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Hello and welcome to the "State of 911" webinar series, hosted by the National 911 Program.

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My name is Sherri, and I will be the moderator for today's session.

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This webinar series is designed to provide useful information for the 911 stakeholder community about federal and state participation in the planning, design, and implementation of Next Generation 911,

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or NG911 systems.

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It includes real experiences from leaders utilizing these processes throughout the country.

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Today's session will include an update from the U.S. Department of Transportation on the National Address Database and information from the Florida Department of Management Services on their statewide virtual NG911 PSAP training program.

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For closed captioning hover at the bottom of the Zoom screen for meeting controls,

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then click the CC button to start viewing the captioning. For more information on National 911 Program webinars,

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The National 911 Program would like you, would like to make you aware that the Documents & Tools section of 911.gov website has been updated with new resources and improved access.

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911 stakeholders are encouraged to submit links and documents

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that would be of use and interest to 911 colleagues, including policy documents, plans, and reports across several topics, such as Governance, Management, Technical, Operations, and Standards and Best Practices.

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You may access the webpage under the 911 System Resources dropdown menu or scan the QR code

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in the bottom right corner of this slide. Content can be submitted by clicking the

online submission form on the left side of the Docs & Tools page.

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The National 911 Program would also like to invite you to visit the 911 Telecommunicator Tree of Life and share the name of a remarkable 911 telecommunicator who has inspired you.

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Share your story at 911treeoflife.org to honor a special 911 telecommunicator who is making a difference in your community.

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Please note that all participants' phone lines have been put in a "listen-only mode,"

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and this webinar is being recorded. To ask questions of our presenters,

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feel free to take one of two actions: Using Zoom's "QA" feature located on the bottom of your screen in the meeting controls, enter your question at any time during the presentation, and it will be entered into the queue.

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Hover your mouse over the bottom of the page to access the meeting controls. Or, to ask your question "live," use the "Raise Hand" feature to request your phone line to be unmuted,

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and you will be called upon to ask your question. Individuals who registered for this webinar will receive access to both the PowerPoint presentation and the webinar recording. With that, I will turn it over to Kate to introduce our first speaker - Steve Lewis.

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Thank you. Sherri.

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Today we have Steve Lewis, the Chief Geospatial Information Officer, in the Office of the Chief Information Officer,

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at the U.S. Department of Transportation. Steve has been the Chief Geospatial Information Officer with DOT

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since 1987 and has helped build the geospatial programs across the Department. He has led the effort to compile and distribute the National Address Database since its inception in 2015.

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Now to tell you a little bit more about the National Address Database a program that the National 911 Program strongly supports, I'm going to hand it over to Steve.

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Hello everybody thanks for having me today, and I'm very excited to be here to talk to you about the National Address Database.

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I've titled this presentation Success Without Mandates, and I will explain that as we get into the presentation. Next slide, please.

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This is a quick outline of what I'll be going over with you.

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I'll give you some background information just in case you're not familiar with the database.

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I'll talk about the benefits of being a partner in the National Address Database. Give you the current status.

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Tell you where to get the database and tell you what's next, and if all of this interests you, I'll tell you how to become a partner. Next slide, please. So, we'll start with the background. Next please.

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So, to explain my success without mandates, USDOT has no official mandate to collect address point data.

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We have no carrot, and we have no stick. So, what we do is dependent upon partners across all levels of government.

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Our primary partnership is at the state level, but we also have partners from counties and cities, and we have a tribal partner now as well. In the current database, or in in the current status,

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we have 36 committed state partners, plus the District of Columbia and Puerto Rico, and of those 38 entities, 30 have already been able to provide data into the NAD.

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In most cases, the county and city of the 27 county and city partners are in lieu of statewide participation, and I'll show you that on a map a little later.

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The same for the tribal partner, it's in lieu of the statewide roll-up of data. The database is published every three months, and I don't say quarter or quarterly, because we don't run on the quarter.

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Our last release was published in, at the end of February.

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That was Release 9 with 64 million records and Release 10 is due at the end of this month.

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Next slide, please. So why is USDOT leading this effort?

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Well, a big part of it is the National 911 Program is housed here at USDOT.

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Another part that I didn't put a bullet for but, other government agencies, such as the Census Bureau and the Postal Service,

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they are known to have their complete address databases, but they are, protected behind Title 13 and Title 39, so they cannot be shared.

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So, the National Address Database is an open database.

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In addition to the 911 Program being at USDOT, we also lead the transportation theme of the National Spatial Data Infrastructure, and that includes a Roads Network.

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And we all know you can't have an address point without a road.

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And we also co-lead, the Address Theme of the NSDI.

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Next, please. So, this is how we've grown since we started.

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Release 1 was published in July of 2016, and it came out of a pilot process that we did to show that this was something that could really work.

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We were dormant a year because we lacked resources.

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But then, in July of 2017, the National 911 Program began providing us the resources to keep a database developer on staff.

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So, you'll see we've grown from the 16.8 million in the first release, and we are currently up to 61.4 million.

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That was a drop, but that to me shows the nature of this partnership because Release 8 that you see there with 65.5 million included the State of Oregon and Oregon decided that they needed to go back

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and solidify the partnerships with their counties because they do a roll-up

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like most states. So, they asked us to remove Oregon from the database until they solidified those partnerships and agreements.

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So that's why we did a little dip there for the latest release.

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Next, please. This shows the cumulative funding that we've done so far, and I really love this, this chart you can see that, including the initial outreach, the pilot, and the money that the

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911 Program has provided for the developer. We are just over \$1 million spent since 2015, and that has gotten us more than 64 million address points.

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So, if you do the math for this compilation of a national open database, we've only spent 1.6 cents per address point in the National Address Database.

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Next, please. So now I'll talk a little bit about the benefits of partnership. Next.

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So, as I said, there's no carrot, no sticks so we try to make this a partnership that works for everyone.

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So, the first benefit of an open National Address Database

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is that it provides a one-stop-shop for compiled authoritative data for the nation.

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And that means that responders in need of the data can retrieve it from the national database without having to burden the local government during an emergency.

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If you think back to Hurricane Katrina in New Orleans, or Hurricane Maria in Puerto Rico, you did not want to be bothering the New Orleans government or the Puerto Rican

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government during this emergency, so this means you don't have to. And the location is provided in the database with both the longitude and latitude and a National Grid Coordinate which was

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requested by FEMA, and that ensures that the address can be found in a time of need.

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Again, going back to Katrina and Maria,

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not only were house numbers gone in some cases, but houses were gone in some cases, and a database like this would still get you to the proper site. Another benefit is that the schema provides data elements that are already compliant

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with the Next Generation 911 standards. So, the address itself is fully compliant, and also the schema that we use for the NAD represents minimum content.

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So, it's, it's not going to contain any personally identifiable information, and it also sets a low bar of participation for our, for our partners. Next, please.

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This is a very high-level view of the content. We have the address itself, and it's a fully parsed address right out of the NENA Standard.

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We have that location information next, as I mentioned, with the lat and long and the National Grid.

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And the third big element there you won't find for the most part in the NENA standard,

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but it's just some metadata about the address so we can keep track of the address authority and the source, etc.

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Next, please. Another benefit of partnership in the database is feedback from federal partners.

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Primarily, my team here at the USDOT. For each partner's data submission into the database,

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we take that, and we transform the data into the NAD schema that I just mentioned,

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making sure that no PII is transferred. Then we perform some standard quality control checks, and that will look for duplicates and values, validate attribute values

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where there is a published domain, and it ensures the completeness of the address components.

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We then produce a feedback report for each partner based on the results.

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And we will flag some records as not being suitable for the NAD,

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but we will not edit any data because we don't own it,

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our partners do. So, if we find something that we think is an error that, prohibits it from being included in the NAD we provided back in this report. The authoritative partner can then say, "yes, this is a problem

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we'll fix it for the next release", or "no, this is a problem,

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this isn't a problem you need to update your domains", or something along those lines, and we work with them to make sure the data is as good as possible.

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Next, please. This is a hard-to-read chart but it's just the first two pages of a standard quality control report that we provide back to our partners. On the right,

there is the completeness report.

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The items that are highlighted in red are things that we found that have to be in there.

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And the things that are highlighted in yellow, they have to be in there, but we can calculate them on our end.

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Next, please. So, the third benefit of partnership at a high level is just improve citizen services through our growing private sector partnerships.

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So, a lot of our partners say that a common question from their citizens is how do I get my address in Google Maps?

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Well, last summer Google began regularly ingesting the NAD.

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Every release they take it in. And they have admitted to us, although they have not made a press release,

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but they have admitted to us that the NAD allows them to make millions of edits and improvements to their data and their services.

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They've also in the spirit of these partnerships, they've committed to soon start providing the feedback reports of their own so that we can get those back to the authoritative partners, and others such as

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Apple Maps and TomTom have expressed interest. I think we're going to get to them or regularly ingesting the NAD,

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but they're not doing so yet. Next, please. So, this is a statement from Google after they became a full-blown

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NAD partner. I won't read it out loud, but the important thing is that we are allowing them through this open data to keep their maps accurate and up to date.

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Next, please. So, we'll get into the current status of the NAD now with a series of maps. Next.

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So, this is our partners' map as we call it. So, any state that's in green or yellow is a full-blown partner in our effort.

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The green states have already been able to submit data, although not every state has every county. The yellow states are the partners that have yet to submit data. The two shades of purple are what

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we are trying to eliminate as we move this forward. The dark purple, are states that have complete address information, but they are not currently considered open or in the public domain, and the light purple are states that don't

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have a state-level address program. So even if counties have the data, they aren't currently rolling it up into a statewide data set.

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What's interesting to me I mentioned earlier is that we had county, city, and tribal partners,

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the hash marks represent the states that have cities, counties, and tribes that have reached out to DOT and wanted to be partners, even though they're the state in which they reside is not a partner. Next, please.

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This is coverage of the National Address Database.

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I told you before that not every state can give a complete data set right now.

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In states like Wyoming and Missouri the

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coverage is rather small at the moment. And then you can see a couple of spots in Texas and Arkansas that are already incomplete.

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But the state itself, but the states themselves are committed partners, and the data gets better with every release.

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Next, please. This map shows the currentness of the data or the age of the data, and we started doing that last year just to leave some concerns about some of the data being out of date.

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You can see that a large percentage of the data is less than a year old.

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Most of it is less than six months, and we do have a couple of problem states mostly Missouri and Ohio.

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Although Missouri has been updated for the release it'll come out at the end of this month, Ohio lost their statewide address coordinator and has not been able to produce an update for us since 2016.

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So that's definitely the oldest data that we have. Next, please. To go over quickly where you can get the database. Next.

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Right now, we only provide it as a download from Amazon s3 bucket.

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We have two formats an Esri file geodatabase, which is the top link there, and the other is a flat text file, which I'm amazed that there are customers for that text file

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at 64 million records but we do have customers that use that.

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And we also recently started publishing a web feature service that is available so that you can stream that data directly into your applications.

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However, if your application is zoomed out much beyond a local area, it's not going to be easy to get those points to draw, because it's a very large data set. Next, please.

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What's coming up next. Next, slide. So, the long-term goal is to develop an ArcGIS portal that will provide multiple download options.

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Say, let's say state, county, and even maybe some user-defined polygons.

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But we've only started to think about that. In the short term, we are currently developing an Esri story map that details the history and the status of the database and introduces a recently developed visualization tool.

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I provided the link here, and I encourage you to play with it.

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But if you're not a GIS person, it might not be instantly intuitive, which is why we are working on the story map to help explain the visualization tool.

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Next, please. So last if you've seen anything here that interests you, and you want to become a partner here's your contact.

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I am the leader of the program, I have one developer, and Kate, of course, is our partner from the 911 Program, but we'd be happy to accept new partners.

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We're looking to grow this to 100%. So, I thank you again for having me and I'm happy to take your questions at this point.

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Thank you, Mr. Lewis, so now we're going to start the Q&A

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portion of our session. As a reminder,

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if anyone would like to ask a question. you can either use Zoom's Q&A

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feature located at the bottom of your screen, or you can press the raise hand

button so that we can unmute your phone line, and I do believe that we had someone with their hand raised.

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So let me try, Travis, do that. You should be now unmuted

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if you would like to ask your question.

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Travis, are you muted on your side, perhaps?

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Ok, well I will move on while we maybe see if we can get Travis on.

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So, Steve, we had a couple of questions, and I know you somewhat answered this one

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in your presentation. You know, one of the questions that came in said, "Does Google",

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but then it was also asking about "other ubiquitous mapping

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focused companies not only use but provide input to the NAD?"

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Is there anything that you want to add to your answer for that question?

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It just I think that Google was the first step, and it's the first step to breaking down the dam. And I think, all of the other private sector navigation companies, way finders, they're going to start

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ingesting this data. Now, I cannot predict at this point whether they'll all provide feedback. I know some of them have historically been very closed about their operations in their data, but I do know that Google has committed

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to providing the feedback which we will provide. We will separate it out by our individual partners and provide it back just like the QA/QC report

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that I mentioned. Okay, and then the next question along the same lines was asking if they are providing financial assistance or payment for the NAD.

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They are not, and as a federal agency we really don't have a way to accept that kind of help, anyway.

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We have disclaimers on our web page that make it very clear that the National Address Database is free and open all.

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So, the navigation companies can take this data and benefit from it, and not even

be a partner.

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But like, I say, I hope that they will follow Google's lead and at least provide us feedback on the data as part of the partnership.

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The next one uses an acronym that Steve I'm not familiar with, but I'm sure you know what it is.

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It's asking if NHTSA's FARS Program uses the NAD. That's interesting,

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that Kate and I have talked a little bit about doing some analyses.

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But as of now no, there's been no integration or analysis between the FARS, which is the Fatal Accident Reporting System, in the National Address Database. Kate did you want to say anything else about that?

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We are always working to improve all data systems within NHTSA through collaboration.

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Perfect. So, are there other federal agencies that are using the NAD?

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And are they also contributing to the effort? To date, no other federal agencies are contributing

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money or funding. The Census Bureau contributes quite a bit of staff to be part of the address theme of the National Spatial Data Infrastructure.

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We have a committee for that, and we meet monthly, and the Census Bureau does most of the heavy lifting. In terms of other federal agencies using it,

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FEMA is using the data to add attribution to the Building Footprint

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database that they developed over the last several years.

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So basically, they took imagery, I think most of it was from Maxar,

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and they extracted Building Footprints from the from the imagery, and then realized that the they did not have any attributions for it.

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So, by overlaying it with the NAD where the NAD exists, they are able to add address points to the Building Footprints.

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There's also GSA is piloting a commercial or not a commercial, an open geocoder,

where the geocoder will first check for the National Address Database to see if the data exists in the

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National Address Database. If it does that's what the result of the geocode is.

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If it doesn't exist in the NAD, then they revert to a commercial geocoder. And it's not government,

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but I'm also told that Esri and their geocoding tools on ArcGIS online has started using the NAD in the same way that they always check the NAD first for geocode before they revert

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to a commercial geocoder. Okay, thank you. So, this next question is asking, "do you anticipate adding the access altitude data to the NAD?"

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That that's a very good question, and I think we will go with NENA on that one.

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I've been having some discussions with the NENA representative about how to translate a sub-address, such as apartment 301 or unit 202 or even slip 10 in a pier.

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How to translate that into a Z measurement or a vertical measurement.

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But until NENA comes up with hard and fast guidelines, I don't think the National Address Database will have it.

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So, this last question asks, "How does this relate to the old NEAD?"

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Was some data pulled over to NAD?" No and the old NEAD pardon me for saying, but the FCC

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didn't play very well with us with the National Address Database. And we had hoped that they would pull from the National Address Database to help populate the NEAD but that that never happened either.

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So that there's no tie between the two databases at this point.

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Okay, and we have time for one more question and the question is, "What's the difference between the NAD and GeoPlatform.gov?"

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GeoPlatform.gov is a portal or a gateway to primarily federal or US

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Government geospatial data, but it also, can do a search for commercial data as well.

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And you could, if you search for the NAD, if things are working right, you should find it on

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GeoPlatform, but the GeoPlatform more of a discovery tool than it is actual database.

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Okay, thanks. So, with that we are going to move on

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to our next set of presenters and if we have time at the end of today's session,

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we will answer any remaining questions that come in. Otherwise, we will ask Steve to provide a written response to questions.

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we didn't have time to cover. So, thanks again, Mr. Lewis, for your presentation.

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Thank you, I'll be here for the rest of the presentation. Ok, thank you.

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So now I'm going to ask Kate to introduce our next speakers, Jessie Schuler and Leon Simmonds.

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Thank you so much, Sherri, and thank you as always, Steve, for your partnership and collaboration.

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So, our next set of speakers come from Florida.

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Leon Simmonds has been the Statewide 911 Coordinator for the State of Florida since 2016.

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In this role he has been working with the counties in Florida, providing guidance on 911 related topics and issues and technical assistance to the county's as they transition to Next Generation 911.

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Mr. Simmonds also supports the State of Florida's E911 Board

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by leading a dedicated team that assists the Board and completing its statutory duties, overseeing the State's E911 Trust Fund.

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Jesse Schuler is a program manager of the Special Projects Division of Telecommunications in the Florida Department Management Services, and is the Next Generation 911 regional projects

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manager. She was responsible for the implementation of Next Generation 911

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Federal Grant funds, and she is also responsible for Next Generation 911

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and GIS data implementation across the state. I am excited to hear about our Florida colleague's

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programs. Yeah, good afternoon, everyone on the east coast, and I guess for those on the west coast,

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good morning. Thank you for the particular time to participate in this webinar.

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And hopefully to this presentation. It will help you to understand a little bit about Florida on what we've done here in the state.

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I work for the Florida Department Management Services, and we provide administrative support to the E911 Board

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and that's where our 911 office, State 911 Office is located in that in this office.

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In this presentation we'll be discussing how this office was able to utilize the Federal Grant to help provide training for our telecommunications.

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Next slide, please.

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So, for this, this is just the agenda we're going to talk about the first, I'll be discussing the first two

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the Florida just all background of Florida and the need for training.

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And then Jesse Schuler will be going over the details about the classes and the courses and the lessons learned. Next slide, please.

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Yeah, so Florida is the third largest state in the union with the population

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that's north of 21.5 million people and growing fast.

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We are a home-rule state, and most people probably already know what that is.

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But here now state each county 911 system is under the respective county's

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board of county commissioner. So, what a county commission, each county makes

decisions about the 911 systems, and how the funds are spent that are dispersed by the 911 Board. Our least populated county has a population of

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less than 8,000 folks, while the largest county has over 2.7 million.

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Our largest PSAP has 60 position, while we have many small counties, many rural counties that have a single PSAP that is three positions. Next slide, please.

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This is just a map showing the designation of the county's sizes in Florida, as you can see, the larger counties are concentrated in the

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the south, in the southeast, in Miami, Palm Beach, Broward, and up in the north central part of the state

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you have a large concentration of concentration of

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rural counties, and those are counties that have a population of less than 75,000 people.

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Next slide. This some more information about Florida statistics.

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Our five largest counties receive over a 1 million call each year, while our smallest county gets around 3,400 calls,

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911 calls in a year. And, you know obviously this just shows the difference in size, as far as the not just in the size of the

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the population of each county, but it also shows that the type of resources that are available to each of those the different size of the county.

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Obviously, the large counties with the with large population, they usually have a large tax base, and they have a lot of resources that they can provide to the to the call takers

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as far as training and equipment and services. While small rural counties as you could, you could probably imagine have a whole lot less resources. Next slide, please.

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So, in in August, now going back to the Federal Program in August of 2019

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the Federal Office awarded Florida a little over \$6 million dollars

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for the State of Florida. And, as we were looking at our needs in Florida as far as what we had, and looking at the size of the counties, and realizing that the needs

that we had.

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We identified several areas that were that we felt the best focus of use of

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this money would be the best thing for us to do.

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One of those things obviously was implemented Next Generation services which included like a ESInet implementation in the counties, improving

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the GIS systems in the counties. Now at this point time in 2019 most of the counties were not far in the progress implementing Next Generation 911.

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And so, looking at this here, we realized we need to help them to improve the GIS database to upgrade their call-handling system

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to get that to make sure they had equipment in place, as they eventually moved to NextGen 911. And also, the need for training and education. Training was one of the things that we had surveyed with the counties here a couple

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years before, to try to see as far as what were the things that they, what were the biggest things that they needed.

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Next slide, please,

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And as we surveyed the counties, we looked at it, as we surveyed the counties

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we realize many of our counties GIS database were inadequate for implementing NextGen 911. A lot of the offices, a lot of the counties, even the small and medium-sized

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counties their GIS department was might have been one person, or it was shared with the counties property office, and so there was not a lot of resources or time for the counties to implement any of the NENA standard that's

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recommended for NextGen 911 call routing. With the support of the board, of our 911 Board we're able to

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we're able to use our grant program as a vehicle to provide funding to the counties. And with support of the 911 Board we were able to increase the number of state grant

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cycles to allow the counties to apply for grant funding to utilize the ederal funding.

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And through this grant program we're able to provide funding for 21 counties to improve or upgrade them, to improve it and synchronize their GIS database to provide hard GIS hardware and

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software to, so that the counties would be able to as they move to NextGen 911, utilize the GIS database for geospatial call routing. Five counties were awarded grants to

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improve their, to do CPU upgrades and to provide equipment that they would need and their call centers, so that they could move to NextGen 911.

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And we were also able to provide during the early parts of the program we had provided,

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we had released an RFP to provide training for our counties.

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GIS trading was a big area of concern that a lot of county coordinators had knowing how GIS is such a core part of NextGen 911, and to and so we knew that it was an important aspect for the

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county coordinators. So, we were able to have a solicitation and get some couple vendors to provide training to our county coordinators.

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Unfortunately, COVID-19 happened in 2020, but luckily the, or fortunately I should say the we're able to have the vendors switch some of the classes that they had just provided solicitation to

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have in person training. But we have to shift some of those training to an online or virtual training.

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And so, we're able to do that the first year of Covid to provide training to our counties and to the GIS staff that would be supporting the 911 centers in the State of Florida.

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But as the grant program was winding down, we still realized we had some funding available. Wanting to maximize the grant funding that was provided to us from the Federal Grant, we contacted the 911 office in order to

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identify some classes, additional classes that could be funded through the Federal Grant program. Next slide.

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Okay, everybody is Leon stated as the time through Covid as well as after Covid,

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we were virtually working to implement our Federal Grant, new and the sub grantees grants that were awarded here in the State of Florida.

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Through that process we were also able to hold regional meetings, and in those regional meetings we were able to survey the counties on what additional trainings they would like in order to further their knowledge.

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on NextGen or any area within 911. During this time

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obviously, we worked closely with Kate and her team

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to ensure that the training list that we provided to them met the minimum training standard guidelines.

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We had a list of about, I think six or seven courses

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Initially. We narrowed that down to five that were approved.

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We then procured them at a state level here.

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And then due to either holidays, and Covid and a number of different situations,

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our course delivery time was winding down quickly with our March 31st

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deadline. We were able to get the courses off the ground

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in late January. Next slide, please. And those courses are, that we decided to offer

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were Crisis Situations, Cybersecurity, PSAP Continuity of Operations Planning, PSAP Quality Assurance/Quality Improvement, and Surviving Stress.

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We're very thankful for Mission Critical Partners that they were able to offer these five courses and such a short, turnaround time.

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Next slide, please. The Crisis Situations course allowed our participants to learn how to identify low frequency, high severity, crisis situations; learn the importance of their role during a crisis situation; increase their knowledge about the role of public information and

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document management; and then also increase their skill set in handling crisis situations.

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By the end of the course, they were able to identify stress within their life and in their jobs as well as ways that they could manage stress.

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Next slide. Our Cybersecurity course went over what specifically is cybersecurity; how to design a local security program; trends within cybersecurity currently; and also, how to understand overcome those challenges that they may face at a local

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PSAP. This is a critical course. Some of the feedback that we actually got from this course is they would like some different levels of cybersecurity training, maybe an intro course to an advanced course just to meet all the different skill

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levels across the state. Next slide, please. In surviving stress, we were able to define some new and old terms; identify signs and symptoms;

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some additional coping strategies; provide some additional resources to telecommunicators as well as PSAP managers; as well as some additional stress techniques where they can reduce stress.

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Next slide. Our PSAP COOP Course went over

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what is continuity?; what is program management and planning; how to identify critical continuity factors; implementation; training and exercise; budget; how to increase leadership buy-in; as well as family support. In the

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PSAP COOP course, we've received a lot of request to actually provide this in person.

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And to provide this on a routine basis. Next slide. Our PSAP Quality Assurance and Quality Improvement,

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the purpose of having this course, why it's important; some standards and best practices; and then also the considerations that need to be made for Next Generation

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911 implementation were discussed in this in this course.

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This course was also requested to be offered in person

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And received very high prices. Next slide. Again, some of the feedback that we got from this course,

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the instructors were great, it seemed to be it was offered for free.

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We actually got a lot of requests from out of state.

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We posted this in some of our APCO boards for Florida, and it actually some other states wanted to join in.

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They were very thankful for our instructors, and they seem to be very engaging.

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We had coordinators requesting to actually implement all five courses possibly quarterly, or by annually at a local level, so that they can further the discussion at a local level as Leon had mentioned

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we are home-rule, so each county is able to make those decisions a county level.

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And then, as I stated before, they would like these courses offered more frequently. Next slide. Some of the outcomes that we found.

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We had a thought by breaking up the courses into 4 hour increments

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it would help enable some of the telecommunicators, PSAP managers, as well as the 911 coordinators to be able to attend. However, due to increased staffing shortages

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there was a surge Covid here down in Florida, a little bit. We found that an even shorter course, be it one to two hour blocks if it was going to be webinar based would be

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beneficial, or even providing them as self-pace through learning management system, so that you know even the telecommunicators that work at night could also access these resources.

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We also learned that we had it roughly about two weeks to advertise our courses, and roughly five and a half weeks to implement

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the five separate courses. There were five courses given, each course was provided five times both morning and afternoon sessions.

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But we would have liked a longer advertising period as well as

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a way to lengthen the implementation of the courses over a longer period of time.

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But we were trying to comply with our federal deadline.

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Our goal is to increase that expertise across the state, increase the creative baseline which we believe we've done so.

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It also added resources and different toolkits to those PSAP managers

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and 911 coordinators across the state in order to better fit and help their

telecommunicators at a local level.

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It also spawned a lot of conversations about future trainings that are needed.

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We would like to be able to find a way to offer these in the future.

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Statewide again and on a routine basis, so that we can again create that foundation for all telecommunicators across the State of Florida.

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Some of our future trainings that we would like to look into would be, ESInet call flow, architecture.

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and also, we have requests for a basic Next Generation 911 course, as well as an advanced course.

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Next slide. I think we're on to questions.

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Okay, thank you. You covered a lot of information fairly quickly, and we appreciate it.

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So, with that once again we are going to questions and answers, and just a quick reminder,

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you have the option to use the Q&A button and type your question in, or you can raise your hand, and we will call upon you to ask your questions.

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So, with that I do see we have a hand raised.

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Heidi, do you want to go ahead and ask your question? Absolutely,

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thank you, Sherri. Great program, and you know kudos to you for putting this together.

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My question has more to do with the cybersecurity training piece of this.

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And I might have missed this, but did you happen to,

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did you target different levels for the cybersecurity program?

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So maybe targeting users versus, you know, administrators, just curious to hear a bit more about that.

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So just to, due to our limited implementation period I mean we can't thank Mission Critical Partners for turning around this time enough, I mean we truly were able to finally receive some approvals to push the courses forward

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late last year. And so, when we were advertising for cybersecurity, we directed them at our fusion centers across the state to our regional domestic security task forces, and then we actually used our 911 coordinators to kind of push

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them out at the local level. We didn't identify we didn't break them apart by users or anything like that at this time.

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But I think in the future that's something that is a definite great recommendation that we should do in the future.

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Alright, thank you. Thank you. So, the next question and I believe you somewhat answered this during your presentation.

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But I have a couple of people who are asking, "Are the courses available for PSAP outside of Florida?"

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So, we ran into this and we kind of identified that this is actually through our advertising

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within kind of our Florida chapter boards that we have. That we did somehow get some out of states that definitely wanted to partake in these free courses.

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So as of right now, they are not hosted any where except for those that had previously signed up for the course and attended the course.

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We have taken that, though, and we would love to be able to host additional courses in the, in the future

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but within an LMS. So that it's A, a little bit more protected for those, and they also have the ability to work at their own pace in order to move through those courses and also meet the staffing challenges that

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we have within a PSAP. So as of right now they're not offered to anyone outside of Florida this time.

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But we found it I think I had five states contacts us actually and wanted to participate.

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So, we're great we're very welcome to anybody joining,

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but at this time, it's not offered nationally. All right,

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perfect. Thank you. So, while you were doing your presentation and this is Sherri, and I actually had a question for you, because when you were going through, I'm going to call it kind of your lessons learned and feedback section. One of the things

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that I think I heard you say repeatedly is that your PSAPs were asking for at least the training to be offered on a recurring basis.

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And I know, as part of your answer to those folks that were asking, "hey, are people out of state welcome to attend this?"

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Because you've used Federal Grant dollars for your training do you have a plan, or what are you thinking on

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how you're going to be able to fund offering the training again in the future for your PSAPs.

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I'm not even talking about expanding it but more thoughts on that.

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Is there a way of doing that? So, we actually are working together right now,

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Leon and myself, are working with our team here in Florida to identify different avenues that we could possibly pay for

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the future trainings. They were very interested in at a local level.

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So, our goal would be to find pathways that are reoccurring, so that we can have these long term. Right now, we haven't solidified, which path I will take right now in order to implement those

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courses. But we did obviously identify a definite need.

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We would like to create multi-year training and exercise plan so that we can consistently provide a schedule to our PSAPs

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and those at a local level so they know when these courses are coming. Currently right now

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they do it, they offer a great boot camp at our local Florida NENA conference

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but we would like to expand upon that. Leon, do you want to add anything there?

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Yes, yeah, we definitely, as far as you know, the training that we offer to do in this, using the Federal Grant was the largest scale that we normally do.

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Each year we do offer a class or two for the county coordinators and 911 personnel to attend, and so we will have to look in the future as far as how we could do as far as looking at our budget

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and spending authority in the state and see what how we get

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to expand on that training. The trend is something that is

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it definitely is a need in the state. And as most of the country is dealing with the high turnover ratio in in the PSAP,

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in the 911 world. We definitely to have the training, especially in the things that's going to help alleviate the,

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some of the stress that our call takers are undergoing which leads again to a higher turnover ratio in the call centers.

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And so, we are looking different looking at ways so we can provide more

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training our counties using our regular state dollars to help with that situation.

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Perfect, thank you both of you. So we have one final question that's come in.

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"Does Florida require a certain number of hours for in service training each year?"

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Yes. Now for a telecommunicator,

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starting off, yeah, there's we have a do we do have a minimum requirement of 242 hours

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of initial training to get certified

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as a call taker. And then as far as in the, in a renewal basis, I think is each county may have a different level, but I think it's minimum 20 hours of training each year or each cycle

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to maintain your certification. And I misled you,

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actually, a couple other people submitted questions. They want to know,

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"What suggestions do you have for other states to start up this type of program?"

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Okay, Leon I can take that if you'd like. I would really just encourage everybody to have open communication.

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obviously with their PSAP managers, their 911 coordinators,

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and identify those trainings that are needed. Using an LMS

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would probably be beneficial if it's statewide such as this, which we've obviously found.

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I kind of tend to lean towards kind of my emergency management background, and in implementing a multi-year training program, so that you know what is reoccurring what the need is and also you can

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clearly identify some of those maybe harder to obtain courses.

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But then it's planned out for three years obviously, it's flexible each year

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you reassess it. I'd be happy to talk with anybody on the back end or offline about that.

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But it to me, it's the best way to stay organized and moving forward to implement a training program such as this. And to add to that as well, I think, is also important to definitely work with your either 911

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board or 911 council in your state. Whoever oversees the funding for each day for that particular state to identify funding sources that you could use because the training obviously funding is always going to be

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an issue. So, I think it's definitely important to in communicating with your, either

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your state board or your 911 council just to figure out how you can identify, how you can obtain funding on a state level and work in which your local NENA chapter in your state to provide

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funding as well or provide guidance as far as classes that are available

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in your state, in your particular state. Perfect, thank you both so much. So, with that I'm going to go back and pick up a question, Steve, that came in as we were wrapping up your session.

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And so, this question is asking, "What other groups have, or can get access to the National Address Database?"

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And will there be a use case justification to gain that access?"

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The access is 100% unrestricted.

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So, it's just a little limited in formats.

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Now, it's the entire database is available for download from an Amazon s3 bucket, and there is a

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OGC open geospatial consortium compliant web feature service that we published for it.

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But no restrictions on it whatsoever. Okay, thank you.

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And I want to say to all of our presenters today.

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With that, this concludes today's webinar we appreciate everyone's participation.

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And I do want to remind you everyone that an archived version of today's webinar. A recording along with the PowerPoint slides will be available on 911.gov

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in the near future. Our next webinar is scheduled for Tuesday, July 12th at noon eastern time, and we hope that everyone will be able to join us. Thank you and have a great rest of your day.