

Congress of the United States
Washington, DC 20515

June 16, 2016

The Honorable Gene L. Dodaro
Comptroller General
U.S. Government Accountability Office
441 G Street, NW
Washington, D.C. 20548

Dear Mr. Dodaro,

We request the Government Accountability Office (GAO) conduct a thorough review of the implementation of a nationwide next generation 9-1-1 (NG911) system and provide an update on the status of this transition.

The growing use of wireless and Internet Protocol (IP)-based communications demonstrates the need to upgrade and modernize our nation's 9-1-1 system to process all types of 911 traffic from any device including voice, data, and video, and provide the accurate location of the caller seeking emergency services.

The federal government has taken an active interest in fostering an NG911 system. The National Highway Traffic Safety Administration's Office of Emergency Medical Services is tasked with overseeing the National 911 Program and providing federal leadership to assist state and local governments in their transition to a NG911 system. However, progress has been slow and sporadic, and we're concerned that NG911 implementation is not consistent across the country, leaving us with a patchwork system that is unable to always respond to emergencies as effectively as possible.

In light of these concerns, we ask GAO to address the following questions in its review:

1. What is the status of NG911 implementation?
2. How, if at all, do federal efforts such as federal appropriations or technical expertise support nationwide implementation of NG911?
3. What challenges, if any, do Public Safety Answering Points (PSAPs) face in implementing NG911?

4. What is the impact of state diversion of 911 emergency fees on PSAPs and their ability to serve the community? What authority does Congress have or what authority would Congress need to prevent state diversion of 911 emergency fees?
5. How are 911 fees and federal funds used to help train 911 dispatchers in new and emerging technologies, to assist them in improving the delivery of emergency services?
6. Considering that many 911 call centers have not adopted NG911 technologies or implemented training in these technologies to its dispatchers, what funding could the federal government provide to help ensure centers are able to invest in new technology and training?

In addition to these questions, we request that you update us on any other issues of concern that you may uncover during your review of our nation's NG911 implementation. Should you have any questions please contact Grant Kerr with Representative Torres or Matthew McMurray with Representative Eshoo.

Sincerely,



Anna G. Eshoo
Ranking Member
Subcommittee on Communications & Technology
House Committee on Energy and Commerce



Norma Torres
Member
House Committee on Homeland Security