



NM 911 Program – FY26/27 Strategic Goals

The NM 911 Program will advance its mission of ensuring reliable, modern, and equitable emergency communications by strategically investing surcharge revenues, strengthening system resilience, and leveraging data and technology to enhance statewide operations.

Goal 1: Expand and Modernize Computer-Aided Dispatch (CAD) Capabilities

Strategically invest 911 surcharge funds to expand eligibility and adoption of modern CAD systems, improving interoperability, data sharing, and operational efficiency across state and local PSAPs.

Key Outcomes: Enhanced coordination, faster response, and improved situational awareness across jurisdictions.

Goal 2: Strengthen 911 Network Reliability and Tertiary ESInet Connectivity

Advance the resilience and redundancy of the statewide 911 network by completing tertiary ESInet build-outs and reinforcing core infrastructure to ensure uninterrupted, high-availability emergency communications.

Key Outcomes: Greater network reliability, redundancy, and continuity of operations during outages or disasters.

Goal 3: Complete Implementation of AI-Enabled Call-Taking and Quality

Assurance Tools

Deploy and operationalize AI-assisted call-taking and QA software to enhance call accuracy, improve situational awareness, and expand accessibility through real-time transcription, translation, supplemental location data, and text-from-911 capabilities.

Key Outcomes: Increased call accuracy, improved accessibility for diverse populations, and more efficient, data-informed 911 operations.

Goal 4: Strengthen Operational Intelligence Through Enhanced Reporting and Analytics

Implement a statewide 911 analytics framework, integrating ECaTS and an internal performance dashboard, to provide 911 directors with real-time situational awareness of call routing, network status, and system performance.

Key Outcomes: Improved visibility, faster issue resolution, and data-driven decision-making to enhance 911 system reliability and effectiveness.

Overall Strategic Impact

Together, these initiatives position the State 911 Program to deliver a more resilient, data-driven, and technologically advanced emergency communications network that supports first responders, strengthens public safety, and ensures efficient use of surcharge resources.