

WE Docket No. 18-336
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Federal Communications Commission
Office of the Secretary

Kris Anne Monteith
Federal Communications Commission
Washington, D.C. 20554

By electronic mail

Re: Report and Recommendation on the Feasibility of Establishing a 3-Digit Dialing Code for a National Suicide Prevention and Mental Health Crisis Hotline System

Ms. Monteith:

By this letter, I am transmitting the above-titled final report, consistent with your Feb. 22, 2019 letter concerning the same.

The report concludes that if the Commission recommends designating a 3-digit dialing code as a hotline for suicide prevention and mental health crisis purposes, then it should be 211. This code has wide deployment in the United States, and the NANC believes its current use can be expanded to accommodate these purposes. The report contains a substantial amount of detail and evaluation associated with our review of each of the 3-digit dialing codes, and I hope it proves useful for the Commission's consideration.

By way of background, the Numbering Administration Oversight Working Group ("NAOWG") previously submitted a draft final report at the NANC's Feb. 14, 2019 meeting. At that meeting, a number of questions arose about elements of the report. A motion to adopt the draft report was tabled at the Feb. 14 meeting, and we received your subsequent referral on this topic.

Afterwards, NAOWG's members continued to iterate upon their work, and the result is a report that contains a significant amount of additional information and analysis of this important topic. The enclosed report was approved by a unanimous vote of the NANC members present at our May 8, 2019 meeting.

As you know, the Commission is required to make a report to Congress later this summer on whether a three-digit dialing code for suicide prevention should be established, pursuant to the

National Suicide Hotline Improvement Act of 2018 (“the Act”). The NANC’s involvement in advising the Commission on this study is also contemplated by the Act. Additionally, the Act charges the Substance Abuse and Mental Health Services Administration (“SAMHSA”) and the Veteran Affairs Department (“the VA”) with submitting to the Commission a report. Although the Act necessarily anticipate the NANC’s conferring with SAMHSA, the NAOWG nevertheless did so extensively. While we believe we have thoroughly consideration the information those groups offered, we are also cognizant that this report is not the final step in this process, and we hope the Commission will ensure those organizations and others that they will have another opportunity to make their views known about this important subject.¹

I want to thank the NAOWG’s members, SAMHSA, the VA, as well as those organizations who submitted information to the NAOWG—NANPA, iconectiv, the Alliance of Information and Referral Systems, and the National Association of State 911 Administrators—for their assistance in preparing this thorough report.

This concludes the NANC’s work on this matter. Thank you for your attention, and please let me know if you need additional clarification about any of the report’s contents.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Travis Kavulla". The signature is fluid and cursive, with a large initial "T" and "K".

Travis Kavulla

Chairman, North American Numbering Council

R Street Institute

¹ Since the draft report on this topic was submitted to the Commission, and during the May 8, 2019 NANC meeting, footnote no. 112 was added to address a concern SAMHSA raised about having 211 serve a “dual purpose.” Additionally, various grammatical, punctuation, and typographical corrections have been made.