

## 9-1-1 Resource Center

The National 9-1-1 Program's Resource Center was established to provide three services to the 9-1-1 community:

1. An information clearinghouse.
2. Technical and operational assistance in response to queries from state and local 9-1-1 authorities, and PSAPs.
3. A national 9-1-1 progress report for compiling information that can be used to measure and report on the progress of 9-1-1 authorities in enhancing their existing systems, and in implementing more advanced 9-1-1 systems based upon next generation networks and facilities.



The Resource Center is an information clearinghouse for resources related to 9-1-1 and emergency services. The Resource Center will make technical, operational and policy information available; address frequently asked questions; provide the latest information on new technologies, wireless deployment and Next Generation 9-1-1; and provide information to facilitate improved public safety answering point operations.

*"The 9-1-1 Resource Center is THE FIRST place to go for 9-1-1 information and technical assistance."*

### Goals of the 9-1-1 Resource Center

- Provide technical assistance and information to the 9-1-1 community
- Support the deployment of 9-1-1 services to unserved and under-served areas
- Monitor the progress of 9-1-1 authorities in implementing more advanced 9-1-1 systems
- Compile and maintain a national progress report

The 9-1-1 Resource Center is operated by L.R. Kimball under cooperative agreement DTNH22-08-H-00224 with the National Highway Traffic Safety Administration (NHTSA) of the US Department of Transportation.

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9-1-1 Resource Center

PO Box 1000

Ebensburg, PA 15931-1048



The evolution of public safety communications is occurring so rapidly that it is not possible for most people to know all there is to know, or all they need to know, about 9-1-1. The 9-1-1 Resource Center is the focal point for accurate information about 9-1-1 in America.



### *Information Clearinghouse*



The 9-1-1 Information Clearinghouse is a collection of documents, articles and other resources related to 9-1-1 and emergency communications. The Clearinghouse will make technical, operational and policy information available; address frequently asked questions; provide the latest information on new technologies, wireless deployment and Next Generation 9-1-1; and provide information to facilitate improved public safety answering point operations.

All 9-1-1 stakeholders are encouraged to submit documents and items for inclusion. Any item of interest can be submitted. A panel of 9-1-1 professionals will review each item for usefulness and appropriateness.

### *Technical Assistance*

The Technical Assistance Center allows 9-1-1 managers, authorities and PSAP personnel to request information from subject matter experts. **This is not a consulting service**, but directs users to where they can find additional information, or help with simple questions. The general rule is that if the questions can be answered in a 10 to 20 minute conversation, it is appropriate.



Requests for technical assistance can be made by:

**Website:** [www.911resourcecenter.org](http://www.911resourcecenter.org)

**E-Mail:** [tac@911resourcecenter.org](mailto:tac@911resourcecenter.org)

**Telephone:** 1-877-TAC-4911

**Mail:** 9-1-1 Resource Center  
PO Box 1000  
Ebensburg, PA 15931-1048

### *Other Services*

#### *National Profile Database*

The National Progress Report is to help support a "National 9-1-1 Profile Database" that will be used to help accurately measure and depict the current status and planned capabilities of 9-1-1 systems on



a state-by-state basis. This information will be used to produce an annual report and to target future resources provided by the Resource Center.

#### *Frequently Asked Questions*

Frequently Asked questions (FAQs) are questions that have been repeatedly posed by users. Answers to these questions are provided and can be searched within the Advanced Search features of the Resource Center.

#### *Resource Center Help*

The Resource Center help system contains instructions for using the features of the site.