

New York State Comptroller
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Division of Homeland Security and Emergency Services & Office of Information Technology Services

Next Generation 911 Services (Follow-Up)

October 2026 | Report 2026-F-14

Prepared by the Division of State Government Accountability

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Authority

Pursuant to the State Comptroller's authority as set forth in Article V, Section 1 of the State Constitution and Article II, Section 8 of the State Finance Law, we have followed up on the actions taken by officials of the Division of Homeland Security and Emergency Services and the Office of Information Technology Services to implement the recommendations contained in our initial audit report, [*Next Generation 911 Services \(Report 2023-S-40\)*](#).

Background, Objective, and Scope

The 911 emergency communications system dates back to the late 1960s and is built upon legacy analog infrastructure that, in many places, is still used today. As technology has evolved, so has the 911 system, first with Enhanced 911, which automatically gave a dispatcher the caller's telephone number and location, followed by Next Generation 911 (NG911), with enhanced capabilities that include voice, photos, videos, and text messages, and allow emergency calls to be rerouted to other counties' Public Safety Answering Point (PSAP), or call center. More importantly, NG911 transitions to a digital internet protocol-based network, which is faster and more resilient than the original analog infrastructure. The transition to NG911 is a very complex process and involves more than just replacing hardware and software. It requires coordination among a variety of emergency communications, public safety, legislative, and governing entities. In New York State, several agencies—including the Division of Homeland Security and Emergency Services (DHSES), the Office of Information Technology Services (ITS), and the New York City Office of Technology and Innovation—as well as the individual counties, have a role in the transition.

DHSES is the principal agency for interoperable and emergency communications issues, including advising on 911. DHSES administers these duties through its State Interoperable and Emergency Communication Board (SIEC) and its Office of Interoperable and Emergency Communications (OIEC). SIEC is responsible for making recommendations regarding the development, coordination, and implementation of policies, plans, standards, and services related to interoperable and emergency communications. It also has the power to establish structures and guidelines to maintain interoperable communications planning and coordination at the statewide level.

ITS' Bureau of Geospatial Services, which oversees the Street and Address Maintenance Program (SAM Program), maintains the statewide authoritative street and address point databases employed for many uses throughout the State, including 911 dispatch. They are maintained in a format that will support NG911 in the future. ITS and its State, county, and local government partners continually enhance and update this information to provide dispatchers with the most accurate location information, reducing the chance of a misdirected call and the time for a call center to dispatch the appropriate first responders.

The objectives of our initial audit, issued June 4, 2025, were to determine if DHSES was effectively overseeing the development and implementation of NG911, and whether ITS had controls in place to ensure that data used by 911 systems was adequately secured and

conformed with the format and standard for NG911. The audit covered the period from January 2021 through December 2024. The audit found that DHSES was not effectively overseeing the development and implementation of the transition to NG911 throughout the State. While a State 911 Plan did exist, it did not include any details or guidance specific to NG911. In addition to the lack of NG911 inclusion in the State 911 Plan, many of the counties surveyed during the audit had not received specific guidance from DHSES for the transition from legacy 911 capabilities to NG911. Further, while looking at the SAM Program managed by ITS, we identified weaknesses in technical controls for systems supporting the SAM Program that need to be corrected to ensure the selected information systems, and their associated data, are not at risk.

The objective of our follow-up was to assess the extent of implementation, as of July 2026, of the three recommendations included in our initial audit report.

Summary Conclusions and Status of Audit Recommendations

ITS and DHSES made significant progress in addressing the problems we identified in the initial audit report. All three of the audit report's recommendations were implemented.

Follow-Up Observations

To DHSES:

Recommendation 1 – Finalize the State 911 Plan to include NG911.

Status – Implemented

Agency Action – DHSES issued an updated New York State Statewide 911 Plan (Plan) in April 2025 that includes multiple areas specific to the implementation of NG911. These areas include:

- **Grant Programs for Funding** – The PSAP Operations Grant, which provides funding to all New York State county governments, including New York City, should be used by counties to consolidate and improve their PSAP and emergency call center operations. Additionally, DHSES offers the NG911 Grant to support call-handling equipment to include interfaces, equipment, and software applications necessary for agencies to receive and process incidents, with the overarching goal of increasing statewide capabilities to accept NG911 calls in accordance with the National Emergency Number Association's i3 Standard.
- **Considerations for NG911 Deployment** – The Plan states that DHSES' OIEC will work with both State leadership and stakeholders to ascertain potential costs of the initial statewide NG911 deployment, in addition to the associated ongoing costs.
- **NG911 Open Standards-Based and Compliant Emergency Services IP Network (ESInet) and Next Generation Core Services** – The Plan states that OIEC will provide policies, guidelines, governance, and management of a NG911 environment that will serve the PSAPs.

Recommendation 2 – Continually monitor counties’ progress in implementing NG911 technologies to ensure they meet the goals established.

Status – Implemented

Agency Action – As of July 2026, DHSES’ OIEC team has implemented multiple activities to track and monitor the status of counties’ NG911 transition to ensure they meet the established goals.

OIEC officials created a PSAP assessment questionnaire, which was distributed to 57 counties in the State and New York City. This assessment includes questions covering a variety of topics, such as general, geographic information systems, PSAP, and security information. To date, all but two counties have completed this questionnaire and submitted their results to OIEC. DHSES is tracking and following up with the remaining two counties. When they receive a completed questionnaire, OIEC staff complete a PSAP Assessment Feedback Form, which they share with county officials and discuss in a dedicated meeting. Thirty-eight of these meetings have taken place so far, with more scheduled for the remainder of the year. Once the State has completed the transition to NG911, OIEC officials plan to continue the assessments on a periodic basis.

In addition to the PSAP assessment, OIEC chairs the SIEC. The SIEC meets on a quarterly basis and provides regular group updates, including those from the NG911 working group. This working group provides updates to the rest of the SIEC on progress toward county readiness for NG911 and the build-out of the State’s Emergency Services IP Network. The information gathered by this working group will be used to determine the PSAPs needed and trends across the State.

Lastly, OIEC hosts a Statewide Communications Consortium on an annual basis (most recently in May 2026), which includes officials from both the State and county levels. These events are used to achieve interoperable communications on a larger scale by discussing current statuses and hardships being faced across the State.

To ITS:

Recommendation 3 – Implement the recommendations detailed in the preliminary report to strengthen technical controls over the selected systems reviewed.

Status – Implemented

Agency Action – ITS has taken action to strengthen technical controls over the selected systems reviewed. Due to the confidential nature of these actions, further details were provided to ITS separately.

We thank the management and staff of DHSES and ITS for the courtesies and cooperation extended to our auditors during this follow-up.



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Prepared by the Division of State Government Accountability

October 1, 2026

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