



# New Mexico 911 Program

## NEXT GENERATION 911 (NG911) STRATEGIC PLAN

### Project Overview

The State of New Mexico is preparing to transition from its legacy 911 network to a statewide Next Generation 911 (NG911) network. The New Mexico 911 Program (NM 911) recognizes in order to successfully achieve statewide implementation of NG911, it must have a clear understanding of the current level of NG911 readiness at the local and state level. NM 911 and its stakeholders will use this knowledge to develop a statewide NG911 Strategic Plan that defines key focus areas and strategies that meet both urban and rural needs for a successful transition.

### What is NG911

911 service is at a critical transition point. The current, legacy 911 network in New Mexico has been upgraded over the decades, however, it still is based on a design that is more than 50 years old. The capabilities of the communications devices used every day far surpass the capabilities of the aging 911 infrastructure.

NG911 systems are Internet Protocol (IP)-based and broadband-enabled. As such, they offer capabilities that bring more capacity than the legacy 911 infrastructure, which only delivers voice calls.

### Benefits of NG911



NG911 systems are broadband-enabled to allow PSAPs to receive bandwidth-intensive data from callers—images, video, and sensor data—in order to provide telecommunicators with **unprecedented situational awareness, better informed decision-making, and the sharing of data** with First Responders to help them do their jobs more effectively while keeping them safer. A NG911 infrastructure is required to make this work.



NG911 systems are also IP-based, which means that PSAPs can be interconnected and share data, **or seamlessly and quickly transfer operations** to a neighboring PSAP when a disaster or an emergency renders it inoperable, inaccessible, or uninhabitable.



NG911 systems rely on geospatial data to locate callers in an emergency, a far more accurate approach than what's available with today's 9-1-1 system. As a result of **more accurate 9-1-1 caller location, fewer calls will be misrouted**, saving precious time when every second matters. Emergency response will also arrive more quickly.

### Current Status – First Quarter Update

On October 28, 2020 NM 911 held a virtual kickoff meeting with a core group of stakeholders and their consultant, Mission Critical Partners, LLC (MCP), to begin work on the NG911 Strategic Plan. This meeting led to the creation of a project charter, communications plan and project plan.

An NG911 Assessment will begin in late January. In preparation for this meeting, NM 911 has been busy gathering, organizing, and analyzing data on the current status of 911 in New Mexico.

### Next Steps

Between January and March of 2021, NM 911 will work with stakeholders to develop NG911 vision and mission statements and to prioritize key strategic initiatives.

To better understand the current status of NG911 readiness in New Mexico, MCP will analyze the data gathered and interview NM 911 using the Model for Advancing Public Safety<sup>SM</sup> (MAPS<sup>SM</sup>) process.

### Timeline

