

0:00:02.139,0:00:08.740
Hello and welcome to the "State of 911"
webinar series, hosted by the National 911

0:00:08.740,0:00:09.760
Program.

0:00:09.760,0:00:14.029
My name is Sherri and I will be the moderator
for today's session.

0:00:14.029,0:00:21.089
This webinar series is designed to provide
useful information for the 911 stakeholder

0:00:21.089,0:00:28.099
community about Federal and State participation
in the planning, design, and implementation

0:00:28.099,0:00:35.750
of Next Generation 911 otherwise referred
to as NG911 systems.

0:00:35.750,0:00:42.809
It includes real experiences from leaders
utilizing these processes throughout the country.

0:00:42.809,0:00:49.309
Today's session will feature speakers providing
updates from both the FCC and the National

0:00:49.309,0:00:54.170
911 Program on the latest National 911 Data.

0:00:54.170,0:01:02.100
For closed captioning, please copy and paste
the URL link in the chat window to an additional

0:01:02.100,0:01:03.350
web browser.

0:01:03.350,0:01:13.850
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0:01:13.850,0:01:20.140
or learn more about the National 911 Program,
please visit 911 dot gov.

0:01:20.140,0:01:32.509
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be sent to: National911Team@mcp911.com

0:01:32.509,0:01:41.610
Please note that all participants' phone
lines have been put in a "listen only mode"

0:01:41.610,0:01:43.990
and this webinar is being recorded.

0:01:43.990,0:01:52.610

To ask questions of our presenters, feel free to take one of two actions:

0:01:52.610,0:01:57.789

Using GoToWebinar's "Question" feature located on the right-hand side of your screen,

0:01:57.789,0:02:03.049

enter your question at any time during the presentation and it will be entered into a

0:02:03.049,0:02:04.049

queue.

0:02:04.049,0:02:10.289

This feature may not be visible while your screen is in the expanded page view.

0:02:10.289,0:02:15.810

Or, to ask your question "live", use the "Raise Hand" feature to request your phone

0:02:15.810,0:02:21.519

line to be unmuted and you will be called upon to ask your question.

0:02:21.519,0:02:27.860

Individuals registered for this webinar will receive access to today's PowerPoint presentation

0:02:27.860,0:02:30.050

and the webinar recording.

0:02:30.050,0:02:35.190

With that, I would like to turn it over to Laurie Flaherty to introduce our first speaker

0:02:35.190,0:02:38.020

Ms. Jill Coogan.

0:02:38.020,0:02:39.020

Laurie.

0:02:39.020,0:02:41.810

Thank you Sherri.

0:02:41.810,0:02:45.010

We are so happy to have Jill Coogan with us today.

0:02:45.010,0:02:50.150

She is an attorney advisor with the Policy and Licensing Division of the Public Safety

0:02:50.150,0:02:54.370

and Homeland Security Bureau with the Federal Communications Commission.

0:02:54.370,0:03:00.739
Jill will be sharing with us information on the FCC's twelfth iteration of the Fee Diversion

0:03:00.739,0:03:04.290
Report that a lot of you are familiar with.

0:03:04.290,0:03:06.769
With that, the floor is yours Jill.

0:03:06.769,0:03:10.580
Thank you Laurie, thank you Sherri.

0:03:10.580,0:03:11.580
Hello everybody.

0:03:11.580,0:03:15.440
It is a pleasure to be with you all today for the webinar.

0:03:15.440,0:03:18.920
Today I am going to be talking about 911 Fee Diversion.

0:03:18.920,0:03:25.069
First we will take a look at the FCC's Annual 911 Fee Report.

0:03:25.069,0:03:31.880
Next we will discuss the FCC's recent notice of inquiry on 911 Fee Diversion.

0:03:31.880,0:03:38.110
Final we will discuss the new mandates related to 911 Fee Diversion under Section 902 of

0:03:38.110,0:03:45.080
the Don't Break Up the T-Band Act of 2020 signed into law on December 27, 2020.

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Please go to the next slide.

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Thank you.

0:03:51.760,0:04:00.050
The New and Emerging Technologies 911 Improvement Act of 2008, also known as the NET 911 Act,

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requires the FCC to submit an annual report to Congress on collection and distribution

0:04:04.890,0:04:08.670
of 911 and Enhanced 911 fees and charges.

0:04:08.670,0:04:16.810

Since our first 911 Fee report in 2009, the FCC has issued twelve 911 Fee Reports.

0:04:16.810,0:04:23.421

Our twelfth report issued in December 2020 covered state's 911 fee collection and spending

0:04:23.421,0:04:25.640

during calendar year 2019.

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A major focus of the FCC's annual 911 Fee Report is the issue of 911 fee diversion.

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In other words, each year the FCC analysis and reports to Congress on whether a state

0:04:39.880,0:04:45.760

or other jurisdiction's 911 fees and charges are being used for any purpose other than

0:04:45.760,0:04:48.660

to support 911.

0:04:48.660,0:04:53.761

In addition to fee diversion analysis, the annual report includes state-by-state data

0:04:53.761,0:05:04.750

on, for example, 911 call volumes, the number of PSAPs, 911 expenditures categories, implementation

0:05:04.750,0:05:10.860

of Next Generation 911 and 911 cybersecurity expenditures.

0:05:10.860,0:05:16.690

Let's turn back now to the specific issue of 911 fee diversion.

0:05:16.690,0:05:24.790

One of the principle sources of funding for 911 fees, is fees assessed by states on a

0:05:24.790,0:05:27.540

per line basis for phone service.

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Service providers typically collect these fees from consumers through their monthly subscriber

0:05:32.970,0:05:33.970

bills.

0:05:33.970,0:05:38.370

Then they remit the fees to the governmental authority assessing the fee.

0:05:38.370,0:05:44.510

However, sometimes states and other jurisdictions divert these 911 fees and do not spend the

0:05:44.510,0:05:48.660

money intended for 911-related purposes.

0:05:48.660,0:05:55.290

When a state diverts the 911 fees it collects to a non 911 purpose, even if that other purpose

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is an important and worthwhile public safety purpose, the state is reducing the amount

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available for essential 911 services.

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For the FCC's annual 911 fee report to Congress, we analyze how each state has allocated and

0:06:10.560,0:06:15.440

spent the 911 fees it collected during the year in question and whether the state has

0:06:15.440,0:06:19.310

diverted the 911 fees to non 911 related uses.

0:06:19.310,0:06:26.920

If the state has diverted 911 fees, the FCC designates that State as a diverter for the

0:06:26.920,0:06:29.230

relevant calendar year.

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Next slide, please.

0:06:31.640,0:06:41.570

As I mentioned, the FCC issued its twelfth annual 911 fee report in December 2020.

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Any comments on the twelfth report were due on January 7, 2021, and reply comments will

0:06:48.170,0:06:51.990

be due on January 22, 2021.

0:06:51.990,0:06:56.870

You'll notice here at the bottom of the slide, we list the FCC webpage where you can view

0:06:56.870,0:07:03.830

all the FCC's annual 911 fee reports and also each state's 911 questionnaire response for

0:07:03.830,0:07:04.850

each year.

0:07:04.850,0:07:10.250

Fee diversion is a significant problem in the United States.

0:07:10.250,0:07:15.560

The large amount of money being diverted each year can potentially mean insufficient funding

0:07:15.560,0:07:23.840

in some states for PSAP operations, Next Generation 911 technology upgrades, and other vital,

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911 needs.

0:07:25.780,0:07:32.450

Each year, the FCC Annual 911 report identifies a number of states as diverters, and a few

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states persist in the practice year after year.

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The twelfth report found that in calendar year 2019, 5 states had diverted fees: New

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York, New Jersey, Rhode Island, West Virginia, and Nevada.

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In Nevada, 911 fee collection and spending is handled at the local level.

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Nevada was designated as a diverter because two of its local jurisdictions diverted 911

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funds with spending on body and vehicle cameras.

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The five states I mentioned were the same five states that had also diverted in calendar

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year 2018.

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In fact, two of these states, New York and Rhode Island, have been found to be diverters

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for every single year since the first annual 911 fee report in 2009.

0:08:24.830,0:08:30.990

The twelfth annual report found that in calendar year 2019, the five diverting states diverted

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a total of approximately \$200 million or approximately 6.6% of all 911, E-911 fees collected by all

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states and jurisdictions in 2019.

0:08:44.250,0:08:55.640

From 2012 to 2019, states and other jurisdictions diverted over \$1.475 billion in fees collected

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for 911 and E-911.

0:08:58.030,0:09:05.270

Some states have tried to stop their fee diversion practices, we're starting to see some of the

0:09:05.270,0:09:10.260

diverting states, revise their 911 fee laws to try to eliminate fee diversion.

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For example, recently, both West Virginia and Rhode Island revised their 911 fee laws

0:09:17.070,0:09:22.650

to create separate fee categories to cover some of the expenditures previously funded

0:09:22.650,0:09:25.490

through a 911 fee.

0:09:25.490,0:09:30.350

For the upcoming thirteenth annual report, we expect to make a determination whether

0:09:30.350,0:09:36.030

the statutory revisions are sufficient to support that these states were no longer diverters

0:09:36.030,0:09:38.700

for calendar year 2020.

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Next slide, please.

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If you look now at this slide showing a summary of some of the data from the FCC's annual

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fee reports from 2015 to 2020, you can see some highlights of our findings.

0:09:55.370,0:09:57.910

Each report covers the prior calendar year.

0:09:57.910,0:10:04.580

So, for example, our twelfth report in 2020 covered state's 911 activity in calendar year

0:10:04.580,0:10:05.580

2019.

0:10:05.580,0:10:18.910

I'll give you a moment to look at the data on this slide.

0:10:18.910,0:10:22.170

Next slide, please.

0:10:22.170,0:10:25.430

Thank you.

0:10:25.430,0:10:34.210

Now, let's take a look at FCC data collection for the annual 911 fee reports and some tips

0:10:34.210,0:10:39.400

for completing the FCC's annual 911 fee questionnaire.

0:10:39.400,0:10:47.060

Each year the FCC sends out a detailed form to 56 U.S. states and jurisdictions to collect

0:10:47.060,0:10:50.270

911 fee data for the prior calendar year.

0:10:50.270,0:11:00.400

These 56 jurisdictions are the 50 states, the District of Columbia, Puerto Rico, Guam,

0:11:00.400,0:11:06.300

the Northern Mariana Islands, the U.S. Virgin Islands, and American Samoa.

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For the twelfth report issued in December 2020, we expected possible delays or problems

0:11:13.190,0:11:21.240

due to the COVID-19 pandemic, but 55 of the 56 jurisdictions filed responses.

0:11:21.240,0:11:26.410

For the twelfth report, our staff improved the data collection outreach process and the

0:11:26.410,0:11:32.500

format of the questionnaire to improve efficiency in our FCC internal data compilation and analysis.

0:11:32.500,0:11:37.550

These changes have proved to be successful and a very significant help with our internal

0:11:37.550,0:11:39.830

processes.

0:11:39.830,0:11:43.120

Now let's turn to some tips for filling out the annual questionnaire.

0:11:43.120,0:11:47.480

These tips focus on some common issues that we've seen.

0:11:47.480,0:11:52.560

First, please use the Word fillable questionnaire form that we provide.

0:11:52.560,0:11:58.500

This allows us to automatically and efficiently import the data into our system.

0:11:58.500,0:12:03.360

Please do not try to alter the form or turn it into a PDF.

0:12:03.360,0:12:08.230

When states do this we have to ask them to resubmit on the appropriate Word fillable

0:12:08.230,0:12:09.400

form.

0:12:09.400,0:12:13.720

Next, only report calendar year data.

0:12:13.720,0:12:16.190

Not fiscal year data.

0:12:16.190,0:12:23.070

When the questionnaire asks for a numerical response such as the total number of primary

0:12:23.070,0:12:30.670

PSAPs or the cost to provide 911 service, please provide only a numerical response or

0:12:30.670,0:12:39.090

a short nonnumerical response such as unknown, none or N/A. Don't include any narrative explanation

0:12:39.090,0:12:43.230

or qualifier such as "approximately \$4 million."

0:12:43.230,0:12:47.570

Instead, put that in the related addendum section box on the form.

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Here are two big tips.

0:12:50.770,0:12:58.540

First, states should submit a single questionnaire form for the entire state not multiple FCC

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questionnaire forms completed by local jurisdictions.

0:13:02.010,0:13:08.170

For example, last year one state submitted individual FCC questionnaires filled out by

0:13:08.170,0:13:13.430

some of its counties saying that only those counties had replied to its requests for data.

0:13:13.430,0:13:18.141

The state did not consolidate them into a single questionnaire response form for the

0:13:18.141,0:13:20.190

state as a whole.

0:13:20.190,0:13:25.300

The state should have consolidated the data in a single questionnaire form for the state

0:13:25.300,0:13:30.290

and added an explanation in the relevant addendum sections if necessary.

0:13:30.290,0:13:37.590

A second big tip, states should include all requested data on the state questionnaire

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itself.

0:13:38.590,0:13:45.589

Not just attach or refer to supplemental materials that may possibly contain requested data somewhere

0:13:45.589,0:13:47.050

within them.

0:13:47.050,0:13:53.600

For example, one state last year submitted a questionnaire form with multiple responses

0:13:53.600,0:13:57.940

that just said "see attached spread sheet."

0:13:57.940,0:14:02.600

The state attached a long and detailed county by county Excel spread sheet without appropriate

0:14:02.600,0:14:07.970

consolidation of data for the state as a whole on the questionnaire itself.

0:14:07.970,0:14:13.220

Another state submitted a detailed supplemental letter containing some requested information

0:14:13.220,0:14:15.370

that was not on the form itself.

0:14:15.370,0:14:21.279

States may submit supplemental materials as long as the questionnaire form itself contains

0:14:21.279,0:14:22.800

all requested data.

0:14:22.800,0:14:30.600

Can we go to the next slide, please.

0:14:30.600,0:14:36.350

Thank you.

0:14:36.350,0:14:43.580

On October 2, 2020, the FCC released a notice of inquiry or NOI on 911 fee diversion.

0:14:43.580,0:14:51.020

The NOI sought comment on steps the Commission or others could take to discourage states

0:14:51.020,0:14:53.940

from diverting 911 fees.

0:14:53.940,0:15:00.600

The NOI also sought comment on the effects of 911 fee diversion including the specific

0:15:00.600,0:15:06.471

impact that 911 fee diversion has had on the provision of 911 service in states that have

0:15:06.471,0:15:08.420

diverted fees.

0:15:08.420,0:15:14.790

In addition, the NOI sought comment on the sufficiency and accuracy of our annual 911

0:15:14.790,0:15:16.350

fee reports.

0:15:16.350,0:15:22.380

As noted on the slide, we received 8 comments and 7 reply comments to the NOI.

0:15:22.380,0:15:29.860

At the bottom of the slide, we list the FCC web page where you can view these comments.

0:15:29.860,0:15:34.190
Please go to the next slide.

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Thank you.

0:15:41.800,0:15:49.210
On December 27, 2020, the President signed
the Don't Break Up the T-Band Act of 2020,

0:15:49.210,0:15:58.040
which is in Division FF, Title 9, Section
902 of the Consolidated Appropriations Act

0:15:58.040,0:16:05.600
of 2021 public law number 116-260.

0:16:05.600,0:16:12.089
Section 902 includes new congressional mandates
related to preventing fee diversion.

0:16:12.089,0:16:20.300
Two of the things the FCC must do under Section
902 are: number one, issue new regulations

0:16:20.300,0:16:27.800
on 911 fee diversion, and number two, create
a new strike force to study and issue a report

0:16:27.800,0:16:31.060
on 911 fee diversion.

0:16:31.060,0:16:35.640
First we'll discuss the new FCC regulations
under Section 902.

0:16:35.640,0:16:45.300
Section 902 states that the FCC shall within
180 days of the enactment of the act quote

0:16:45.300,0:16:51.890
issue final rules designating purposes and
functions for which the obligation or expenditure

0:16:51.890,0:16:58.950
of 911 fees or charges by any state or taxing
jurisdiction authorized to impose such a fee

0:16:58.950,0:17:01.310
or charge is acceptable unquote.

0:17:01.310,0:17:09.120
Section 902 also provides that the use of
911 fees for any purpose or function other

0:17:09.120,0:17:14.510
than those designated by the Commission constitutes
911 fee diversion.

0:17:14.510,0:17:21.630

This also eliminates a provision in the previously existing legislation that defined fee diversion

0:17:21.630,0:17:27.780

as any use of 911 fees or purposes other than those specified by the state assessing the

0:17:27.780,0:17:28.780

fee.

0:17:28.780,0:17:36.000

Section 902 also for example establishes a process for states and taxing jurisdictions

0:17:36.000,0:17:42.800

to petition the FCC to seek a determination regarding whether a proposed 911 expenditure

0:17:42.800,0:17:45.720

is acceptable.

0:17:45.720,0:17:51.360

It prohibits any state or taxing jurisdiction identified as a fee diverter in the Commission's

0:17:51.360,0:17:58.870

annual 911 fee report from participating or sending a representative to serve on any committee,

0:17:58.870,0:18:05.920

panel, or council established under Section 6205(a) of the Middle Class Tax Relief and

0:18:05.920,0:18:14.730

Job Creation Act of 2012 47 USC 1425(a), or any advisory committee established by the

0:18:14.730,0:18:17.590

Commission.

0:18:17.590,0:18:23.370

Section 902 also requires states and taxing jurisdictions that obtain federal grant funding

0:18:23.370,0:18:30.790

under Section 158 of the National Telecommunications and Information Administration Organization

0:18:30.790,0:18:37.520

Act, 47 USC 942, to participate in the Commission's annual data collection.

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Please go to the next slide.

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Now we'll turn to Section 902's mandate

for a Strike Force in report on 911 fee diversion.

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Section 902(d) requires the FCC to establish the Ending 911 Fee Diversion Now Strike Force

0:19:02.130,0:19:05.270

which will be a federal advisory committee.

0:19:05.270,0:19:11.390

The Strike Force must be established by 180 days after the enactment of the act, that

0:19:11.390,0:19:13.820

is by June 25, 2021.

0:19:13.820,0:19:21.460

Section 902 sets forth the parties eligible to be members of the strike force saying the

0:19:21.460,0:19:26.920

Strike Force shall be composed of such representatives of federal departments and agencies as the

0:19:26.920,0:19:36.250

Commission considers appropriate, in addition to state attorneys general, states or taxing

0:19:36.250,0:19:42.850

jurisdictions found not to be engaging in diversion of 911 fees or charges, states or

0:19:42.850,0:19:53.050

taxing jurisdictions trying to stop the diversion of 911 fees or charges, state 911 administrators,

0:19:53.050,0:20:01.150

public safety organizations, groups representing the public and consumers, and groups representing

0:20:01.150,0:20:03.510

public safety answering point professionals.

0:20:03.510,0:20:11.450

Section 902 states that the purpose of the Strike Force is quote to study how the Federal

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Government can most expeditiously end diversion by a state or taxing jurisdiction of 911 fees

0:20:17.650,0:20:22.130

or charges unquote.

0:20:22.130,0:20:29.060

Section 902 states that in carrying out the study, the Strike Force shall determine the

0:20:29.060,0:20:35.660

effectiveness of any federal laws, including regulations, policies and practices, or budgetary

0:20:35.660,0:20:43.270

or jurisdictional constraints regarding how the Federal Government can most expeditiously

0:20:43.270,0:20:51.230

end diversion by a state of taxing jurisdiction of 911 fees or charges, and consider whether

0:20:51.230,0:20:59.090

criminal penalties would further prevent diversion by a state or taxing jurisdiction of 911 fees

0:20:59.090,0:21:07.710

or charges, and determine the impacts of diversion by a state or taxing jurisdiction of 911 fees

0:21:07.710,0:21:10.020

or charges.

0:21:10.020,0:21:17.400

Finally, Section 902 requires that the Strike Force publish a report of its findings.

0:21:17.400,0:21:24.530

Section 902 states that not later than 270 days after the date of the enactment of the

0:21:24.530,0:21:32.160

act, in other words by September 23, 2021, the Strike Force shall submit to Congress

0:21:32.160,0:21:39.170

and publish on the Commission's website a report of the findings of its study, including,

0:21:39.170,0:21:44.950

one, any recommendations regarding how to most expeditiously end the diversion by a

0:21:44.950,0:21:51.900

state of taxing jurisdiction of 911 fees or charges, including actions that can be taken

0:21:51.900,0:21:58.830

by federal departments and agencies, and appropriate changes to law and regulations.

0:21:58.830,0:22:05.880

And two, a description of what progress if any relevant federal departments and agencies

0:22:05.880,0:22:12.740

have made in implementing the recommendations under clause one.

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Next slide, please.

0:22:17.810,0:22:24.780

We hope that our annual 911 fee reports, the FCC's new upcoming regulations, and the upcoming

0:22:24.780,0:22:30.910

work of the new strike force can shine a light on 911 fee diversion and help eliminate diversion,

0:22:30.910,0:22:37.920

so that 911 fees can be fully spent on their intended purpose, supporting vital 911 service.

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Thank you.

0:22:40.680,0:22:43.110

And thank you Ms. Coogan.

0:22:43.110,0:22:47.750

Now we are going to start the Q&A portion of our session.

0:22:47.750,0:22:53.970

Just as a reminder if you'd like to ask a question you can either enter your question

0:22:53.970,0:23:00.780

into the question section of GoToWebinar or click to raise your hand and we will unmute

0:23:00.780,0:23:01.780

your phone.

0:23:01.780,0:23:06.140

Sheila, do you want to read our first question?

0:23:06.140,0:23:08.770

Yes, thank you, Sherri.

0:23:08.770,0:23:17.580

The question is asking what penalties other than ineligibility for NHTSA funding are in

0:23:17.580,0:23:28.690

place if a state foregoes let's say \$5 million in NHTSA funding but gains as much as \$75

0:23:28.690,0:23:37.030

million for use in public safety areas other than 911, many governors and/or state legislators

0:23:37.030,0:23:40.990

may opt for the diversion.

0:23:40.990,0:23:44.400

I think that's a really good point and a great question.

0:23:44.400,0:23:51.309

And I think that's part of why Congress has decided to move forward and try to find some

0:23:51.309,0:23:58.340

better solutions to discouraging and preventing 911 fee diversion.

0:23:58.340,0:24:03.350

And that's going to be what the rules that the FCC is going to work on and what the Strike

0:24:03.350,0:24:15.600

Force is going to work on is what better answers we have to eliminate fee diversion.

0:24:15.600,0:24:21.260

Thank you.

0:24:21.260,0:24:26.350

The NHTSA also has an annual survey to state 911 offices.

0:24:26.350,0:24:29.770

That survey complements the FCC state survey.

0:24:29.770,0:24:37.100

Several states do not respond, claiming they do not have access to data from reporting

0:24:37.100,0:24:39.240

PSAPs or counties.

0:24:39.240,0:24:52.480

Does the FCC report data for all states, including those for which NHTSA cannot get data?

0:24:52.480,0:25:02.470

In terms of what the FCC gets, we do get data from states that report their counties' information,

0:25:02.470,0:25:07.300

and some of the states say they don't have access to their counties' information.

0:25:07.300,0:25:08.880

That is a problem.

0:25:08.880,0:25:16.980

David or John, do you want to speak to the coordination of which of the two agencies

0:25:16.980,0:25:23.040

gets more local data?

0:25:23.040,0:25:24.040

Or Laurie.

0:25:24.040,0:25:28.791
John, do you want to take that one?

0:25:28.791,0:25:29.791
Yeah, this is John.

0:25:29.791,0:25:40.620
So I guess my response would be, I'm not aware of the FCC getting more information than other

0:25:40.620,0:25:41.940
agencies.

0:25:41.940,0:25:52.010
We send out our survey annually, and we have a strong outreach component to our data collection.

0:25:52.010,0:26:00.750
And in the last few years we've had some really good success in getting responses from jurisdictions,

0:26:00.750,0:26:03.980
and in the past that may not have been the case.

0:26:03.980,0:26:10.429
I really would invite David and Laurie to talk to coordination issues.

0:26:10.429,0:26:11.429
This is David.

0:26:11.429,0:26:20.280
Let me also add we work closely with NHTSA and with Laurie's shop to coordinate our information

0:26:20.280,0:26:21.280
collection.

0:26:21.280,0:26:26.230
We actually try to do our data collection at the same time so that states that are responding

0:26:26.230,0:26:31.100
to both our data collection and theirs can do it all at once.

0:26:31.100,0:26:36.950
We try to avoid asking duplicative or overlapping questions.

0:26:36.950,0:26:41.030
And, I think that the data collections are complementary.

0:26:41.030,0:26:45.280
There are limitations on both sides in terms of how much information states sometimes are

0:26:45.280,0:26:51.490
able to get from local jurisdictions that
are actually running a lot of the 911 operations

0:26:51.490,0:26:53.010
in the state.

0:26:53.010,0:26:56.320
That's an issue for both data collections.

0:26:56.320,0:27:03.030
But we do try as much as possible to work
with the states to help them to gather the

0:27:03.030,0:27:10.049
information, to make it easier for them to
gather the information, by providing as many

0:27:10.049,0:27:15.470
tools as we can, some of which Bill described,
to make the inputting of information for the

0:27:15.470,0:27:18.160
FCC data collection as easy as possible.

0:27:18.160,0:27:24.700
Laurie in her part of the webinar is going
to be talking about the 911.gov data collection

0:27:24.700,0:27:26.700
and how they do that piece of it.

0:27:26.700,0:27:36.010
You can address, perhaps, that element of
the question during her half of the webinar.

0:27:36.010,0:27:41.580
Thank you all for your response.

0:27:41.580,0:27:48.320
Our next question asks who is responsible
to complete the FCC questionnaire every year?

0:27:48.320,0:27:54.480
And is there any validation of the information
provided?

0:27:54.480,0:28:05.570
We send an e-mail and a form to the governor
of each state each year, and then each state

0:28:05.570,0:28:10.350
decides who's going to reply to it.

0:28:10.350,0:28:17.510
And we don't really have a validation method,
other than often during the course of the

0:28:17.510,0:28:23.470

year we see something in the news or we learn something through various channels that would

0:28:23.470,0:28:26.580

validate or negate what the state is telling us.

0:28:26.580,0:28:34.750

But in general, states are very forthcoming, and sometimes we just have to accept what

0:28:34.750,0:28:40.220

they say because they have access to information that we don't without a much larger staff

0:28:40.220,0:28:44.450

to investigate what they're saying.

0:28:44.450,0:28:53.110

Does the FCC provide definition for categories to help with consistent interpretation of

0:28:53.110,0:28:55.780

the questions?

0:28:55.780,0:28:57.120

Of the questions?

0:28:57.120,0:28:59.530

Or of what constitutes fee diversion?

0:28:59.530,0:29:03.910

This is asking about the questions.

0:29:03.910,0:29:07.120

Can you read it again?

0:29:07.120,0:29:08.120

I can.

0:29:08.120,0:29:15.620

Does the FCC provide definitions for categories to help with consistent interpretation of

0:29:15.620,0:29:18.800

the questions?

0:29:18.800,0:29:21.799

We have what is on the form itself.

0:29:21.799,0:29:29.309

And when a number of states might have problem with it, we might consider revising how we

0:29:29.309,0:29:30.520

phrase the question.

0:29:30.520,0:29:34.520

Often states contact us to ask us how they

should interpret it.

0:29:34.520,0:29:40.169

But basically, what is on the form itself is the explanation that's available for what

0:29:40.169,0:29:42.049

the question means.

0:29:42.049,0:29:50.390

Feel free to contact us if you're not sure what a question means, and states do do that.

0:29:50.390,0:29:57.070

Once you establish a process for jurisdictions to seek a waiver, many states will choose

0:29:57.070,0:30:04.309

to do that and you will totally lose the intended purpose of the NET 911 Act of 2008.

0:30:04.309,0:30:08.160

Is this really what you want to do?

0:30:08.160,0:30:14.720

This negates the work of the strike force.

0:30:14.720,0:30:20.880

If you're talking about being able to petition to find out if a certain expense under the

0:30:20.880,0:30:28.940

new rules, if a certain expense is acceptable, I don't think that really is a waiver.

0:30:28.940,0:30:31.799

John or David, do you want to speak to that?

0:30:31.799,0:30:33.539

Yes, this is David.

0:30:33.539,0:30:35.860

I absolutely agree.

0:30:35.860,0:30:39.730

First of all in terms of whether the FCC wants to do something or not.

0:30:39.730,0:30:46.039

The provision that the questioner is referring to is a provision that is in a statute.

0:30:46.039,0:30:51.730

That process is legislatively mandated and, therefore, the FCC does not have a choice

0:30:51.730,0:30:54.980

about whether to administer it or not.

0:30:54.980,0:30:59.650

But it is important to underscore what the legislation actually says.

0:30:59.650,0:31:07.450

The right of a state to petition is the right of the state to seek a declaration from the

0:31:07.450,0:31:16.820

FCC that a particular type of expense is 911 related, and in order to sustain that petition,

0:31:16.820,0:31:22.230

the statute sets forth the criteria that the state has to meet and the showing that it

0:31:22.230,0:31:24.970

needs to make.

0:31:24.970,0:31:31.130

This is all going to be laid out in the rule making that we're working on now to implement

0:31:31.130,0:31:33.820

the elements of the statute that Jill described.

0:31:33.820,0:31:36.700

But I don't think it's a waiver process.

0:31:36.700,0:31:45.590

It's not a way of letting the states validate expenses that are not 911 related as not being

0:31:45.590,0:31:46.590

diversion.

0:31:46.590,0:31:52.620

It's a way for them to seek a declaration that an expense that isn't specifically accounted

0:31:52.620,0:31:58.570

for in the rules that we're going to adopt should nonetheless be considered to be 911

0:31:58.570,0:32:03.340

related and the statute is very clear that the state has to make a convincing showing

0:32:03.340,0:32:06.090

that it is 911 related.

0:32:06.090,0:32:10.919

And if it doesn't, then the FCC can rule against the state.

0:32:10.919,0:32:13.590

So that's really the meaning of that provision.

0:32:13.590,0:32:16.080

It's not a waiver provision.

0:32:16.080,0:32:17.960

Okay.

0:32:17.960,0:32:27.860

Thanks to all of the three speakers, Jill, David, and John.

0:32:27.860,0:32:35.040

And with that, we are going to move on to our next speaker who actually needs no introduction.

0:32:35.040,0:32:39.039

Laurie Flaherty, go ahead and take it away.

0:32:39.039,0:32:41.760

Thanks, Sherri.

0:32:41.760,0:32:50.080

As all of my pals from the FCC have mentioned I'm going to be talking about the 911 Annual

0:32:50.080,0:32:56.020

Report, the data collection we do annually from the states which is done concurrently

0:32:56.020,0:32:57.900

with the FCC.

0:32:57.900,0:33:03.250

I'm going to highlight a little bit about the data that we collected in the last year.

0:33:03.250,0:33:08.730

As you go to the next slide, first I just wanted to mention for those of you that might

0:33:08.730,0:33:17.210

not be familiar with the 911 program, the 911 program was established by Congress more

0:33:17.210,0:33:19.570

than 15 years ago.

0:33:19.570,0:33:20.820

And they gave us three jobs.

0:33:20.820,0:33:27.130

The first job is to act as a convener, to coordinate the efforts of the 911 stakeholders

0:33:27.130,0:33:32.280

as a community to bring you together to decide for yourselves how to move forward on a variety

0:33:32.280,0:33:33.710

of issues.

0:33:33.710,0:33:38.691

The second job is to collect and create resources for the folks at the state and local level

0:33:38.691,0:33:41.880

that actually operate the 911 system.

0:33:41.880,0:33:46.020

And the third job , which we do jointly with the folks at the NTIA at the Department of

0:33:46.020,0:33:53.100

Commerce, is to administer a grant program specifically for the upgrade of the 911 infrastructure.

0:33:53.100,0:34:00.330

That document that you see on the slide is our annual report on the activities of the

0:34:00.330,0:34:05.299

last year, the URL is on the bottom of the slide, and everything that the program does

0:34:05.299,0:34:08.339

falls into one of those three categories.

0:34:08.339,0:34:09.339

Next Slide.

0:34:09.339,0:34:13.980

Before I launch into the data, I wanted to say thank you.

0:34:13.980,0:34:20.690

Because in order to pull the report together every year, there is a small army of people

0:34:20.690,0:34:23.079

involved in that activity.

0:34:23.079,0:34:28.370

First and foremost the folks at the state and local levels that actually submit the

0:34:28.370,0:34:34.359

data, the folks at the state level that aggregate the data, and our teams, there are two or

0:34:34.359,0:34:39.839

three of them that work on this jointly to work with the states to sometimes aggregate

0:34:39.839,0:34:44.760

their data for them, to remind them of our deadlines, and to pull together the report.

0:34:44.760,0:34:50.799

I sincerely appreciate everything that all of you do to make the following information

0:34:50.799,0:34:51.799
possible.

0:34:51.799,0:34:53.729
Next slide.

0:34:53.729,0:35:00.839
When we first started this activity 10 years ago, we went to the folks at NASNA, the National

0:35:00.839,0:35:04.800
Association of State 911 Administrators, and we asked them two questions.

0:35:04.800,0:35:10.349
We said, what data would be useful to have, and what would be feasible to collect?

0:35:10.349,0:35:16.520
And on the basis of that information we came up with the data set that has roughly 50 some

0:35:16.520,0:35:21.170
data elements to it and they are divided into two groups.

0:35:21.170,0:35:25.289
The first group of data elements are demographic data.

0:35:25.289,0:35:26.910
How many calls do you take?

0:35:26.910,0:35:27.969
How many PSAPs do you have?

0:35:27.969,0:35:29.739
That kind of information.

0:35:29.739,0:35:35.210
And in the second part of the report, there is data that depicts the deployment progress

0:35:35.210,0:35:37.539
that each state is making.

0:35:37.539,0:35:41.279
We have done this every year now for 10 years, and you can see that this is the cover of

0:35:41.279,0:35:42.780
this year's report.

0:35:42.780,0:35:48.859
Like the FCC, the report was made available in 2020 for the previous year.

0:35:48.859,0:35:55.170

The data I'll be talking about is the data reported for the calendar year of 2019.

0:35:55.170,0:35:59.489
Next slide.

0:35:59.489,0:36:05.589
So this data set is completely voluntary.

0:36:05.589,0:36:10.160
We don't have the authority to mandate that anybody join anything, frankly.

0:36:10.160,0:36:15.880
But certainly in this case we do not have the authority to compel anyone to submit the

0:36:15.880,0:36:17.019
data.

0:36:17.019,0:36:22.670
We have increased the number of jurisdictions that report out every year.

0:36:22.670,0:36:25.599
You can see on the map here that the majority of them do.

0:36:25.599,0:36:29.430
There are a few that did not this last year.

0:36:29.430,0:36:35.711
Just to give you an idea of where we started from, when we started this data collection

0:36:35.711,0:36:41.799
10 years ago, the first year we collected data which was 2011, we got 26 states to submit

0:36:41.799,0:36:42.799
their data.

0:36:42.799,0:36:52.829
By 2013 we were up to 40 states and between 2015 and now, we've hovered between 45 and

0:36:52.829,0:36:54.269
50 states and jurisdictions.

0:36:54.269,0:37:01.430
And for the purpose of this report we refer to everyone as a "state" but that does

0:37:01.430,0:37:05.499
include the District of Columbia and the territories as well.

0:37:05.499,0:37:12.430
So, for this report there were a total of

48 jurisdictions that did submit data.

0:37:12.430,0:37:18.430

And to answer a question that was brought up during the FCC's presentation, there

0:37:18.430,0:37:26.489

was a little bit of difference sometimes in data elements that I reported to the FCC and

0:37:26.489,0:37:27.489

to NHTSA.

0:37:27.489,0:37:28.999

I'm not sure why.

0:37:28.999,0:37:31.339

It's a mystery.

0:37:31.339,0:37:35.289

But I'll show you a couple of examples as we move forward.

0:37:35.289,0:37:38.400

Next slide.

0:37:38.400,0:37:43.400

Just to highlight a few data elements - the total number of PSAPs.

0:37:43.400,0:37:48.730

In the 2019 report you can see the total number of primary PSAPs and secondary as they are

0:37:48.730,0:37:55.549

defined in the document, which gives us roughly 5,600 and you saw in the map previously that

0:37:55.549,0:37:59.980

there were 46 reporting states, D.C. and Puerto Rico.

0:37:59.980,0:38:08.040

So what we did was we went to the FCC report to see if their report contained data for

0:38:08.040,0:38:09.040

the missing states.

0:38:09.040,0:38:14.920

We didn't find data for every missing jurisdiction, but we found data for the four states that

0:38:14.920,0:38:16.869

were not included in ours.

0:38:16.869,0:38:23.359

Hence the fact that they reported to the FCC but not to us, I don't know why.

0:38:23.359,0:38:30.680

But in any case you can see that once we added what was available from the FCC report, the

0:38:30.680,0:38:34.420

estimated total is 5,953.

0:38:34.420,0:38:40.880

That number, 6,000, that has been widely reported for the number of PSAPs in the United States

0:38:40.880,0:38:43.540

has sort of held over the last four or five years.

0:38:43.540,0:38:45.979

There has been certainly a decrease over the years.

0:38:45.979,0:38:51.900

I know at one point when we first started this program, there were probably closer to

0:38:51.900,0:38:55.039

8,000 PSAPs or ECCs.

0:38:55.039,0:38:56.549

But this is where we are now.

0:38:56.549,0:39:04.259

And one caveat is that this does not include federally operated PSAPs.

0:39:04.259,0:39:08.440

We're working at the federal level to try and get a handle on that, for example, the

0:39:08.440,0:39:12.319

number of 911 centers that are operated by the Department of Defense and by the National

0:39:12.319,0:39:16.869

Park Service are not included in this number and there are hundreds of them.

0:39:16.869,0:39:23.059

So, we continue to work on a hard number.

0:39:23.059,0:39:24.059

Next slide.

0:39:24.059,0:39:28.029

The next slide shows the size of the PSAPs in the United States.

0:39:28.029,0:39:29.759

I don't think this is a surprise.

0:39:29.759,0:39:36.279

This has held over the years that the majority of the PSAPs in this country are very small.

0:39:36.279,0:39:42.339

You can see how many of them have 1 to 2 equipment positions, how many have 3 to 5, and so roughly

0:39:42.339,0:39:48.700

3/4 of all the PSAPs in the United States have somewhere between 1 and 5 equipment positions.

0:39:48.700,0:39:50.380

That's not a lot of people.

0:39:50.380,0:39:57.609

That's a very small operation, and it's something important to keep in mind as we talk about

0:39:57.609,0:40:05.359

resources and programs for 911 because it is important to realize the limitations of

0:40:05.359,0:40:09.319

the majority of the 911 centers in the United States.

0:40:09.319,0:40:12.540

Next slide.

0:40:12.540,0:40:16.799

Number of 911 calls.

0:40:16.799,0:40:21.759

There were 46 states, D.C. and Puerto Rico that were reporting on this one, so it's not

0:40:21.759,0:40:32.390

a complete data set, but you can see the breakout on that has held pretty much over the course

0:40:32.390,0:40:35.589

of the last few years with 73% being wireless.

0:40:35.589,0:40:42.730

A couple of things I do want to mention about this slide is that in terms of texts, they

0:40:42.730,0:40:47.282

still represent less than 1% of all of the 911 calls.

0:40:47.282,0:40:50.019

But even over the last couple of years that number has increased.

0:40:50.019,0:41:00.460

And I'll go to the FCC report that showed that in 2018 there were 188,000 texts from

0:41:00.460,0:41:10.119
33 states, roughly, and that has increased
to 45 states and over a half million text

0:41:10.119,0:41:11.119
calls per year.

0:41:11.119,0:41:18.130
So as the states have continued to increase
in terms of the number of PSAPs that are text-to-911

0:41:18.130,0:41:24.069
capable, we figure that number will continue
to increase.

0:41:24.069,0:41:31.390
In terms of the total number of 911 calls,
again looking to the FCC, their twelfth report

0:41:31.390,0:41:39.130
showed 211 million calls with five states
and one territory as unknown.

0:41:39.130,0:41:46.049
While neither data set is complete in terms
of the number of 911 calls, that number of

0:41:46.049,0:41:54.190
roughly 200 million, I know 240 is always
the number I had seen, but 200 million is

0:41:54.190,0:42:00.569
the operating number that we are working with
based on our data and the data from the FCC.

0:42:00.569,0:42:01.739
Next slide.

0:42:01.739,0:42:06.539
This next data element might be an important
one as we move forward with our efforts with

0:42:06.539,0:42:12.069
the Bureau of Labor Statistics and the standard
occupational classification system, because

0:42:12.069,0:42:17.589
it has to do with the number of states that
have minimum training requirements for telecommunicators.

0:42:17.589,0:42:23.869
As you can see on the slide, as of 2019 there
are 35 states that do have minimum training

0:42:23.869,0:42:28.410
requirements, a significant number that don't,
and those not reporting.

0:42:28.410,0:42:32.339

And a shoutout to the Denise Amber Lee Foundation.

0:42:32.339,0:42:39.010

They have really taken over the charge in terms of the recommended minimum training

0:42:39.010,0:42:40.519

guidelines document.

0:42:40.519,0:42:46.710

They have a great map on their website that shows where all the states are with this.

0:42:46.710,0:42:55.140

And just to give you an idea, when we collected this data last year, on the 2018 data there

0:42:55.140,0:43:02.130

were 31 states that had minimum training requirements.

0:43:02.130,0:43:07.030

Progress is a little bit slow but we are making progress in terms of the number of states

0:43:07.030,0:43:10.559

that have minimum training requirements for telecommunications.

0:43:10.559,0:43:13.109

Next slide.

0:43:13.109,0:43:18.769

The next slide may also be important as we move forward with our efforts with BLS.

0:43:18.769,0:43:21.839

It has to do with emergency medical dispatch.

0:43:21.839,0:43:30.569

And you can see on the slide that there are roughly 2,500 PSAPs in 37 states that have

0:43:30.569,0:43:33.930

established requirements for EMD, or emergency medical dispatch.

0:43:33.930,0:43:40.410

And you can see that that is up from last year in terms of the number of states and

0:43:40.410,0:43:42.489

the number of PSAPs.

0:43:42.489,0:43:47.790

All of this, I know, requires the resources to pull this off.

0:43:47.790,0:43:53.319

It continues to impress me in terms of what the states have been able to do with their

0:43:53.319,0:43:54.519
limited resources.

0:43:54.519,0:43:59.420
But again we're showing progress, and I think this will be an important thing to highlight

0:43:59.420,0:44:03.599
as we work with the Bureau of Labor Statistics.

0:44:03.599,0:44:05.819
Next slide.

0:44:05.819,0:44:09.230
So those are some basic demographic data.

0:44:09.230,0:44:16.029
The next part of the report talks about the NG911 deployment progress.

0:44:16.029,0:44:22.219
And, you can see on the slide that it breaks it down into some level of detail.

0:44:22.219,0:44:27.039
It really provides information on the number of states that have a plan, the number of

0:44:27.039,0:44:32.319
states in which there is a substate plan, and you can see it goes down to a level of

0:44:32.319,0:44:33.319
detail.

0:44:33.319,0:44:37.569
And I'm not going to go into this, but if you look at the report itself, it will give

0:44:37.569,0:44:42.989
you the information you need for the states in terms of exactly where they are in the

0:44:42.989,0:44:46.059
process of deploying next generation 911.

0:44:46.059,0:44:54.210
What I'd like to highlight next are data that were collected that I refer to as having to

0:44:54.210,0:45:02.220
do with the four basic building blocks of NG911, and that would be: GIS, the ESInet,

0:45:02.220,0:45:04.809
core services, and CPE.

0:45:04.809,0:45:08.109

If we could go to the next slide, please.

0:45:08.109,0:45:12.229

The next slide has to do with GIS.

0:45:12.229,0:45:18.500

This is the percent of address authorities that have geocoded their addresses to GIS

0:45:18.500,0:45:21.940

from MSAG, or whatever they had before.

0:45:21.940,0:45:30.880

And, you can see on the slide that there are 13 states that are 100% complying in terms

0:45:30.880,0:45:32.719

of civil addressing.

0:45:32.719,0:45:39.400

I will tell you, in terms of knowing, that a lot of the states are working with D.O.D.

0:45:39.400,0:45:46.430

and the park service to try and solve the issue of the big black holes on their maps

0:45:46.430,0:45:47.469

in terms of GIS.

0:45:47.469,0:45:54.219

But at least in terms of the civilian addressing, there are 13 states in which 100% of their

0:45:54.219,0:45:56.530

addresses have been geocoded.

0:45:56.530,0:46:01.589

If you look at the next line down, you can see that there are 21 states that they don't

0:46:01.589,0:46:04.809

know, and four states that is did not submit.

0:46:04.809,0:46:12.749

Fully half of the states didn't know or didn't submit this information.

0:46:12.749,0:46:16.809

Also though, I think what is important is that of those that reported there aren't any

0:46:16.809,0:46:19.209

states where they haven't done anything.

0:46:19.209,0:46:24.559

They are starting to move and put resources

towards this, because, I think, everyone understands

0:46:24.559,0:46:32.940

the importance of GIS in terms of routing calls and dispatching emergency responders.

0:46:32.940,0:46:36.470

Next slide.

0:46:36.470,0:46:40.200

The percent of PSAPs that are connected to an ESInet.

0:46:40.200,0:46:43.479

The second building block is the ESInet.

0:46:43.479,0:46:51.329

You can see on this slide, there are six states that have connected 100% of their PSAPs to

0:46:51.329,0:46:53.099

an ESInet.

0:46:53.099,0:46:58.359

There are 10 states that haven't started yet.

0:46:58.359,0:47:02.559

There are a number of states that don't know or we are not sure.

0:47:02.559,0:47:09.200

And the unknowns and the did not submit goes back to something that was mentioned earlier.

0:47:09.200,0:47:13.069

There are a number of states in which they frankly don't have the authority to get this

0:47:13.069,0:47:18.569

information from local governments, and so there are holes in this database.

0:47:18.569,0:47:25.369

But it provides a picture for us in terms of where the states are and what resources

0:47:25.369,0:47:31.319

would be really helpful to them as they try and move their systems forward.

0:47:31.319,0:47:34.750

Just to give you an idea in terms of trends.

0:47:34.750,0:47:43.319

So in 2019, there were roughly 2,100 PSAPs reported as connected to an ESInet in total,

0:47:43.319,0:47:47.019

and that is compared with about 1,800 last

year.

0:47:47.019,0:47:49.819
So again, progress is being made.

0:47:49.819,0:47:53.729
It certainly isn't as fast as anyone would like it to be, but it's important to note

0:47:53.729,0:47:57.510
that there is progress being made.

0:47:57.510,0:48:01.220
Next slide.

0:48:01.220,0:48:08.319
So this next slide has to do with the percent of PSAPs that are capable of processing NG911

0:48:08.319,0:48:10.460
location data.

0:48:10.460,0:48:17.690
This slide identifies the percentage of PSAPs in the states that are capable of processing

0:48:17.690,0:48:26.769
NG911 emergency calls for all service types using NG911 infrastructure that conforms to

0:48:26.769,0:48:29.630
nationally accepted standards.

0:48:29.630,0:48:36.599
So you can see on this slide that there are 11 states, and I focus on that they are capable

0:48:36.599,0:48:38.680
of processing location data.

0:48:38.680,0:48:43.309
I realize that there have been challenges in terms of actually receiving the calls in

0:48:43.309,0:48:45.089
that format in many states.

0:48:45.089,0:48:54.559
But there are 11 states in which 100% of their PSAPs are capable of processing the NG911

0:48:54.559,0:48:58.499
location data using infrastructure and CPE.

0:48:58.499,0:49:02.690
You can see there are 14 states that haven't started yet.

0:49:02.690,0:49:08.269

There are also a number of states for which we don't know, or did not submit these data.

0:49:08.269,0:49:15.049

Again, progress is being made from previous years, and we will continue to track this

0:49:15.049,0:49:16.770

as we move forward.

0:49:16.770,0:49:18.950

Next slide.

0:49:18.950,0:49:25.180

This next slide I just want to take a minute to explain a little bit before I move on to

0:49:25.180,0:49:30.619

the data element because it's a little complicated.

0:49:30.619,0:49:37.449

The slides that follow this one have to do with data that was collected as part of the

0:49:37.449,0:49:48.789

profile database, and what we did was we incorporated nine questions that go back to the NG911 self-assessment

0:49:48.789,0:49:49.979

tool.

0:49:49.979,0:49:55.239

For those of you that are not familiar with that tool, it was developed by a former advisory

0:49:55.239,0:49:59.969

group to the FCC, to the Task Force for Optimal PSAP Architecture.

0:49:59.969,0:50:10.150

And that group broke down the process of NG911 deployment, their implementation, into six

0:50:10.150,0:50:13.599

domains, and you can see them listed on the slide.

0:50:13.599,0:50:18.589

Four of them are technical domains, and two of them are completely non-technical.

0:50:18.589,0:50:23.479

So the first business domain has to do with administration and planning and governance,

0:50:23.479,0:50:28.180

and the last domain, operations, has to do with training and operations.

0:50:28.180,0:50:32.069

So you can see it's pretty comprehensive in terms of all the different domains that are

0:50:32.069,0:50:36.249

required to implement next generation 911.

0:50:36.249,0:50:42.150

It goes even further, it divides each one of those domains into five stages.

0:50:42.150,0:50:49.010

And you can see the five stages listed on the slide.

0:50:49.010,0:50:54.480

The tool itself is very comprehensive and very detailed.

0:50:54.480,0:51:00.250

And for each one of the domains and for each one of the stages, it lists the functions

0:51:00.250,0:51:05.140

that need to be present in order for you to consider yourself to be within that stage

0:51:05.140,0:51:06.940

for that particular domain.

0:51:06.940,0:51:11.789

I have put the URL on the bottom, and if you go to 911.gov and go to the current projects

0:51:11.789,0:51:19.230

tab on the top navigation bar there is a choice you can make for the NG11 self-assessment

0:51:19.230,0:51:22.249

tool if that is of interest to you.

0:51:22.249,0:51:30.920

Because whether you are a local, state, federal, or regional system, it has really good information

0:51:30.920,0:51:35.699

for you to figure out where you are in the process and what you need to do next to move

0:51:35.699,0:51:36.969

forward.

0:51:36.969,0:51:44.489

So using that tool, we asked the states a series of nine questions about where they

0:51:44.489,0:51:46.680

were in the implementation process.

0:51:46.680,0:51:54.009

And again, this is self-rated and if we go to the next slide we'll show you the results

0:51:54.009,0:51:58.029

of what they provided for us.

0:51:58.029,0:52:00.430

I would say this is rudimentary.

0:52:00.430,0:52:03.449

It is not exactly scientific.

0:52:03.449,0:52:08.380

We attributed point values to each of the nine questions and then based on where the

0:52:08.380,0:52:13.150

states rated themselves, we put them in a group.

0:52:13.150,0:52:18.559

And you can see that on this slide that there were 8 or 10 states that is did not provide

0:52:18.559,0:52:20.599

information on this.

0:52:20.599,0:52:27.459

And the rest of them provided information that grouped them into one of these nine groups.

0:52:27.459,0:52:33.000

And then, what we did was, we put them into three general groups if you will.

0:52:33.000,0:52:40.029

So that orange group on the bottom are what generally are referred to as the early adopters,

0:52:40.029,0:52:43.589

the folks that are sort of out front in terms of NG911 implementation.

0:52:43.589,0:52:51.880

And the folks in the blue, I would consider those states that have experienced significant

0:52:51.880,0:52:57.079

challenges whether funding, governance, administration, or whatever the case may be in trying to move

0:52:57.079,0:52:58.940

their systems forward.

0:52:58.940,0:53:06.349

And then everybody else is in the middle somewhere moving forward with their implementation.

0:53:06.349,0:53:11.759

But there's something that I want you to notice about how these are grouped.

0:53:11.759,0:53:14.619

There are 8 or 10 that we don't have data for.

0:53:14.619,0:53:22.180

But if you look at each of these colored groups, what you see is that they're sort of clumping

0:53:22.180,0:53:28.640

- for blue and gray their clumping toward the bottom of that group.

0:53:28.640,0:53:33.650

In other words, they are about to jump to the next group which is important in terms

0:53:33.650,0:53:39.420

of understanding their progress in terms of next generation 911 deployment.

0:53:39.420,0:53:44.930

So, they are ready to jump to the next group in terms of where they are with their development.

0:53:44.930,0:53:50.519

And if we go to the next slide, you can see in just a year's time, how much progress

0:53:50.519,0:53:52.210

they've made.

0:53:52.210,0:54:01.349

A year ago when they self-rated themselves, there were way more for which we didn't have

0:54:01.349,0:54:07.709

any data and they were more evenly distributed, even within the colored groups, in terms of

0:54:07.709,0:54:10.910

where they were in general progress.

0:54:10.910,0:54:15.650

They seem to be making progress in terms of moving themselves forward.

0:54:15.650,0:54:22.880

And while this, again, is very rudimentary information and not exactly scientific, it

0:54:22.880,0:54:28.290

certainly matches what we are hearing from the states in terms of where they are with

0:54:28.290,0:54:29.959

deployment.

0:54:29.959,0:54:33.299
Next slide.

0:54:33.299,0:54:34.920
I think that's it for me.

0:54:34.920,0:54:42.769
I would again like to thank everyone who has been involved in this project.

0:54:42.769,0:54:45.319
As I said, it took a small army of people to pull this off.

0:54:45.319,0:54:49.700
And we are grateful to the states for submitting these data.

0:54:49.700,0:54:53.619
They have been useful to us and others in terms of trying to figure out how to help

0:54:53.619,0:54:54.949
the states move forward.

0:54:54.949,0:54:58.729
With that, I'll turn it over to Sherri and Sheila.

0:54:58.729,0:55:00.410
Thank you Laurie.

0:55:00.410,0:55:07.470
As a reminder, again, this is our question period, and you can enter your questions either

0:55:07.470,0:55:10.420
in the question window or by raising your hand.

0:55:10.420,0:55:14.089
Sheila, do you want to read us the first question?

0:55:14.089,0:55:16.819
Sure, thank you, Sherri.

0:55:16.819,0:55:21.719
And Laurie, your last comment leads well into our first question.

0:55:21.719,0:55:28.209
What is needed to move more of the states forward?

0:55:28.209,0:55:35.630
Well, what we hear from the states is that there are two things that generally impede

0:55:35.630,0:55:36.630
their progress.

0:55:36.630,0:55:43.489
What I would refer to as governance and administrative
issues is one, and funding is the other.

0:55:43.489,0:55:48.979
That is what we hear most often from the states
in terms of their assessment of what would

0:55:48.979,0:55:53.980
help them to move forward.

0:55:53.980,0:55:59.999
What is the accountability to state and local
governments for not reporting?

0:55:59.999,0:56:08.729
As I mention at the front end of in this,
this database is completely voluntary.

0:56:08.729,0:56:14.019
What we've been able to accomplish has been
on the basis of pestering and cajoling and

0:56:14.019,0:56:15.019
reminding folks.

0:56:15.019,0:56:19.509
And, I think they realize the value of it,
because there was a year not too long ago,

0:56:19.509,0:56:24.079
I want to say 2016, where we were not able
to collect the data, and the states took it

0:56:24.079,0:56:26.170
upon themselves to collect it themselves.

0:56:26.170,0:56:29.999
So, I think there is an understanding.

0:56:29.999,0:56:34.539
At first I think people were worried about
being compared to each other, and I think

0:56:34.539,0:56:38.259
in the years since we started this that they
realize the value of it.

0:56:38.259,0:56:44.839
And they certainly have done an onerous job
of providing that information for us.

0:56:44.839,0:56:56.430
Is there relevance to a new category of calls
to 911 that is nonindividual or sensor initiated.

0:56:56.430,0:57:07.119

It seems to me that may be important for future FCC policy as well as standards development.

0:57:07.119,0:57:15.380

Well, certainly as 911 continues to evolve, we'll continue to look at this database.

0:57:15.380,0:57:24.349

It is a database that requires OMB to provide us permission to collect these data, and so

0:57:24.349,0:57:32.339

concurrent with that federal permission process, we look at the database every two or three

0:57:32.339,0:57:36.380

years to see whether or not it warrants any revisions.

0:57:36.380,0:57:40.400

So, we will continue to do that.

0:57:40.400,0:57:49.140

Is there any plans to add additional questions to future questionnaires?

0:57:49.140,0:57:53.920

As I mentioned we try not to change it every year because, frankly, that would be confusing

0:57:53.920,0:57:55.009

and disruptive.

0:57:55.009,0:57:59.789

But every two or three years we take a good look at it.

0:57:59.789,0:58:04.359

We also look at the form of the questions to see if we can't make it clearer.

0:58:04.359,0:58:12.449

But we generally look at this every two or three years as we are requesting OMB permission

0:58:12.449,0:58:18.299

to continue to collect the data, because we have to submit the data set to them.

0:58:18.299,0:58:23.049

And, that seems to correspond well with how often it makes sense to do this.

0:58:23.049,0:58:31.880

If folks have ideas about what would be helpful to collect, I'm certainly open to ideas.

0:58:31.880,0:58:38.559

I think most people know how to get ahold of me and I'd be happy to hear from them.

0:58:38.559,0:58:41.739

Thank you Laurie and all of our speakers.

0:58:41.739,0:58:47.240

We did have one final, it's not a question, but a comment from Mr. Robert Cobb.

0:58:47.240,0:58:49.259

He said, thank you for a great session.

0:58:49.259,0:58:55.199

Very good information of considerable value for all.

0:58:55.199,0:59:01.910

So with that, that concludes today's webinar.

0:59:01.910,0:59:04.699

And we appreciate everyone's time and participation.

0:59:04.699,0:59:11.920

As a reminder an archived version of today's webinar will be available on the website,

0:59:11.920,0:59:13.920

911.gov, in the near future.

0:59:13.920,0:59:20.589

The next webinar is scheduled for Tuesday, March 9th, at noon eastern time.

0:59:20.589,0:59:23.939

We hope that you will all be able to join us for that webinar.

0:59:23.939,0:59:27.259

And with that, I want to thank you and hope everyone has a great day.