WEBVTT

00:00:07.000 --> 00:00:13.000 Hello, and welcome to the State of 911 Webinar series, posted by the National 911 Program.

00:00:13.000 --> 00:00:19.000 My name is Brian, and I'll be the moderator for today's session.

00:00:19.000 --> 00:00:24.000 This webinar series is designed to provide useful information to the 911

00:00:24.000 --> 00:00:29.000 community on the advancement of 911 across our nation. The National 911

00:00:29.000 --> 00:00:37.000 Program strives to bring you federal, state, and local leaders in public safety to share valuable information with the community.

00:00:37.000 --> 00:00:43.000 It includes real experiences from leaders utilizing these processes throughout the country.

00:00:43.000 --> 00:00:50.000 In today's session, you will hear the FCC provide an update on 911-related activities from the past year.

00:00:50.000 --> 00:01:03.000 Also, members of the Coastal ESInet Cooperative will discuss their shared ESInet and methodologies for sharing services across the member agencies. For close captioning, hover at the bottom of the Zoom screen for meeting controls and click the CC button

00:01:03.000 --> 00:01:11.000 to start viewing the captioning.

00:01:11.000 --> 00:01:20.000 For more information on the National 911 Program, webinars, access to archives for recordings, or to learn more about the National 911 Program,

00:01:20.000 --> 00:01:34.000 please visit 911.gov. Feedback or questions about webinars can be sent to nhtsa.national911@dot.gov.

00:01:34.000 --> 00:01:40.000 The National 911 Program would like to make you aware of the Documents and Tools

00:01:40.000 --> 00:01:47.000 section of the 911.gov website, which has been updated with new resources and improved access.

00:01:47.000 --> 00:02:06.000 911 stakeholders are encouraged to submit links and documents that would be of use and interest to 911 colleagues, including policy documents, plans, or reports across several topics, such as government, management, technical operations and standards, and best practices you may access the web page under the

00:02:06.000 --> 00:02:22.000 911 systems resource, drop-down menu, or scan the QR code in the bottom right corner of this slide. Content can be submitted by clicking the online submission form on the lower left side of the Docs & Tools page. The National 911 Program would also like to invite you to

00:02:22.000 --> 00:02:29.000 visit the 911 Telecommunicator Tree of Life and share the name of a remarkable 911 telecommunicator who has inspired you.

00:02:29.000 --> 00:02:40.000 You can share their story at 911treeoflife.org to honor a special 911 telecommunicator who is making a difference in your community.

00:02:40.000 --> 00:02:44.000 Please note that all participants, phone lines have been put in a listen-only mode

00:02:44.000 --> 00:02:53.000 and this webinar is being recorded. You will have an opportunity to ask questions of the presenters at the end of their sessions, and we will guide you through that using Zoom's "QA"

00:02:53.000 --> 00:03:09.000 feature located on the bottom of your screen in the meeting controls. You can enter your question at any time during the presentation, and it'll be entered into the queue. Hoverer your mouse over the bottom of the page to access the meeting controls or to ask your question "live," use the "Raise Hand"

00:03:09.000 --> 00:03:14.000 feature to request your phone line be unmuted, and you will be called upon to ask your questions.

00:03:14.000 --> 00:03:29.000 Individuals registered for this webinar will receive access to today's PowerPoint presentation and a webinar recording. With that, I'd like to introduce our first speaker, Jill Coogan. Jill Coogan is an attorney advisor with the Policy and Licensing

00:03:29.000 --> 00:03:32.000 Division in the FCC's public safety and Homeland Security Bureau.

00:03:32.000 --> 00:03:43.000 Jill specializes in 911-related issues, including 911 fee diversion. Jill, I'll turn it over to you.

00:03:43.000 --> 00:03:48.000 Hi! I'm unmuted now. I hope.

00:03:48.000 --> 00:03:49.000 Yes, you are.

00:03:49.000 --> 00:04:04.000 Excellent. Thank you so much, Brian. Hi, everyone. I'm Jill Coogan, and I'm an attorney advisor in the FCC's Public Safety and Homeland Security Bureau. Next slide, please.

00:04:04.000 --> 00:04:22.000 Today I'll provide an update on recent Commission actions on several critical 911 and related issues, including recent proposed rules that should help 911 calls reach the right PSAP for the caller's location and help PSAPs receive timely and actionable information about 911

00:04:22.000 --> 00:04:33.000 service outages. I'll also be talking about the upcoming 15th annual 911 Fee Report next slide, please.

00:04:33.000 --> 00:04:34.000 First, let's discuss the December 2022

00:04:34.000 --> 00:04:44.000 item released by the Commission on location-based routing or LBR for wireless 911 calls.

00:04:44.000 --> 00:05:03.000 LBRs is a technology that uses precise location information available from the wireless handset instead of the location of the cell tower to route wireless 911 calls and texts. In June 2022, the Commission adopted a public notice to update and refresh

00:05:03.000 --> 00:05:15.000 the record in our LBR proceeding. We invited parties to provide the latest information on improvements to location-based routing and the deployment of such technologies on wireless carrier networks.

00:05:15.000 --> 00:05:19.000 We received some very interesting comments in response to our PN.

00:05:19.000 --> 00:05:27.000 First, the record confirmed that switching from tower-based routing to LBR could have enormous public safety benefits.

00:05:27.000 --> 00:05:45.000 One commenter estimated that if LBR were fully implemented nationwide, it would reduce by more than 20 million annually the number of wireless 911 calls that have to be transferred from one PSAP to another. Second, the nationwide carriers confirm that

00:05:45.000 --> 00:05:59.000 LBR is being deployed, though not uniformly. AT&T has moved the fastest and states that it now uses LBR to deliver 911 calls and texts to nearly all PSAPs nationwide.

00:05:59.000 --> 00:06:03.000 Team Mobile has deployed LBR to 770 PSAPs,

00:06:03.000 --> 00:06:08.000 including some Texas and Washington State. According to its initial comments to the LBR

00:06:08.000 --> 00:06:09.000 Notice of Proposed Rulemaking, Verizon expected to have LBR available for requesting PSAPs

00:06:09.000 --> 00:06:34.000 in late March of this year. Our third takeaway from the record was that public safety widely supports requiring nationwide implementation of location-based routing. The record also indicated that carrier deployments already had a positive impact on reducing misroutes. In

00:06:34.000 --> 00:06:36.000 December 2022, the Commission released a Notice of Proposed Rulemaking or NPRM

00:06:36.000 --> 00:06:46.000 for LBR. Citing the record generated by the June 2022

00:06:46.000 --> 00:06:47.000 Public Notice, the Commission proposed in the NPRM to require Commercial Mobile Radio Service,

00:06:47.000 --> 00:06:56.000 CMRS, and covered text providers, to deploy technology that supports location-based routing on their Internet Protocol

00:06:56.000 --> 00:07:07.000 or IP-based networks. Use location-based routing to route all 911

00:07:07.000 --> 00:07:11.000 voice calls and texts originating on their IP-based networks

00:07:11.000 --> 00:07:26.000 when caller location information meets certain proposed baseline requirements for accuracy and timeliness. Use the best available location information, which could be longitude/latitude of the cell tower to route 911

00:07:26.000 --> 00:07:29.000 voice calls and texts from IP-based networks

00:07:29.000 --> 00:07:35.000 when caller location information does not meet the proposed baseline requirements. And deliver 911 calls, texts, and associated routing information in

00:07:35.000 --> 00:07:46.000 IP format, upon request of 911 authorities that have established the capability to accept NG911

00:07:46.000 --> 00:07:52.000 9compatible IP-based 911 communications.

00:07:52.000 --> 00:07:55.000 A link to the December 2022 LBR

00:07:55.000 --> 00:08:00.000 NPRM can be found on the slide. The comment and reply, comment

00:08:00.000 --> 00:08:04.000 period closed in March, and we received many thoughtful comments.

00:08:04.000 --> 00:08:11.000 The proceeding is now pending. Next slide, please.

00:08:11.000 --> 00:08:15.000 Now let's turn to wireless location accuracy.

00:08:15.000 --> 00:08:32.000 The Commission adopted the current location accuracy rules in 2015, setting multi-year timetables and compliance states for wireless carriers to deploy improved location technology for 911 calls, with a particular focus on indoor calls. The rules included requirements

00:08:32.000 --> 00:08:36.000 for both horizontal and vertical accuracy.

00:08:36.000 --> 00:08:42.000 Now, eight years after the rules were adopted, most of these compliance states are behind us.

00:08:42.000 --> 00:08:58.000 This slide summarizes the current requirements for wireless, horizontal, and vertical accuracy, and for dispatchable location. On the horizontal accuracy side, all carriers must deliver 50-meter horizontal accuracy for at least 80% of

00:08:58.000 --> 00:09:03.000 wireless 911 calls. On the vertical accuracy side,

00:09:03.000 --> 00:09:12.000 the nationwide carriers must meet a Z-axis location accuracy metric of plus or minus three meters relative to the handset

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00:09:12.000 --> 00:09:32.000 for 80% of indoor wireless 911 calls to be validated through testing of technologies in the industry test bed. As an alternative to providing coordinate-based location carriers may provide dispatchable location. Dispatchable location is the gold standard for location

00:09:32.000 --> 00:09:37.000 information. The validated street address of the 911 calling party, plus additional information,

00:09:37.000 --> 00:09:51.000 such as suite, apartment or similar information necessary to adequately identify the location of the caller. Under our rules, dispatchable location is preferred.

00:09:51.000 --> 00:10:01.000 Carriers must provide Dl if it is technically feasible and cost-effective to do so. At the bottom of this slide, there's a link to a summary of wireless E911

00:10:01.000 --> 00:10:08.000 location accuracy requirements. Next slide, please.

00:10:08.000 --> 00:10:19.000 Now let's discuss location deadlines for other technologies besides wireless under Section 506 of Ray Baum's Act, enacted in 2018,

00:10:19.000 --> 00:10:31.000 the Commission was required to adopt rules to ensure that dispatchable location is conveyed with 911 calls to dispatch centers, regardless of the technological platform used.

00:10:31.000 --> 00:10:38.000 The Commission adopted dispatchable location requirements for certain multi-line telephone systems or MLTS.

00:10:38.000 --> 00:10:45.000 fixed telephony, VoIP, telephone, relay services or TRS and mobile text.

00:10:45.000 --> 00:10:54.000 The dispatchable location rules differ, depending on the particular service, and whether the device used to make the call is fixed or non-fixed.

00:10:54.000 --> 00:10:59.000 A summary of the regulations is available at the address at the bottom of the slide.

00:10:59.000 --> 00:11:04.000 Next slide, please.

00:11:04.000 --> 00:11:09.000 The rules for fixed devices, which cannot be readily moved from one location to another, require the provision of automated dispatchable location with each 911

00:11:09.000 --> 00:11:17.000 call. The rules for non-fiction devices,

00:11:17.000 --> 00:11:31.000 also described as mobile or nomadic devices, which can be readily moved by the user for use at multiple locations or while in motion, require the provision of an automated dispatchable location with each 911 call,

00:11:31.000 --> 00:11:42.000 if it is technically feasible, and the provision of alternative location information, if automated dispatchable location is not technically feasible.

00:11:42.000 --> 00:11:46.000 Next slide, please.

00:11:46.000 --> 00:11:48.000 Now let's turn to the FCC's Annual 911

00:11:48.000 --> 00:11:54.000 Fee Report. The New and Emerging Technologies

00:11:54.000 --> 00:11:59.000 911 Improvement Act of 2008, also known as the Net 911 Act, requires the FCC

00:11:59.000 --> 00:12:08.000 to submit an Annual Report to Congress on the collection and distribution of 911 and enhanced 911 fees and charges.

00:12:08.000 --> 00:12:12.000 Since our first 911 Fee Report in 2009, the FCC.

00:12:12.000 --> 00:12:16.000 has issued 14 911 Fee Reports. Our Annual Report is due to Congress by December 31st

00:12:16.000 --> 00:12:26.000 of each year, and each annual report contains state-by-state data for the prior calendar year.

00:12:26.000 --> 00:12:34.000 A major focus of the FCC's Annual 911 Fee Report is the issue of 911 Fee Diversion.

00:12:34.000 --> 00:12:51.000 In other words, each year the FCC analyzes how each state has allocated and spent the 911 fees it collected during the year in question, and whether the state has diverted the 911 fees to non-911 related use. If the state has diverted

00:12:51.000 --> 00:12:57.000 911 fees, the FCC designates that state as a diverter for the relevant calendar year.

00:12:57.000 --> 00:13:06.000 In addition to Fee Diversion Analysis, the Annual Report includes state-by-state data on, for example, 911 call volumes,

00:13:06.000 --> 00:13:10.000 the number of PSAPs, 911 expenditure categories,

00:13:10.000 --> 00:13:15.000 implementation of Next Generation 911, and 911

00:13:15.000 --> 00:13:22.000 cybersecurity expenditures. Next slide, please.

00:13:22.000 --> 00:13:28.000 The FCC issued its 14th Annual 911 Fee Report in December 2022.

00:13:28.000 --> 00:13:31.000 You'll notice here at the bottom of the slide, we list the FCC

00:13:31.000 --> 00:13:32.000 webpage, where you can view all the FCC's Annual 911

00:13:32.000 --> 00:13:41.000 Fee Reports, and also each state's 911 questionnaire response for each year. Fee

00:13:41.000 --> 00:13:46.000 diversion is a significant problem in the United States. Each year the FCC's

00:13:46.000 --> 00:14:03.000 annual 911 Fee Report identifies a number of states as diverters, and a few states persist in the practice year after year. The 14th Report found that in calendar year 2021, three states had diverted 911 fees, New York,

00:14:03.000 --> 00:14:14.000 New Jersey and Nevada. All three of these states also designated, were also designated as diverters for calendar year 2020, and in multiple prior years.

00:14:14.000 --> 00:14:25.000 Meanwhile, the 14th report found that two states that had been designated as diverters the prior year for the 13th report, New Mexico, and West Virginia,

00:14:25.000 --> 00:14:43.000 were no longer diverters in calendar year 2021. The 14th Annual Report found that in calendar year 2021, the three diverting states diverted a total of approximately 198.4 million dollars or approximately 5.68%

00:14:43.000 --> 00:14:47.000 of all 911 fees collected by all states and jurisdictions

00:14:47.000 --> 00:14:50.000 in 2021.

00:14:50.000 --> 00:15:03.000 From 2012 to 2021, states and jurisdictions diverted approximately 1.88 billion dollars in fees collected for 911, and E911.

00:15:03.000 --> 00:15:19.000 The 14th Report also included a new section on underfunding of 911. Many responding states and jurisdictions reported that underfunding results in the degradation of 911 service and staffing challenges at PSAPs and that underfunding contributes to

00:15:19.000 --> 00:15:24.000 delays in 911 system maintenance and equipment replacement, and delay and deployment of new technologies, such as NG911

00:15:24.000 --> 00:15:36.000 Next slide. Please.

00:15:36.000 --> 00:15:47.000 Now let's take a look at FCC data collection for the Annual 911 Fee Reports and some tips for completing the FCC's Annual 911 Fee Questionnaire.

00:15:47.000 --> 00:15:48.000 Each year the FCC sends out a detailed form to 56 U.S.

00:15:48.000 --> 00:15:57.000 states and jurisdictions to collect 911 fee data for the prior calendar year.

00:15:57.000 --> 00:16:04.000 This year's 15th Questionnaire was sent out in early April and is due June 30th.

00:16:04.000 --> 00:16:07.000 Here are some tips for filling out the Annual Questionnaire.

00:16:07.000 --> 00:16:15.000 These tips focus on some common issues. Please use the Word Fillable Form Questionnaire that we provide.

00:16:15.000 --> 00:16:20.000 This allows us to automatically and efficiently import the data into our system.

00:16:20.000 --> 00:16:24.000 Please do not try to alter the form or turn it into a Pdf.

00:16:24.000 --> 00:16:30.000 When states do this, we have to ask them to resubmit on the appropriate Word Fillable Form.

00:16:30.000 --> 00:16:35.000 Also, many states submit the appropriate word form but also submit a pdf

00:16:35.000 --> 00:16:37.000 copy of the same document. There is no need to include a pdf

00:16:37.000 --> 00:16:47.000 copy, and we prefer the states not do so, as this requires us to compare the two to make sure they're identical.

00:16:47.000 --> 00:16:53.000 Next, only report, calendar year, data, not fiscal year data.

00:16:53.000 --> 00:17:11.000 Also, when the questioner asks for a numerical response, such as the total number of primary PSAPs or the cost to provide 911 service, please provide only a numerical response or a short non-numerical response, such as unknown, none,

00:17:11.000 --> 00:17:12.000 or N/A. Don't include any narrative,

00:17:12.000 --> 00:17:20.000 explanation or qualifier, such as approximately 4 million dollars, instead

00:17:20.000 --> 00:17:32.000 put that in the related addendum section box on the form. It's fine to use dollar or percentage signs, decimal points, and thousands separator commas in your numeric responses.

00:17:32.000 --> 00:17:37.000 However, to facilitate the Bureau's calculations for the Annual Fee Report,

00:17:37.000 --> 00:17:47.000 please avoid stray characters, such as asterisks, parentheses, or brackets, in your numeric responses. And here are two big tips.

00:17:47.000 --> 00:17:58.000 First, states should submit a single questionnaire form for the entire state, not multiple FCC questionnaire forms, completed by counties or local jurisdictions.

00:17:58.000 --> 00:18:04.000 Second, states should include all requested data on the questionnaire itself.

00:18:04.000 --> 00:18:12.000 Not just attach or refer to supplemental materials that may possibly contain some requested data somewhere within them.

00:18:12.000 --> 00:18:20.000 States may submit supplemental materials as long as the questionnaire form itself contains all requested data.

00:18:20.000 --> 00:18:25.000 Next slide, please.

00:18:25.000 --> 00:18:28.000 In 2023 we look forward to the continued work of the Communications Security, Reliability, and Interoperability Council,

00:18:28.000 --> 00:18:39.000 CSRIC VIII, an important cybersecurity and network reliability partnership.

00:18:39.000 --> 00:18:44.000 CSRIC is a federal advisory committee that will provide recommendations to the FCC

00:18:44.000 --> 00:18:54.000 regarding best practices and actions the FCC can take to ensure the security, reliability, and interoperability of communication systems.

00:18:54.000 --> 00:19:01.000 CSRIC VIII is co-chaired by the CISA. CISA leads the coordinated national effort to enhance the security resiliency and reliability of our cybersecurity and communications

00:19:01.000 --> 00:19:11.000 infrastructure. CSRIC VIII's agenda also reflects a 5G

00:19:11.000 --> 00:19:38.000 focus. Four of CSRIC VIII's six working groups are exploring the Security and Resiliency of Open Radio Access Network, RAN, leveraging virtualization technology to enhance network security technical issues involving the security of 5G signaling protocols and the software side of supply chain security. In

00:19:38.000 --> 00:19:52.000 March, CSRIC VIII adopted reports and recommendations from its working groups on 911 Service over Wi-Fi and leveraging mobile device applications and firmware to enhance wireless emergency alerts at the bottom of this slide.

00:19:52.000 --> 00:19:57.000 There's a link to CSRIC VIII's homepage where you can learn more about its work.

00:19:57.000 --> 00:20:02.000 Next slide, please.

00:20:02.000 --> 00:20:09.000 On April 12th, 2023, in honor of National Public Safety Telecommunicators Week FCC

00:20:09.000 --> 00:20:15.000 Chairwoman, Jessica Rosenworcel, sent a formal letter to the Director of the Office of Management and Budget,

00:20:15.000 --> 00:20:23.000 OMB, reiterating her support for the reclassification of Public Safety Telecommunicators as First Responders in

00:20:23.000 --> 00:20:26.000 the standard, occupational classification system. This is the second letter that the Chairwoman has sent to the OMB

00:20:26.000 --> 00:20:49.000 urging reclassification. Historically, 911 professionals have been classified under the standard occupational classification system as an Office and Administrative Support occupation. Chairwoman Rosenworcel noted that 911 operators are among our most essential First

00:20:49.000 --> 00:20:58.000 Responders and they do far more than answer 911 calls or passively receive information. As 911 communications

00:20:58.000 --> 00:21:17.000 technology evolves, the role of the Public Safety Telecommunicator is expanding to include integration and analysis of multiple sources of information, to determine the appropriate response to any given emergency. Chairwoman Rosenworcel highlighted some state's recent actions to define

00:21:17.000 --> 00:21:25.000 First Responder to include Public Safety Telecommunicators and stated that the Commission would welcome the opportunity to collaborate with the OMB.

00:21:25.000 --> 00:21:32.000 on this issue. You can view the letter at the link at the bottom of the slide. Next slide,

00:21:32.000 --> 00:21:37.000 please.

00:21:37.000 --> 00:21:53.000 On July 16th, 2022, 988 was launched as the three-digit nationwide phone number to connect directly to the 988 suicide and crisis lifeline, which provides 24/7 confidential support to people in suicidal

00:21:53.000 --> 00:22:13.000 crisis or mental health-related distress. The Commission's rules require all wireless and wireline carriers interconnected VoIP providers, and one-way VoIP providers to route calls to 988 in addition the rules require covered text providers to route text messages

00:22:13.000 --> 00:22:15.000 to 988.

00:22:15.000 --> 00:22:25.000 By calling or texting 988 individuals can be connected with mental health professionals at one of more than 200 crisis centers across the country.

00:22:25.000 --> 00:22:34.000 Since July 2022, the 988 lifeline has received over 2 million calls, texts, and chat messages.

00:22:34.000 --> 00:22:46.000 The Department of Health and Human Services, Substance Abuse and Mental Health Services Administration, or SAMHSA, manages the lifeline in partnership with the Department of Veterans Affairs the VA,

00:22:46.000 --> 00:22:57.000 which manages the Veteran's Crisis Line. All 988 calls and texts are routed to the nearest crisis center, based on the caller's area code.

00:22:57.000 --> 00:23:04.000 Geolocation services are not enabled for 988 as they are for calls to 911.

00:23:04.000 --> 00:23:12.000 A caller's location information is not transmitted with a 988 call for possible dispatch of emergency services.

00:23:12.000 --> 00:23:18.000 The lifeline automatically routes calls by area code to the nearest Crisis Center for that area code.

00:23:18.000 --> 00:23:37.000 For example, when a caller with a Virginia 703 area code calls 988, the lifeline will route the call to a Virginia Lifeline Call Center, regardless of the caller's current location. In January 2023, the FCC released an NPRM

00:23:37.000 --> 00:23:44.000 proposing outage reporting requirements for 988 similar to those that currently applied to 911.

00:23:44.000 --> 00:23:54.000 The NPRM can be viewed at the address at the bottom of the slide. Comments were due by May 8th, and reply comments are due by June 6th, 2023.

00:23:54.000 --> 00:24:01.000 Yes, next you're at the yes, thank you.

00:24:01.000 --> 00:24:08.000 In addition, the FCC recently completed another proceeding concerning providing notices of outages, but this one addresses notifications that carriers are required to provide PSAPs when 911

00:24:08.000 --> 00:24:25.000 outages occur. For some time, the Commission's rules were somewhat confusing, because there were different requirements for covered 911 service providers who serve PSAPs directly,

00:24:25.000 --> 00:24:37.000 and originating service providers, wireless, wireline, and VoIP carriers that individuals use to call 911. On November 17th, 2022,

00:24:37.000 --> 00:24:52.000 the Commission adopted rules to improve the framework for reporting network outages that potentially affect 911 service by harmonizing requirements for covered 911 service providers and originating 911 service providers.

00:24:52.000 --> 00:24:58.000 Including the means, timing, and frequency of providing notifications.

00:24:58.000 --> 00:25:12.000 The updated rules will standardize the type of information included in the notifications and ensure that the information is clear and actionable, regardless of where the call processing network and outage occurs.

00:25:12.000 --> 00:25:19.000 The updated rules require service providers to maintain up to date contact information for the 911 Call Centers

00:25:19.000 --> 00:25:20.000 they serve. PSAPs should contact their providers with contact information, rather than simply submitting contact information

00:25:20.000 --> 00:25:29.000 changes to the FCC. In addition, the Commission retained its current requirement

00:25:29.000 --> 00:25:52.000 that covered 911 service providers, file annual 911 reliability certifications which will help the Commission promote the continuity of 911 service during the transition to Next Generation 911. Next slide please.

00:25:52.000 --> 00:25:57.000 Finally, let's turn to NORS/DIRS.

00:25:57.000 --> 00:25:58.000 The Commission has adopted a program to allow for NORS/DIRS

00:25:58.000 --> 00:26:06.000 information sharing. The Bureau has for years operated two systems

00:26:06.000 --> 00:26:10.000 that communication service providers use to report outage information.

00:26:10.000 --> 00:26:24.000 The Network Outage Reporting System, or NORS, covering blue sky outage reporting and the Disaster Information Reporting System, or DIRS, which is used to report service status during a disaster.

00:26:24.000 --> 00:26:33.000 Historically, during disasters, we have shared outage information with FEMA and CISA, who are within the Department of Homeland Security.

00:26:33.000 --> 00:26:43.000 But until a few months ago, we did not share NORS/DIRS information with other Federal agencies or with state, local, tribal, or territorial agencies.

00:26:43.000 --> 00:26:54.000 This has now changed. Last year the Commission adopted new information-sharing roles, which went into effect September 30th, of 2022.

00:26:54.000 --> 00:27:08.000 Under the new rules the FCC will share read-only access to NORS/DIRS reports in real-time with federal, state, territorial, and tribal nation public safety agencies, including state 911

00:27:08.000 --> 00:27:23.000 authorities to improve their situational awareness. To participate in data sharing, the public safety agencies must complete an application and certify that they will maintain data, confidentiality and security.

00:27:23.000 --> 00:27:29.000 Basically, the same rules that the FCC applies to its own handling of the data.

00:27:29.000 --> 00:27:35.000 This slide has a link to our web page with further details on how to apply.

00:27:35.000 --> 00:27:36.000 In general, states and other agencies that obtain approval will receive NORS/DIRS

00:27:36.000 --> 00:27:45.000 data relating to events that occur within the state or agency's jurisdiction.

00:27:45.000 --> 00:27:58.000 The rules do not extend direct information sharing to local governments or agencies, but the federal, state, territorial, and tribal

nation public safety agencies can share data with downstream recipients.

00:27:58.000 --> 00:28:16.000 For example, local emergency agencies on a need-to-know basis as long as those local authorities also certify in writing that they will comply with the same confidentiality safeguards applicable to the upstream agency. Next slide, please.

00:28:16.000 --> 00:28:30.000 Thank you for inviting us to speak with you today on these critical issues related to 911 and other public safety matters. We look forward to your questions now.

00:28:30.000 --> 00:28:38.000 We do have a couple of questions for you. The first question in the chat is, "Will the term Next Generation 911 be included in the Annual 911

00:28:38.000 --> 00:28:43.000 Report?" I believe it's the Fee Diversion Report they're asking about.

00:28:43.000 --> 00:28:57.000 I'm so sorry. Could you repeat the question and let me let me actually back up for a second to say, I believe David Furth, who is a Deputy Bureau Chief of the Public Safety and Homeland Security Bureau, is also on hand to answer questions.

00:28:57.000 --> 00:29:01.000 Yeah, I'm here. Hopefully, everybody can hear me. I don't have my mute button on.

00:29:01.000 --> 00:29:05.000 Yes, David, I can hear you, and I assume everyone else can, too.

00:29:05.000 --> 00:29:06.000 Thank you. Can you?

00:29:06.000 --> 00:29:09.000 Great. Okay, it actually could. Yeah. Could you repeat the question?

00:29:09.000 --> 00:29:15.000 Sure, the question is, "Will the term NG911 be included in the Annual 911

00:29:15.000 --> 00:29:18.000 Report?"

00:29:18.000 --> 00:29:25.000 Well, we ask questions in our annual data collection, about expenditures on Next Generation 911.

00:29:25.000 --> 00:29:34.000 And so, the states that respond to the surveys provide us with specific responses on what

00:29:34.000 --> 00:29:37.000 amount of 911 funds they're using on

00:29:37.000 --> 00:29:47.000 NG911-related expenses, and that is something that we have reported in past reports and will continue to report in future reports.

00:29:47.000 --> 00:29:57.000 Okay, very good. We may not get through every question at this point, but I do see a hand up from Kimberly Stewart.

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00:29:57.000 --> 00:30:01.000 Do you still have a question?

00:30:01.000 --> 00:30:03.000 No. Okay, so.

00:30:03.000 --> 00:30:05.000 Sorry.

00:30:05.000 --> 00:30:06.000 Oh, go ahead!

00:30:06.000 --> 00:30:08.000 No, no, I said, I do not. I apologize.

00:30:08.000 --> 00:30:16.000 Oh, no worries. Okay. The next question we have is, when do we think geolocation will be required for those 988 in crisis line calls.

00:30:16.000 --> 00:30:21.000 That is still to be determined as to whether there will be a geolocation

00:30:21.000 --> 00:30:27.000 requirement and how it will be if there is one, exactly how it will be configured.

00:30:27.000 --> 00:30:41.000 I don't think that decisions on that are going to be made in the immediate future. But that's an issue that we're continuing to look at.

00:30:41.000 --> 00:30:46.000 Okay, we have a variety of other questions that just popped in.

00:30:46.000 --> 00:30:47.000 But we are going to have to move on to our next presenters.

00:30:47.000 --> 00:30:58.000 We will work to get these questions answered and posted as part of when this webinar is available online.

00:30:58.000 --> 00:31:04.000 That is one of the things that will happen. This webinar, and all the information, the slide deck, will be posted online.

00:31:04.000 --> 00:31:05.000 So, thank you, Joe. Thank you, David, for coming on and answering questions.

00:31:05.000 --> 00:31:13.000 Really appreciate your time and great information today.

00:31:13.000 --> 00:31:14.000 Thank you so much for having us.

00:31:14.000 --> 00:31:20.000 Indeed, thank you, and we'll look forward to responding to the additional questions when you forward them to us.

00:31:20.000 --> 00:31:21.000 Okay. Take care.

00:31:21.000 --> 00:31:29.000 All right. Thank you very much. All right. Next, I would like to introduce our next speakers from the Coastal ESInet Cooperative.

00:31:29.000 --> 00:31:33.000 They are early adopters in our field of 911.

00:31:33.000 --> 00:31:40.000 First is Sam Gaither, Communications chief with Berkeley County 911. Jim Lake, Director, Charleston County

00:31:40.000 --> 00:31:56.000 Consolidated Dispatch Center. Matt Hibler, Charleston County Consolidated Dispatch Center, and Lori Woods, with Horry County's 911. So, I will turn it over to Sam to inform everyone about their Coastal ESInet Cooperative.

00:31:56.000 --> 00:32:04.000 Hey, thank you, Brian. Sam Gaither here. This is our agenda for today, and since we're a little short on time, I'm gonna go ahead and

00:32:04.000 --> 00:32:07.000 pass it over to Jim. Next slide, please.

00:32:07.000 --> 00:32:12.000 Next slide Sherri. So, the map in front of you really shows the coastal area of South Carolina. It's not inclusive of all the coastal partners.

00:32:12.000 --> 00:32:40.000 However, it gives you a geographic view. You can see from Horry County to Georgetown all the way down to Jasper that makes up our coastline. In the Coastal Cooperative partners at this time are Horry County, Barkley County, Charleston County, Beaufort

00:32:40.000 --> 00:32:45.000 County, as well as the town of Somerville and the City of Goose Creek.

00:32:45.000 --> 00:32:50.000 We make up that Coastal Cooperative and so you can see that's why we named it the Cooperative between the Cooperative members.

00:32:50.000 --> 00:32:59.000 We take, we provide services to about 25% of the State's population and responsible for over 21% of the 911

00:32:59.000 --> 00:33:07.000 calls last year. Next slide.

00:33:07.000 --> 00:33:08.000 So, we decided to form this Cooperative primarily to assist each other

00:33:08.000 --> 00:33:14.000 with automatic mutual aid. So, we have a formal Intergovernmental Agreement

00:33:14.000 --> 00:33:19.000 that's signed by our governing bodies.

00:33:19.000 --> 00:33:24.000 So, all this will certainly outlive my time here, as well as maybe even Sam's time.

00:33:24.000 --> 00:33:28.000 This is, this is not a handshake agreement. This is a formal Intergovernmental Agreement.

00:33:28.000 --> 00:33:32.000 Based on that Intergovernmental Agreement,

00:33:32.000 --> 00:33:37.000 We have automatic aid, mutual aid.

00:33:37.000 --> 00:33:38.000 We can provide physical resources to the agency, but we're really trying to do this in a remote capacity.

00:33:38.000 --> 00:33:50.000 We prefer TERT to do that. We manage things such as disaster recovery.

00:33:50.000 --> 00:33:54.000 So as an example, we get into the weeds of disaster recovery,

00:33:54.000 --> 00:34:00.000 if Charleston County goes down and Beaufort County takes our calls, how do we recover our recordings?

00:34:00.000 --> 00:34:06.000 How do we? How do we manage that? So, we get into the weeds of this recovery.

00:34:06.000 --> 00:34:15.000 Coordination and resources, Sam will talk a little bit about how we all work together, and we have actual situations where we have done that already.

00:34:15.000 --> 00:34:27.000 Information sharing, situational awareness, we not only share information through our Alastar information sharing tool, so I can see what's going on in the partners' jurisdictions around me, but we also share information as regarding as an example.

00:34:27.000 --> 00:34:33.000 The school shooter, excuse me this, the school bomb threat caller.

00:34:33.000 --> 00:34:47.000 We shared information about that before we actually received threats here which made our agency stronger, for knowing that was occurring throughout the Country.

00:34:47.000 --> 00:34:56.000 Technology sharing, we also share technology. We're actually in the process of looking at CAD to CAD communications issues.

00:34:56.000 --> 00:35:02.000 We cover pretty much everything in our discussions, we actually had a round table with all of our HR

00:35:02.000 --> 00:35:16.000 professionals as well to talk about staffing and retention, and how to better that situation. And legislatively, we feel we're stronger as one voice instead of individual PSAPs. Next slide.

00:35:16.000 --> 00:35:17.000 As you see from our timeline, we started this August of 2018.

00:35:17.000 --> 00:35:37.000 We spent some time organizing. We contract with Mission Critical Partners to actually collect information that would assess our current environment and our requirements and needs for ESInet.

00:35:37.000 --> 00:35:54.000 We finally signed our intergovernmental agreements in August of 2019, and then we, as a cooperative, evaluated the ESInet proposals so that we were making the decision on which the assign that provider we would use we awarded that

00:35:54.000 --> 00:35:57.000 to INdigital. And then, we migrated in April 2021.

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00:35:57.000 --> 00:36:03.000 That's when we began our migration. Next slide.

00:36:03.000 --> 00:36:13.000 This gives you a picture of our governance structure. We have an executive committee made up of the original members of the Cooperative.

00:36:13.000 --> 00:36:16.000 We have a Technical Subcommittee and Operations Subcommittee.

00:36:16.000 --> 00:36:17.000 Most often, they're working together to determine the best technical fix for an operational issue.

00:36:17.000 --> 00:36:28.000 That includes on how we back each other up.

00:36:28.000 --> 00:36:30.000 Next slide.

00:36:30.000 --> 00:36:35.000 So, in these next slides, we're gonna go through our ESInet design.

00:36:35.000 --> 00:36:38.000 And what exactly we're currently utilizing our ESInet for.

00:36:38.000 --> 00:36:39.000 So, as you can see here, this is a thousand-foot view of our current

00:36:39.000 --> 00:36:45.000 ESInet. Each side is set up very uniquely.

00:36:45.000 --> 00:36:56.000 You can see everybody has different providers coming in, providing that secure network link as well as a variety of different links per site.

00:36:56.000 --> 00:37:05.000 Next slide, please. So, as we start going through this, you can see that some on this slide outlined Beaufort and Berkeley, and we'll tackle the others here in the next slides.

00:37:05.000 --> 00:37:24.000 But, as you can see, Beaufort is set up with specifically one primary site with three providers in addition to MEVO, and Berkeley County has their primary and secondary sites with redundant links as well. So, as you can see, we do have redundant links, as well as

00:37:24.000 --> 00:37:27.000 redundant sites for these first two partners. Next slide,

00:37:27.000 --> 00:37:32.000 please. This is our site here, in Charleston County and Horry County as well.

00:37:32.000 --> 00:37:34.000 You can see that we have two providers coming into our primary and three providers come into our secondary.

00:37:34.000 --> 00:37:43.000 We are exploring a third provider, and that is with Starlink.

00:37:43.000 --> 00:37:58.000 We have worked directly with our ESInet provider to prove if Starlink would be stable enough to provide that network reliability that we would potentially need for that third redundant partner.

00:37:58.000 --> 00:38:05.000 We did find that it was successful. The higher, higher level of bandwidth that Starlink provides would provide that need Horry County, as you can see, actually has three sites.

00:38:05.000 --> 00:38:16.000 They have a primary, secondary, and then their third site for the MEVO provider.

00:38:16.000 --> 00:38:17.000 Next slide, please. And then, the Town of Somerville

00:38:17.000 --> 00:38:23.000 right now, this has a primary site with their three providers, as well.

00:38:23.000 --> 00:38:26.000 Next slide.

00:38:26.000 --> 00:38:33.000 So currently, today, we are routing our location data, text and voice, which are pretty basic routing.

00:38:33.000 --> 00:38:35.000 We are looking very soon to route additional data sources over to include video pictures.

00:38:35.000 --> 00:38:53.000 As Jim mentioned earlier, we are in discussions with our Coastal Partners to set up a CAD to CAD, so not only would we be sharing those options, as much as listed below, but also CAD to CAD live data. Our network is built with the redundancy

00:38:53.000 --> 00:39:03.000 needed. So, we do have two geo diverse Data Centers as well as two geo diverse

00:39:03.000 --> 00:39:10.000 NextGen Core Service providers. And we are currently testing with geo routing as well.

00:39:10.000 --> 00:39:16.000 Next slide.

00:39:16.000 --> 00:39:22.000 Alright! So here's the problem statement, and it's a summary of what guides the Coastal Cooperative.

00:39:22.000 --> 00:39:27.000 So it's, how do we, to the best of our ability, develop a Next Generation

00:39:27.000 --> 00:39:31.000 911 system to ensure that 911 calls always get answered

00:39:31.000 --> 00:39:39.000 and, more importantly, dispatched? Our ultimate goal here is the citizen that's in need.

00:39:39.000 --> 00:39:43.000 And how do we connect the responders in the field to the citizens in need?

00:39:43.000 --> 00:39:50.000 Next slide. So to do that, we're gonna go over two different backup and failover scenarios that have happened.

00:39:50.000 --> 00:39:54.000 So next slide.

00:39:54.000 --> 00:40:04.000 So in May of 2021, we had a 911 outage that impacted three total counties, multiple municipalities, and then a portion of a fourth county.

00:40:04.000 --> 00:40:11.000 So, this was early on in the Coastal Cooperative's disaster recovery planning and communications planning.

00:40:11.000 --> 00:40:16.000 But one of the things that we did before this happened was we developed a PACE Plan.

00:40:16.000 --> 00:40:24.000 So, the PACE Plan is your Primary, Alternate, Contingent, and Emergency Ways that you'll communicate with other folks that are in your group.

00:40:24.000 --> 00:40:26.000 So, as you could see here, we figured out that there was a problem.

00:40:26.000 --> 00:40:33.000 There was an AT&T fiber cut or multiple fiber cuts.

00:40:33.000 --> 00:40:53.000 Immediately we were communicating at the department head level. We initiated our PACE Plan. Berkeley County actually wound up answering the 911 calls for multiple counties. You can see in the chart below how the call volumes spiked as the issue grew. But at that time we

00:40:53.000 --> 00:41:13.000 used radios to communicate all across the Coastal Cooperative, and it was very efficient with getting the calls from the call taker back to the dispatch center in need, and then they were able to get their responders en route. During that scenario, we actually had a report of an active

00:41:13.000 --> 00:41:20.000 assailant at a school which is something that no 911 center wants to take but is prepared to receive.

00:41:20.000 --> 00:41:30.000 And here we, we got that, we relayed the information to the County that needed the information, and they were able to get an effective response.

00:41:30.000 --> 00:41:35.000 Luckily there was no active shooter. So what we learned from this was that we needed to put another level into our PACE Plan. Instead of having radio as our primary, our team

00:41:35.000 --> 00:41:46.000 developed an electronic means of sending calls back and forth.

00:41:46.000 --> 00:41:59.000 That isn't a hundred percent CAD to CAD, but it works very quickly, and we don't have to have one person reading the data over the radio or, yes, reading the data over the radio and another person transcribing it

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00:41:59.000 --> 00:42:02.000 on the other end. So next slide,

00:42:02.000 --> 00:42:09.000 please. Okay, so in September of 2022, we get a hurricane evacuation.

00:42:09.000 --> 00:42:20.000 So Berkeley County lost power, and our generators didn't fire for a number of reasons, but we wound up having to evacuate during the middle of that storm.

00:42:20.000 --> 00:42:26.000 So with that, we have few things that went very well, and we learned quite a few things here.

00:42:26.000 --> 00:42:30.000 So well for us, number one was prior planning.

00:42:30.000 --> 00:42:38.000 So just like Jim talked about, we're organized so that there's an Operation Subcommittee, an Executive Committee, and then a Technical Committee.

00:42:38.000 --> 00:42:53.000 Well, that Operations Committee worked with the tech side, and they had everything laid out so that as soon as we recognized that there was gonna be a problem, we were able to communicate, and then when the time came to throw the switch,

00:42:53.000 --> 00:42:59.000 everybody knew what was going on. So we had Alastar, that was involved,

00:42:59.000 --> 00:43:04.000 we had CAD to CAD with one of our agencies that was involved, and all in all

00:43:04.000 --> 00:43:11.000 no calls were lost. That's, that's the big takeaway here, and then we also had MEVO.

00:43:11.000 --> 00:43:34.000 So we were able to send administrative lines in one direction and 911 lines in another direction, and all the data ended both back in Berkeley County at our backup center. For our communication side radio went well, and we were able to conserve are available radio bandwidth because we were getting CAD to CAD and we were getting

00:43:34.000 --> 00:43:41.000 Alastar. The only time that the radio was really lighting up was when we had an in-progress call something that we needed to make sure.

00:43:41.000 --> 00:43:48.000 Hey, we need you guys to look at this right now. Some of the things that we learned number one is testing the technology.

00:43:48.000 --> 00:43:52.000 So if you don't test it, it doesn't work. Also,

00:43:52.000 --> 00:43:56.000 if you only have one thing that's there, one is none, and two is one.

00:43:56.000 --> 00:44:04.000 So make sure that you have redundancies built in. Next is, make sure that you've validated while you have blue clear skies,

00:44:04.000 --> 00:44:07.000 all the different phone numbers that you get from vendors.

00:44:07.000 --> 00:44:19.000 So we ran into an issue where we accidentally pushed out a number from a spreadsheet, and that number sent calls to one of our partners, and they figured out the issue.

00:44:19.000 --> 00:44:27.000 They were able to get all the calls back to us, but we had to make sure that it is correct and that you test it on a blue sky day.

00:44:27.000 --> 00:44:36.000 Finally, test your generators. So every 911 center here should have a generator or some sort of alternate power source.

00:44:36.000 --> 00:44:41.000 One of the things that got us was the day before the storm was supposed to hit our fuel

00:44:41.000 --> 00:44:55.000 technicians here in the county did what every good person does before a storm and they filled up the generator, and they put too much fuel in one of the tanks, causing it to throw an error, and that's why it couldn't fire.

00:44:55.000 --> 00:45:01.000 We also learned that Alastar works, and it should be used more often during our events. And then ultimately, where we're headed is our CAD to CAD.

00:45:01.000 --> 00:45:18.000 So once we get CAD to CAD running, that's gonna be well, as of right now, that's gonna be the pinnacle of where we're headed, although there will be steps and things that we can get better at after that. And now I'll pass

00:45:18.000 --> 00:45:22.000 it over to Lori. Next slide, please.

00:45:22.000 --> 00:45:26.000 Okay. Hope everyone can hear me. So operationally, this, of course, creates a challenge for all of our PSAPs

00:45:26.000 --> 00:45:35.000 Individually. Trying to figure out a way we can help each other collectively.

00:45:35.000 --> 00:45:39.000 So before we could really assist one another, we had to decide.

00:45:39.000 --> 00:45:46.000 When would we assist one of what scenarios would cause us to seek help from each other, and that ended up being our 911

00:45:46.000 --> 00:45:56.000 system outage. So, if someone loses the ability to receive a 911 call, then their calls can be routed to other members of our Cooperative.

00:45:56.000 --> 00:46:01.000 Who then takes that information and relays it back to the agency that's experiencing the outage.

00:46:01.000 --> 00:46:03.000 So the biggest part of that is notifying one another that there is a problem.

00:46:03.000 --> 00:46:25.000 And in that instance, you know, if you don't have phones and that takes away one of your means of communication, you have to have some alternatives in place, so operationally, we tried to figure out or identify what are those means of communicating other than our phone system. So radios, as Sam mentioned

00:46:25.000 --> 00:46:38.000 those that ended up being our most direct way to communicate with one another, and immediate, cell phone is also another way in which we communicate. And then we talked about MEVO phones, which is another way we can communicate

00:46:38.000 --> 00:46:47.000 if our 911 system happens to be down, basically, if they can be connected with an IP connection, it gives us another way to call one another.

00:46:47.000 --> 00:46:53.000 We are still actively seeking other available resources to communicate text messaging, anything like that.

00:46:53.000 --> 00:46:58.000 We're still figuring out what works best for us collectively.

00:46:58.000 --> 00:47:02.000 Next slide.

00:47:02.000 --> 00:47:06.000 So once we get these calls from one another, our biggest obstacle is how do we process them without causing disruption to our floor.

00:47:06.000 --> 00:47:14.000 Because we're all going to be taking our normal calls,

00:47:14.000 --> 00:47:17.000 in addition to whatever calls we may be receiving from other agencies.

00:47:17.000 --> 00:47:22.000 So we didn't want to disrupt that telecommunicator.

00:47:22.000 --> 00:47:23.000 So we all follow our own current call processing protocols.

00:47:23.000 --> 00:47:37.000 So, if one agency has a particular set of protocols that they follow, then they follow the same protocols when answering 911 calls regardless. That way that telecommunicators need not confuse,

00:47:37.000 --> 00:47:45.000 they follow their same protocol to process that call, and there's very little disruption other than basically answering more

00:47:45.000 --> 00:47:59.000 911 calls. So once they take the call, then we had to get the information back to whatever agency is experiencing the outage within our Cooperative. And that they mentioned Alastar earlier, and there was a web-based,

00:47:59.000 --> 00:48:08.000 it's a web-based program that we all had to, we can enter information into. So for us,

00:48:08.000 --> 00:48:09.000 some of the agencies were already familiar with it, and others were basically learning of this and utilizing it for the first time.

00:48:09.000 --> 00:48:28.000 But that form allowed us to pass information back and forth. Once that agency who is experiencing the outage sees a call into the Alastart form, they realize we have one,

00:48:28.000 --> 00:48:35.000 they can then take that information, and then dispatch that call accordingly to their processes.

00:48:35.000 --> 00:48:40.000 Next slide, please. And I can show you an example of the form.

00:48:40.000 --> 00:48:44.000 So it's very basic. And we try to keep it simple.

00:48:44.000 --> 00:48:50.000 So that when our call takers are putting information in this, they're not overwhelmed by the amount of information they're adding.

00:48:50.000 --> 00:48:54.000 So you can see with the form, we really just had it very basic.

00:48:54.000 --> 00:48:57.000 Who takes the call? That would be the call-taking agency.

00:48:57.000 --> 00:49:01.000 What is the location of the call? The type of call that it is, and we kept that simple.

00:49:01.000 --> 00:49:08.000 It's either gonna be police, fire, EMS. The address, the information about the call itself, and then down at the very bottom

00:49:08.000 --> 00:49:11.000 there's a call status, and there's an option there

00:49:11.000 --> 00:49:14.000 we can choose that says either pending or completing.

00:49:14.000 --> 00:49:20.000 So if it was pending, then you know that information just got added to the form, and the other agencies can look at that.

00:49:20.000 --> 00:49:37.000 And then, if it's got completed, then the agency that is responsible to dispatch that call sees that it's been completed, and the agency that put it in knows that they received this as well. So that kind of closes that gap, and we're not wondering did they get the information or

00:49:37.000 --> 00:49:51.000 did they not? So a very basic form, and it served its purpose. And, like, I said, we are still modifying things and working on things as we do practices and tests, but for right now, when it was necessary and needed, it did its purpose.

00:49:51.000 --> 00:49:55.000 Next slide.

00:49:55.000 --> 00:50:04.000 So there was some training and testing that has to go along with this, and there will be continuing training and testing that we do as more technology comes into play.

00:50:04.000 --> 00:50:11.000 But basically, we had to make our telecommunicators aware that there, how do they get to the radio channels

00:50:11.000 --> 00:50:12.000 they need to talk on? How do you utilize that

00:50:12.000 --> 00:50:31.000 Alastar form? There were some logins created, how to log in, and internally we're kind of fortunate our own technical emergency response team so that we can take those folks that as a supervisor, you know, this person is gonna be able to adapt very quickly

00:50:31.000 --> 00:50:32.000 to any situation you throw at them. So we make them members of our emergency response team.

00:50:32.000 --> 00:50:45.000 So that let's say, for example, Berkeley loses their 911 system, and calls are routed to Charleston.

00:50:45.000 --> 00:50:52.000 Then, if we have members available on that tactical team, they can jump right in because they're familiar with things about each agency.

00:50:52.000 --> 00:51:11.000 And that is part of our training is to have those members be trained on various operations of each other's PSAPs. So being that they're already familiar, they got a better understanding of what needs to happen, and it allows them to function a little bit better during that scenario. As far as testing, you gotta have some

00:51:11.000 --> 00:51:18.000 mock outages. We learned a lot in some of those. We performed one at the end of March, and basically, it just simulated an outage.

00:51:18.000 --> 00:51:28.000 So and so is down, and this is what we've got to do, and we started entering calls in and walked ourselves through the process.

00:51:28.000 --> 00:51:32.000 And it does give you some insight into what can you do better.

00:51:32.000 --> 00:51:34.000 And that's what we're continually looking at.

00:51:34.000 --> 00:51:41.000 We do weekly radio checks right now that just allows everybody to switch over to the proper radio channels,

00:51:41.000 --> 00:51:45.000 talk to one another, acknowledge each other on the radio, and we do that kind of correspondence with some nightly radio checks we already do.

00:51:45.000 --> 00:52:08.000 We also during during during the daytime once a week so that if some of our members have steady day ships or stay night shifts, all members of their team are able to participate in those checks. And then, hopefully, once we are made some modifications to the Alastar form, we start we want

00:52:08.000 --> 00:52:12.000 to incorporate that into our weekly checks, as well.

00:52:12.000 --> 00:52:23.000 So when we perform a weekly radio check, we would go ahead and perform our weekly Alastar form testing along with that radio check. Just gives everybody practice

00:52:23.000 --> 00:52:26.000 so that when you're logging into that and utilizing that form, it's not your first time, isn't when there's actually an outage.

00:52:26.000 --> 00:52:33.000 And that seems to help us quite a bit. So basically, you know we're able to get this information back to one another.

00:52:33.000 --> 00:52:44.000 And dispatch within most of our own protocols, so that we're not asking our telecommunicators to do something brand new.

00:52:44.000 --> 00:52:51.000 We continue to meet, figure out better processes, what can we do better.

00:52:51.000 --> 00:53:11.000 So this is something that will never, as technology allows us to do more and more with 911, we will continue to continue to adjust our processes to basically figure out how can we help one another.

00:53:11.000 --> 00:53:19.000 That's all I have. So I guess we go to some questions here.

00:53:19.000 --> 00:53:23.000 Okay, thank you very much. Thank you. Lori. Sam, Jim and Matt.

00:53:23.000 --> 00:53:34.000 We'll go ahead and start our questions. Now, I think the very first question that I saw pop up a couple of times is, can someone define what MEVO the acronym MEVO stands for and how that operates?

00:53:34.000 --> 00:53:38.000 Yeah. So MEVO itself is defined as its message evolution.

00:53:38.000 --> 00:53:44.000 So essentially, it's hardware that is provided by our provider INdigital.

00:53:44.000 --> 00:53:48.000 And it's essentially a device network.

00:53:48.000 --> 00:53:51.000 A diverse network that allows us to transfer calls.

00:53:51.000 --> 00:54:05.000 So, for example, if we need to bug out of our primary center, we can quickly, with an MEVO device, bug out and route all of our calls to our backup center, and we can also route calls to our partnering agency.

00:54:05.000 --> 00:54:07.000 It's pretty lightweight, but there is some hardware

00:54:07.000 --> 00:54:10.000 that's involved with it as well.

00:54:10.000 --> 00:54:30.000 Alright, great, thanks. So the next question we have is, are the various counties in agreement with other PSAPs outside the Cooperative who might share a border or other common space?

00:54:30.000 --> 00:54:35.000 Jim, do you want me to take this, or do you want to take it?

00:54:35.000 --> 00:54:36.000 All right!

00:54:36.000 --> 00:54:45.000 No, I'll take it. So, we work with our partners that are bordering us, but they do not share our ESInet.

00:54:45.000 --> 00:54:55.000 So this Cooperative is really about not just providing automatic and mutual aid, but managing the ESInet that we partners are using.

00:54:55.000 --> 00:54:56.000 So there will be other partnerships developed.

00:54:56.000 --> 00:55:04.000 It probably won't be part of this cooperative, but that's at this point,

00:55:04.000 --> 00:55:08.000 we are working with the other surrounding counties.

00:55:08.000 --> 00:55:20.000 Okay, great. The next question I have for you is, what system are you planning to use for the CAD to CAD interoperability?

00:55:20.000 --> 00:55:27.000 So we had Mission Critical Partners develop a scope of work for us. At this time

00:55:27.000 --> 00:55:35.000 we're trying to determine whether we have an existing vendor relationship that could provide that.

00:55:35.000 --> 00:55:37.000 But we may end up going out to RFP

00:55:37.000 --> 00:55:44.000 for that as well. Currently, though, we're using Alastar, and that is a commercial product.

00:55:44.000 --> 00:55:52.000 It's an information sharing tool to share information amongst the partners at a very basic level, where we can view

00:55:52.000 --> 00:55:53.000 and as you can see. We can exchange the form as well.

00:55:53.000 --> 00:56:00.000 So Alastar, for basics and potentially an RFP

00:56:00.000 --> 00:56:05.000 if we don't have an existing partner that can provide that.

00:56:05.000 --> 00:56:06.000 Okay, great. Next question for you, Jim or Sam, is, has the consortium decommissioned

00:56:06.000 --> 00:56:22.000 all selective routers serving the consortium?

00:56:22.000 --> 00:56:39.000 Hey, this is Sam. Right now, no, and the real reason for that is we have a couple of couple of agencies that are still in the transition process, and as a part of that transition process, we have to get all of the carriers to migrate from the existing selective

00:56:39.000 --> 00:56:55.000 routers over to the ESInet. And until that happens and we have a period of time where there is no usage of the selective router, we have to leave that in place to ensure that all 911 calls get answered, regardless of the method that they come in.

00:56:55.000 --> 00:57:00.000 Okay, and a follow-up from the same person is calling your network

00:57:00.000 --> 00:57:08.000 ESInet, which core services are you deploying across your network?

00:57:08.000 --> 00:57:09.000 So today, we're routing voice, texts, and location services across with anticipation

00:57:09.000 --> 00:57:30.000 soon of video, pictures, and our CAD to CAD will route across as well.

00:57:30.000 --> 00:57:36.000 For just a couple more.

00:57:36.000 --> 00:57:43.000 Is Alastar filled out manually? Or can the CAD help fill it out?

00:57:43.000 --> 00:57:49.000 Today it is a manual entry. The goal is actually to work, reverse.

00:57:49.000 --> 00:58:03.000 If we end up having to still use that form, the goal is to actually have the form create a pending call within the CAD for that responding agency.

00:58:03.000 --> 00:58:04.000 And this last question, I think, relates to Alastar, but I'll ask it

00:58:04.000 --> 00:58:16.000 Would you be able to elaborate on the solution you added to your PACE Plan to pass information among ECCs, not through the radio?

00:58:16.000 --> 00:58:25.000 Yeah, sure, so Alastar in itself is a product, that is, we have from ATI, and essentially what it is

00:58:25.000 --> 00:58:33.000 it's a situational awareness software that allows us to bring in disparate data sources to include CAD data from a sequel.

00:58:33.000 --> 00:58:42.000 You could bring in all your Esri rest services, cameras, just a host of information and share that into one situational operating software.

00:58:42.000 --> 00:58:49.000 In addition to that, you have forms, and that's exactly what Lori showed

00:58:49.000 --> 00:58:55.000 here was one of the web forms that we can create. That web form also creates a layer within the map as well.

00:58:55.000 --> 00:59:00.000 So those calls can be seen on the map. Not just looked at on the form.

00:59:00.000 --> 00:59:05.000 And there's also a table view behind that as well.

00:59:05.000 --> 00:59:15.000 Well, thank you for answering those questions. As we mentioned earlier, all the remaining questions, as well as the remaining questions from the FCC

00:59:15.000 --> 00:59:23.000 presentation will be answered and posted online when we post this on 911.gov

00:59:23.000 --> 00:59:29.000 in the next couple of weeks. So, this concludes today's webinar.

00:59:29.000 --> 00:59:42.000 We appreciate and thank all of our speakers today. An archive version will be available soon, and the next webinar will be on Tuesday, July 11, 2023, with a presentation detailing PEMA's online PSAP

00:59:42.000 --> 00:59:59.000 data gathering and cost per projection portal and discuss their efforts with PSAP regionalization in the State of Pennsylvania. We hope you all will be able to join us. Thank you, and have a great day.