, municipality, Council of Government, or special 911 or emergency communications district authority. 911 Authorities are not synonymous with PSAPs; 911 Authorities typically manage/operate one or more PSAPs.
Instructions	If there are sub-state 911 Authorities as defined above, enter the number of sub-state 911 Authorities. Please do not confuse number of sub-state 911 Authorities with number of PSAPs. In most States, 911 Authorities will be differentiated from PSAPs, although in some States, they may be the same. If your State does not have sub-state 911 Authorities, and the State 911 Authority is the sole 911 Authority within your State, enter "0."
Question to User	Enter the number of sub-state (including local and regional) 911 Authorities in your State

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3.1.2.4 Data Element Sub-Group: Level of Service (LOS) Provided/Available, and Organized by Sub-State 911 Authority

Data Element Number	3.1.2.4.1
Name	No 911 Authority – Calls to 911 are Remote Call Forwarded Only
Form Input Type	Textbox (valid number between 0 and 9,999)
Definition	The number of counties where there is no 911 service and where the telecommunications service providers, in compliance with the Federal Communications Commission's (FCC) Fifth Report & Order, direct 911 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 911 calls would get answered. These types of arrangements do not use dedicated 911 trunks. Carriers comply by using remote call forwarding. Remote call forwarding simply forwards a 911 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 911 "service."
Instructions	Only include those counties that have no 911 Authority. 911 Authorities are organizations, agencies, or entities that are responsible for providing 911 services, and are typically a county, parish, municipality, Council of Government, or special 911 or emergency communications district authority. 911 Authorities are not synonymous with PSAPs; 911 Authorities manage PSAPs.

If you cannot obtain this information from sub-State entities (i.e., you lack the legal/statutory authority, or lack the necessary resources to accomplish this task), the appropriate response is "Unknown." |
| **Question to User** | Enter the number of counties in your State that have no 911 Authority – calls to 911 are remote call forwarded to an answering point |

Data Element Number	3.1.2.4.2
Name	Number of 911 Authorities with Basic 911 LOS
Form Input Type	Textbox (valid number between 0 and 9,999)
Definition	The number of 911 Authorities where the "level of service" (LOS) is Basic 911. NENA defines Basic 911 as, "An emergency telephone system which automatically connects 911 callers to a designated answering point. Call routing is determined by originating central office only. Basic 911 may or may not support ANI (automatic number identification) and/or ALI (automatic location identification)."[2]
Instructions	Only include those 911 Authorities with Basic 911 only. 911 Authorities are organizations, agencies, or entities that are responsible for providing 911 services, and are typically a county, parish, municipality, Council of Government, or special 911 or emergency communications district authority. 911 Authorities are not synonymous with PSAPs; 911 Authorities manage PSAPs.

If you cannot obtain this information from sub-State entities (i.e., you lack the legal/statutory authority, or lack the necessary resources to accomplish this task), the appropriate response is "Unknown." |
| **Question to User** | Enter the number of 911 Authorities in your State that are limited to Basic 911 |

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[2] NENA Master Glossary of 911 Terminology, NENA ADM-000.19, December 20, 2016, p. 30, https://c.ymcdn.com/sites/www.nena.org/resource/resmgr/standards/NENA-ADM-000.19-2016_FINAL_2.pdf.

Data Element Number	3.1.2.4.3
Name	Enter the number of 911 Authorities in your State with Landline Enhanced 911, but no Wireless Enhanced Phase I or II.
Form Input Type	Textbox (valid number between 0 and 9,999)
Definition	The number of 911 Authorities with Landline Enhanced 911 (E911) service with ANI & ALI only and without Wireless Phase I or II location data. NENA defines E911 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 E911 service so designated by the FCC in its Report and Order in WC Docket Nos. 04-36 and 05-196, or any successor proceeding."[3]
Instructions	Include all 911 Authorities whose LOS is Landline Enhanced 911, but no Wireless Enhanced Phase I or II. 911 Authorities are organizations, agencies, or entities that are responsible for providing 911 services, and are typically a county, parish, municipality, Council of Government, or special 911 or emergency communications district authority. 911 Authorities are not synonymous with PSAPs; 911 Authorities manage PSAPs.

If you cannot obtain this information from sub-state entities (i.e., you lack the legal/statutory authority, or lack the necessary resources to accomplish this task), the appropriate response is "Unknown." |
| Question to User | Enter the number of 911 Authorities in your State with Landline Enhanced 911, but no Wireless Enhanced Phase I or II. |

Data Element Number	3.1.2.4.4
Name	Number of 911 Authorities that Provide Enhanced 911 LOS for VoIP
Form Input Type	Textbox (valid number between 0 and 9,999)
Definition	The number of 911 Authorities that provide E911 LOS 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 911 Authority provides a LOS that includes E911 for landline subscribers, Wireless Phase I and II to wireless subscribers.
Instructions	Only include those 911 Authorities that provide E911 for VoIP users. 911 Authorities are organizations, agencies, or entities that are responsible for providing 911 services, and are typically a county, parish, municipality, Council of Government, or special 911 or emergency communications district authority. 911 Authorities are not synonymous with PSAPs; 911 Authorities manage PSAPs.

If you cannot obtain this information from sub-state entities (.i.e., you lack the legal/statutory authority, or lack the necessary resources to accomplish this task), the appropriate response is "Unknown." |
| Question to User | Enter the number of 911 Authorities in your State that provide E911 level of service for VoIP |

[3] Ibid., p. 53.

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Data Element Number	3.1.2.4.5
Name	Number of 911 Authorities with Wireless Phase I (WPI) LOS
Form Input Type	Textbox (valid number between 0 and 9,999)
Definition	The number of 911 Authorities that are capable of processing Wireless Phase I LOS calls as the highest level of service available, but not capable of 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 911 call with callback number and identification of the cell-tower from which the call originated. Call routing is usually determined by cell sector."[4]
Instructions	Only include those 911 Authorities that provide Wireless Phase I as the highest level of 911 service available, but not those 911 Authorities that provide Wireless Phase II. This specifically addresses PSAP capability, not wireless service provider capability. 911 Authorities are organizations, agencies, or entities that are responsible for providing 911 services, and are typically a county, parish, municipality, Council of Government, or special 911 or emergency communications district authority. 911 Authorities are not synonymous with PSAPs; 911 Authorities manage PSAPs. If you cannot obtain this information from sub-State entities (i.e., you lack the legal/statutory authority, or lack the necessary resources to accomplish this task), the appropriate response is "Unknown."
Question to User	Enter the number of 911 Authorities in your State that provide Wireless Phase I (WPI) level of service, but do not provide Wireless Phase II (WPII) level of service

Data Element Number	3.1.2.4.6
Name	Number of 911 Authorities with Wireless Phase II (WPII) LOS
Form Input Type	Textbox (valid number between 0 and 9,999)
Definition	The number of 911 Authorities that are capable of processing Wireless Phase II LOS calls as the Highest LOS available. 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 911 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."[5]
Instructions	Include all 911 Authorities that provide Wireless Phase II LOS. This specifically addresses PSAP capability, not wireless service provider capability. 911 Authorities are organizations, agencies, or entities that are responsible for providing 911 services, and are typically a county, parish, municipality, Council of Government, or special 911 or emergency communications district authority. 911 Authorities are not synonymous with PSAPs; 911 Authorities manage PSAPs. If you cannot obtain this information from sub-State entities (i.e., you lack the legal/statutory authority, or lack the necessary resources to accomplish this task), the appropriate response is "Unknown."
Question to User	Enter the number of 911 Authorities in your State that provide Wireless Phase II level of service

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[4] Ibid.. p. 136.
[5] Ibid., p. 137.

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3.1.2.5 Data Element Sub-Group: Total Number of Primary and Secondary PSAPs within a State

Data Element Number	3.1.2.5.1
Name	Total Number of Primary PSAPs within a State
Form Input Type	Textbox (valid number between 0 and 9,999)
Definition	NENA defines a primary PSAP as, "A PSAP to which 911 calls are routed directly from the 911 Control Office."[6]
Instructions	Number of primary PSAPs within a State
Question to User	Enter the number of primary PSAPs within your State

Data Element Number	3.1.2.5.2
Name	Total Number of Secondary PSAPs within a State
Form Input Type	Textbox (valid number between 0 and 9,999)
Definition	NENA defines a secondary PSAP as, "A PSAP to which 911 calls are transferred from a Primary PSAP."[7]
Instructions	Number of secondary PSAPs within a State
Question to User	Enter the number of secondary PSAPs within your State

Data Element Number	3.1.2.5.3
Name	PSAP Size Ranges
Form Input Type	Multiple Choice Textbox (valid number between 0 and 9,999)
Definition	This element will identify how many PSAPs in your state fall under the following equipment position ranges.
Instructions	Enter the amount of PSAPs that fall within each range.
Question to User	How many PSAPs in your state fall within each of the following ranges? a) Very small (1-2 equipment positions) b) Small (3-5 equipment positions) c) Medium (6-20 equipment positions) d) Large (21-49 equipment positions) e) Very large (50 or more equipment positions)

Data Element Number	3.1.2.6
Name	Emergency Medical Dispatch (EMD):
Form Input Type	Textbox (valid number between 0 and 9,999)
Definition	This element will identify how many PSAPs in your state provide EMD and follow a formal protocol (e.g., PowerPhone, APCO, and the Academies of Emergency Dispatch).
Instructions	Enter the amount of PSAPs in your State that provide EMD and follow a specific formal protocol.
Question to User	What number of PSAPs in your State provide Emergency Medical Dispatch (EMD) and follow a specific formal protocol?

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[6] Ibid., p. 98.
[7] Ibid., p. 109.

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Data Element Number	3.1.2.7
Name	PSAPs Operated by the Department of Defense (DOD)
Form Input Type	Drop-down List (Yes or No); Textbox (valid number between 0 and 9,999)
Definition	This element will identify how many PSAPs in your state are operated by the DOD (including those on military installations as well as the National Guard).
Instructions	Enter the number of PSAPs in your State that are operated by the DOD. If the total number is unknown, check the "Unknown" box.
Question to User	Do you have PSAPs operated by the Department of Defense (DOD)? If so, how many? If the total number is unknown, check the "Unknown" box.

Data Element Number	3.1.2.8
Name	PSAPs Operated by the Department of Interior (DOI)
Form Input Type	Drop-down List (Yes or No); Textbox (valid number between 0 and 9,999)
Definition	This element will identify how many PSAPs in your state are operated by the DOI. The DOI includes the National Park Service.
Instructions	Enter the number of PSAPs in your State that are operated by the DOI. If this information is not known, please respond "unknown".
Question to User	Do you have PSAPs operated by the Department of the Interior (DOI)? If so, how many?

Data Element Number	3.1.2.9
Name	Call-Taking Equipment Positions
Form Input Type	Textbox (valid number between 0 and 9,999)
Definition	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).
Instructions	Enter the total amount of call-taking equipment positions.
Question to User	How many total 911 call-taking equipment positions are in your state?

Data Element Number	3.1.2.10
Name	Call-Handling Quality Assurance (QA)
Form Input Type	Multiple Choice Textbox (valid number between 0 and 9,999)
Definition	This data element identifies whether a state has Quality Assurance (QA) requirements for compliance with call-handling protocols for EMD, Fire, and Police dispatch services.
Instructions	Please identify whether your state has Quality Assurance (QA) requirements for compliance with call-handling protocols for the dispatch services above. If this information is unknown, check the "Unknown" box.
Question to User	Does your State have Quality Assurance (QA) requirements for compliance with call-handling protocols for: a) EMD? b) Fire?

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	c)	Police?

Data Element Number	3.1.2.11
Name	Minimum Training Requirements
Form Input Type	Textbox (valid number between 0 and 9,999)
Definition	This element will identify the minimum training requirements in your state.
Instructions	Please check all that apply.
Question to User	What is the status of minimum training requirements in your state?

Answer Response Box

	Required by statute – statewide (please provide link to statute) _____
	Required by statute - locally
	Required by regulation – statewide (please provide link) _____
	Required by regulation – locally
	Legislation proposed (please provide link) _____
	Requirement for receiving/processing/dispatching calls for Police
	Requirement for receiving/processing/dispatching calls for Fire
	Requirement for receiving/processing/dispatching calls for EMS

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3.2 Progress Benchmarks

"Progress benchmarks" reflect the status of state efforts to implement advanced next generation 911 systems and capabilities. As titled, these data elements are largely implementation or deployment benchmarks against which progress can be measured. The elements involved are grouped in a logical order of planning, procurement, installation and testing, transition, and operations. Planning through testing elements reflects both state level and sub-state level activity and efforts. Transitional and operational elements specifically represent the latter.

3.2.1 Data Element Group: Planning

Data Element Number	3.2.1.1
Name	Statewide NG911 Plan Adopted
Form Input Type	Drop-down List (Yes or No)
Definition	Identify whether or not your State developed and adopted a statewide NG911 Plan, including governance, funding, system components (IP network, Emergency Services 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 (ESInets), functional elements (applications), and databases that replicate traditional 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."[8]
Instructions	Responding "Yes" indicates that your statewide NG911 Plan includes these components. Responding "No" or "Unknown" means your State does not include these components (i.e., one or more components are missing).
Question to User	Has your State developed and adopted a statewide NG911 Plan to include governance, funding, system components (IP network, ESInet, NG911 software services, security architecture, user identity management, database architecture, and PSAP configurations), and operations? Locally administered and funded organizations can still develop and adopt a coordinated statewide NG911 plan.

Data Element Number	3.2.1.2
Name	Sub-State 911 Authority NG911 Plan Adopted
Form Input Type	Textbox (Number between 0 and 100, allowing two decimal places)
Definition	Indicate the number of regional or local 911 Authorities within the State who have developed and adopted NG911 Plans for their area and currently has such a plan in place, regardless of when the plan was developed or adopted. If your State does not have a statewide plan, enter the number of regional or county-wide plans that have been developed in your State.

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[8] Ibid., p. 90.

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Instructions	Enter the number of regional or local 911 Authorities within your State who have defined a NG911 Plan (using the components outlined in data element 3.2.1.1) for their area. This question is intended to differentiate between States that have a Statewide NG911 Strategic Plan versus where some sub-state areas (regions or counties) have developed their own NG911 Strategic Plans.
Question to User	Enter the number of regional or local 911 Authorities within your State who have developed and adopted NG911 Plans for their area independent of the State. If your State does not have a statewide plan, enter the number of regional or county-wide plans that have been developed in your State.

Data Element Number	3.2.1.3
Name	Statewide NG911 Concept of Operations Developed
Form Input Type	Drop-down List (Yes or No)
Definition	Is there a statewide NG911 concept of operations document or its equivalent, including operations for NG911 and related architecture? 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
Instructions	Enter yes if your State has developed a concept of operations document or its equivalent, regardless of the date the document was developed
Question to User	Has your State established a statewide concept of operations document or its equivalent, including operations for NG911 and related architecture?

Data Element Number	3.2.1.4
Name	Sub-State 911 Authority Concept of Operations Developed
Form Input Type	Textbox (Number between 0 and 100, allowing two decimal places)
Definition	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.
Instructions	Enter yes if your sub-State 911 Authorities has developed a concept of operations document or its equivalent, regardless of the date the document was developed
Question to User	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

3.2.2 Data Element Group: Procurement

Data Element Number	3.2.2.1
Name	Statewide Request for Proposal (RFP) Released
Form Input Type	Drop-down List (Yes or No)
Definition	Identifies whether a State has, at any point in the past, released an RFP for defined statewide components, such as ESInet or State entry Emergency Services Routing Proxy (ESRP) capability, or for a statewide NG911 system. The element is not predicated on the procurement of a "complete" NG911

	system. Instead, it tests any level or component of NG911, including i3 procurement.
Instructions	"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/resource/collection/625EAB1D-49B3-4694-B037-8E854B43CA16/NENA-ADM-000.17_Master_Glossary_20130909.pdf. 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 NG911 or not). Examples include: • "Forest Guide"[9] • Emergency Call Routing Function (ECRF) • "Agency locator" functions 3. NG911 Applications (e.g., hardware, software, databases unique or necessary to NG911 services). Examples include: • Location Validation Function (LVF) • 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) 4. NG911 Transition components. Examples include: • Legacy service gateway • Legacy PSAP gateway • Legacy SR gateway (where legacy services enter NG911 via Service Provider switches operating as selective routers, either partially or fully as tandems or, in past time frames
Question to User	Has your State released an RFP for defined statewide NG911 components at any point in the past?

[9] 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).

Data Element Number	3.2.2.2
Name	911 Authority RFP Released
Form Input Type	Textbox (Number between 0 and 100, allowing two decimal places)
Definition	Identifies the number of regional or local 911 Authorities within your State who have released an RFP for NG911 components for their area, regardless of the date the RFP was released.
Instructions	Requires states to collect sub-State status data associated with such activity. A "component or level" in this context is defined in data element 3.2.2.1 above.
Question to User	Enter the number of regional or local 911 Authorities within your State who have released an RFP for NG911 components for their area, regardless of the date the RFP was released.

Data Element Number	3.2.2.3
Name	Statewide Components Specified for Procurement by State
Form Input Type	Textbox (Free-text entry up to 2,147,483,647 characters)
Definition	Based upon a positive response to element 3.2.2.1, this element provides detail on what parts, functions, or components for NG911 have been procured to date. Parts, functions, or components are described in data element 3.2.2.1 above.
Instructions	Reporting entities are requested to select one of the four levels described that represents the functional category of procurement involved
Question to User	If the response to 3.2.2.1 is "Yes," list which parts, functions, or components of NG911 have been procured in your State.

Data Element Number	3.2.2.4
Name	Sub-State 911 Authority Components Being Procured
Form Input Type	Textbox (Free-text entry up to 2,147,483,647 characters)
Definition	Based upon sub-State 911 Authorities within a reporting State that have released RFPs (see element 3.2.2.2), this element requests states to summarize what parts, functions, or components for NG911 have been procured to date by regional or local 911 Authorities. Said parts, functions, or components are described in data element 3.2.2.1 above.
Instructions	Reporting entities are requested to select one of the four levels described that represents the functional category of procurement involved.
Question to User	If the response to 3.2.2.1 is "Yes," list which parts, functions, or components of NG911 have been procured by regional or local 911 Authorities within your State.

Data Element Number	3.2.2.5
Name	Captures whether a State Contract for the NG911 Part, Function, or Component Identified Above has been Awarded
Form Input Type	Drop-down List (Yes or No)
Definition	This data element specifically relates to the detail identified by data element 3.2.2.3 (i.e., the NG911 part, function, and/or component acknowledged), and solicits a "yes" or "no" response.

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Instructions	Parts, functions, or components are described in data element 3.2.2.1 above.
Question to User	Has your State awarded contracts for the procured components and/or functions defined in 3.2.2.3 either during this survey year or earlier?

Data Element Number	3.2.2.6
Name	Number of 911 Authorities Statewide that Have Awarded a Contract for these System Components, Parts, and/or Functions either during survey year or earlier
Form Input Type	Textbox (Number between 0 and 100, allowing two decimal places)
Definition	This data element is the sub-State counterpart to the data element 3.2.2.5, and speaks to similar regional and local effort. The number involved is calculated against the total number of 911 Authorities in a State, as reported in Section 3.1.2.3.
Instructions	Reporting this data element does require (or depend upon) a State reporting entity collecting such data from sub-State 911 Authorities. Parts, functions, or components are described in data element 3.2.2.1 above.
Question to User	Enter the number of 911 Authorities within your State that have awarded a contract of the system components and/or functions procured in 3.2.2.3 either during this survey year or earlier

Data Element Number	3.2.2.7
Name	Statewide Installation and Testing
Form Input Type	Drop-down List (Yes or No)
Definition	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 NG911 part, function, and/or component involved has been installed/deployed and tested), regardless of when the part, function, and/or component was installed and tested. From that, a list of states that reported they have met this milestone can be generated.
Instructions	This is keyed to the procurement involved. What is being deployed may vary from a simple NG911 component or function, to full NG911 services provided by a third-party service provider. Said parts, functions, or components are described in data element 3.2.2.1 above.
Question to User	Has the NG911 part, function, and/or component defined in 3.2.2.3 been installed/deployed and tested at the State level, regardless of when the part, function, and/or component was installed and tested?

Data Element Number	3.2.2.8
Name	Number of Sub-State 911 Authorities Statewide that Have Installed and Tested these System Components, Parts, and/or Functions
Form Input Type	Textbox (Number between 0 and 100, allowing two decimal places)
Definition	This is the sub-State counterpart to data element 3.2.2.7, and speaks to similar regional and local effort. The number involved is calculated against the total number of 911 Authorities in a State, as reported in Section 3.1.2.3.
Instructions	Reporting this data element does require (or depend upon) a State reporting entity collecting such data from sub-State 911 Authorities. Said parts, functions, or components are described in data element 3.2.2.1 above.

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Question to User	Enter the number of sub-State 911 Authorities within your State that have installed/deployed and tested the components and/or functions defined in 3.2.2.3

3.2.3 Data Element Group: Transition

Data Element Number	3.2.3.1
Name	Percentage of NG911 Authority Systems that Can Process and Interpret Location and Caller Information
Form Input Type	Textbox (Percentage between 0 and 100, allowing two decimal places)
Definition	This data element reflects the percentage of 911 Authority systems in each State that are capable of processing NG911 emergency calls for all service types (wireline, wireless, VoIP) using NG911 infrastructure that conforms to nationally accepted standards (NG911 capable means infrastructure and Geographic Information Systems [GIS]). Specifically, this is the percentage of total 911 Authorities in a State that have implemented NG911 systems for all service types. Systems not being converted would not factor into this element.
Instructions	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.
Question to User	Enter the percentage of NG911 Authority systems that are capable of processing and interpreting location and caller information within your State

Data Element Number	3.2.3.2
Name	Percentage of the Total State Population Served by NG911 Capable Services
Form Input Type	Textbox (Percentage between 0 and 100, allowing two decimal places)
Definition	Similar to data element 3.2.3.1, this element reflects the percentage of the population for a reporting State served by IP-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. |
| **Instructions** | 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. |
| **Question to User** | Enter the percentage of population served by NG911 capable within your State |

Data Element Number	3.2.3.3
Name	Percentage of the Geographical Area of a State Served by NG911 Capable Services
Form Input Type	Textbox (Percentage between 0 and 100, allowing two decimal places)
Definition	Similar to data element 3.2.3.2, this data element specifically reflects the percentage of geographic area served (as opposed to population) by NG911 services. NG911 capable services indicates that the infrastructure is in place to

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	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.
Instructions	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.
Question to User	Enter the percentage of geographical area where PSAPs are served by NG911 capable services within your State.

3.2.4 Data Element Group: Operations

Data Element Number	3.2.4.1
Name	Number of PSAPs Receiving Calls through an ESInet
Form Input Type	Textbox (Percentage between 0 and 100, allowing two decimal places)
Definition	This question is designed to track 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.
Instructions	Please list the number of primary PSAPs in your state that are receiving calls from an ESInet.
Question to User	Enter the number of ESInet connected PSAPs in your State.

Data Element Number	3.2.4.2
Name	Percentage of PSAPs that Process IP calls with their CPE
Form Input Type	Textbox (Percentage between 0 and 100, allowing two decimal places)
Definition	This question is designed to track how many primary PSAPs are processing IP emergency requests (calls) into their CPE directly (without conversion back to analog) from an ESInet.
Instructions	Please list the percentage of your primary PSAPs that have CPE equipment receiving calls from an ESInet and process those IP calls without needing to be converted to analog. Example: 5 primary PSAPs receiving calls from an ESInet that have CPE processing the IP calls out of 40 total primary PSAPs = 12.5%
Question to User	Enter the percentage of primary PSAPs that have CPE processing IP calls from an ESInet out of the total number of Primary PSAPs in your State.

Data Element Number	3.2.4.3
Name	Number of Operational ESInets Deployed within the State
Form Input Type	Textbox (Number between 0 and 100, allowing two decimal places)
Definition	The number of ESInets deployed and operational within the State that are supporting emergency communications. NENA[10] defines an ESInet as a managed IP network that is used for emergency

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[10] NENA Master Glossary of 911 Terminology, NENA ADM-000.19, December 20, 2016, p. 72, https://c.ymcdn.com/sites/www.nena.org/resource/resmgr/standards/NENA-ADM-000.19-2016_FINAL_2.pdf.

	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 NG9-1-1 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).
Instructions	This includes statewide or regional/locally deployed ESInets. If you have one statewide ESInet, your answer should be "1"
Question to User	Enter the total number of operational ESInets deployed within your State

Data Element Number	3.2.4.4
Name	Percentage of the MSAG to GIS Data Synchronization Progress
Form Input Type	Textbox (Percentage between 0 and 100, allowing two decimal places)
Definition	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.
Instructions	This is relative to the total number of civic address authorities in the State. Example: 20 of the 40 MSAG authorities in my State have converted their addresses into a GIS format and have synced the data with their MSAG data. Answer = 50%
Question to User	Enter the percentage of address authorities within your State that have geocoded their addresses to a GIS ready format

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3.2.5 Progress Benchmarks

The NG911 Maturity Model was developed by the Federal Communications Commission's (FCC) Task Force on Optimal Public Safety Answering Point Architecture (TFOPA). TFOPA is a federal advisory committee chartered under the Federal Advisory Committee Act (FACA)2 to provide recommendations to the FCC regarding actions PSAPs and 9-1-1 Authorities might take to enhance security, operations, and funding as NG911 migration occurs.

The maturity model, otherwise known as the NG911 Readiness Scorecard, identifies essential elements which are necessary to be present within each NG911 Implementation Maturity State as defined later in the document. It should be noted that the NG911 Readiness Scorecard is limited to essential elements and is not meant to be all inclusive.

Further information on TFOPA, including its charter, the final report, and the development of the NG911 Maturity Model can be found online at: www.fcc.gov/about-fcc/advisory-committees/general/task-force-optimal-public-safety-answering-point.

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The NG911 Maturity Model utilizes the following NG911 Implementation Maturity States:

- **Legacy State**: The Legacy State is characterized as the point in time where 911 services are provided by the traditional incumbent local exchange carrier (ILEC) with circuit-switched infrastructure and Automatic Location Identification (ALI) circuits.
- **Foundational State:** As the name implies, the Foundational State is where the groundwork and planning for NG911 implementation is initiated. NG911 feasibility studies are performed, Geographic Information System (GIS) data preparation commences, and IP networks may be implemented. NG911 systems are not yet operational and system procurement is either planned or underway.
- **Transitional State:** The Transitional State is the point at which services have migrated partially from the legacy environment and the 911 services are enabled by an IP infrastructure. The Emergency Services IP Network (ESInet) is in place and ESN routing is still being utilized. This is the first state in which certain Next Generation Core Service elements may be implemented. At this point, a governance model has been established. Systems in this State are said to be NG911 Transitional.
- **Intermediate State:** The Intermediate State is the state in which the 911 Authority has implemented and made operational all i3 Core functions within their control and all calls are routed per GIS boundaries and location information (i3 algorithms). Additionally, an i3 PSAP multimedia call handling system (terminating ESRP) is implemented. Infrastructure and applications are being refined to incorporate advanced call- and data-delivery interfaces. Business and performance elements are maturing and are reviewed in regular intervals to optimize operations. Governance agreements are in place and the model is functioning. Systems in the Intermediate State are said to be NG911 Ready.
- **Jurisdictional End State** : The Jurisdictional End State is the state in which PSAPs are served by i3 standards-based systems and/or elements, from ingress through multimedia "call" handling. Originating Service Providers are providing SIP interfaces and location information during call set-up time. Within the jurisdiction, ESInets are interconnected providing interoperability, which is supported by established

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agreements, policies, and procedures. Systems in the Jurisdictional End State are NG911 Compliant.

Data Element Number	3.2.5.1
Name	Governance Maturity Level
Form Input Type	Multiple Choice Checkbox
Definition	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. Coordination indicates whether all participating entities within the jurisdictional scope have agreed upon cooperation and going forward strategies and plans. Funding and Resources indicate that the funding and resources necessary to execute the NG911 plan have been identified or a strategy is in place to secure those funds and resources as necessary points during the plan execution. Governance structure is ongoing, providing the coordination and administration of the entire NG911 service system after implementation.
Instructions	Select the level of maturity that best fits your State's progress by marking the appropriate box below. Before responding, review the NG911 Readiness Scorecard below. Please note that an "X" denotes a required component to fulfill a capability while "optional" indicates that it is not a required component to fulfill a particular capability.
Question to User	What level of maturity does your state fall in for the category of governance? If you have completed any elements in a specific maturity state, you are in that maturity state. However, you must complete all the elements in one maturity state in order to move on to subsequent states. For the purposes of this data collection, if 90 percent or more of your 911 authorities are at a specific maturity level, then you can rate your State as having completed that maturity level.

Answer Response Box Below

	Legacy
	Foundational
	Transitional
	Intermediate
	Jurisdictional End State

Chart below is for reference for State respondents and to assist them with categorization.

Next Generation 911 Readiness Scorecard					
Category	**NG911 Implementation Maturity State**				
	Legacy	**Foundational**	**Transitional**	**Intermediate**	**Jurisdictional End State**
Governance					
Governance Structure Design &	Optional	X	X	X	X
Strategic Planning	Optional	Optional	X	X	X
Coordination	Optional	Optional	X	X	X
Funding & Resources	Optional	X	X	X	X

Data Element Number	3.2.5.2
Name	Routing and Location Maturity Level
Form Input Type	Multiple Choice Checkbox
Definition	Routing and location defines the systematic approach that is used to determine 911 call routing and the supporting data functions. Legacy 911 calls are processed by relating the calling telephone number to an Emergency Services Number (ESN) that then defines the primary and secondary PSAPs. NG911 utilizes geospatial routing by using the caller's location information and a set of PSAP jurisdictional polygons to determine the primary PSAP. A "pure" NG911 implementation assumes OSPs have changed the means by which they deliver 911 calls, but it is not realistic or expected that OSPs will change together or even all complete their changes any time soon. Therefore, the model is complicated by mechanisms to "transition" from legacy methods to NG911 methods. The legacy ALI DBMS provides location information based on the caller's telephone number and it or its equivalent is required until all OSPs deliver location information with their 911 call setup messages or provide LIS capabilities. The National Forest Guide is a capability necessary when Nationwide OSPs require a capability to determine to which ESInet to direct a given 911 call. "Hierarchical Forest Guides Populated" indicates a provisioning capability for various Forest Guides to share the routing polygon (ESInet or PSAP Jurisdictional boundary) information.
Instructions	Select the level of maturity that best fits your State's progress by marking the appropriate box below. Before responding, review the NG911 Readiness Scorecard below. Please note that an "X" denotes a required component to fulfill a capability while "optional" indicates that it is not a required component to fulfill a particular capability.
Question to User	What level of maturity does your state fall under for the category of routing and location? If you have completed any elements in a specific maturity state, you are in that maturity state. However, you must complete all the elements in one maturity state in order to move on to subsequent states. For the purposes of this data collection, if 90 percent or more of your 911 authorities are at a specific maturity level, then you can rate your State as having completed that maturity level.

Answer Response Box Below

	Legacy
	Foundational
	Transitional
	Intermediate
	Jurisdictional End State

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Chart below is for reference for State respondents and to assist them with categorization.

Next Generation 911 Readiness Scorecard					
Category	**NG911 Implementation Maturity State**				
	Legacy	**Foundational**	**Transitional**	**Intermediate**	**Jurisdictional End State**
Routing & Location					
Selective (ESN) Routing	X	X			
IP Selective (ESN) Routing			X		
Geospatial Routing (utilizing best available location)				X	X
ALI DBMS	X	X	X	X	
LIS				Optional	X
National Forest Guide contains Jurisdictional ESInet Authoritative					Optional
If applicable, Hierarchical Forest Guides Populated					Optional

Data Element Number	3.2.5.3
Name	GIS Data Maturity Level
Form Input Type	Multiple Choice Checkbox
Definition	GIS Data is a fundamental element of NG911 but is not utilized for legacy 911 call routing. These selection items define steps to plan, process, and utilize GIS data for NG911. Selection items are included that represent the NENA i3 functional elements that receive and utilize GIS data to complete call routing functions. The exchange of jurisdictional boundaries indicates an automated mechanism where an ESInet ECRF (or Forest Guide function) automatically keeps a neighboring ESInet ECRF (or Forest Guide function) updated with its jurisdictional polygons to allow for 911 call hand-offs and call transfers. GIS data is also utilized with NG911 for the Location Validation Function (LVF) and to support mapping services for the PSAPs.
Instructions	Select the level of maturity that best fits your State's progress by marking the appropriate box below. Before responding, review the NG911 Readiness Scorecard below. Please note that an "X" denotes a required component to fulfill a capability while "optional" indicates that it is not a required component to fulfill a particular capability.
Question to User	What level of maturity does your state fall in for the category of GIS Data? If you have completed any elements in a specific maturity state, you are in that maturity state. However, you must complete all the elements in one maturity state in order to move on to subsequent states. For the purposes of this data collection, if 90 percent or more of your 911 authorities are at a specific maturity level, then you can rate your State as having completed that maturity level.

Answer Response Box Below

	Legacy
	Foundational
	Transitional
	Intermediate
	Jurisdictional End State

Chart below is for reference for State respondents and to assist them with categorization.

Next Generation 911 Readiness Scorecard					
Category	**NG911 Implementation Maturity State**				
	Legacy	**Foundational**	**Transitional**	**Intermediate**	**Jurisdictional End State**
GIS Data					
NG911 Dataset Creation Project Planned		X			
NG911 Dataset Creation Project in-Progress		X	Optional		
NG911 Dataset Complete				X	X
Data formatted for Location Validation Function (LVF)			Optional	Optional	X
Data formatted for Emergency Call Routing Function (ECRF)			Optional	X	X
Data formatted for Policy Routing Function (PRF)			Optional	X	X
Jurisdictional Boundaries exported to neighboring ESInets					Optional

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Data Element Number	3.2.5.4
Name	NG911 Core Service Elements Maturity Level
Form Input Type	Multiple Choice Checkbox
Definition	The central Core Services functions provide the logical processing interactions between the delivery of calls and data from the OSE, additional data, and delivery to PSAPs, and provide the features to support management of how the NG911 service accomplishes this under normal and abnormal conditions. NG Core Service Element capabilities are an itemized list of the functional capabilities defined by the NENA i3 architecture. As stated in the NENA i3 specification, it is not appropriate to identify a box or component that performs the functional services, but instead just to identify that the infrastructure somehow does accomplish the functional capabilities defined for each item. Except for the "Border Control Function (BCF)", this area of interest is not applicable to IP Selective Router (IPSR) scenarios. These selection items become relevant when the NG911 transitional architecture is implemented through the time period that the NG911 end-state is achieved, e.g., when all OSPs deliver 911 services via IP protocols and include delivery of location information at call setup time. NG Core Service operations, organizational planning and staffing are discussed in the relevant Important Considerations section below.
Instructions	Select the level of maturity that best fits your State's progress by marking the appropriate box below. Before responding, review the NG911 Readiness Scorecard below. Please note that an "X" denotes a required component to fulfill a capability while "optional" indicates that it is not a required component to fulfill a particular capability.
Question to User	What level of maturity does your state fall in for the category of NG911 Core Service Elements? If you have completed any elements in a specific maturity state, you are in that maturity state. However, you must complete all the elements in one maturity state in order to move on to subsequent states. For the purposes of this data collection, if 90 percent or more of your 911 authorities are at a specific maturity level, then you can rate your State as having completed that maturity level.

Answer Response Box Below

	Legacy
	Foundational
	Transitional
	Intermediate
	Jurisdictional End State

Chart below is for reference for State respondents and to assist them with categorization.

Next Generation 911 Readiness Scorecard					
Category	**NG911 Implementation Maturity State**				
	Legacy	**Foundational**	**Transitional**	**Intermediate**	**Jurisdictional End State**
NG Core Service Elements					
Legacy Selective Router Gateway (LSRG)			Optional	X	Optional
Location Validation Function (LVF)			Optional	Optional	X
Emergency Services Routing Proxy (ESRP)			Optional	X	X
Emergency Call Routing Function (ECRF)			Optional	X	X

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Data Element Number	3.2.5.5
Name	Network Maturity Level
Form Input Type	Multiple Choice Checkbox
Definition	The network area capabilities represent the various technology mechanisms for connecting external entities to either a legacy selective router or functions within an ESInet for the purposes of processing 911 calls. Legacy call circuit mechanisms are primarily TDM based technology (e.g., SS7, CAMA) and NG911 moves to IP based technology with application specific protocols such as SIP and RTP. In some cases, IP technology can be deployed as a replacement for a legacy TDM technology before completely embracing the NENA i3 defined functional interface model, such as, an OSP using IP technology call delivery to an ESInet IP Selective Router without including a location object representing the caller's location. E2 Circuits are the legacy Wireless capabilities to retrieve location information and will be required until all OSPs that allow location update transactions deliver caller's location information at call setup time. ESInet to ESInet connections will occur as neighboring jurisdictions implement ESInets and require the ability to exchange 911 calls.
Instructions	Select the level of maturity that best fits your State's progress by marking the appropriate box below. Before responding, review the NG911 Readiness Scorecard below. Please note that an "X" denotes a required component to fulfill a capability while "optional" indicates that it is not a required component to fulfill a particular capability.
Question to User	What level of maturity does your state fall in for the category of Network (OSE and ESInet)? If you have completed any elements in a specific maturity state, you are in that maturity state. However, you must complete all the elements in one maturity state in order to move on to subsequent states. For the purposes of this data collection, if 90 percent or more of your 911 authorities are at a specific maturity level, then you can rate your State as having completed that maturity level.

Answer Response Box Below

	Legacy
	Foundational
	Transitional
	Intermediate
	Jurisdictional End State

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Chart below is for reference for State respondents and to assist them with categorization.

Next Generation 911 Readiness Scorecard					
Category	**NG911 Implementation Maturity State**				
	Legacy	**Foundational**	**Transitional**	**Intermediate**	**Jurisdictional End State**
Network					
OSP / OSE			X	X	X
Ingress Network - Non-IP	X	X	X	X	
Egress Network - Non-IP	X	X			
Traditional ALI Data Circuits	X	X	X		
Ingress - IP (ESInet)			Optional	X	X
Egress - IP (ESInet)			X	X	X
Interconnects beyond ESInet boundary *				X	X
E2 Circuits	X	X	X	X	
Neighboring ESInet Interconnection for Call Hand-offs and Transfers				Optional	Optional

Data Element Number	3.2.5.6
Name	PSAP Call Handling System and Applications Maturity Level
Form Input Type	Multiple Choice Checkbox
Definition	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 technology based system and optionally may include replacing the legacy CAMA TDM circuits with the ATIS defined IP technology based transitional RFAI protocol. The NENA i3 defined functional entities interact with PSAP CHS and other applications via the IP based interface protocols referenced within the NENA i3 specification. An i3 PSAP would implement all the NENA i3 defined protocols (including SIP, RTP, HTTPs, LoST and HELD) and the i3 compliant software to allow interaction with NG Core Service functions. An i3 PSAP Multimedia Call Handling System, which includes a terminating ESRP, is required to be present in an NG911 end state system. Mapping is the capability to display caller's location information on a map at the PSAP's 911 Call Handling positions. Interim Text-to-911 (SMS) is the capability of an OSP provided Text Control Center (TCC) to message to a PSAP, but, ultimately the TCC can interface to the NENA i3 functional elements that then deliver Text-to-911 to the PSAP CPE while incorporating NG911 policy rules. Multimedia refers to both Real Time Text (RTT) capabilities and services such as a PSAPs ability to receive video from external sources as a data application. Logging & Recording at the PSAP is per local PSAP functions.
Instructions	Select the level of maturity that best fits your State's progress by marking the appropriate box below. Before responding, review the NG911 Readiness Scorecard below. Please note that an "X" denotes a required component to fulfill a capability while "optional" indicates that it is not a required component to fulfill a particular capability.
Question to User	What level of maturity does your state fall under for the category of PSAP Call Handling System and Applications? If you have completed any elements in a specific maturity state, you are in that maturity state. However, you must complete all the elements in one maturity state in order to move on to subsequent states. For the purposes of this data collection, if 90 percent or more of your 911 authorities are at a specific maturity level, then you can rate your State as having completed that maturity level.

Answer Response Box Below

	Legacy
	Foundational
	Transitional
	Intermediate
	Jurisdictional End State

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Chart below is for reference for State respondents and to assist them with categorization.

Next Generation 911 Readiness Scorecard					
Category	**NG911 Implementation Maturity State**				
	Legacy	**Foundational**	**Transitional**	**Intermediate**	**Jurisdictional End State**
PSAP Call Handling System & Applications					
Legacy Call Handling System	X	X			
IP based Call Handling System			X		
i3 PSAP (Terminating ESRP) Multimedia Call Handling System			Optional	X	X
Mapping			X	X	X
Text-to-911 (SMS)			X	X	X
Multimedia				X	X
Logging & Recording				X	X

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Data Element Number	3.2.5.7
Name	Security Maturity Level
Form Input Type	Multiple Choice Checkbox
Definition	Security includes capabilities, operations and best practices expected at the ESInet, the NENA i3 functional elements, PSAP and all external facing interfaces.
Instructions	Select the level of maturity that best fits your State's progress by marking the appropriate box below. Before responding, review the NG911 Readiness Scorecard below. Please note that an "X" denotes a required component to fulfill a capability while "optional" indicates that it is not a required component to fulfill a particular capability.
Question to User	What level of maturity does your state fall in for the category of Security? If you have completed any elements in a specific maturity state, you are in that maturity state. However, you must complete all the elements in one maturity state in order to move on to subsequent states. For the purposes of this data collection, if 90 percent or more of your 911 authorities are at a specific maturity level, then you can rate your State as having completed that maturity level.

Answer Response Box Below

	Legacy
	Foundational
	Transitional
	Intermediate
	Jurisdictional End State

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Chart below is for reference for State respondents and to assist them with categorization.

Next Generation 911 Readiness Scorecard					
Category	**NG911 Implementation Maturity State**				
	Legacy	**Foundational**	**Transitional**	**Intermediate**	**Jurisdictional End State**
Security					
Identification/Discovery		X	X	X	X
Assess/Prioritize		X	X	X	X
Implement/Operate			X	X	X
Monitor/Analyze			Optional	X	X

Data Element Number	3.2.5.8
Name	Operations Maturity Level
Form Input Type	Multiple Choice Checkbox
Definition	Operations planning addresses aspects of execution, oversight, plan management and efforts to support on-going evolution with the planning of NG Core Services, ESInet and PSAP operations and the transition to the NG911 processing model and services.
Instructions	Select the level of maturity that best fits your State's progress by marking the appropriate box below. Before responding, review the NG911 Readiness Scorecard below. Please note that an "X" denotes a required component to fulfill a capability while "optional" indicates that it is not a required component to fulfill a particular capability.
Question to User	What level of maturity does your state fall in for the category of Operations? If you have completed any elements in a specific maturity state, you are in that maturity state. However, you must complete all the elements in one maturity state in order to move on to subsequent states. For the purposes of this data collection, if 90 percent or more of your 911 authorities are at a specific maturity level, then you can rate your State as having completed that maturity level.

Answer Response Box Below

	Legacy
	Foundational
	Transitional
	Intermediate
	Jurisdictional End State

Chart below is for reference for State respondents and to assist them with categorization.

Next Generation 911 Readiness Scorecard					
Category	**NG911 Implementation Maturity State**				
	Legacy	**Foundational**	**Transitional**	**Intermediate**	**Jurisdictional End State**
Operations					
NG911 Operational Planning in Progress		X			
Amount of Staff Needed		X			
NG911 Operational Procedures Developed			Optional	X	X
NG911 Operation Procedures Implemented			Optional	X	X
Training Staff		Optional	X	X	X
911 Plan Update		X			

Data Element Number	3.2.5.9
Name	Optional Interfaces Maturity Level
Form Input Type	Multiple Choice Checkbox
Definition	Optional Interfaces addresses services and interfaces that interconnect with the ESInet but apply beyond NG Core Services primary functions, although these functions may otherwise appear necessary and prudent. Any and all optional interfaces must comply with all applicable industry interface standards and shall not interfere with or impact the function or security of the NG911 systems.
Instructions	Select the level of maturity that best fits your State's progress by marking the appropriate box below. Before responding, review the NG911 Readiness Scorecard below. Please note that an "X" denotes a required component to fulfill a capability while "optional" indicates that it is not a required component to fulfill a particular capability.
Question to User	What level of maturity does your state fall in for the category of Optional Interfaces? If you have completed any elements in a specific maturity state, you are in that maturity state. However, you must complete all the elements in one maturity state in order to move on to subsequent states. For the purposes of this data collection, if 90 percent or more of your 911 authorities are at a specific maturity level, then you can rate your State as having completed that maturity level.

Answer Response Box Below

	Legacy
	Foundational
	Transitional
	Intermediate
	Jurisdictional End State

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Chart below is for reference for State respondents and to assist them with categorization.

Next Generation 911 Readiness Scorecard					
Category	**NG911 Implementation Maturity State**				
	Legacy	**Foundational**	**Transitional**	**Intermediate**	**Jurisdictional End State**
Optional Interfaces					
Computer-Aided Dispatch (CAD)			Optional	Optional	Optional
Broadband Field Network			Optional	Optional	Optional
Additional Data				Optional	Optional
Personal Information Data				Optional	Optional

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