



FOR IMMEDIATE RELEASE
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National 9-1-1 Assessment Guidelines Released for Public Comment

Ebensburg, Pa – June 20, 2011 The 9-1-1 Resource Center, sponsored by the United States Department of Transportation, National 911 Program has a project underway to develop consensus-based universal guidelines to serve as the basis for a 9-1-1 statewide program assessment process. The National 9-1-1 Assessment Guidelines are now available for public comment on the 9-1-1 Resource Center at www.911resourcecenter.org/911Guidelines/. Comments received will be considered prior to the release of the final guidelines.

The National 9-1-1 Assessment Guidelines were developed by the National 9-1-1 Assessment Guidelines Work Group (NAGWG) using a consensus process. The NAGWG is comprised of 9-1-1 professionals that represent various segments of 9-1-1 from local and state government, national associations and the industry.

The National 9-1-1 Assessment Guidelines will serve as a comprehensive benchmark for statewide 9-1-1 systems to measure their progress as a unique and important entity, and will help to facilitate a coordinated effort to advance 9-1-1 across the country. The Guidelines represent high level functions that should exist within a statewide 9-1-1 system. They are intended to be used as the basis for statewide system assessments to assist states in achieving their best level of 9-1-1 service.

Any assessment process that is established will be conducted on a voluntary basis. An assessment will be useful to evaluate where a state's system currently stands, provide recommendations for enhancement and identify the need for resources to bridge gaps.

Interested parties may provide comments using the comment form found at www.911resourcecenter.org/911Guidelines/. The comment form should be submitted by e-mail to info@911resourcecenter.org. The comment period will remain open until September, 26, 2011.

The 911 Resource Center serves the 9-1-1 community through three key initiatives, an information clearinghouse, a technical and operational assistance center for state and local 9-1-1 authorities and a national 9-1-1 profile database for compiling information that can be used to measure and report on the progress of 9-1-1. The 911 Resource Center, produced in partnership with 911.gov, is operated by L.R. Kimball, a CDI Company under cooperative agreement DTNH22-08-H-00224 with the National Highway Traffic Safety Administration (NHTSA) and supported by the National Emergency Number Association (NENA).



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NENA serves the public safety community as the only professional organization solely focused on 9-1-1 policy, technology, operations, and education issues. With more than 7,000 members in 48 chapters across the United States and around the globe, NENA promotes the implementation and awareness of 9-1-1 and international three-digit emergency communications systems. Find out more at www.nena.org.

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If you would like more information on this topic please e-mail info@911resourcecenter.org.