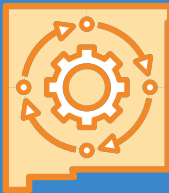




New Mexico 911 Program

Next Generation 911 (NG911) Strategic Plan

In January, MCP facilitated a virtual Strategic Planning Session with NM911 and a key group of stakeholders. During this session, the group brainstormed ideas for updating the vision and mission statements and identified and prioritized key strategic initiatives. Based on that meeting, the vision and mission statements have been updated to better reflect the focus on transitioning to NG911.



New Mexico 911 Vision

To provide a best in-class 911 system, utilizing emerging technology to facilitate efficient reliable public safety response to best serve the communities of New Mexico.

New Mexico 911 Mission

The New Mexico 911 (NM911) Program provides fiscal and technical program support to Public Safety Answering Points (PSAPs) and Local Governments through communication, collaboration and customer service to enable an effective and quality 911 system.



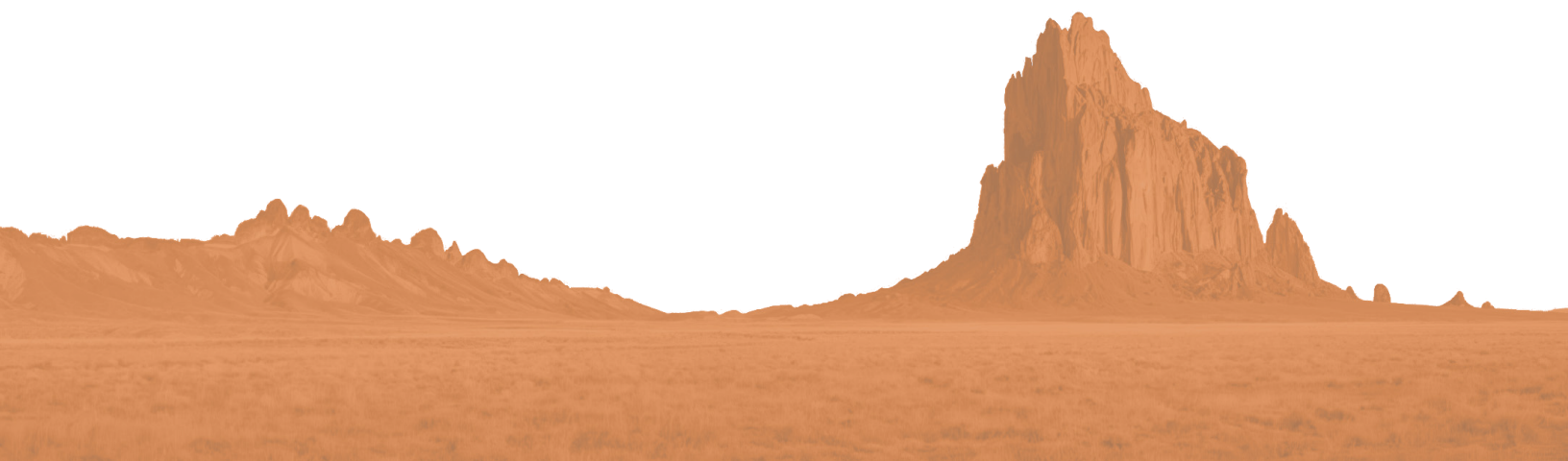
Current Status

- ▶ The NG911 Readiness Assessment Draft has been provided to NM911 for their review.
- ▶ An updated version of the NM911 Vision and Mission statements have been approved by the key stakeholder group.

What's next?

- ▶ MCP will incorporate the findings from the facilitated strategic planning session and the assessment into the NG911 Strategic Roadmap.
- ▶ NM911 will identify the best method for holding stakeholder engagement sessions.

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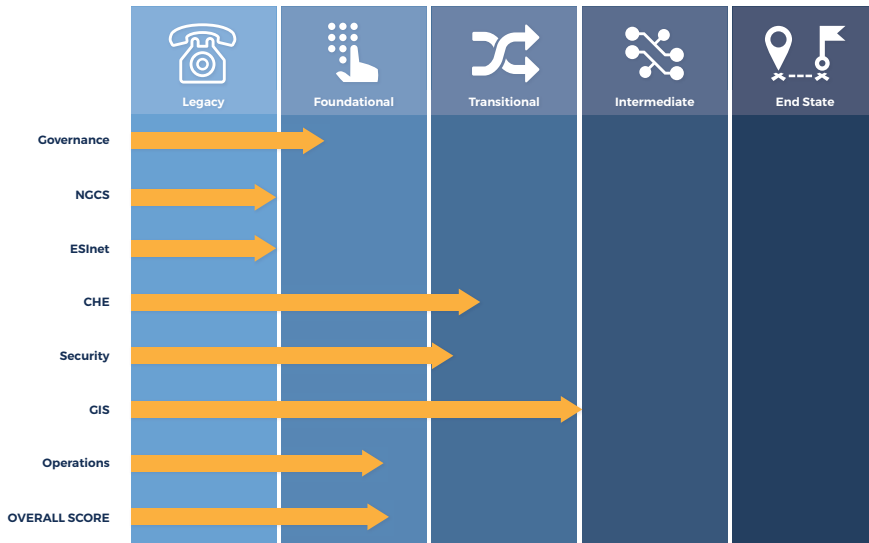




New Mexico 911 Program

New Mexico NG911 Readiness Assessment

In February 2021, NM911 conducted a NG911 Readiness assessment, using MCP's Model for Advancing Public Safety (MAPS) to understand the state's preparations for NG911. Here's a look at what it showed.



NM911 Progress to NG911 Readiness

- Although NM911 today is in a foundational stage, they have done work over the past two years to lay the foundation and plan for the transition to NG911.
- NM911 GIS data is considered NG911 ready. NM911 has provided a statewide data model for use by local 911 authorities and has developed tools for use in uploading GIS data to a state repository.
- NM911 is planning for and funding upgrades to CHE which places them well within the transitional stage for NG911 readiness.
- NM911 is working to engage stakeholders in planning for NG911 and keep them updated on progress made.
- This level of readiness reflects strongly on an organization that is forward-focused and keen to identify gaps and areas of improvement to be made prior to jumping headlong into the technical and operational waters of NG911.

What is a NG911 Readiness Assessment?

To plan for the transition to NG911, it is important to understand where 911 is today. MCP has created a method based upon a national NG911 Readiness Scorecard to assess the status of a state based on multiple functional areas required for a successful NG911 transition. The chart to the left demonstrates where NM911 is on the NG911 transitional continuum. The readiness assessment will help provide insight on where New Mexico is today across seven evaluated categories-governance, Next Generation Core Services(NGCS), Emergency services IP network (ESInet), Call handling equipment (CHE), security, GIS, and operations. Using criteria based on industry benchmarks, national standards, and best practices, NM911's answers to the interview questions were translated into easy-to-understand scores, which can be used to build an NG911 strategic roadmap specific to New Mexico.