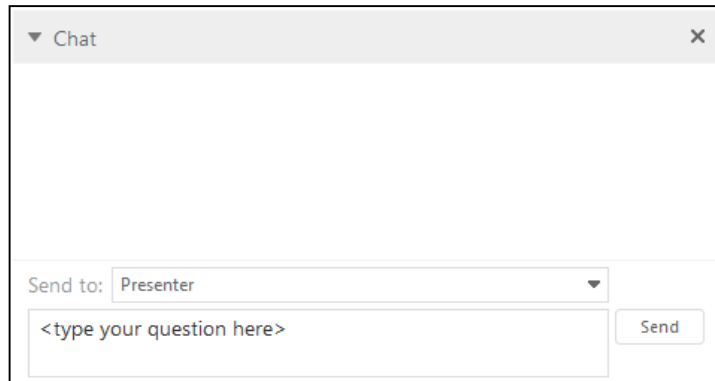NATIONAL 911 PROGRAM

September 18, 2018

911.gov

State of 911 Webinar Series

- Designed to provide useful information about Federal and State participation in the planning, design, and implementation of Next Generation 911 (NG911) coupled with real experiences from leaders overseeing these transitions throughout the country

- Webinars are typically held every other month and include presentations from a Federal-level 911 stakeholder and State-level 911 stakeholder, each followed by a 10-minute Q&A period

- For more information on future webinars, to access archived recordings and to learn more about the National 911 Program, please visit 911.gov

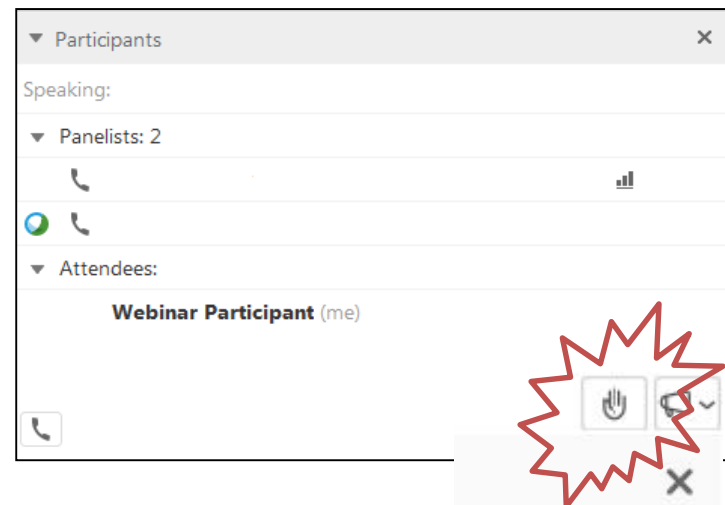- Feedback or questions can be sent to: National911Team@mcp911.com

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Questions?

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Digital Next Generation 9-1-1 Readiness Self-Assessment

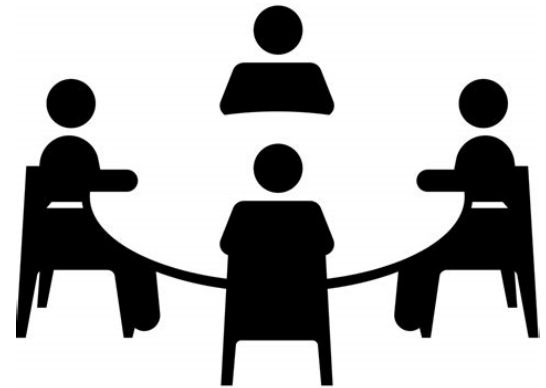## September 18, 2018

TFOPA -- Introduction

- **TFOPA (Task Force on Optimal PSAP Architecture)** was a federal advisory committee chartered by the FCC from 2014-2016

- Task Force Mission – to provide guidance and recommendations for PSAPs and 911 authorities transitioning from legacy 911 to Next Generation 911

- TFOPA members included PSAPs; Federal, state, Tribal, and local authorities; wireline and wireless carriers; 911 system service providers; technology vendors

- Three Working Groups
  – Cybersecurity (Working Group 1)
  – NG911 Architecture Implementation (Working Group 2)
  – Funding/Optimal Resource Allocation (Working Group 3)

TFOPA – Output

- **January 2016 - Consolidated Final Report and Recommendations**
  - Consolidated guidance and recommendations from the three Working Groups

- **December 2016 - Supplemental Reports**
  - Optimal Cybersecurity Approach for PSAPs (Working Group 1)
  - **NG911 Readiness Scorecard (Working Group 2) – focus of this webinar**
  - NG911 Funding Sustainment Model (Working Group 3)

- All TFOPA Reports are available at https://www.fcc.gov/about-fcc/advisory-committees/general/task-force-optimal-public-safety-answering-point

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SAFECOM-NCSWIC NG9-1-1 WG

The SAFECOM- National Council of Statewide Interoperability Coordinators (NCSWIC) NG9-1-1 WG was established to utilize stakeholder feedback from multiple levels of government to identify, document, and develop work products that will facilitate the transition to NG9-1-1.

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Work Products

- The Working Group developed a document that analyzed Cyber Risks to NG9-1-1. This document provides an introduction to NG9-1-1 systems, discusses the NG9-1-1 cybersecurity risk landscape, and provides readers with resources to improve their cybersecurity posture.

- The Working Group is currently assisting the development of a NG9-1-1 Readiness Self-Assessment based on the reports published by TFOPA.
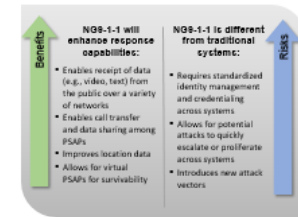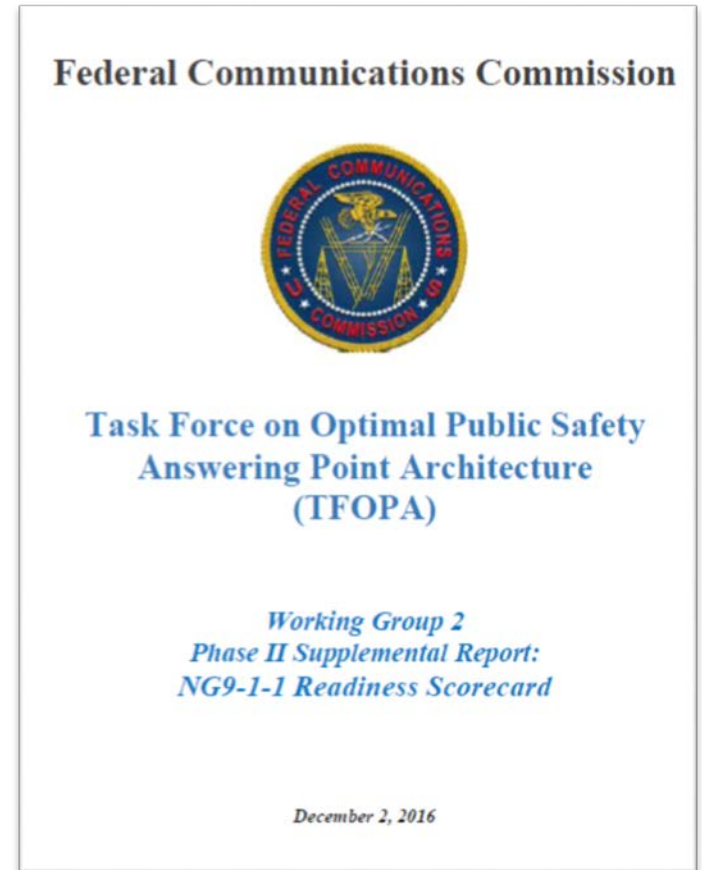
NG9-1-1 Readiness Self-Assessment

- TFOPA was a federal advisory committee chartered by the FCC and represents subject matter expertise throughout the 9-1-1 industry.

- TFOPA delivered a tool for public safety entities to assess their level of NG9-1-1 readiness.

- Supporting Documents:
  - Working Group 2, Phase II Supplemental Report (December 2, 2016)
  - Working Group 1, Optimal Cybersecurity Approach for PSAPs (December 10, 2015)

Federal Communications Commission

Task Force on Optimal Public Safety Answering Point Architecture (TFOPA)

Working Group 2
Phase II Supplemental Report:
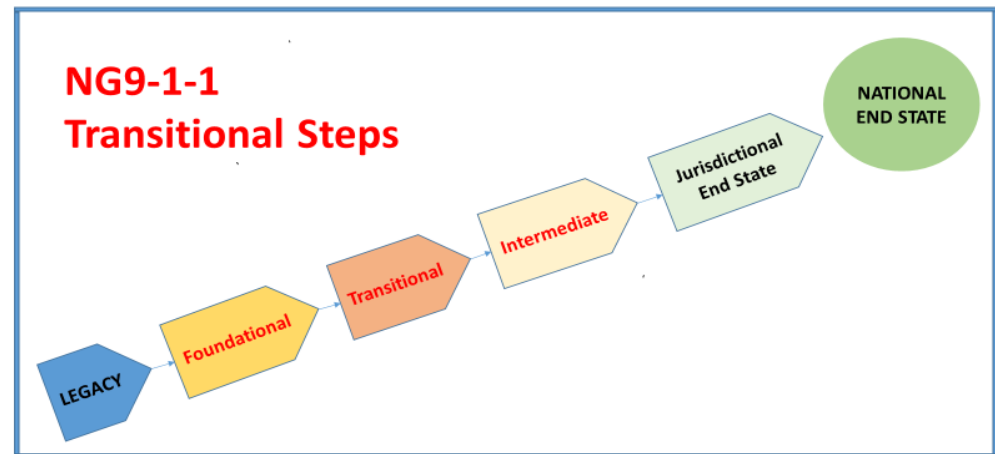*NG9-1-1 Readiness Scorecard*

December 2, 2016

NG9-1-1 Readiness Self-Assessment

- The NG9-1-1 Readiness Self-Assessment provides a 9-1-1 Authority Stakeholder with a more granular **understanding of essential NG9-1-1 system elements** and enables a 911 Authority Stakeholder to **assess their position within the NG9-1-1 Implementation Maturity Continuum.**

- This understanding will allow a 911 Authority Stakeholder to **better plan transition steps** to move from legacy 911 through being in a fully functional NG9-1-1 end state.

- It also provides the community with **consistent terminology regarding NG9-1-1 maturity.**

NG9-1-1 Readiness Self-Assessment

- The NG9-1-1 self-assessment uses a multi-step implementation model consisting of the following implementation maturity states:
  - Legacy
  - Foundational
  - Transitional
  - Intermediate
  - Jurisdictional End State
  - National End State

NG9-1-1 Transitional Steps

- The NG9-1-1 self-assessment is broken down into nine areas of interest: Governance, Routing & Location, GIS Data, NG Core Service Elements, Network, PSAP Call Handling System and Applications, Security, Operations, and Optional Interfaces.

Static NG9-1-1 Readiness Self-Assessment

Next Generation 9-1-1 Self-Assessment			
	NG9-1-1 Maturity State Self-Assessment		
Category	**Status**	**Maintained/Provided by**	**Notes**
Governance			
Governance Structure Design & Framework			
Strategic Planning			
Coordination			
Funding & Resources			
Routing & Location			
Selective (ESN) Routing			
IP Selective (ESN) Routing			
Geospatial Routing (utilizing best available location)			
ALI DBMS			
LIS			
National Forest Guide contains Jurisdictional ESInet Authoritative Boundary			

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NG9-1-1 Readiness Self-Assessment Update

- After Self-Assessment trials, it became evident that further instruction would be valuable.

- The SAFECOM/NCSWIC working group is modifying the static Self-Assessment with:

  - Editable fields

  - Cross-referenced content

  - Specific instructions

  - User-friendly formatting (e.g., drop-down menus, Linked descriptive text)

  - Automated Summary of Findings

- The working group is collaborating with past TFOPA membership and the National 9-1-1 Program Office.

NG9-1-1 Readiness Self-Assessment Update

NG9-1-1 Readiness Self-Assessment Update

- Hyperlinked information

- Drop-down menus with unique descriptions per maturity state

- Automatically populated maturity levels

- Acronyms spelled out

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Next Steps

- The WG requests volunteers to review the self-assessment sub-element descriptions.

- If you are interested, please email NG911wg@hq.dhs.gov.

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Contact Information

Mark Buchholz (Chair)
mbuchholz@cityofsalem.net

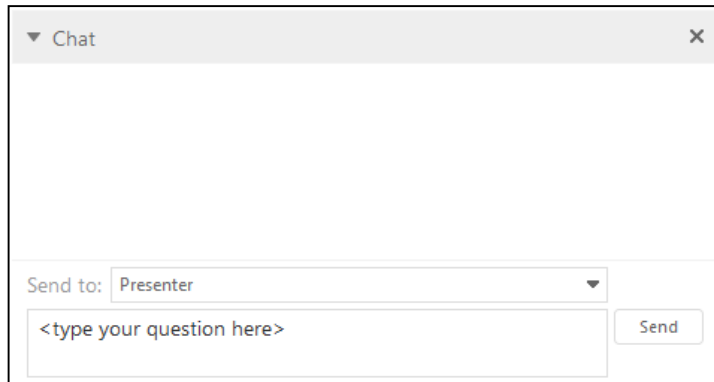**Steve Verbil (Vice Chair)**
Stephen.Verbil@ct.gov

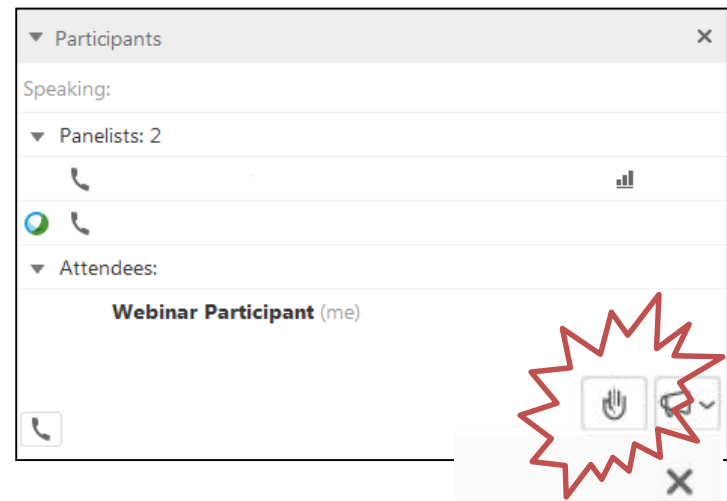**Gerald Jaskulski (Federal Lead)**
Gerald.Jaskulski@hq.dhs.gov

Q&A Period

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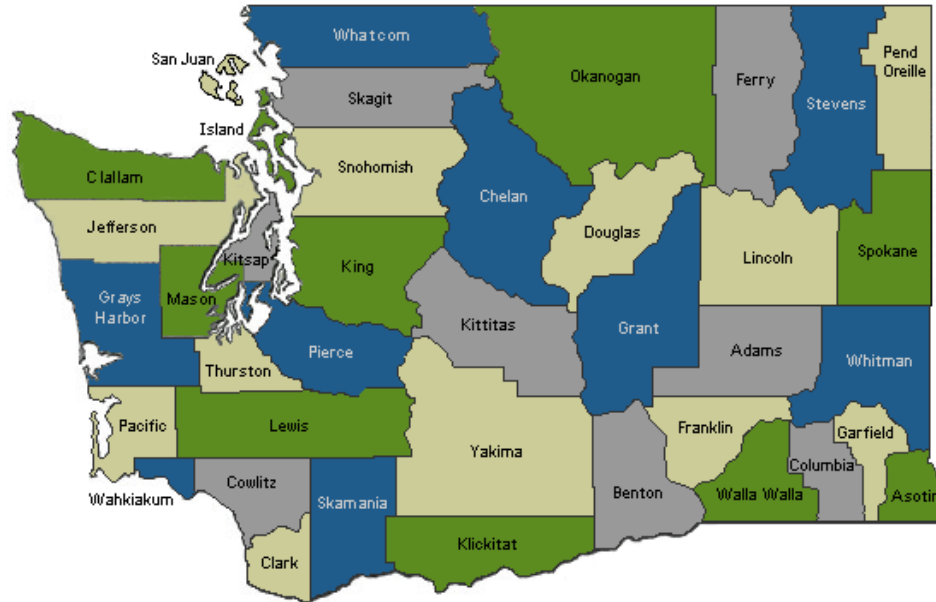
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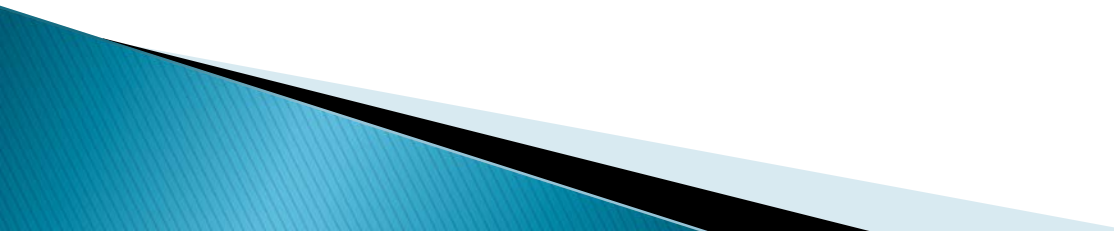# 9-1-1
Washington State
Department of Defense
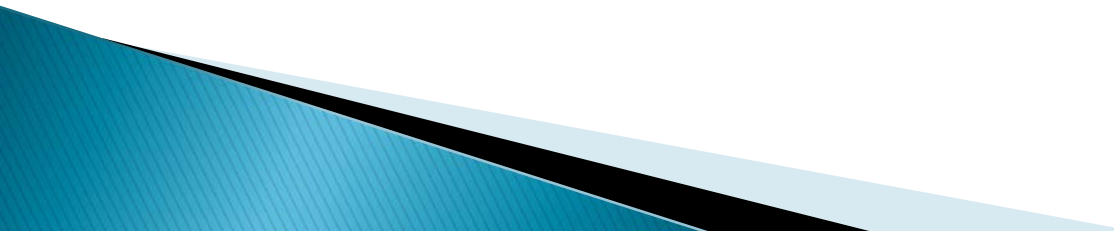

Adam Wasserman, State E911 Coordinator

Washington Military Department

Emergency Management Division

Background

▸ 39 Counties (Home Rule)

▸ 83 Public Safety Answering Points (PSAPs)
  ◦ Primary – Secondary – Backup
  ◦ County
  ◦ Washington State Patrol
  ◦ Tribal
  ◦ DoD/Federal

Different Perspectives
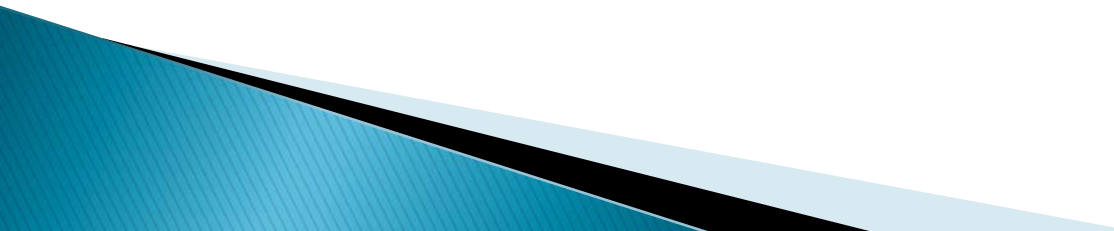
- Several DoD installations of varying size and complexity

- 3 Different relationships
  - Limited
  - Working alongside
  - Integrated

Limited

- Fairchild AFB
- Spokane County

- Limited interaction
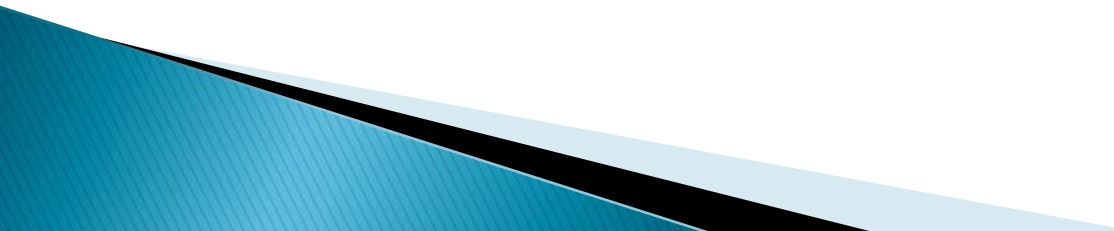
Working Together

- Navy Region
- Kitsap/Island/Snohomish Counties

- Jurisdictional overlap

- Joint responsibility

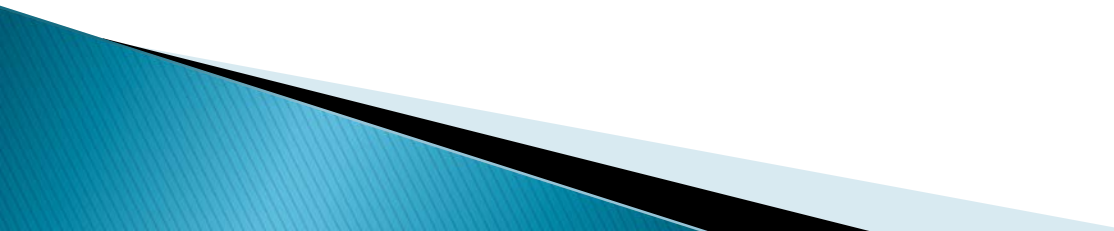# Integrated

- Joint Base Lewis McChord (JBLM)
- Pierce County
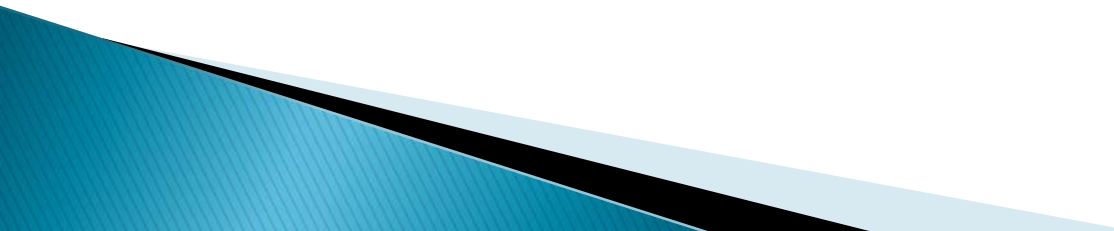
- Integrated response

- Integrated systems and support

Challenges and Obstacles

‣ Political

‣ Desire for, and presumption of, control

‣ Perception of the 'other' side of the fence

‣ Overlapping AOR and jurisdiction
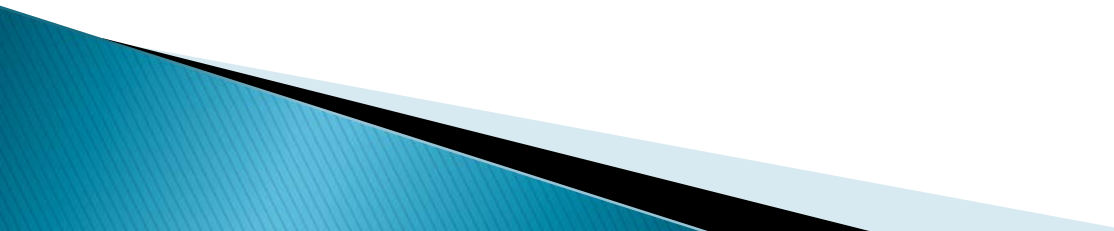
‣ Lack of continuity

‣ Technology (GIS, cell vs landline)

Best Practices

- Top down guidance (Pentagon)
- Standards and consistency
- Importance
- Partnerships
- Inclusion
- Clear responsibilities (base, state, county, city)
- MOUs

Strategies Going Forward

- DoD pilot project

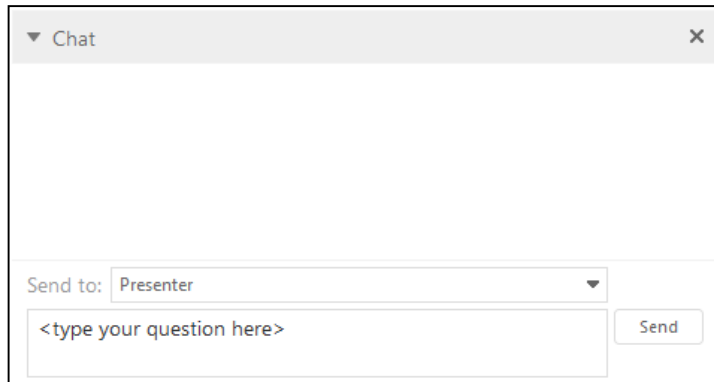- 'One style does not fit all'

- 'One system and standard can'

Closing

- Relationships
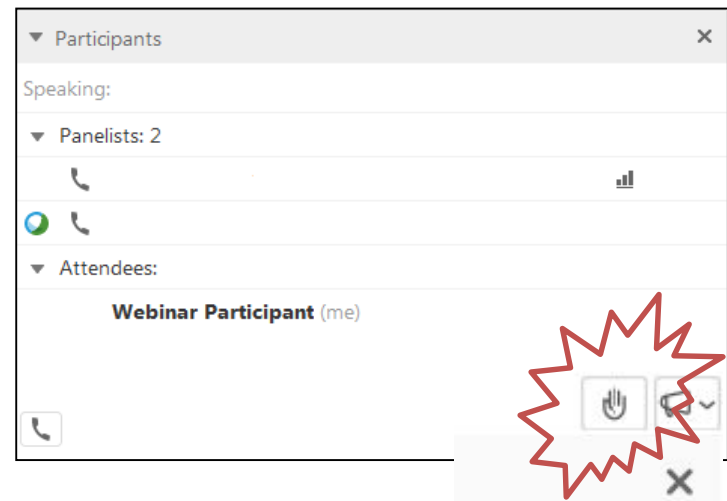
- Relationships

- Relationships

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Previous Webinars

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National 911 Program

- Laurie Flaherty

  Program Coordinator

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  laurie.flaherty@dot.gov

- Feedback or questions can be sent to:
  National911Team@mcp911.com

911.gov