

ECC Tool User Guide

This document serves as a guide to navigating and understanding the ECC tool. The tool was created in Tableau Desktop version 2021.2, and may be found [here](#).

Note that the dashboard will automatically re-size to fit the size of your monitor screen, but is not optimized to be viewed on mobile phones or small-screen tablets. If you encounter images that don't re-size properly, try resizing your browser window, or opening the dashboard on a different browser, as rendering of embedded images is dependent on the browser, and can't be controlled in the dashboard itself.

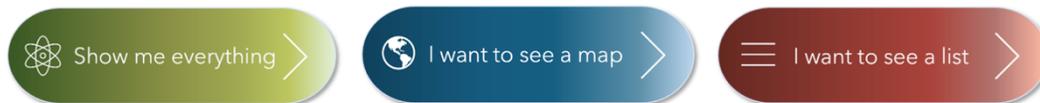
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Landing Page

Welcome to the Emergency Communications Center (ECC) Dashboard.
This tool is intended to help practitioners, policy researchers, and analysts better understand the current landscape of ECCs in the United States.

To continue using this tool, please select one of the following options below:



The landing page is where you begin the navigation into the tool. All relevant sources are located at the bottom of the page (not shown here), with links to the respective websites and datasets used to compile the dashboard.

The data are collated into three viewing options – “everything”, “map”, and “list” – alongside relevant filters and navigation buttons that will allow you to switch back and forth between views:

- a. “Everything” will show all available data in the dashboard
- b. “Map” will show geographic data on a map
- c. “List” will show the ECC data in list form (similar to a spreadsheet)

Filters

There are two sets of filtering options on the tool: **top-row filters** and **additional filters**. The top-row filters are near the top of the screen, and consist of five primary filtering options:

1. State
2. County
3. City
4. Governance (EMS, Fire, Law enforcement, Potentially Independent)¹
5. ECC Type (unconfirmed primary, secondary, orphaned)

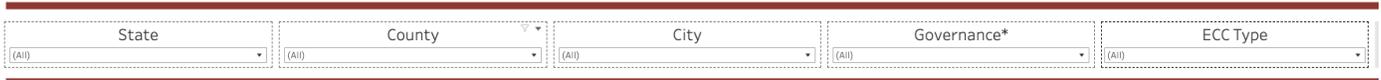


Image: Top-row filters

All of the top-row filters will change depending on your selection. For example, if you select Illinois as a state, all the subsequent counties and cities will change to only those that exist in Illinois. The same applies to the respective ECCs' governance structures and types.

The additional filters are provided to help filter the census data in the tool, and may be accessed by clicking the grey "Show Additional Filters" button on the right-hand side of the screen:

Dashboard last updated: 3/28/2024

State	ECC ID	ECC Name	Governance	Address	City	County	ZIP	Telephone
AK	1	Joint Base Elmendorf Richardson Fire Emergency Services	Fire	Null	Joint Base Elmendorf Ri.	Anchorage Borough	Null	Null
	2	Fairbanks International Airport Dispatch	Potentially Independent	6450 AIRPORT WAY	Fairbanks	Fairbanks North Star Borough	99709	907-474-2530
	3	Alaskanuk Police Department	Law Enforcement	Null	Alaskanuk	Wide Hampton Census Area	Null	Null
	4	Soldotna Public Safety Communications Center (SPSCC)	Potentially Independent	46333 K BEACH ROAD	Soldotna	Kenai Peninsula Borough	99669	907-262-4453
	5	Alaska State Troopers Ketchikan Post - A Detachment	Law Enforcement	7386 NORTH TONGASS HIGHWAY	Ketchikan	Prince Of Wales-outer Ketchikan	99901	907-225-5118
	6	Alaska State Troopers Fairbanks Post - D Detachment	Law Enforcement	1979 PEGER ROAD	Fairbanks	Fairbanks-north Star Borough	99701	907-451-5100
	7	Anchor Point Volunteer Fire And Rescue Inc	Fire	Null	Anchor Point	Kenai Peninsula Borough	Null	Null
	8	Anchorage Fire Department	Fire	Null	Anchorage	Anchorage Borough	Null	Null
	9	Ted Stevens Anchorage International Airport Dispatch	Potentially Independent	6040 DEHAVLAND AVENUE	Anchorage	Anchorage Borough	99502	907-266-2411
	10	Anchorage Police Department	Law Enforcement	4501 ELMORE ROAD	Anchorage	Anchorage Borough	99507	907-766-8500
	11	Anderson Volunteer Fire Department-ems	Fire	Null	Anderson	Yukon-Koyukuk Census Area	Null	Null
	12	Angoon Public Safety	Potentially Independent	Null	Angoon	Hoonah-Angoon Census Area	Null	Null
	13	Amiak Volunteer Fire Department	Fire	Null	Amiak	Rural Municipality	Null	Null

Count of ECCs by State and Association

State	Potentially Independent	Under Law Enforcement
TX	734	598
CA	432	379
IL	357	326
OH	326	315
FL	294	289
NC	266	254
NJ	228	226
MA	216	207
MO	203	196
CO	185	177
TN	176	162
GA	162	155
NY	146	146
IA	146	138
AZ	137	128
AR	122	119
CT	109	103

*All Census data are on county-level

Legend: Potentially Independent (orange), Under Law Enforcement (blue)

¹Currently, no information exists nationally to facilitate a greater understanding and appreciation for current ECC structure and governance. Absent this knowledge, it is exceedingly difficult to understand ECC independence or model potential effective pathways to secure and advance this structure. To help bridge the gap in measuring ECC independence, this dashboard uses an ECC's name - as provided in the FCC's ECC census - to estimate whether its governance is independent or falls under the purview of another agency. Specifically, ECCs in the tool are classified as being "Potentially Independent" if their names did not contain any reference to law enforcement (e.g., "police", "sheriff", "patrol", "trooper"), fire (e.g., "fire"), or other adjacent keywords (e.g., "EMS"). This is an imperfect approach, but all categorization methods currently available using the FCC Master PSAP Registry are likely to result in either under- or over-counting. We encourage users to provide feedback on our methodology and provide any suggested corrections to the model - for individual ECCs or more broadly. A note about the source data: The FCC updates the ECC Registry periodically as it receives additional information. For further information concerning the FCC's Master ECC/PSAP Registry and carrier reporting requirements, or to notify the FCC of changes to the PSAP Registry, the FCC requests that you please send an email to: fccpsapregistryupdate@fcc.gov.

¹ Please see [Appendix](#) for full list of keywords used to determine governance structure.

There are four additional filters:

1. Rural/Urban
2. Rural/Urban Continuum – this is a more detailed drill-down of rural and urban that includes metropolitan vs. non-metropolitan areas, with several population level options
3. Total Population (County-level)
4. Median Household Income (County-level)

The image shows a vertical stack of four filter controls. The first two are dropdown menus, and the last two are range sliders.

Filter Name	Control Type	Value / Range
Rural/Urban	Dropdown	(All)
Rural/Urban Continuum	Dropdown	(All)
Tot Population (County-level)	Slider	433 to 9721138
Median Household Income (County-level)	Slider	25653 to 153716

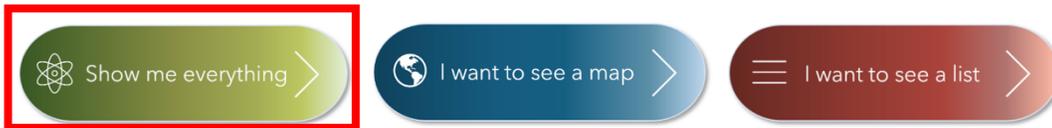
Image: Additional filters

It is important to note that all census data shown in the tool are **county-level**.

Show me everything (green button, far left)

Welcome to the Emergency Communications Center (ECC) Dashboard.
This tool is intended to help practitioners, policy researchers, and analysts better understand the current landscape of ECCs in the United States.

To continue using this tool, please select one of the following options below:



The “show me everything” button takes you to the page shown below. From here you will be able to filter all the data on the screen using the top-row filters, as well as additional filters that are provided to filter the census data.

TRANSFORM 911
ECC Exploration Tool - Main
URBAN LABS HEALTH LAB

State
(All)

County
(All)

City
(All)

Governance*
(All)

ECC Type
(All)

Reset Filters

Dashboard last updated: 3/28/2024

▼ Show Additional Filters

Count of ECCs by State and Association

State	Count
TX	734
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FL	357
NC	326
NJ	315
MI	294
MA	289
MO	266
CO	254
TN	228
NY	225
GA	216
OK	207
IN	203
KY	196
VA	185
AL	177
KS	176
WI	162
WA	161
MS	155
MN	147
IA	146
AZ	140
AR	138
CT	137
AK	128
LA	122
NE	119
SC	109
PA	103

Number of ECCs

Legend: Potentially Independent (blue), Under Law Enforcement (orange)

State	ECC ID	ECC Name	Governance	Address	City	County	ZIP	Telephone
AK	1	Joint Base Elmendorf Richardson Fire Emergency Services	Fire	Null	Joint Base Elmendorf Ri.	Anchorage Borough	Null	Null
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	3	Alakanuk Police Department	Law Enforcement	Null	Alakanuk	Wade Hampton Census Area	Null	Null
	4	Soldotna Public Safety Communications Center (SPSCC)	Potentially Independent	46333 K BEACH ROAD	Soldotna	Kenai Peninsula Borough	99669	907-262-4453
	5	Alaska State Troopers Ketchikan Post - A Detachment	Law Enforcement	7366 NORTH TONGASS HIGHWAY	Ketchikan	Prince Of Wales-outer Ketchikan	99901	907-225-5118
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	7	Anchor Point Volunteer Fire And Rescue Inc	Fire	Null	Anchor Point	Kenai Peninsula Borough	Null	Null
	8	Anchorage Fire Department	Fire	Null	Anchorage	Anchorage Borough	Null	Null
	9	Ted Stevens Anchorage International Airport Dispatch	Potentially Independent	6040 DEHAVILAND AVENUE	Anchorage	Anchorage Borough	99502	907-266-2411
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	12	Angoon Public Safety	Potentially Independent	Null	Angoon	Hoonah-angoon Census Area	Null	Null
	13	Aniak Volunteer Fire Department	Fire	Null	Aniak	Rathall Census Area	Null	Null

**All Census data are on county-level

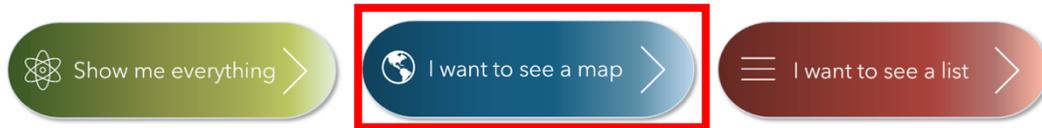
*Currently, no information exists nationally to facilitate a greater understanding and appreciation for current ECC structure and governance. Absent this knowledge, it is exceedingly difficult to understand ECC independence or model potential effective pathways to secure and advance this structure. To help bridge the gap in measuring ECC independence, this dashboard uses an ECC's name - as provided in the FCC's ECC census - to estimate whether its governance is independent or falls under the purview of another agency. Specifically, ECCs in the tool are classified as being "Potentially Independent" if their names did not contain any reference to law enforcement (e.g., "police", "sheriff", "patrol", "trooper"), fire (e.g., "fire"), or other adjacent keywords (e.g., "EMS"). This is an imperfect approach, but all categorization methods currently available using the FCC Master PSAP Registry are likely to result in either under- or over-counting. We encourage users to provide feedback on our methodology and provide any suggested corrections to the model - for individual ECCs or more broadly.

A note about the source data: The FCC updates the ECC Registry periodically as it receives additional information. For further information concerning the FCC's Master ECC/PSAP Registry and carrier reporting requirements, or to notify the FCC of changes to the PSAP Registry, the FCC requests that you please send an email to: fccpsapregistryupdate@fcc.gov.

Map (blue button, middle)

Welcome to the Emergency Communications Center (ECC) Dashboard.
This tool is intended to help practitioners, policy researchers, and analysts better understand the current landscape of ECCs in the United States.

To continue using this tool, please select one of the following options below:



The “I want to see a map” button takes you to a zoomed-out map page as shown below. The map is divided into counties, and clicking on each county will show a tooltip with detailed information about the ECC(s) in that county. You can also hover over any county to see the same tooltip information without clicking.

© 2024 Mapbox © OpenStreetMap
*Currently, no information exists nationally to facilitate a greater understanding and appreciation for current ECC structure and governance. Absent this knowledge, it is exceedingly difficult to understand ECC independence or model potential effective pathways to secure and advance this structure. To help bridge the gap in measuring ECC independence, this dashboard uses an ECC's name - as provided in the FCC's ECC census - to estimate whether its governance is independent or falls under the purview of another agency. Specifically, ECCs in the tool are classified as being "Non-law enforcement/Other" if their names did not contain any reference to law enforcement (e.g., "police", "sheriff", "patrol", "trooper"), fire (e.g., "fire"), or other adjacent keywords (e.g., "EMS"). This is an imperfect approach, but all categorization methods currently available using the FCC Master PSAP Registry are likely to result in either under- or over-counting. We encourage users to provide feedback on our methodology and provide any suggested corrections to the model - for individual ECCs or more broadly.
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Use the map controls on the top left-hand portion of the map to zoom in, zoom out, move the map, and select portions of the map:

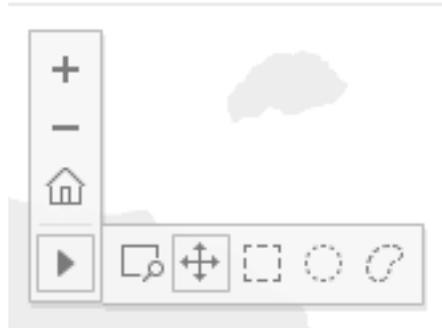


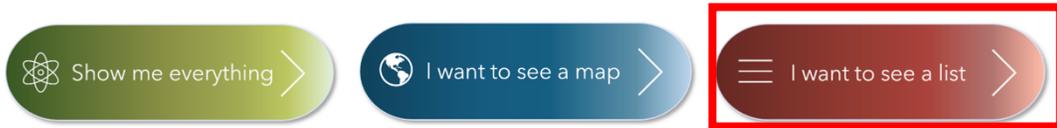
Image: Map controls

As with the previous section, both the top-line and additional filters may be used to further narrow down the data.

List (red button, far right)

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This tool is intended to help practitioners, policy researchers, and analysts better understand the current landscape of ECCs in the United States.

To continue using this tool, please select one of the following options below:



The “I want to see a list” button will take you to a page that contains all the underlying data powering the dashboard, in a “list” or spreadsheet format. All the top-line and additional filters can be used to further narrow down the data.

The screenshot shows the 'ECC Exploration Tool - List' interface. At the top left is the 'TRANSFORM911' logo. The title 'ECC Exploration Tool - List' is centered. On the top right is the 'HEALTH LAB' logo. Below the title is a filter bar with five dropdown menus: 'State', 'County', 'City', 'Governance*', and 'ECC Type'. Each dropdown has '(All)' selected. To the right of the filters is a 'Reset Filters' button. Below the filter bar is a 'Show Additional Filters' button. The main area of the dashboard is a large table with many rows and columns, which is blurred in the image.

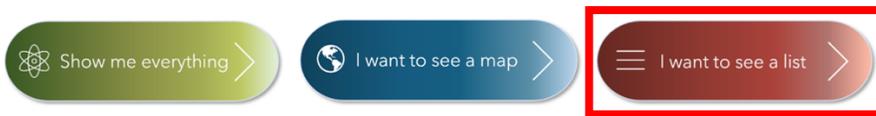
Example Use Case 1

Example Use Case 1: I want to look at the details of all primary ECCs in Cook County, Illinois

1. Click on the red “List” button on the landing page

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To continue using this tool, please select one of the following options below:



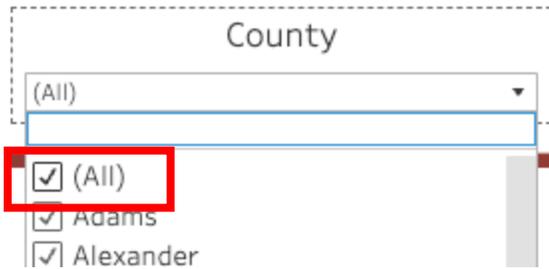
2. Uncheck “All” from the “State” filter dropdown



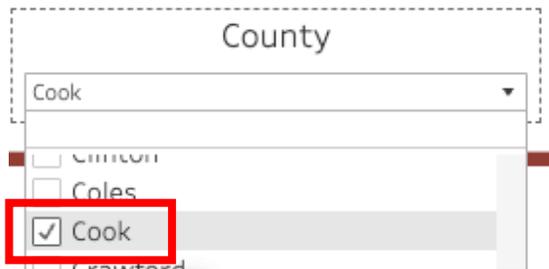
3. Scroll down and select “IL”



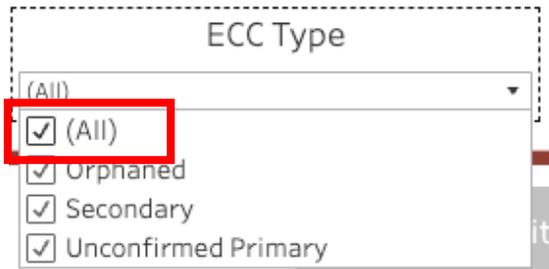
4. Uncheck “All” from the “County” filter dropdown



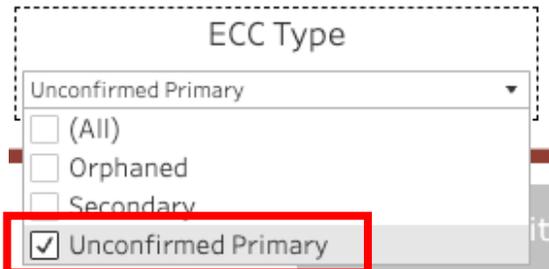
5. Scroll down and select “Cook”



6. Uncheck “All” from the “ECC Type” filter dropdown



7. Scroll down and select “Unconfirmed Primary”



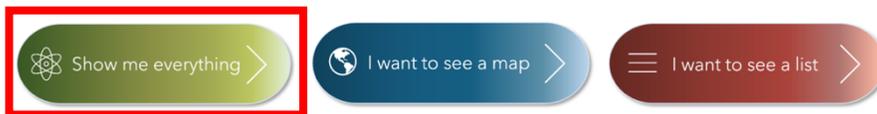
Example Use Case 2

Example Use Case 2: I want to look at interesting data about primary ECCs in the United States

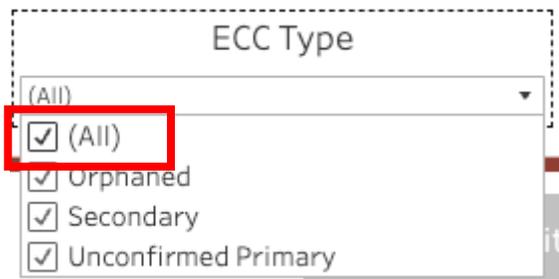
1. Click on the green “Show me everything” button

Welcome to the Emergency Communications Center (ECC) Dashboard.
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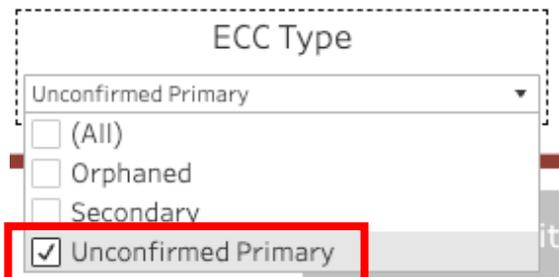
To continue using this tool, please select one of the following options below:



2. Uncheck “All” from the “ECC Type” filter dropdown

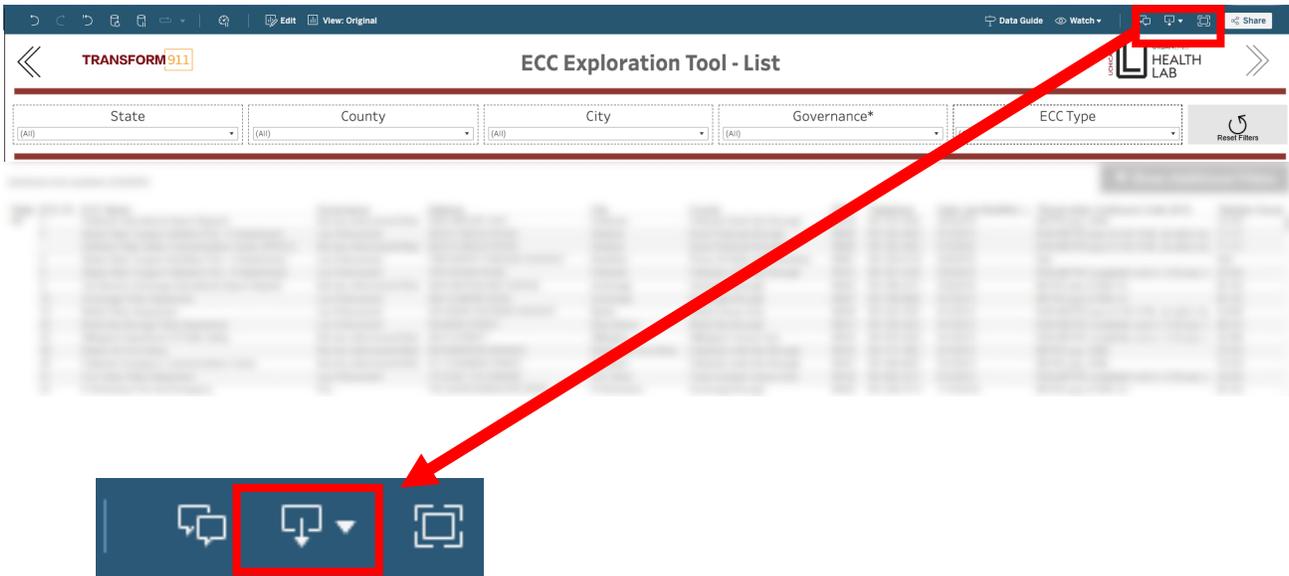


3. Scroll down and select “Unconfirmed Primary”



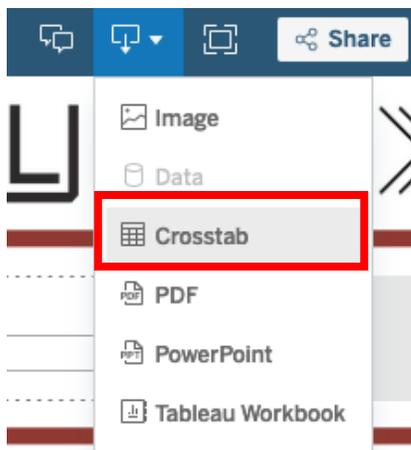
Downloading the data

All the data contained in this dashboard may be downloaded via the download option on the top right-hand corner of the dashboard:



Steps to download data:

1. Select dashboard view option as “I want to see a list” (note: having the dashboard on this page will produce the best results).
2. Click on the “Choose a format to download” button as shown above.
3. Select “Crosstab”



4. Keep “List” selected and click on CSV

Download Crosstab [X]

Select a sheet from this dashboard

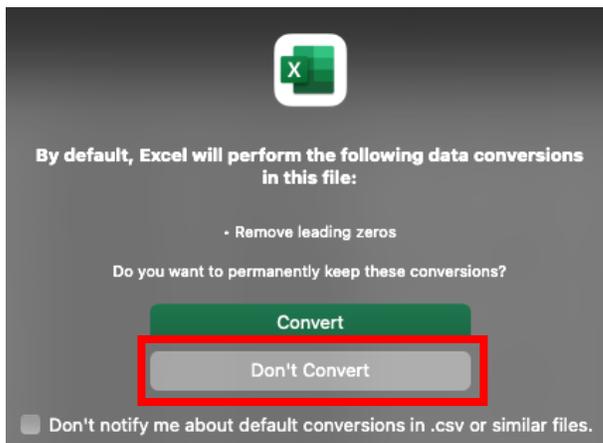
List [checked] Reset

Select Format

Excel CSV

Download

5. Once the file downloads, click “Don’t Convert” when prompted while opening the file. This ensures that any leading zeroes remain in the data for variables that require it (e.g., zip codes)



Appendix A: Governance

Determining Governance Structure

Currently no information exists nationally to facilitate a greater understanding and appreciation for current ECC structure and governance. Absent this knowledge, it is exceedingly difficult to understand ECC independence or model effective pathways to secure and advance this structure. To help bridge the gap in measuring ECC independence, the dashboard uses an ECC's name—as provided in the FCC's ECC census—to estimate whether its governance is independent or falls under the purview of another agency. Specifically, ECCs in the tool are classified as being "Potentially Independent" if their names did not contain any reference to law enforcement (e.g., "police", "sheriff", "patrol", "trooper"), fire (e.g., "fire"), or other adjacent keywords (e.g., "EMS"). This is an imperfect approach, but all categorization methods currently available using the FCC Master PSAP Registry are likely to result in either under- or over-counting. We encourage users to provide feedback on our methodology and provide any suggested corrections to the model—for individual ECCs or more broadly.

The FCC updates the Registry periodically as it receives additional information. For further information concerning the FCC's Master PSAP Registry and carrier reporting requirements, or to notify the Commission of changes to the PSAP Registry, please send an email to: fccpsapregistryupdate@fcc.gov.

Full list of keywords used for governance categories:

- **Law Enforcement**
 - "POLICE"
 - "SHERIFF"
 - "SHERIFFS"
 - "SHERIFF'S"
 - "PATROL"
 - "TROOPER"
 - "TROOPERS"
 - "TROOPER'S"
 - "LAW ENFORCEMENT"
- **Fire**
 - "FIRE"
- **EMS**
 - "EMS"
 - "MEDICAL"
 - "EMERGENCY MEDICAL SERVICES"
 - "MED"

Otherwise, if the ECC name did not contain any of the above keywords, it was categorized as "**Potentially Independent**"

Appendix B: Glossary of Terms

Emergency Communications Center (ECC)

The preferred term (in lieu of Public Safety Answering Point) of many 911 professionals for the entity that is designated to receive and respond to requests for emergency assistance.

Emergency Medical Technician/Emergency Medical Services (EMT/EMS)

Medical personnel who respond to medical emergency 911 calls. The term EMS is often used to refer to personnel that respond in ambulances.

Federal Communications Commission (FCC)

The U.S. government agency that serves as the lead authority for communications law, regulation, and technological innovation. The FCC regulates interstate and international communications, including 911, in all 50 states, the District of Columbia and U.S. territories.

Governance

In the context of 911, governance pertains to the authorities—including federal, state, county, and municipal governments, police jurisdictions, and for-profit companies—contracted by a municipality, that put forth statutes, policies, protocols, and accountability mechanisms to promote effective and efficient emergency communications and response, including service reliability, interoperability, and cyber security.

Public Safety Answering Point (PSAP)

The technical name for a 911 call center, also known as an Emergency Communications Center (ECC). Each PSAP represents a district or geographic area, such as a county, city, region, or independently bounded area. The preferred term is Emergency Communications Center. There are several categories of PSAPs/ECCs:

- **Primary:** 911 calls are routed directly from the 911 Control Office, such as a selective router or 911 tandem.
- **Secondary:** 911 calls are transferred from a primary PSAP.
- **Orphaned:** No longer considered a primary call taking answering point and therefore no longer utilized. These PSAPs will not be included in future filings with the FCC.

Public Safety Telecommunicator (PST)

A term referring to 911 call takers, who answer 911 calls, and 911 dispatchers, who receive information from call takers and then deploy responders to the scene of an event. The preferred term is 911 Professional.

For full glossary of terms, please refer to the [TRANSFORM911 Blueprint for Change](#).

FAQ

Frequently Asked Questions (FAQ)

Q. Can I view the dashboard on my phone or tablet?

A. No, the dashboard is not phone or tablet-compatible.

Q. How often is the data on this dashboard refreshed?

A. The data on this dashboard are refreshed every time it is refreshed on the [FCC Registry website](#).

Q. Why is the dashboard taking so long to load and filter the data?

A. This is unfortunately a Tableau-specific issue that is related to the complexity and size of the data underlying the dashboard.

Q. The map doesn't move the way I want it to.

A. Try re-setting any filters you may have applied to the map. Then navigate to the top left-hand corner of the [map](#) and select the  icon to move the map around with your mouse.

Q. The information on the dashboard about a specific ECC is incorrect – can you fix it?

A. The data that powers the dashboard are from the [FCC Registry](#); please send an email to fccpsapregistryupdate@fcc.gov to update any information about the ECC.