

# State of 911

Webinar Series

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NATIONAL 911 PROGRAM  
April 11, 2017

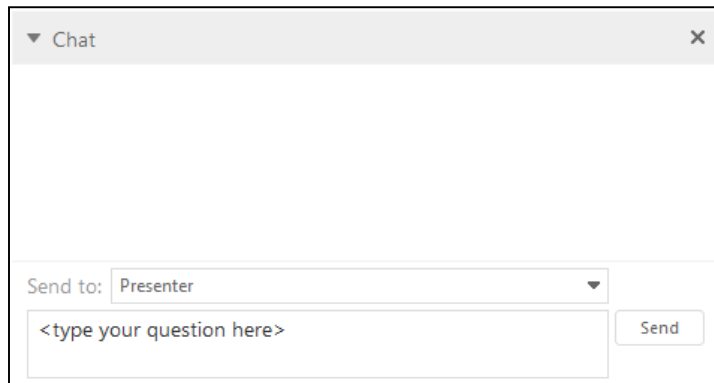
# State of 911 Webinar Series

- 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 held every other month and typically 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, access to archived recordings and to learn more about the National 911 Program, please visit [911.gov](https://911.gov)
- Feedback or questions can be sent to: [National911Team@mcp911.com](mailto:National911Team@mcp911.com)

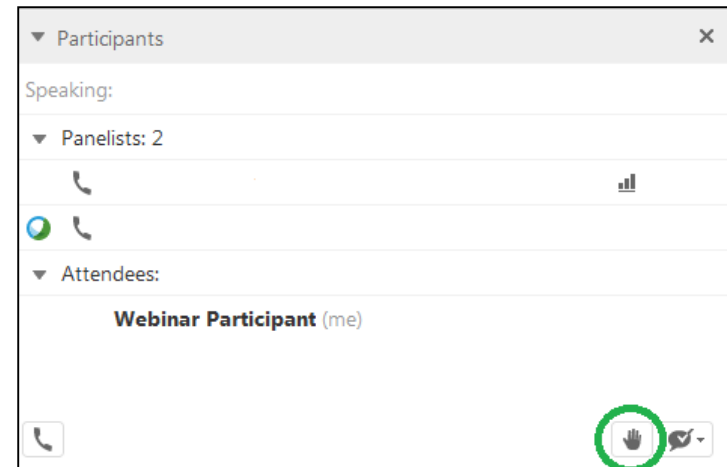
# Questions?

For WebEx Technical Assistance, please call: (866) 229-3239, Option 1

To ask a question, please use WebEx's "Chat" feature located on the right-hand side of your screen.



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# State of 911 Webinar

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April 11, 2017

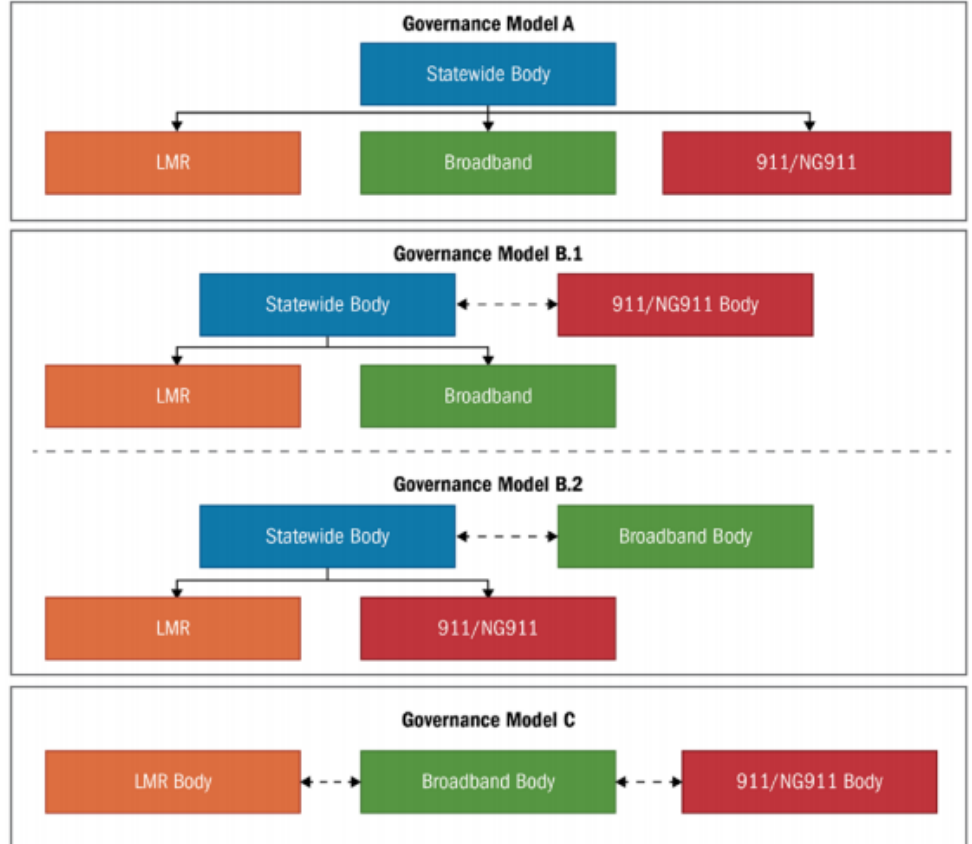
## Who We Are

*The National Governors Association (NGA) is the bipartisan organization of the nation's governors. Through NGA, governors share best practices, speak with a collective voice on national policy and develop innovative solutions that improve state government and support the principles of federalism.*



# Emergency Communications Governance Guide for State, Local, Tribal, and Territorial Officials

September 2015



# Policy Academy On Enhancing Emergency Communications Interoperability

Winter  
'16:  
Roundtable

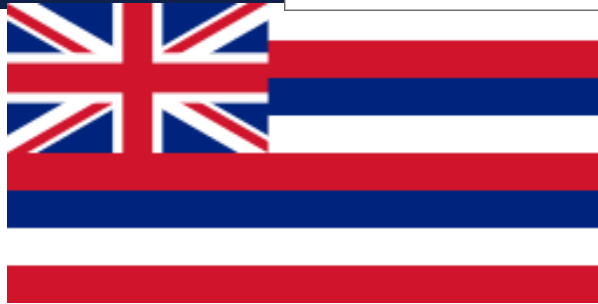
May:  
Kick-Off  
Meeting

Summer:  
In-State  
Meetings

November:  
Final  
Meeting

April '17:  
Issue Brief

# Policy Academy States





# Lessons Learned

Sustain a  
Governance  
Body

Leverage and  
Message the  
SCIP

Engage the  
Legislature

Empower the  
SWIC to  
Foster Collab.

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White Paper can be found at:

<https://www.nga.org/files/live/sites/NGA/files/pdf/2017/1704HSPSEmergencyCommunications.pdf>

**NGA** 

**NATIONAL GOVERNORS ASSOCIATION**



Homeland Security



## Utah NGA Interoperability Policy Academy

Enhancing Emergency Communications Interoperability

State of 911 Webinar April 11<sup>th</sup>, 2017





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# Current Statewide Public Safety Grade Communications in Utah Network

- A Legacy network of redundant components, connecting strategic mountain top communication sites and dispatch centers
- 246+ mountaintops 800 MHz, VHF, and Microwave
- 46+ dispatch centers statewide
- Approximately 26,000 users on 800MHz system
- Radio System + 160,000 calls per 24 hours
- 911 System = 3.5 Million Calls on annual basis



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## Challenges

### Infrastructure

- Aging Radio and Microwave Infrastructure
- Sustainable Funding Source to fund upgrade

### Emerging Technologies

- LMR vs LTE (LMR sustainment)
- Next Gen 911
- Educating Executive leadership

### Training

- Senior Staff that could retire soon
- Succession Planning/Training for Staff
- Dispatcher Training
- End User Training

### Interoperability

- Challenges patching disparate systems together
- 800 MHz Trunked
- 800 MHz Conventional
- VHF Conventional
- VHF Trunked
- Rural Areas: State users on 800 MHz trunked, locals on VHF Conventional
- Dispatch Centers Understaffed



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## Governance

### Pre 2017 Legislation

- UCA Board, 27 members made up of state, local and tribal stakeholders. Also one member of the Senate and one member of the House
- Board Chair appointed by Governor
- Executive Director of UCA serves at the the pleasure of the Board



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## Governance

### Post 2017 Legislation

- UCA Board reduced to 9 Members
  - 3 Governor Appointments
  - 1 Senate Pres Appointment
  - 1 House Speaker Appointment
  - 2 Cities & Leagues of Towns
  - 2 Association of Counties

➤ Change in governance allows for a degree of separation from the users of the system and allows the smaller board to bring a broader perspective from a business standpoint and skills. Appointments must have knowledge of government, finances, and management but, will not have a current vested interest in budgetary and procurement matters.

- Created 19 member operations advisory committee

Membership consists of users of the system (both state and local) and vendors

Representatives from the following associations: sheriff, police, fire, EMS, PSAP, DPS, UDOT, DTS, Tribes, the chair from each of the regional advisory committees and three vendors

Provide input on the strategic plan, new technology, minimum standards and needs of the emergency communications system

- Created 7 Regional Advisory Committees

Designed to give users throughout the state a voice to express concerns and needs for their specific region  
Appointed by the regional Association Of Governments  
Membership consists of users and vendors





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## Funding

### Pre 2017 Legislation

- Operation and Maintenance funded by user fee ~\$6.3 Million/year
- User fees not enough to cover upgrade of aging radio system ~\$140 Million



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## Funding

### Post 2017 Legislation

- New legislation rescinds collection of user fees
  - Cost savings to locals ~\$4 million
  - Cost savings to the state ~\$3.2 million
- New legislation provides on going funding for operation and maintenance and for upgrade of aging radio system thru emergency services fee increase.
- July 1, 2017 fee increases from .76 cents to .98 cents
- January 1, 2018 fee increases to \$1.32
  - .18 cent fund ~\$7 Million/year Replaces User Fees
  - .34 cent fund ~\$12 Million/year Funds Bond Payment for upgrade



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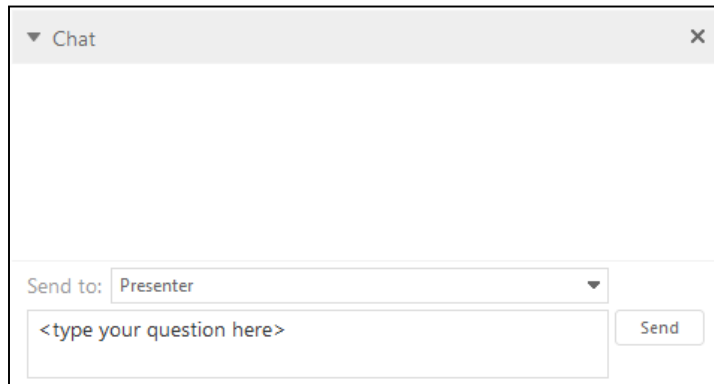


## Questions

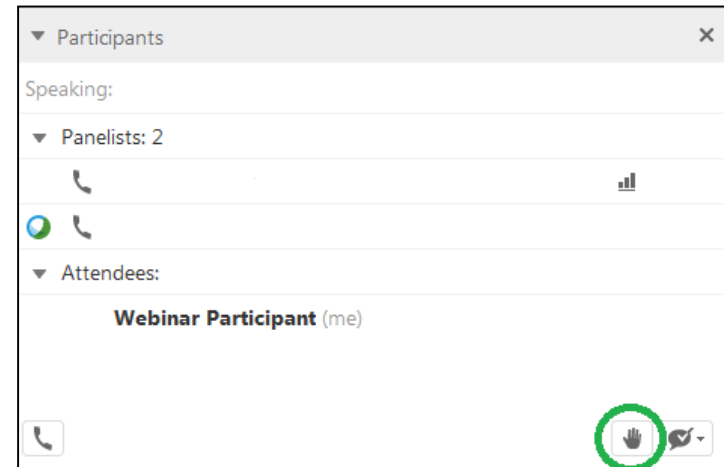
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Statewide Interoperability Coordinator  
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Office 801-965-4538  
Cell 801-556-1886

# Q&A Period

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## BENEFITS OF THE ANNUAL PROFILE DATABASE REPORT

# The National 911 Profile Database

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- A program of the National 911 Office in NHTSA
- Annual data collection aggregated at the state level and reported at the national level
- Data provided by NASNA members as well as non-member states and Territories
- Types of data collected
  - Baseline data elements
  - Progress benchmarks



# The National 911 Profile Database

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## Baseline data elements

- Call volume by call type
- Number of state and sub-state 911 authorities
- Level of service by population and geography
- Number of primary and secondary PSAPs

## Progress benchmarks

- Statewide and sub-state 911 plans
- Procurement of NG911 system components
- Contract awarded
- Installation and testing
- Transitional operations



# Why Support the Data Collection?

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Because it will benefit you and your local stakeholders

States can use the data to:

- Answer questions from legislators and policy makers about how their state compares with others
- Improve service

The information contained in the report may provide states with:

- Enhanced credibility and visibility within their respective states
- Ability to demonstrate the value of a state's program to those uneducated about 911
- Data that helps “make the case” for increased funding, legislative changes, etc. that will support state and local operations





# How States Use the Annual Profile Report

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- As a good litmus test to see how they are doing in comparison with other states
- To better understand what is occurring at the local level
- To augment their own data collection and thereby improve their ability to gather meaningful information from the local level
- Include information from it in their annual reports to their governors and legislatures
- To remind legislators of what they spend on 911

# How States Use the Annual Profile Report

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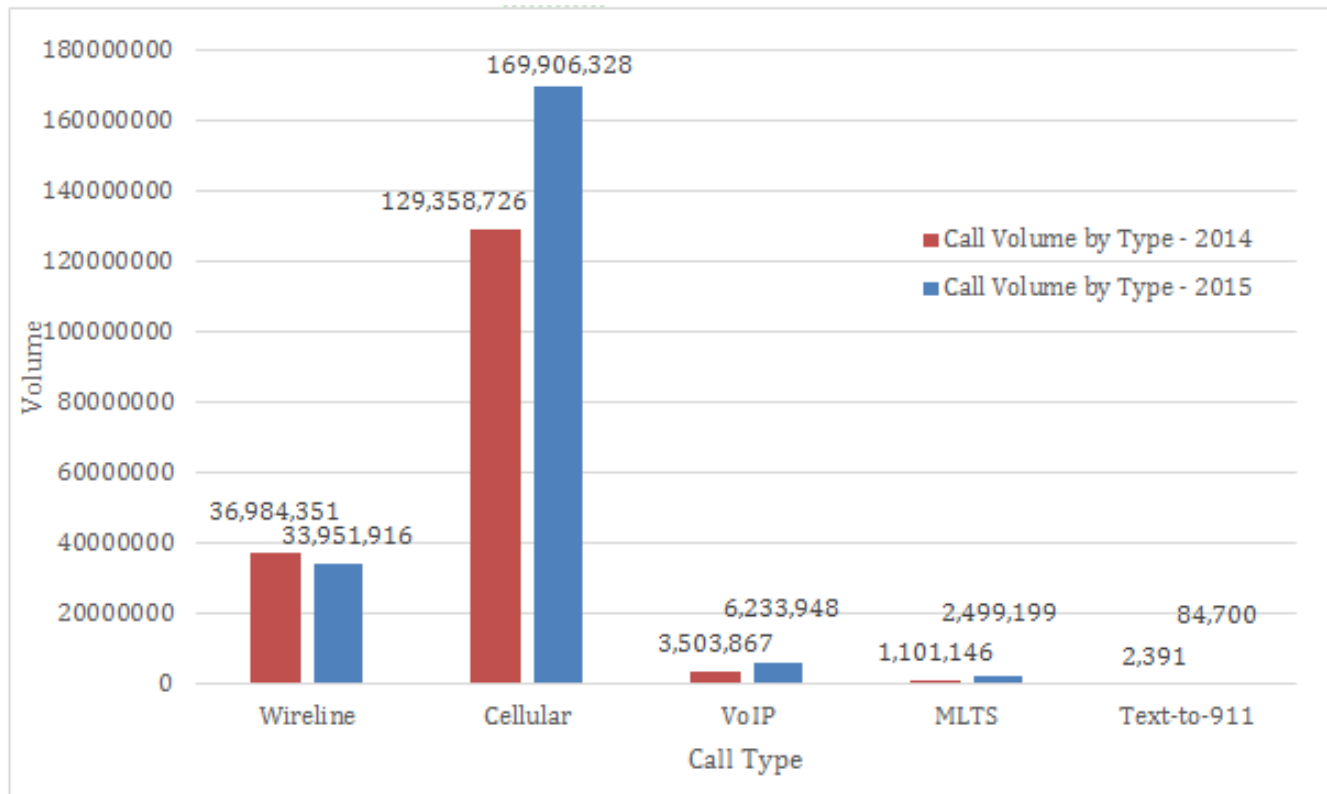
- To answer questions from legislators, 911 advisory boards and PSAPs and be able to point out where they are compared with other states
- To provide a national perspective on things such as implementing text-to-911 in order to motivate PSAPs to support it
- Identify areas that haven't attained E911, or Wireless Phase I or II and prioritize getting them served
- As additional supportive data on research
- To provide the state advisory board with an update on the state of 911 across the nation

## Total Number of 911 Calls Received

Question		Enter the total number of 911 calls received by “primary” PSAPs in your State, even if not answered or no dispatch occurred <sup>5</sup>	
Definition		<i>Total number of calls received by 911 Authorities for the calendar year, aggregated to the state level</i>	
State	Response	State	Response
TX	24,922,909	KS	2,853,576
CA	23,763,398	AR	2,749,079
FL	17,180,890	CT	2,276,679
PA	8,850,159	OR	1,662,290
NC	6,855,379	GU	1,400,000
MI	6,334,188	DC	1,368,582
WA	5,888,870	NM	1,262,218
CO	5,872,368	NE	1,156,517
AZ	5,845,282	UT	928,744
IN	4,610,105	IA	760,386
VA	4,566,206	ME	669,936
MD	4,519,037	ND	326,194
MN	4,172,742	SD	297,270
KY	3,349,617	VT	208,367
PR	3,003,386	VI	35,631
UNKNOWN: AK, AL, ID, IL, MT, OH, OK, SC, TN, WI			

# 911 Call Volume by Type

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# Case Study: Arkansas

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- It helped me understand what questions I needed to be asking my PSAPs
- It was a vehicle to help build relationships with our PSAPs
- The report helps me make important points by painting a picture based on the data
- As a new state 911 administrator, it helped me gain the knowledge to understand the many issues facing 911



# Case Study: Arkansas

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- It helped me understand the multitude of differences across jurisdictions and highlighted the patterns we are seeing in the public safety communication industry
- It has been a godsend in helping to educate our elected officials
- When a new local 911 coordinator comes in, I use the database to help them understand what is important in the industry
- I use the report to start training and operational conversations at the local PSAP level
- We are relying heavily on this report (along with the FCC and TFOPA reports) as we begin planning for NG911 in Arkansas



# Case Study: Arkansas

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- Arkansas' PSAP certification form has increased greatly in recent years, but our PSAPs were happy to support it once they knew where the information goes and how it was being used
- The Association of Counties and other elected officials want the comparison with neighboring states. While the data between states may not be an “apples to apples” comparison, the database report offers insight and helps keep 911 in the spotlight.
- I am using it to give impetus to the creation of a statewide 911 program and office



# Questions?

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NASNA

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Randie Jones, ENP, State 911 Coordinator

State of Arkansas

(501) 683-6700

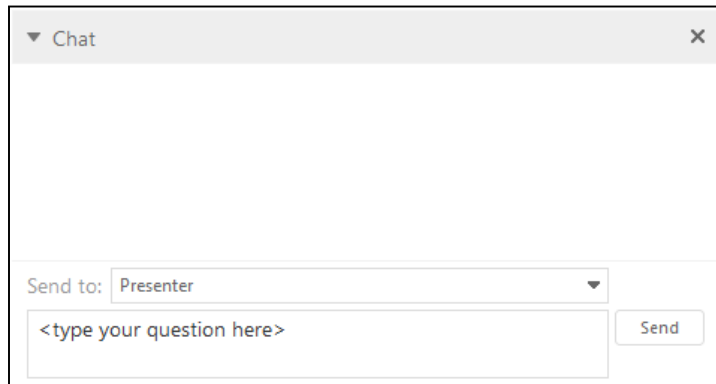
[randie.jones@adem.arkansas.gov](mailto:randie.jones@adem.arkansas.gov)



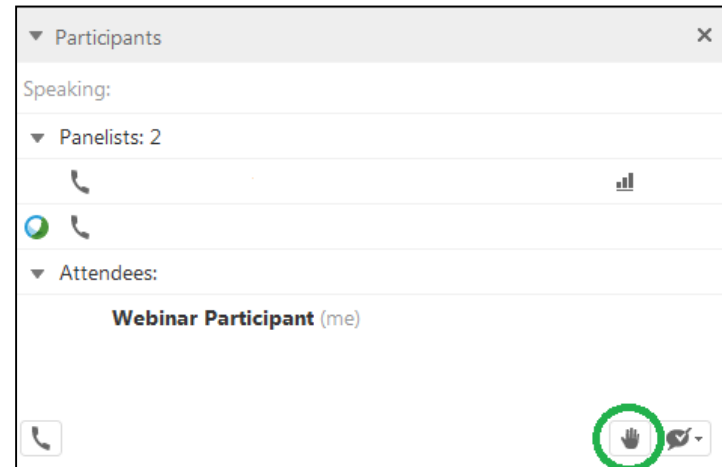


# Q&A Period

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# Future Webinars

## 2017 Scheduled Webinars:

- Tuesday, June 13, 2017 at 12 noon ET
  - Tuesday, August 8, 2017 at 12 noon ET
  - Tuesday, October 10, 2017 at 12 noon ET
  - Tuesday, December 12, 2017 at 12 noon ET
- 
- To register, visit: <https://tinyurl.com/2017Stateof911>
  - Previous State of 911 webinars are available at: [www.911.gov/webinars.html](http://www.911.gov/webinars.html)

## 2017 "State of 911" Webinar Series

[English : New York Time](#)

Show past events

### Upcoming Events

<input checked="" type="checkbox"/>	<a href="#">Date &amp; Time</a> ▾	<a href="#">Event</a>
<input checked="" type="checkbox"/>	Feb 14, 2017 12:00 pm	<a href="#">"State of 911" Webinar - February 2017</a>
<input checked="" type="checkbox"/>	Apr 11, 2017 12:00 pm	<a href="#">"State of 911" Webinar - April 2017</a>
<input checked="" type="checkbox"/>	Jun 13, 2017 12:00 pm	<a href="#">"State of 911" Webinar - June 2017</a>
<input checked="" type="checkbox"/>	Aug 8, 2017 12:00 pm	<a href="#">"State of 911" Webinar - August 2017</a>
<input checked="" type="checkbox"/>	Oct 10, 2017 12:00 pm	<a href="#">"State of 911" Webinar - October 2017</a>
<input checked="" type="checkbox"/>	Dec 12, 2017 12:00 pm	<a href="#">"State of 911" Webinar - December 2017</a>

Register

# National 911 Program

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