State of 911 Questions Log
November 2020

Question: Is NG911 meeting time goals, as established at the start or during the national project? Where are we in fully implementing NG911?

Answer: A great deal of progress continues to be made nationally. Many projects that began in the past 12 months have been impacted by COVID 19 due to travel restrictions; remote work protocols and hardware on back order.

Question: When I evaluated the registry for those PSAPs that were NG E911 compliant, it appeared as if this effort could take another 5-10 years. Is there a timeline goal? Might this be put on FCC Chairman Pai's objectives?

Answer: The objective of the National 911 Program is to provide resources to support the goal of nationwide NG911. The Roadmap status project is to reduce the barriers that keep many states/localities from moving forward and educate stakeholders on what needs to happen to break down the barriers to nationwide deployment. While the FCC has devoted time and resources to 911 issues, they have no jurisdiction over 911 Public Safety Answering Points.

Question: For enterprise customers do you know what extra data the PSAPs want to receive?

Answer: More accurate location information and additional data such as medical information, that ensures the most expediate response is available from the correct agencies. Many PSAPs/ECCs are taking advantage of apps that allow the 911 caller to share video to assist with the most appropriate medical response.

PSAPs/ECCs have a greater interest in sharing data across jurisdictional boundaries to support first responders and reduce unexpected situations. They also desire to share data with the state in a consistent and automated fashion to support requests for additional funding and grant dollars from the federal government.