



Homeland Security and Emergency Services

KATHY HOCHUL
Governor

JACKIE BRAY
Commissioner

Ms. Nadine Morrell
Audit Director
Office of the State Comptroller
Division of State Government Accountability
110 State Street – 11th Floor
Albany, New York 12236

Dear Ms. Morrell:

Enclosed are the New York State Division of Homeland Security and Emergency Services' comments on the Office of the State Comptroller's Final Audit Report 2023-S-040 entitled "*Next Generation 911 Services*."

Thank you for the opportunity to comment.

Sincerely,

A handwritten signature in black ink that reads "Brian D. Jackson".

Brian D. Jackson
Director Internal Audit

cc: Terence O'Leary
Elisha Tomko
Mark J. Balistreri

New York State Division of Homeland Security and Emergency Services

Response to Office of State Comptroller

Audit Report: Next Generation 911 Services

2023-S-040

Since the release of the Office of the State Comptroller's final audit report (2023-S-040) on June 4, 2025, the Division of Homeland Security and Emergency Services (DHSES), Office of Interoperable and Emergency Communications (OIEC) has completed many and made progress on other non-audited tasks.

Recommendation 1, "Finalize the State 911 Plan to include NG911."

On April 9, 2025, the New York State Statewide 911 plan was released¹. This plan lists multiple priorities and exists as a decision-making tool, a forward looking, holistic and iterative plan that will help communicate a vision and goals for New York's 911 systems. It sets an agenda for progress and develops broad guidelines for 911, while providing a tool that gives context and understanding to stakeholders, allowing them to share their thoughts/ideas back to the State. After the dissemination of New York State's Statewide 911 Plan, OIEC presented it to local stakeholders at the State's Communications Symposium in Corning, New York the following week.

DHSES has also been implementing the second recommendation from the audit report, to **"continually monitor counties progress in implementing NG911 technologies to ensure they meet the goals established"**.

On August 7, 2025, OIEC released a preliminary assessment that is being used to evaluate counties' readiness in preparation for the transition to NG911. The survey included 51 total questions covering industry standards, policy and procedures, information sharing, documentation, technologies, GIS, education and training. This assessment was a collaborative effort including many stakeholders to include NYSTEC/Mission Critical Partners (MCP), state agencies and the NYS 911 Coordinators Executive Board.

The data was collected, reviewed and analyzed, and a presentation on the data was presented to the NYS 911 Coordinators at the annual fall conference on October 8, 2025, and at the SIEC Board meeting on October 22, 2025.

To further the continual monitoring of counties' progress in implementing NG911 technologies, our working groups and committees have met monthly and will continue to meet on that frequency.

In addition to the efforts listed above, OIEC has continued with multiple other initiatives. In May of 2025, DHSES released the Call Handling Equipment (CHE) Technical Guideline to counties. The guidance assists PSAPs in planning for, or procurement of, updates or /refreshing their CHE in the PSAPs. The information can be used as a checklist or best practice to assist PSAPs in

¹ <https://www.dhSES.ny.gov/system/files/documents/2025/04/2025-0411-nys-911-plan.pdf>

developing a plan to update/refresh CHE or transition to a new CHE solution provider to comply with the latest industry standards regarding NG911 (and beyond) technologies, techniques, and specifications.

The Next Generation 911 Grant Program, totaling \$85 million in funding was released in May of 2025 to enhance NG911 capabilities for county level primary Public Safety Answering Points (PSAPs) and primary PSAP backup centers to prepare for NG911 implementation.

In September 2025, DHSES released the Emergency Services IP network (ESInet) Readiness Grant, which provided \$40 million in funding to allow counties to receive State support for eligible expenses related to the creation and operation of a fiber-optic cable network for public safety answering points.

OIEC is proud of the support and partnership with New York's counties in assisting, through funding and guidance, the counties' 911 systems to NG911 capabilities.