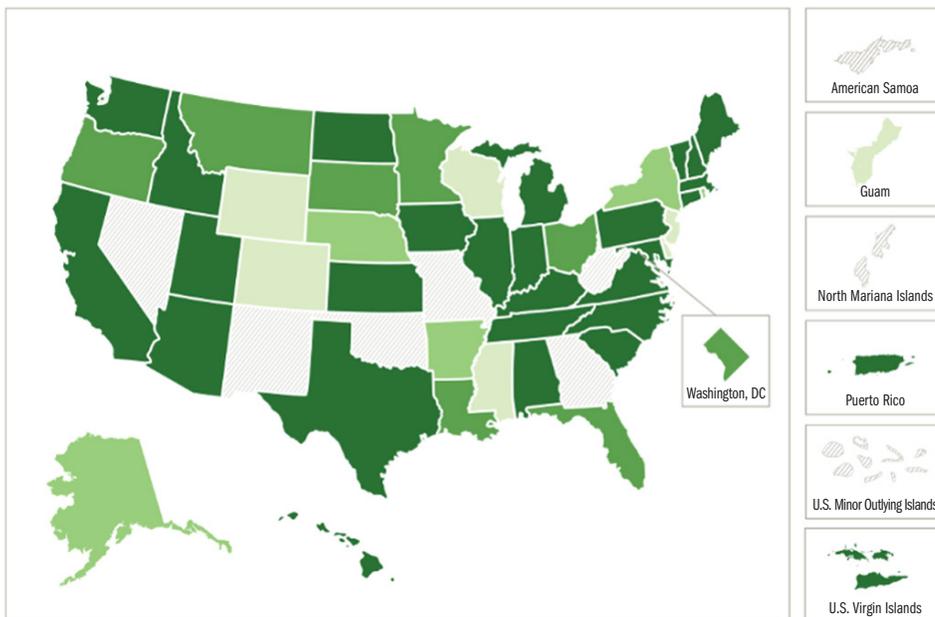## Ensuring Defense Call Centers Effectively Transition to Next-Generation 911

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The Public Safety Answering Points (PSAPs), where emergency calls for law enforcement, fire, or emergency medical services are answered, are being upgraded across the country to a digital or Internet Protocol (IP)-based 911 system. Commonly referred to as Next-Generation 911 (NG911), the upgraded system will be faster and more resilient and will allow voice, text, photo, video, and other digital information to flow seamlessly from the caller through the 911 network directly to first responders.

National public safety leaders and industry are focused on rapidly accelerating the deployment of NG911. The accelerated goal is to replace legacy 911 systems in all U.S. states and territories with standards-based, end-to-end, IP capabilities by the end of 2020 without any degradation in service. Shown here is a snapshot of NG911 progress across the United States as of 2017, based on data reported to the Department of Transportation's National 911 Program and the National Emergency Number Association.

American Samoa

Guam

North Mariana Islands

Washington, DC

Puerto Rico

U.S. Minor Outlying Islands

U.S. Virgin Islands

No Data Provided | States Have Adopted an NG911 Plan | States Seeking Proposals | States NG911 Implementation in Progress | States with 911 Authorities that are Capable of Processing and Interpreting Location and Caller Information

It is imperative for DoD emergency call centers to migrate to NG911 in concert with their host U.S. states and territories. IDA is providing independent analysis and assessments to help ensure that military 911 call centers—many operating in obsolescence—can effectively transition. The implementation involves more than new computer hardware and software. Improving the interoperability of local PSAPs and military 911 call centers requires engagement with multiple emergency communication, public safety, legislative, and governing entities. DoD needs to define and implement an enterprise migration strategy and solution to the national NG911 standard.

The Task Force on Optimal PSAP Architecture, a Federal Communications Commission Advisory Committee, recommends a phased approach to implementation as it offers the greatest opportunity for success. IDA is helping DoD develop a smart transition to address challenges that delay NG911 implementation, such as insufficient funding, incomplete standards, technical advancements required by carriers, and a lack of understanding of what full NG911 means.

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