

0:00:01.231,0:00:05.118
Please stand by for realtime captions.
>> Good afternoon, thanks to everyone for

0:00:05.118,0:00:08.960
joining us and we will begin our webinar
in just a few minutes at noon Eastern.

0:00:08.960,0:00:15.920
Hi, and welcome to the state of 911 webinar
series hosted by the National 911 Program.

0:00:16.560,0:00:20.800
My name is Sherri, and I will be
the moderator for today's session.

0:00:23.120,0:00:30.400
This webinar series is designed to provide useful
information for the 911 stakeholder community

0:00:30.400,0:00:37.520
about Federal and state participation in the
planning, design, and implementation of next

0:00:37.520,0:00:47.120
generation 911 or NG911 systems. It includes real
experiences from leaders utilizing these processes

0:00:47.120,0:00:53.920
throughout the country. Today's session will
feature Laurie Flaherty of the National 911

0:00:53.920,0:01:00.880
Program along with Ed Reuter, the Executive
Director of the Indiana Statewide 911 Board,

0:01:00.880,0:01:06.480
sharing with us how to plan, prepare
for, and implement a federal grant.

0:01:07.360,0:01:15.120
For closed captioning, please copy and paste the
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0:01:22.560,0:01:31.600
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Program itself, please visit 911.gov. Feedback

0:01:31.600,0:01:41.520
or questions about the webinar can be sent to
National911Team@MissionCriticalPartners.com.

0:01:43.600,0:01:50.000
The National 911 Program would also like to
invite you to visit the 911 Telecommunicator

0:01:50.000,0:01:56.720
Tree of Life and share the name of a remarkable
911 telecommunicator who has inspired you.

0:01:57.440,0:02:02.880
Share your story at 911treeoflife.org

0:02:02.880,0:02:07.840
to honor a special 911 telecommunicator who
is making a difference in your community.

0:02:10.560,0:02:16.080
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0:02:49.680,0:02:56.800
be called upon to ask your question. Individuals
registered for this webinar today will receive

0:02:56.800,0:03:04.240
access to today's PowerPoint presentation and the
webinar recording after the webinar is concluded.

0:03:05.600,0:03:11.280
So, with that, normally, this is the time when I
would turn everything over to Laurie Flaherty and

0:03:11.280,0:03:17.840
ask her to introduce our first speaker. However,
since our first speaker is Laurie and I believe

0:03:17.840,0:03:22.080
she really doesn't need an introduction, I'm
going to turn it over to you, Laurie.

0:03:24.000,0:03:30.240
Thanks, Sherri. As Sherri mentioned I am the
coordinator of the National 911 Program and I'm

0:03:30.240,0:03:35.440
very pleased to be spending a little bit of time
with you today. If we could go to the next slide,

0:03:35.440,0:03:40.000
I'd just like to tell you a little bit about
the 911 Program if you're not familiar with it.

0:03:40.800,0:03:47.120
Congress gave us three jobs. The first job is
to convene stakeholders to act as sort of a

0:03:47.120,0:03:52.800
coordinator to bring the community together
to make decisions for itself and on how to

0:03:52.800,0:03:59.120
take action. We also collect and create resources
for the folks at the state and local levels that

0:03:59.120,0:04:06.640
actually operate the Nation's 911 system. And we
do administer a grant program specifically for the

0:04:06.640,0:04:14.880
upgrade of 911 technologies and operations. We
do that third job along with the folks at NTIA

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at the Department of Commerce. The other two jobs
are largely carried out exclusively by those of

0:04:20.880,0:04:27.120
us who are at the Department of Transportation,
and frankly, a small army of folks who help us

0:04:27.120,0:04:34.800
do that. That cover you see on the slide is our
Annual Report, we're about to publish this year's,

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but if you're interested, the URL for that annual
report that sort of lists all of our activities

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is on the bottom of the slide. Next slide.

For the purposes of this presentation, I just

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wanted to mention the role of the federal staff.
So I know that there is a lot of information out

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there about what is currently being proposed in
terms of the next round of, possible next round

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of, grants for 911. As a federal employee, we are precluded from offering any opinions or ideas

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on that unless we are specifically requested to provide "technical assistance" by Congressional

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staff. So for the purposes of this webinar, I'm going to really be focusing on really high-level

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sort of ideas and suggestions. But, if you're thinking about sort of how to prepare for grants,

0:05:29.600,0:05:34.640

I think all of these apply, regardless of whether you are at the state and local level, and they

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aren't specific to any particular language. So with that, if we could go to the next slide.

0:05:41.920,0:05:47.920

I'd just like to mention you know if that legislation happens, just one thing about it.

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You know, if you have followed the news and the trade press and other sources on that,

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you know that what is being proposed is an awful lot of money. That, to me, means we're

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getting a one shot - one shot - to implement NG911, and it would behoove us to get our ducks

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in a row going into that so that we can take full advantage of that opportunity. Next slide.

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We are going to be talking about a lot of different ideas, but one of the things that

0:06:24.960,0:06:30.960

I wanted to mention is that we just finished releasing, or publishing, a case study by the

0:06:30.960,0:06:37.680

state of California that describes how they are moving forward with implementing their NG911

0:06:38.240,0:06:44.560

system. And, there are three elements that Budge Currier, who is their State 911 Administrator,

0:06:44.560,0:06:50.080
talks about in that case study that he
says made all the difference in terms

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of their implementation. Those three elements are
effective planning, leadership, and communication.

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And, it's really ideas like that that I'm going
to be focusing on today and sharing with you and

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inviting you to think about as you are thinking
about, you know, the possibility of another round

0:07:14.640,0:07:20.560
of grants. I know that a lot of you sort of are up
to your eyeballs - proverbial eyeballs - in what

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you are doing already. I can totally understand
if your reaction might be oh dear God, I have

0:07:26.560,0:07:34.240
more than I can handle right now. But again, if
we are to take full advantage of a huge one-time

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opportunity, I think some of these things are
good things to start thinking about right now. The

0:07:41.520,0:07:48.480
basics. The who. The What. Some ideas, you know,
for if you are an early adopter. For those that

0:07:48.480,0:07:54.080
are further behind or, you know, way behind, some
considerations for you. And, just some general

0:07:54.080,0:08:00.320
considerations for thinking about the future.

So with that, if you can move onto the next slide,

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I'm going to start with the who. I think it's
important to understand whether you are part

0:08:07.600,0:08:16.800
of a local 911 agency or a state 911 agency, who
you are within your own organizational structure.

0:08:17.920,0:08:22.240
Are you part of a state agency? Are you
part of a local agency? What does that mean?

0:08:23.680,0:08:30.800
What do you know about your local or state 911

organizational structure? How does it function?

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What processes does it use on a day-to-day basis to address issues? Who do you know within that

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organizational structure that might be helpful to you in learning more about it. Is your state

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one that has, what I would refer to as a coordination body at the state level?

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Or is your state one that has formal authority? I'm not sure that it matters

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much which one you have in terms of trying to get involved and take action that would

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help you prepare. But it might be important to understand the difference because there

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are certainly functions that will occur within those two structures that are very different.

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Another thing to understand is what formal entities exist, you know,

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either at the local or state agency? Do you have a 911 Board, for example? What kinds of committees

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does that board currently have? What kinds of issues are they addressing? You know, does your

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local or state agency have working groups that are collaborating on issues? I think that might

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be something really important to understand if you would like to get actively involved.

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We've already talked a little, I've already talked a little bit, about what structure is being used,

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but the structure, the organizational structure of your state or local 911 agency

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may be slightly different than the structure that is being used to implement Next Generation

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911. The NG911 implementation strategy may involve more people than your immediate organizational

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structure, and it might be important to understand what that looks like and who that includes.

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Probably most important regardless of who you are is how can you help? I mean, I will guarantee you

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that if there are committees or working groups that are part of your local or state agency or

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the 911 Board, they would welcome some help. They would welcome your help in providing, you know,

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your ideas and your expertise. And, while you might think that that is simply providing them

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with free labor, I will tell you that for a lot of people, that equates to free training.

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If you are interested in advancing your own career, I will repeat what I just said. Giving

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them free labor will be free training for you that may be useful to you in advancing your own career.

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And while you're doing that, you will be establishing professional connections

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that will be invaluable to you, regardless of what you decide to do with your own career. So,

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the "who" is really important to understand. Next slide.

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I think the next idea is sort of the "what" and starting out with understanding where your local

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or state jurisdiction is with NG911 implementation is important. So, if you don't know where you are,

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it's a little hard to figure out why you need to go. One tool that may be really useful to you in

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figuring that out is the NG911 self-assessment tool. That tool was originally developed by

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the Task Force for Optimal PSAP Architecture which was a formal advisory group to the FCC.

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The SafeCom NICSWIC 911 working group then converted that 200 page report into an online tool

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that anyone can download and use to figure out exactly where you are in your deployment of NG911

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and what needs to happen next. It's a pretty comprehensive detailed tool. It' been downloaded

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a lot, but it is there your use to figure out exactly where you are in that continuum.

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Also, it would be important to understand what your state and local 911 plan is for deployment.

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What does it look like? Who does it include? And then, once you understand those two things, then

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the question becomes what are the logical next steps to implement Next Generation 911. I think we

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tend to think about that in terms of what I refer to as the four basic building blocks of NG911,

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but frankly, there's a whole lot more to it. You know, those four basic building blocks are

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the ESInet, the core services, GIS, and CPE, or call handling equipment. I think we tend

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to think about implementing NG911 in terms of those four basic building blocks, but there's

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a whole lot more to it than that. And starting to think about those things may be important.

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Next question, how many fronts can you take on at one time? You know, there are things that need to

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happen to implement NG911 that sort of need to happen in a logical progression. There is

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probably more than one. How many of those can you practically, pragmatically, take on at one time?

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And which ones are your priority? Having those discussions now would be really useful to you

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so you can hit the ground running when and if another round of grants occurs. And, you know,

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sort of directly associated with that, what resources do you have to pull all this together?

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How many people, what kind of support in terms of funding might you or your state have to figure out

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exactly where you are, and how you should move forward? And, for the NG911 plan,

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this last question is important, who else needs to be at the table? And GIS is probably a good

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example. In many state and local jurisdictions, that involves people other than folks at the 911

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Agency. What other agencies have to be involved from a procurement standpoint? What other agencies

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might have to be involved from a grant management standpoint? And even beyond that, what agencies

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might need to be involved if you're starting to think about interconnecting your 911 system with

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those of a federal agency, like the Department of Defense or the Park Service or the Coast Guard?

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All of these things are things that would

be useful to you to understand and to figure

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out so that you not only know where you are but where you go from there. Next slide.

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Once you know that, you know, there might be a plan, but what is the plan for the plan? What is

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the organizational structure that it will operate within? What is the process that that group will

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use to move the plan forward? What is your timeline? And this is just a "what if" in that

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next line. If the period of performance for the next round of grants is, let's say, eight years,

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what is your plan for how to carry that out? I think scenarios are important,

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particularly in terms of timelines to understand exactly what you might be capable of pulling off

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within that timeframe. And, as I mentioned previously, understanding what kinds of

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resources are available will be important, not only in terms of funding and personnel,

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but also informational resources. You know, what can you learn from other

0:16:18.560,0:16:25.120

states and other local governments? What kinds of resources and documents are available to you

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that could be used to help you formulate your plan? Next slide.

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If you're an early adopter, let's say you are either close to or done with putting those

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four basic holding blocks in place - you're not done. You know that. So, this is just a list of

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random ideas that you might consider for moving forward with that NG911 self-assessment tool and

0:16:58.080,0:17:03.920

the different steps to get you all the way to End State NG911. I mean, maybe you are

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at a point with your regional, with your local jurisdictions, so that they can start thinking

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about a regional intrastate interconnection kind of project. Particularly if you are home rule

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and everyone is doing their own thing, they have their own contracts, this may make a lot of sense.

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There are a lot of states that are currently working toward interstate interconnection. They

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are at a point with their own systems where they are starting to think about how they're going to

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transfer calls between states and this interstate interconnection thing makes a lot of sense.

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We also have resources available to you on that with the Interstate Playbook. It's on 911.gov

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and that may be useful to you in that regard. We are also...you may also be thinking about

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the interconnection between NG911 and the Public Safety Broadband Network. We're currently working

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on a project with the 911 Program that is really taking a close look at that. For those of you

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for whom it pertains, you may also be thinking about interconnection with the borders, you know,

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whether you are in the far North or the far South, that may be an issue for you that you may start to

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think about. And, as I mentioned before, there are a half a dozen states that are already starting to

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think about this federal civilian interconnection
issue. But, for those of you that you know you

0:18:28.960,0:18:35.760
have DOD facilities, Park Service or Coast Guard
within your borders, it may be something to start

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thinking about. Tribal governments is another
one. If you don't have relationships with those

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folks or if you do, starting to think about how to
move forward may be important. Starting to think

0:18:48.240,0:18:53.920
about multimedia and how that might be deployed
and how you would do that. Other forms of data,

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like advanced automatic crash notification
are another example...is another example...of data

0:19:02.400,0:19:11.520
that might be useful to you in figuring out
how to do that. The NG911 Interoperability

0:19:11.520,0:19:17.040
Oversight Commission is looking specifically
at the last two items: PSAP Credentialing

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Authority and Forest Guide. Again, those may be
things that ultimately will need to be in place

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that you may want to consider if you've already
got the building blocks in place. Next slide.

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For those of you that are a little
further behind, or frankly way behind,

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understanding your limitations and
challenges becomes really important.

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As I said before, what may really help you is
learning from the experiences of others. OK,

0:19:46.560,0:19:50.720
you weren't a front-runner but to some extent
that may give you an advantage they did not have

0:19:51.280,0:19:54.400
in terms of what you can
learn from their experience.

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What do you need help with to take full advantage of the opportunity? So far, the things that we

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have heard repeatedly from state governments are that they need help with procurement guidance,

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procurement strategies, and grant guidance. I mean that I know that overall, the 911 agencies

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in the U.S. are probably less experienced in terms of dealing with federal grants and

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so we're trying to figure out how to make those kinds of things available to you. Next slide.

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Okay. I've already talked about the Tribes and the federally-operated PSAPs. Some other

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considerations, and these are things that frankly the Program can't do anything about, but we think

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about in terms of the "what if's." If you are part of a state or local government that is currently

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diverting funds...The question is if there is another round of grants, who can help bring that

0:21:02.480,0:21:09.200

issue to the attention of the people who need to be involved to change that diversion status?

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Again, being a federal agency, we would not be involved in that, but understanding who would

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actually make that decision and how to convince them to actively get involved in it may be

0:21:26.000,0:21:35.600

important to take advantage of the next round of grants. And, as we move forward...with whether it's

0:21:35.600,0:21:42.480

this version or another version of the grant, there are things that you can do both with the

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folks on Capitol Hill, as well as the folks that

are implementing the grants to let them know from

0:21:49.360,0:21:58.880

a really pragmatic standpoint what your concerns and what your ideas are for improving either the

0:21:59.680,0:22:05.440

language, the statutory language, or the regulations as they are developed, if they are

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required for another round of grants. It would be helpful if that input had objective information,

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rather than opinion. It's not that your opinions aren't valuable, you know, it's just that we

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have limited application for them in terms of justifying a change. And, you know, frankly,

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think about things in the broadest terms available. Perhaps there are

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items that were not included in the current round of grants as eligible.

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Maybe they could be if the statute allows it. It's something to think about. Next slide.

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So, it all comes down to this one idea, which is why we decided to dedicate half of today's

0:22:53.680,0:23:04.560

webinar to this topic. If something happens with the proposed legislation, it is a lot of money.

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We are, you know, we may only get one shot, and we want to be able to take full advantage

0:23:10.080,0:23:17.520

of that opportunity. So, those are the ideas that we have. If there is something the Program can do

0:23:17.520,0:23:23.680

to help you, I think the next slide just shows as many resources as we could get our hands on

0:23:24.240,0:23:28.160

that may be useful to you. And, I think these slides will be made available to you.

0:23:29.200,0:23:37.040

But whatever we can do to help you, I believe the next slide, my contact information is also

0:23:37.040,0:23:43.440
available. And, with that, I'm going to turn it over to Sherri and Sheila for questions.

0:23:45.360,0:23:49.040
Thank you, Laurie. Yes, so as a reminder,

0:23:49.040,0:23:56.480
everyone's phone lines have been put in a listen only mode. And so, if you want to ask a question,

0:23:56.480,0:24:01.920
you can either use the GoToWebinar question feature, which several of you have done,

0:24:02.560,0:24:10.160
or you can use the raise hand feature and we will unmute your phone line and call upon you

0:24:10.160,0:24:17.840
to ask your question. So, Sheila, do you want to go ahead with the first question that we have?

0:24:18.880,0:24:25.760
Sure, thank you, Sherri. First question is asking, are additional federal dollars expected?

0:24:28.880,0:24:32.000
Well, I think the way that I've chosen to answer that question

0:24:32.000,0:24:35.200
is nobody knows. Even the people who know don't know.

0:24:37.520,0:24:44.240
As many of you know, there is legislation that is being considered, its being drafted. You know,

0:24:44.240,0:24:49.680
how far that gets into the process, I don't think anybody can tell you at this point.

0:24:54.080,0:25:01.360
Thank you. Is there an estimated timeline of when the next round of grants may be available?

0:25:02.400,0:25:08.720
Well, there you go. As I said, I really, that would be dependent upon what is in

0:25:09.440,0:25:17.360
the statute at which point, you know, when and if such a statute is passed by the House and the

0:25:17.360,0:25:26.400

Senate, and signed by the President. So, a lot of steps to go before we get there. But the timeline

0:25:26.400,0:25:32.240

would be established either by the statute or by the regulations. So, I would advise people to

0:25:32.240,0:25:41.920

pay attention to that, and if it's something you would like to weigh in on, to please do that.

0:25:41.920,0:25:48.800

Great advice, thank you, Laurie. Is there anything the general public can do to support efforts?

0:25:51.680,0:25:58.960

Well, you know, I'm looking at this screenshot of 911.gov. For those of you that may not be aware,

0:25:59.760,0:26:07.280

there are a series of publications on that site called NG911...there is one for law enforcement,

0:26:07.280,0:26:11.520

one for fire, one for EMS, there's now one for telecommunicators.

0:26:12.880,0:26:20.080

If you are looking for folks to help advocate for the 911 system, certainly the end-users of the

0:26:20.080,0:26:26.960

information that we collect like law enforcement, fire, and EMS can be instrumental. And, I know a

0:26:26.960,0:26:33.680

lot of folks have used those publications to help rally the troops. Because they're written in a way

0:26:33.680,0:26:41.280

that sort of enumerates the specific benefits of NG911 for each one of those disciplines.

0:26:42.080,0:26:48.880

And they are written by that audience, for that audience and in completely non-technical terms.

0:26:49.760,0:26:58.800

In terms of the general public, you know, there is a lot of information out there not only on our

0:26:58.800,0:27:05.840

website, but others like NENA and APCO that talk about what advantages NG has. We even have a video

0:27:06.560,0:27:11.440

on 911.gov that explains in very non-technical terms, in about three minutes,

0:27:12.480,0:27:18.000
what NG911 does that the current system
does not. So, like, there are things

0:27:18.000,0:27:22.160
available to you to rally the troops if that
is something that you are interested in.

0:27:25.600,0:27:33.120
Thank you. A popular subject these days, the
American Rescue Plan. Are you aware of any

0:27:33.120,0:27:39.920
state or local government using American
Rescue Plan funds to support NG911?

0:27:41.520,0:27:46.160
I'm not aware of any, I'm not sure that
means that there isn't one. But I'm not

0:27:46.160,0:27:53.840
aware of any at this point.

Thank you. And, can you remind the callers

0:27:53.840,0:27:59.120
listening in today, what is the bill
number they need to be watching for?

0:28:00.560,0:28:04.800
I apologize. I do have the bill
number on the front of my brain.

0:28:06.160,0:28:14.880
I believe it's referred to as the Lift America
Act. And, again, we are precluded from weighing

0:28:14.880,0:28:19.680
in on that unless we are specifically
requested to provide technical assistance,

0:28:19.680,0:28:24.320
but for those of you who are interested, I
believe that is the name of the bill.

0:28:27.680,0:28:33.920
And, our last question for this portion of
the webinar, is there a contact list we can

0:28:33.920,0:28:39.520
be added to in order to receive updates
of the availability of this funding?

0:28:42.400,0:28:50.640
You know, there isn't a general contact
list through the National 911 Program. But,

0:28:52.880,0:28:59.920
generally, and again it depends on what ends

up being in the statute if one is passed,

0:29:01.360,0:29:10.400

it would probably behoove you to keep in touch with your state 911 agency because they generally

0:29:11.280,0:29:17.040

are very aware of what's going on with this. And, maybe through NENA, through NASNA, through APCO,

0:29:17.840,0:29:21.040

whatever channels you have currently available to you.

0:29:21.040,0:29:25.840

Those folks are keeping track of what's going on very closely and have been directly involved.

0:29:28.560,0:29:33.680

Thanks. And Laurie, just as an FYI, someone has, actually a couple of people,

0:29:33.680,0:29:42.880

have put into our question window that it is HR 1848, which is the Lift America Act. Thank you.

0:29:44.240,0:29:51.920

Sure. And they did also provide the web link. So, we will make sure we include that web link

0:29:51.920,0:29:58.400

when we post the presentation as well as the slide deck after today's webinar.

0:29:59.280,0:30:03.360

Perfect. Thank you.

Sure. And thank you,

0:30:03.360,0:30:11.440

Laurie. Great information, and we had great questions from our audience. So, with that,

0:30:11.440,0:30:17.520

Laurie, I am going to turn it over to you and let you introduce our next speaker, Mr. Ed Reuter.

0:30:18.240,0:30:25.680

Thank you so much. So, when we were putting together this webinar, there was one state that

0:30:26.240,0:30:31.520

sort of stood out among all of the states because, you know, frankly,

0:30:31.520,0:30:39.520

the amount of leg work that they did in advance of the current round of grants was really impressive.

0:30:40.400,0:30:46.720

They have been able to hit the ground running as a result of all of the work they did

0:30:47.360,0:30:55.600

to prepare. And so, we asked Ed Reuter to talk about that experience. Ed is the Executive

0:30:55.600,0:31:05.120

Director of Indiana Statewide 911 Board, and Ed is here today to sort of share what Indiana did

0:31:05.120,0:31:09.680

to prepare for the current round of grants. So Ed, without further ado, the floor is yours.

0:31:10.880,0:31:15.280

Thank you Laurie and good afternoon, everyone. I'm glad to be here and like Laurie said,

0:31:15.280,0:31:20.000

I'm the Executive Director of the Indiana Statewide 911 Board. And I've served in this

0:31:20.000,0:31:25.680

capacity for about four and half years. But I actually started my public safety career many,

0:31:25.680,0:31:30.640

many years ago and I won't go into how long ago that was as a police dispatcher and did that for

0:31:30.640,0:31:36.560

about three years before spending a 30 plus years in law enforcement. And then after that tour,

0:31:36.560,0:31:42.720

I then was appointed as a 911 Director for about 10 years and then joined the Statewide 911 Board.

0:31:43.600,0:31:48.000

We have a very small staff. I have a Laurel Simmermeyer who is Deputy Director who was

0:31:48.000,0:31:53.840

a 911 Director for over 20 years, and has been with the Statewide 911 Board for 10 years.

0:31:53.840,0:31:57.840

And, then I have Teresa Russell who is the Program Manager and Executive Assistant,

0:31:57.840,0:32:02.880

and she has about three years plus with us, and she came to the office without any 911 experience.

0:32:02.880,0:32:08.240

However, what she did bring with her 17 years of experience of working at a nonprofit, is she has

0:32:08.240,0:32:14.000
the ability to multitask at a high level and
has strong organizational skills. Our staff

0:32:14.000,0:32:19.440
may be small and requires us to wear many, many
hats to accomplish the mission, but we surround

0:32:19.440,0:32:25.280
ourselves with so many good people that provide
tremendous support to our team. This grant project

0:32:25.280,0:32:30.640
has been a total team effort. And again, Laurie,
thank you for inviting Indiana to share our

0:32:30.640,0:32:34.880
federal grant experience today and we hope that
some of you will find this information beneficial.

0:32:35.760,0:32:40.080
The next slide, please.

Today, and you heard Laurie speak

0:32:40.080,0:32:43.760
just a little bit ago about what Budget is doing
in California, and this is going to be somewhat of

0:32:43.760,0:32:49.535
a theme and really a process. We really developed
ours a little differently, we had what we call

0:32:49.535,0:32:54.800
preplanning. We knew as a small team that we
had to get some things in place because we

0:32:54.800,0:32:57.840
had to start thinking about what was going to
happen and I'm going to walk you through that

0:32:57.840,0:33:05.280
a little bit later. Our administration process is
how can we make this easier for us as well as our

0:33:05.840,0:33:12.240
sub recipients? And then the communications. I
can't express enough about the communications.

0:33:12.240,0:33:17.920
Not just emails, but then also in person, on the
phone, whatever it takes to build trust between

0:33:17.920,0:33:22.160
you and the people you're working with. And,
then, of course implementation and evaluation.

0:33:22.160,0:33:27.040

And going back to the pre-planning. Today, just take today for example of what Laurie just did

0:33:27.040,0:33:31.200
with the preplanning, the ideas that she's planted out to all of us already here

0:33:31.200,0:33:37.840
today to start thinking about it, what's ahead of us. The next slide, please.

0:33:38.640,0:33:42.960
I couldn't begin to tell everything that was done through this grant process but I do want to give

0:33:42.960,0:33:49.280
you a high-level overview of the milestones we've accomplished over these as we talk about the five

0:33:49.280,0:33:54.960
elements that I just mentioned. Our preplan actually began when our staff first learned

0:33:54.960,0:33:59.120
about the federal grant, just as we learned about what Laurie was telling us today. And,

0:33:59.120,0:34:04.560
we had many, many internal discussions that led up to the first planning session as we determined

0:34:04.560,0:34:09.440
what was Indiana's main objective, and what did we really want to accomplish and what would be,

0:34:09.440,0:34:13.120
could, create the most significant impact for 911 services in our state?

0:34:14.000,0:34:17.120
We started sharing ideas about how we can make the grant process less

0:34:17.120,0:34:22.720
complicated and less intimidating through the paperwork. As you see in August of 2018,

0:34:22.720,0:34:29.440
we officially kicked off our preplanning stage of the program with our consultants. But it started

0:34:29.440,0:34:35.600
long before that actually because we talked with many sheriffs, directors, local officials and to

0:34:35.600,0:34:42.560
talk about this process and how it may assist them into upgrading their systems. You see in September

0:34:42.560,0:34:49.280
of 2018, we asked for input from the 911
directors. And what was their greatest need? We

0:34:49.280,0:34:54.240
shared this information at our Annual Director's
Summit. The directors were also asked to complete

0:34:54.240,0:34:59.200
a Survey Monkey to say what is their greatest
need? What are their priorities? And, from that

0:34:59.200,0:35:07.040
we came up with CPE, GIS, CAD, and SIP recorders.
We also developed a sub grant application to make

0:35:07.040,0:35:12.160
it very basic to capture the essential information
we needed to send up to the Federal office.

0:35:13.280,0:35:18.400
And then one of the things that we developed and
also sent in September of 2018, remembering when

0:35:18.400,0:35:25.120
the grant actually opened, we sent a modified
letter that we actually had to fill out to send

0:35:25.120,0:35:31.120
to the feds, to the local level asking if they
would want to participate in this grant program,

0:35:31.120,0:35:35.520
required a signature to be put on their official
letterhead and let us know that they wanted to

0:35:35.520,0:35:40.320
do this. And to get that in place, get those
conversations going well before the grant even

0:35:40.320,0:35:45.280
opened up. We took a risk at that, but we still
felt confident that it was going to happen.

0:35:46.000,0:35:50.720
But we didn't know when. But we just, like I
said, wanted those elected officials to have

0:35:50.720,0:35:56.160
enough time to get on board to start talking
about and to get that planning ahead of time.

0:35:57.200,0:36:01.040
This letter of intent drew a lot of attention as
you can imagine and a lot of questions started

0:36:01.040,0:36:06.160
pouring in. So, immediately, right there it fell
right into October. We then sent out the list of

0:36:06.160,0:36:11.120
priorities, what the eligible expenses were going to be, allowed them to take a little more time to

0:36:11.840,0:36:17.840
evaluate in their PSAPs what they needed. And also to not stress about...and

0:36:18.640,0:36:23.360
we told them, stressed, not to sign any contract, not to do anything but if they wanted to go out

0:36:23.360,0:36:26.960
and get some quotes to see what those would be, there would be nothing wrong with that.

0:36:26.960,0:36:30.640
But we didn't want anything signed or anything of that nature. But what we

0:36:30.640,0:36:36.960
identified early on in our preplanning is that we were going to have sub recipients,

0:36:36.960,0:36:42.080
we were going to use as much money as we could out in the field to help support the

0:36:42.080,0:36:47.600
PSAPs because we know that there was a lot of questions throughout the years of when, or if,

0:36:47.600,0:36:52.080
there was ever going to be any federal grant money available so that we can do some upgrades. And so

0:36:52.080,0:36:59.120
that's what we decided to do here in Indiana. As you see in February 2019, the federal grant

0:36:59.120,0:37:04.240
opened up and we finalized the grant applications and they were sent out to the directors and we

0:37:04.240,0:37:09.840
give them a March 1 due date. And, because of the preplanning actions that were taken ahead of time,

0:37:09.840,0:37:13.920
the applications were completed and returned to our office within 2 to 3 weeks.

0:37:14.960,0:37:18.720
Then all of these applications were screened by our technical committee, and consisting of

0:37:18.720,0:37:24.240
consultants and the IN911 staff. And, we had

just about three of those that didn't qualify,

0:37:24.240,0:37:30.640

we kicked back. And we had then, we were able to reallocate some money. And then in March of 2019,

0:37:31.680,0:37:35.840

after our review, the grant applications were then submitted to the federal office.

0:37:36.800,0:37:41.280

At this time, the potential sub recipients were sent a preliminary letter from us

0:37:42.160,0:37:46.160

of the status of their application. Again, communications. And that it was contingent

0:37:46.160,0:37:51.120

upon their final approval when it was going to be approved. And, they were instructed

0:37:51.120,0:37:54.720

not to start their projects until the final approval was determined.

0:37:56.000,0:38:02.000

So then in August of 2019, as you see, our office received notification for the approved

0:38:02.000,0:38:06.400

grant applications. And there were three projects that were not approved, and additional adjustments

0:38:06.400,0:38:14.160

were made and we adjusted our spending plan to again address and take on some more projects. The

0:38:14.160,0:38:19.760

sub recipients were then notified that they could begin their projects. The next slide, please.

0:38:22.720,0:38:26.905

In October of 2019, the instructions for the reimbursements were then shared with the sub

0:38:26.905,0:38:32.400

recipients. But then in December of 2019, things started to really ramp up for us. You know,

0:38:32.400,0:38:37.200

we updated the reimbursement paperwork to simplify the process for sub recipients.

0:38:37.200,0:38:44.080

We looked at the federal paperwork and nothing that was really wrong with it,

0:38:44.080,0:38:47.680

it was just the fact that we thought it might be a little intimidating. In talking with our

0:38:48.320,0:38:53.200

accountant and what is the simple and basic information that we needed, and so we developed a

0:38:53.200,0:38:58.800

basic form with that. We collected the time period from which the money was spent. When the federal

0:38:58.800,0:39:03.920

grant award..what the federal grant award for reimbursement...that amount is. The county or city

0:39:05.520,0:39:09.920

match, what they were going to pay and then what the total. Really, really basic. And, then our

0:39:11.200,0:39:16.320

staff then gleaned that information, transposed it into the federal form and it made it much

0:39:16.320,0:39:24.000

easier to read and not get it convoluted into other areas. We also developed a webpage,

0:39:24.000,0:39:30.960

www.in911.net which was developed. Which included instructions and information they needed to

0:39:30.960,0:39:37.360

file for reimbursement. We also held our first quarterly structured call. We felt another way

0:39:37.360,0:39:42.960

of communications, we had structured calls set up every quarter where we reviewed paperwork,

0:39:42.960,0:39:49.760

processed and answered questions. These were set up about every two weeks before the end of

0:39:49.760,0:39:54.560

every quarter. Again, allowing them to call in as many times as they needed to ask questions,

0:39:55.360,0:40:00.720

to make it seem as easy as possible for them and less stressful.

0:40:01.920,0:40:06.800

And then you see in February of 2020, the first reimbursement check was issued

0:40:07.520,0:40:14.000

to Dubois County, Indiana, in southern Indiana, for a GIS project. Our original plan was we were

0:40:14.000,0:40:17.600

going to deliver those checks in person, we thought that would be a way to reach out,

0:40:17.600,0:40:22.800

contact the auditors, the clerks, the council people, the directors and deliver those checks.

0:40:24.320,0:40:27.600

And you can see in that picture, there is Teresa there on the left, and right next to her

0:40:28.160,0:40:32.160

is Laurel and then myself, and the commissioners and counsel folks.

0:40:32.720,0:40:39.920

And, it was just a \$19,000 check. You think just \$19,000, that is a lot of money for a small County

0:40:39.920,0:40:45.600

to have a GIS project. But then all of a sudden, when COVID-19 hit, it really changed everything

0:40:45.600,0:40:50.080

for us. The PSAP directors restricted outsiders from coming into their centers,

0:40:50.080,0:40:55.280

technicians were only entering for emergency situations. But then one concern that we had is

0:40:55.280,0:41:00.000

that some sub recipients, we were concerned that whether they would even follow through with their

0:41:00.000,0:41:06.480

projects to come up with 100% needed. We continued to maintain open-line communication with them and

0:41:06.480,0:41:11.520

to keep abreast of how things were going in those areas. And, we've been able to work through and

0:41:11.520,0:41:18.160

we will have all of those projects completed by March of 2022. And, obviously, once COVID hit, all

0:41:18.160,0:41:25.360

the payments then were all paid by ACH. But one of the things that you see here on March 31 of 2021,

0:41:25.360,0:41:30.880

from the very beginning of this grant process, we communicated to the sub recipients that we would

0:41:30.880,0:41:36.160

be checking in, and if we had not heard from them for this period of time and if seeing if they were

0:41:36.160,0:41:42.320
still planning to use their federal funds. What we did find, for an example: we had a newly appointed

0:41:42.320,0:41:48.240
director in a county who was totally unaware that his County had been awarded a federal grant until

0:41:48.240,0:41:53.280
we made him aware of that and they are going to have enough time to complete that project.

0:41:53.280,0:41:58.080
Otherwise, it could've gone beyond, by the wayside, and he would have been totally

0:41:58.080,0:42:02.080
unaware that they had even been awarded. We have another agency that was considering

0:42:02.080,0:42:07.440
reducing its cost with their CAD project by consolidating services with another agency.

0:42:08.480,0:42:13.520
And again, when that happened, we continued to reevaluate the funds that we had, the available

0:42:13.520,0:42:21.200
funds that we could still use and not be able to turn - not have to turn - any money back into the

0:42:21.200,0:42:27.680
grant program. And we were able to open it up for just GIS projects and we were able to add

0:42:27.680,0:42:37.920
seven additional GIS projects on the original applications that we sent in. Next slide.

0:42:41.520,0:42:47.440
Administration. You know, here again, this is something that what we did, and we took a lot

0:42:47.440,0:42:52.320
of time and when we develop the applications, the funding priorities, the letter of intent,

0:42:52.960,0:42:57.600
the reporting form that I talked to you about. We also developed another letter of service, which is

0:42:57.600,0:43:02.560
a certificate of completion that that project was completed as awarded. We learned from the

0:43:02.560,0:43:08.240
previous grant that an agency took the money they

had and actually applied it to another project and

0:43:08.240,0:43:12.640

the office was totally unaware that they even did this until the project was done. And so,

0:43:12.640,0:43:18.160

we added that step in there. We put the webpage in there. And, then one thing that's not listed

0:43:18.160,0:43:24.320

on here is a digital file later on was created for each of the specific agencies which included their

0:43:24.320,0:43:28.560

applications, their letters, their photos, inventory lists, everything that was

0:43:28.560,0:43:33.920

related to that agency was in that file which gave us a quick reference. The next slide, please.

0:43:37.360,0:43:43.680

Communications. You know, Laurie, in her most discreet way, and I remember seeing her many,

0:43:43.680,0:43:48.480

many times at our NANSAs conferences, and you know, she'd been planting seeds for some time.

0:43:49.040,0:43:53.920

And, never once would she ever hint at when this was going to occur, but I knew that if

0:43:53.920,0:43:58.960

Laurie said it and was talking about it, this was going to happen and it was true. So Laurie, I put

0:43:58.960,0:44:03.440

a lot of faith in you on that and that's what we took. You know, we took that same approach.

0:44:04.000,0:44:08.720

And, we took some risks here but it paid off because we had a lot of things in place before

0:44:08.720,0:44:13.520

the grant even open up to be able to send those applications out and to have them all,

0:44:13.520,0:44:17.360

their information together, and to submit those to us within 2 to 3 weeks

0:44:17.360,0:44:20.880

was an extremely, extremely fast time to get that accomplished.

0:44:21.600,0:44:30.640

But also, in over an 18 month period, our staff visited 70 of 121 PSAPs to discuss various topics.

0:44:30.640,0:44:36.160

The federal grant was one of those. And we spent a lot of time talking to sheriffs, PSAP directors

0:44:36.160,0:44:40.880

about their needs and how a grant like this could help their agencies. Especially the smaller ones.

0:44:41.600,0:44:46.480

The Annual Director's Summit, we talked to over 150 directors and communicated this information

0:44:46.480,0:44:50.480

about the federal grant, and with just having limited information that it was going to happen,

0:44:51.040,0:44:55.920

we solicited information from them. We wanted to be driven by them. This is what their need was. It

0:44:55.920,0:45:00.240

wasn't the state trying to push something down unto them. It's what they needed the most.

0:45:00.240,0:45:05.120

And then we conducted the quarterly conference calls we talked about. The next slide, please.

0:45:08.800,0:45:11.760

This is our webpage that was put together that provides

0:45:12.400,0:45:16.240

a lot of information that was available to them, that was an easy resource, that talks

0:45:16.240,0:45:22.160

about the grant reimbursement guidelines. We also had the submission deadlines on there and

0:45:22.160,0:45:29.200

as you see on that page, you see the quarterly conference calls. And in 2020 and also in 2021,

0:45:31.280,0:45:35.440

directors could call into as many of those calls as they wanted or as they needed.

0:45:36.480,0:45:41.600

Or, they could also call us directly. So that information was readily available for them, and we

0:45:41.600,0:45:49.680

found that very useful. The next slide, please.

The next slide, you see the instructions on what's

0:45:49.680,0:45:53.760

required paperwork that they need for the reimbursement process. So it would again,

0:45:53.760,0:45:59.040

not only what we talked about over and over and over, it was right there in print that

0:45:59.040,0:46:03.520

they could see and use as a reference. The forms, as you see on the right-hand side there,

0:46:03.520,0:46:07.600

they could download those forms, complete the forms and if they had any questions,

0:46:07.600,0:46:11.680

they could contact us directly. Now we've created a lot of other things here

0:46:11.680,0:46:16.240

internally in our office and we offer that to you if you have questions

0:46:16.240,0:46:20.880

about any of the letters or anything we have sent. We are willing to share those with you,

0:46:20.880,0:46:24.720

all you have to do is send us an email and we are glad to do that. And then the next slide?

0:46:26.560,0:46:32.960

On the next slide, again, we - the major March 31 deadline. This would,

0:46:33.680,0:46:38.000

it would have been in 2021 that we would follow up with these agencies that we would have one more

0:46:38.000,0:46:44.560

year to reallocate money. And we did that and were able to come up with seven additional projects.

0:46:45.200,0:46:49.840

And the other thing we talked about is the funding as you see at the bottom, that they could use

0:46:49.840,0:46:55.920

the 911 funds that we provide them, to about 40%, but that money, if they used it to pay for their

0:46:55.920,0:47:01.440

100% had to be reallocated back into their 911 fund once it was reimbursed back from the Fed,

0:47:01.440,0:47:07.120

because some didn't have enough of the local money

to take care of that. The next slide, please.

0:47:09.600,0:47:13.360

Lessons learned. Boy, did we learn a lot of lessons, and we're still learning a lot of

0:47:13.360,0:47:18.480

lessons here. We underwent a desk audit as Laurie mentioned, and I will tell you, it was probably

0:47:18.480,0:47:24.160

some of the best training that anyone could even ask for about learning about federal grants. You

0:47:24.160,0:47:27.840

know, the procurement requirements and the contracts. You know we're a home rule state

0:47:27.840,0:47:33.840

and we can't force counties and local agencies to do certain things but we could've helped

0:47:33.840,0:47:38.480

guide them along the way to ensure that they are following their policies and procedures. You know,

0:47:38.480,0:47:42.160

when we asked for a copy of their contract, that they were signed by both parties,

0:47:42.160,0:47:46.800

and that would have been better for us to have this on the front end, versus

0:47:46.800,0:47:50.560

the back end of it. But it was something that we learned about. Rounding of numbers.

0:47:51.600,0:47:55.120

At first we thought well, we're going to make this easy, we're just going to round this off to the

0:47:55.120,0:48:00.000

nearest number and make it pretty simple. But that was not the case. That was corrected

0:48:00.000,0:48:06.720

to be the exact. You see award letters. Preliminary letters versus final letters. We,

0:48:07.360,0:48:13.920

on the preliminary letters, once we reviewed the applications at our level and sent those to the

0:48:14.640,0:48:20.880

federal office we notified the agencies with a preliminary letter of the status of their

0:48:22.400,0:48:30.560

project. When we received final approval, we initially started just sending them emails

0:48:30.560,0:48:37.200

without a final letter. We soon found out it was much easier and more official to just develop a

0:48:37.200,0:48:42.000

final letter to give them notification because of the auditors. You know, the directors were okay

0:48:42.000,0:48:46.640

with this, the auditors were looking for a final letter with a little more specific information.

0:48:46.640,0:48:52.640

Which we took care of. And then also, another thing is to check the contracts to ensure that

0:48:52.640,0:48:57.440

the projects do not extend past the performance period, or at least the agreement services. Very,

0:48:57.440,0:49:02.160

very important. And, then the last thing that we have listed here is to simplify it.

0:49:02.160,0:49:07.120

Be willing to be flexible and don't be afraid to change it to make it work. Don't fight yourself

0:49:07.120,0:49:12.000

through the program. You know, keep it as simple as possible. And our next slide.

0:49:15.760,0:49:21.840

This map shows the impact of what \$2.8 million of federal money has done for the state of Indiana.

0:49:22.400,0:49:30.240

40% added to that equaled to \$4.6 million in upgrades in our state. And, nearly 40% of the

0:49:30.240,0:49:37.760

Indiana counties will benefit with 44 projects by March of 2022. You see in the red counties,

0:49:37.760,0:49:42.480

those are the projects that are completed, and the blue are the ones that are in progress,

0:49:42.480,0:49:48.880

and the one in purple, they have completed one project and they have one that's in progress. So

0:49:48.880,0:49:54.160

when you look at that statewide, and really, I feel very proud of what we've accomplished here

0:49:54.160,0:49:58.880

and what we've been able to maximize the funding that's been made available to us and that we've

0:49:58.880,0:50:05.760

been able to push it all out to the field where the rubber meets the road. I'm sure that many of

0:50:05.760,0:50:12.000

you could share even better ideas that have made your project successful. You know, while we often

0:50:12.000,0:50:17.280

learn about, through our failures, I think we can learn even more through our successes. And,

0:50:17.280,0:50:22.400

this is why all of us, all of us on this call today, should, if we know of a state or want to

0:50:22.400,0:50:27.600

pick up the phone and call each other to talk to each other about your program and how it worked.

0:50:27.600,0:50:32.720

And, I feel that our next is this, that we're going to take and review and prepare an after

0:50:32.720,0:50:38.800

action report and find out what worked best and what didn't. We need to listen to our counterparts

0:50:38.800,0:50:43.440

about other ideas and suggestions so that the next federal grant process can be even better.

0:50:44.080,0:50:49.760

And, like I said, we are very pleased that over 99% of our funding has gone out into the field and

0:50:52.160,0:50:55.360

we're very pleased where we're at but we still know we still have a lot to learn.

0:50:55.360,0:50:58.560

So that's all that I have and if you have any questions, we would be glad to take those.

0:51:00.800,0:51:06.240

Thank you, Mr. Reuter. We appreciate the information you have shared. And, with that,

0:51:06.240,0:51:12.560

we are going to once again start the next Q&A portion of our session. And, just a quick reminder

0:51:12.560,0:51:18.080

to ask a question, you can either use the GoToWebinar chat feature, or you can use the

0:51:18.080,0:51:24.160
raised hand button. So with that, Sheila, do you want to move forward with our first question?

0:51:26.480,0:51:33.040
Yes, thank you, Sherri. Can you give some examples of the GIS projects that were funded?

0:51:34.400,0:51:41.920
Well, the GIS platforms in Indiana are governed by the local agencies

0:51:41.920,0:51:49.760
and where, for example, WTH is big in the state of Indiana, as one of the main vendors, and knew that

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they needed to upgrade their GIS platform, their centerlines, their boundaries, their shape files,

0:51:56.720,0:52:01.040
a lot of those needed work, address points, so they've been working with

0:52:01.040,0:52:05.120
them and getting those up to speed to get them to where they can be i3 compliant.

0:52:09.840,0:52:16.240
What role did the state geographic information officer play and did

0:52:16.240,0:52:20.400
Indiana have a centralized GIS data repository?

0:52:21.360,0:52:28.240
Indiana does not have a central GIS repository. One of our communication service providers

0:52:29.040,0:52:39.040
has that, and has built that platform for call delivery. We deliver the calls, and then to the

0:52:39.040,0:52:50.240
boundaries of the PSAPs, and then from that point on, it's governed by the local levels to do the

0:52:50.240,0:52:55.680
call assignments through their CAD systems. We've communicated with our state GIS, this is something

0:52:55.680,0:53:02.720
that we would definitely be looking forward in the future of working to build the state side of this.

0:53:02.720,0:53:12.240
But the...and we work with her on some ideas on

some of the counties that have...been struggling.

0:53:12.800,0:53:18.960

I know she does a great job on her end, and we do communicate but we don't control that

0:53:18.960,0:53:27.840

from the State 911 Board. Under state statute, we do not govern that, with that process.

0:53:29.440,0:53:36.640

So, thinking about prioritizing the projects, how did, what criteria did you use?

0:53:37.200,0:53:43.040

Was it based on readiness for implementation, for greatest population impacted,

0:53:43.920,0:53:48.720

what did you use for criteria?

Well, we received the feedback

0:53:48.720,0:53:53.760

through our Survey Monkey that we sent out to the directors and communicated with them.

0:53:55.440,0:54:02.160

They know that because we were pushing money out to the PSAPs to upgrade their systems, some of

0:54:02.160,0:54:07.200

them may have already had an updated CAD system, some may have already had an updated GIS system.

0:54:07.200,0:54:12.640

What was their greatest need at the local level? And, what we did, all of those that

0:54:12.640,0:54:19.600

were identified are eligible expenses through our 911 funds here in the state of Indiana.

0:54:20.240,0:54:27.600

And so, we allowed them at the local level to kind of make that decision on where their need was,

0:54:27.600,0:54:34.160

but then we also brought those down into the top three or four main items

0:54:34.160,0:54:38.240

that we felt that we wanted to stay focused with, and that's what we came up with.

0:54:43.280,0:54:49.920

For this grant or for any potential future grants, do you expect the need to staff up

0:54:49.920,0:54:56.560

to handle some administrative functions of the grant? And if you did, or if you do,

0:54:57.120,0:55:06.240

what process did you use or would you anticipate using? Hiring, contractors, outsourcing?

0:55:06.240,0:55:14.080

Well, first of all, we relied heavily on our consultants who have had grant experience.

0:55:14.080,0:55:20.560

We were, we are very fortunate here in Indiana that we have the ladies that work for me do

0:55:20.560,0:55:24.800

a remarkable job. And I will tell you that we pushed them to the limit, we pushed all of us

0:55:24.800,0:55:32.720

to the limit. I can see this task here being a one person job just to focus on. Because

0:55:34.240,0:55:39.520

doing, being a small staff, like you said, we had to wear many, many hats here. And, that's why we

0:55:39.520,0:55:44.080

had to preplan and get things ahead when we had downtime is to plan, and not wait until the last

0:55:44.080,0:55:50.160

minute. So, yes, I could see us moving forward to looking at bringing on some additional help

0:55:50.160,0:55:56.960

on a grant depending on the size and all that goes with this. So, yeah. I don't want to

0:55:56.960,0:56:02.400

overwork them too much. because, yeah, I can tell you that if I did not have the ladies that are

0:56:02.400,0:56:06.960

working for me today, this grant program would not be the success that it is.

0:56:11.120,0:56:18.160

Our last question for today's webinar is for both of our presenters. What are the top three

0:56:18.960,0:56:23.200

obstacles you have seen that are preventing centers

0:56:23.200,0:56:29.840

from being able to migrate to NG911 capabilities?

0:56:31.360,0:56:36.560

Well, I can start out that. What we have, we are very close here in Indiana actually to migrating.

0:56:37.760,0:56:44.640

We are building two ESInets with two separate vendors, and we are scheduled to have,

0:56:44.640,0:56:54.480

or have, it completed by the end of June. However, because of the incompatibility of certain CPE

0:56:56.240,0:57:02.480

to the next generation network, we have run into some hurdles and some obstacles. That is being

0:57:02.480,0:57:08.560

worked through, and it's being programmed. But I think what we need to consider on our end is

0:57:08.560,0:57:14.000

to not dictate what CPE they need to purchase, or the call handling equipment that they need to

0:57:14.000,0:57:20.400

purchase, but we do need to set the parameters to say here are the ones that are, that can qualify

0:57:20.400,0:57:26.000

and that will actually do the work. And, here are some that are not at the level that they need to

0:57:26.000,0:57:32.480

be. So that's what's held us up on actually one county, actually two counties, that we

0:57:32.480,0:57:35.680

are holding up on, but though those should all be worked through by the end of this month.

0:57:38.640,0:57:46.160

And, I'll add to that. I think in some cases, it's frankly more of a people thing than a technology

0:57:46.160,0:57:54.720

thing. Trying to figure out who all the right people are that need to be communicating with each

0:57:54.720,0:58:02.880

other on an ongoing basis is really important. And, you know, depending on what the project is,

0:58:02.880,0:58:10.800

as I said before, that may involve people other than, you know, within the 911 agency itself. So

0:58:11.440,0:58:17.840

identifying those folks, figuring out what

that process is going to be, figuring out

0:58:17.840,0:58:24.880

what the rules of the game are, frankly and it all takes time. And so, to the extent that those

0:58:24.880,0:58:30.240

things can be addressed ahead of time, I think that will be really helpful to folks because

0:58:31.840,0:58:40.480

trying to get people together on the same page to agree on the path forward really held up a lot

0:58:40.480,0:58:46.000

of folks. So whatever you can do in advance, and part of the reason why we are doing this

0:58:46.000,0:58:53.120

webinar is to think about things like that.

And, I did want to add one other thing too that

0:58:53.120,0:58:58.560

I failed to mention is that the cooperation that we have had from Laurie and Yuki's office

0:58:59.120,0:59:03.840

throughout this process and the accessibility that our office has had to work us through

0:59:04.640,0:59:10.720

from the very beginning. And we try to do the same, be the same, for the locals from our level.

0:59:11.840,0:59:15.920

The federal offices were so supportive of the state and we felt we needed to be

0:59:16.720,0:59:22.640

the same for the counties and the cities. And, without their help and support,

0:59:22.640,0:59:27.680

and, you know, their ability to answer these questions for us, we would be,

0:59:27.680,0:59:32.320

we would be struggling. We would be. And, we still have a lot of lessons to learn. But,

0:59:32.880,0:59:37.280

thank you Laurie, and Yuki, and all of your staffs for the work that you have done to help us.

0:59:40.240,0:59:46.560

Thank you, Ed. I think it's clear why we asked Ed and the folks from Indiana to

0:59:46.560,0:59:50.720
present today, and thank you to you and your
staff because you guys did a bang up job.

0:59:53.520,0:59:56.400
Thank you.

Yes. I'm going to add

0:59:56.400,1:00:01.920
on to all of the thanks and say thanks again to
both of you, Ed and Laurie, for presenting today.

1:00:03.120,1:00:08.720
With that, this concludes today's webinar.
We appreciate everyone's participation.

1:00:09.360,1:00:16.400
As a reminder, an archived version of today's
webinar will be available on 911.gov soon.

1:00:17.280,1:00:24.480
Our next webinar is scheduled for Tuesday,
September 14th, 2021, at noon Eastern time.

1:00:24.480,1:00:29.120
We hope that everyone is able to join us,
and with that, I would like to thank you,

1:00:29.120,1:00:49.339
and say have a great rest of your Tuesday.

[Event concluded]