

State of 911

Webinar Series

NATIONAL 911 PROGRAM
August 8, 2017

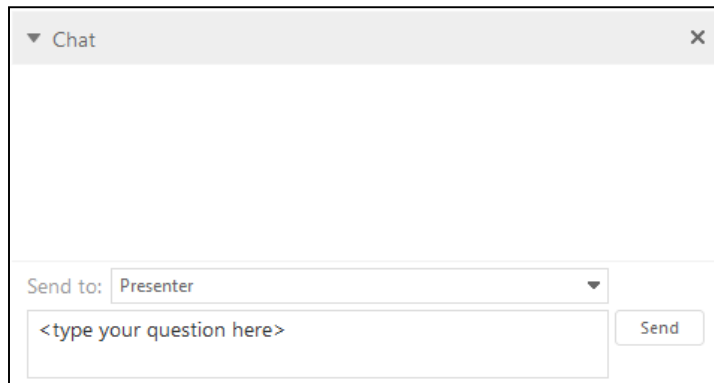
State of 911 Webinar Series

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

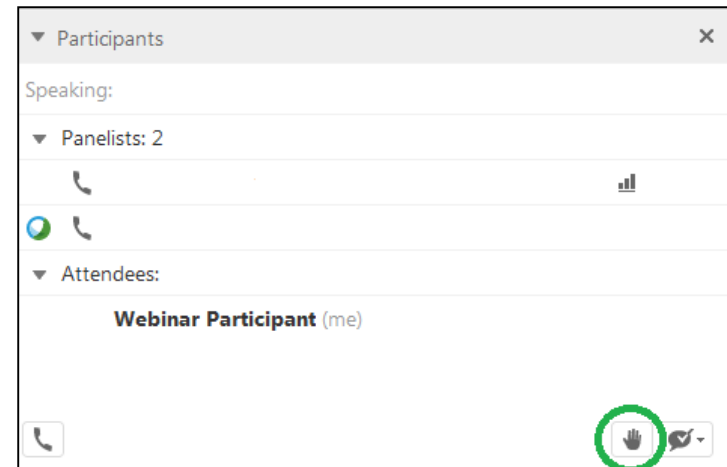
Questions?

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.



During the Q&A portion of the webinar, please click on "Raise Hand" and your phone will be unmuted.



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State of 911 Webinar Series

FirstNet Early Builders Update

Todd M. Early

Deputy Assistant Director

Texas Department of Public Safety

Statewide Interoperability Coordinator (SWIC)

TX State Point of Contact for FirstNet (SPOC)

The logo for the Texas Public Safety Broadband Program features a stylized Texas state flag with a white star on a blue field, a white field, and a red field, all set against a white background. The text "Texas Public Safety Broadband Program" is written in a bold, black, sans-serif font, with "Texas Public Safety" on the top line and "Broadband Program" on the bottom line. The logo is positioned in the bottom right corner of the slide.

**Texas Public Safety
Broadband Program**

Supporting Associations



National Organization of Black Law Enforcement Executives
National Governors Association
National Association of Counties
National League of Cities
United States Conference of Mayors
Council of State Governments
International City/County Managers Association
National Conference of State Legislators
International Association of Chiefs of Police
International Association of Fire Chiefs
National Troopers Coalition

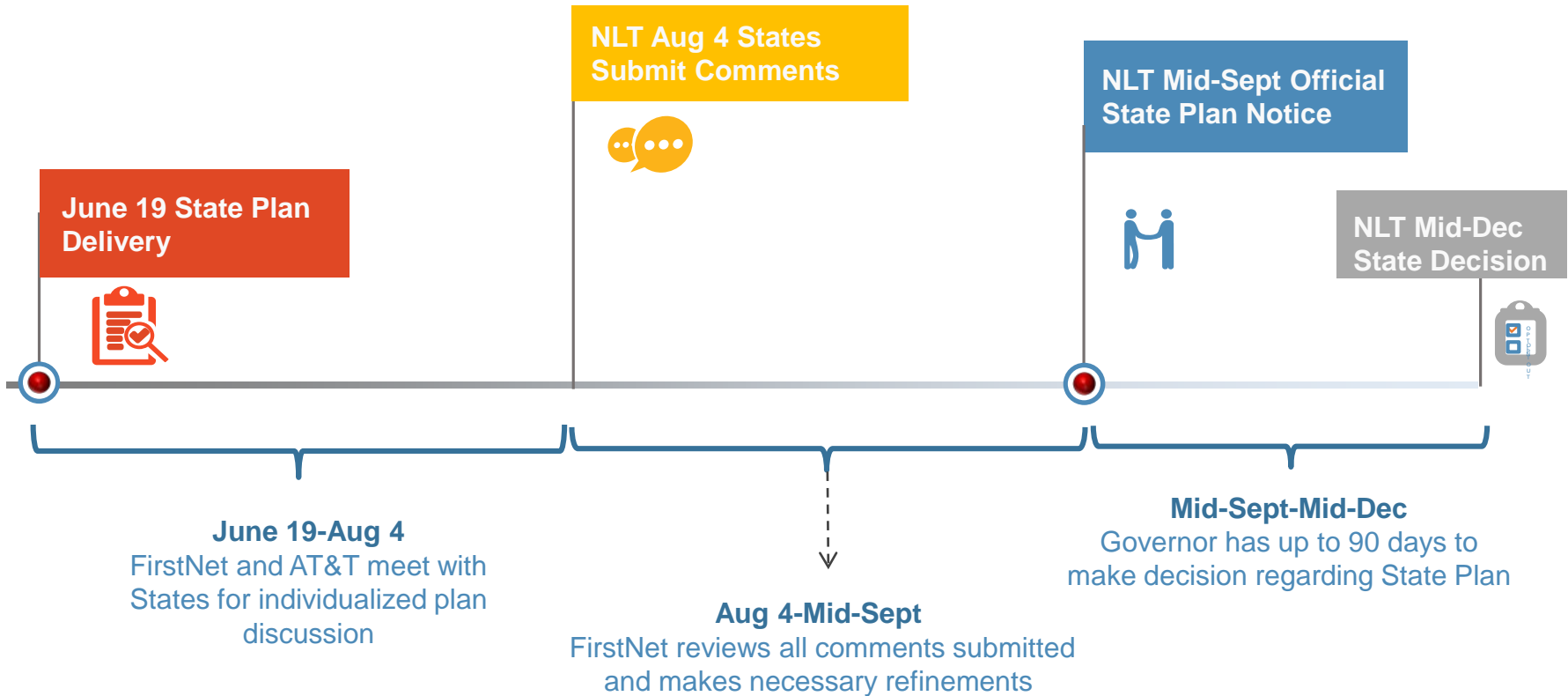
National Sheriff's Association
Major Cities Chief's Association
Metropolitan Fire Chiefs Association
Major County Sheriff's Association
Association of Public Safety Communications Officials
National Emergency Management Association
International Association of Emergency Managers
Police Executive Research Forum
National Criminal Justice Association
National Association of Police Organizations
National Volunteer Fire Council
National Troopers Coalition

Association of Air Medical Services
Advocates for Emergency Medical Services
Emergency Nurses Association
National Association of EMS Physicians
National Association of Emergency Medical Technicians
National Association of State EMS Officials
National EMS Management Association
American Probation and Parole Association
National Associations of Regional Councils



Image source: www.firstnet.gov

Important Dates



Early Builder Projects



FirstNet Guiding Principal

“FirstNet will provide technical support to these projects and will share any lessons learned with the broader public safety community to enable the successful implementation of FirstNet’s nationwide network deployment. Designing and deploying a network that lives up to these principles will require an extraordinary level of coordination and collaboration among all stakeholders.”

Project	SMLA	KLCP	On Air Sites	Primary Focus Areas / Key Learning Conditions
1. LA-RICS	Yes	Yes	76	Secondary responders partnerships, Quality of Service, priority/pre-emption
2. NM	Yes	Yes	7	Hosted core, int’l border spectrum management, Federal partnerships
3. NJ	Yes	Yes	35	Deployable assets, emergency management (training, exercises and EMAC inclusion), Network Operations Center notification
4. ADCOM	Yes	Yes	15	Public Safety Communications Research program/FirstNet test support, Band Class 14 device testing, demonstration access
5. TX (Harris Co)	Yes	Yes	36	Core migration, data analytics, rural coverage, special events, LTE training



Harris County *LTE*

Public Safety Technology Services



Harris County Technology Services

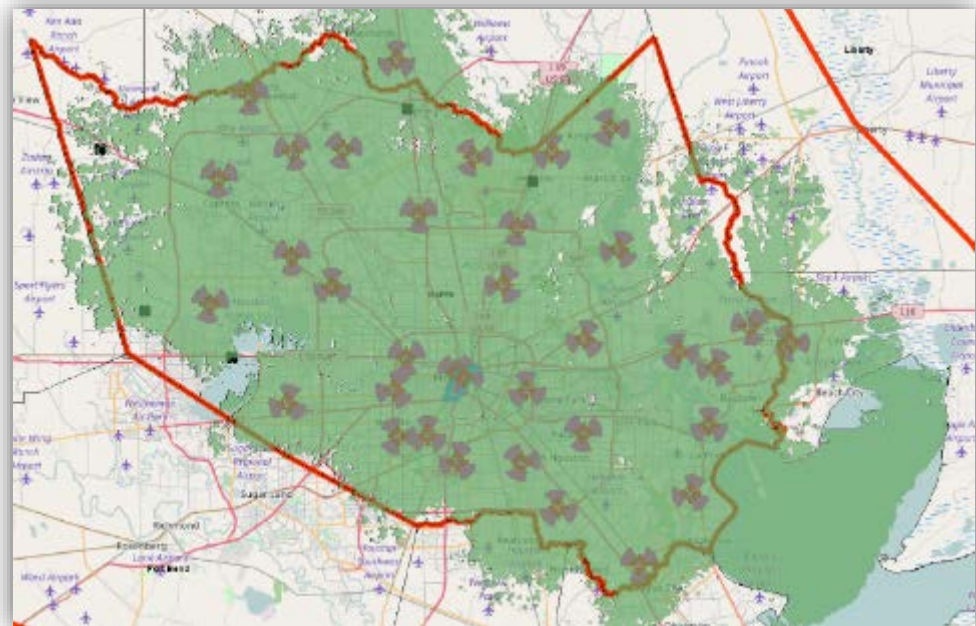
Harris County LTE Build-Out Status

Current “ON AIR”

- 35 Sites in Harris County service area
- 1 Site in Brazos County (Extended range test site)
- 1 Mobile Unit
- 1 COW provided by DPS

Current Build Out

- 4 Sites under construction
 - 4 New Locations



Houston Livestock Show and Rodeo

Event Facts:

- Held at NRG Park
- 4 weeks (including BBQ Cook-Off)
- Attendance over period:
 - 2013: 2.506 Million
 - 2014: 2.485 Million
 - 2015: 2.483 Million
- 30,000 Volunteers
- 1,000+ Public Safety/Law Enforcement



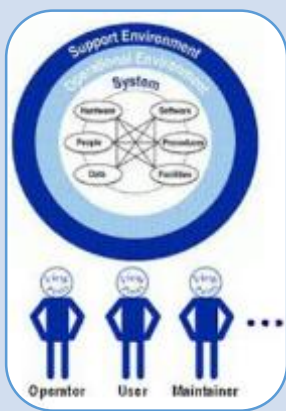


February 5, 2017

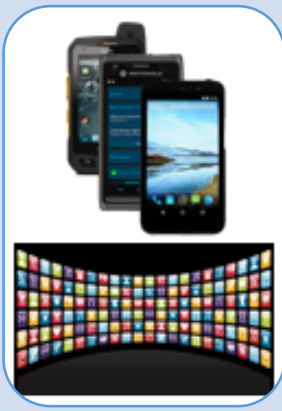
PSLTE Planning Process



Identify
Users



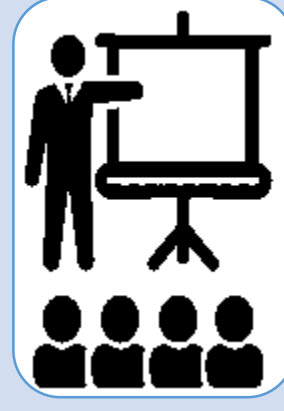
Develop
ConOps



Select
Products



Test
Config



Train
End Users



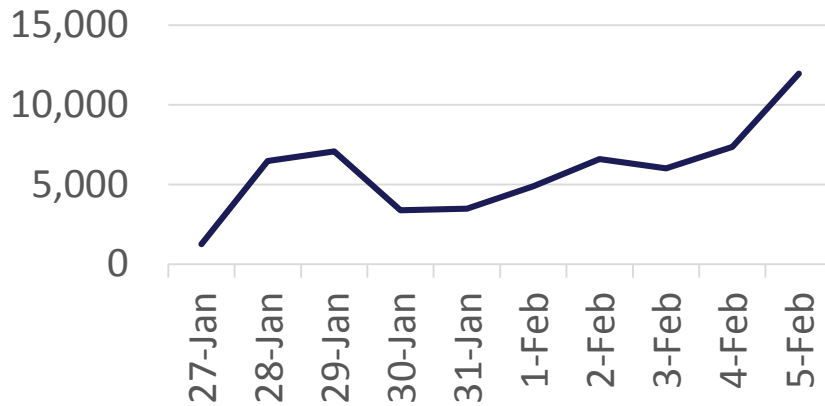
Standard Op
Procedures

Agencies Supported

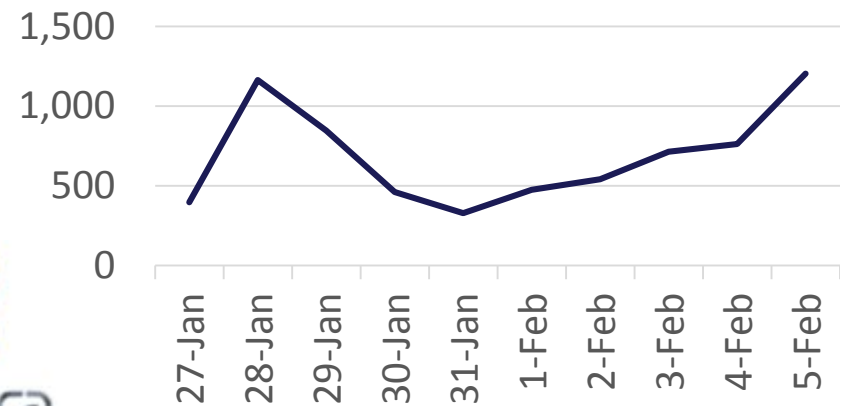


Mobile App Statistics

Mobile App Views



Messages Created



58,253

6,897

Value of Mobile Apps during SBLI



Reduce Radio Traffic



Reduce Dispatch Time



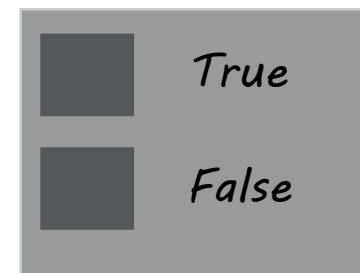
Keep Sensitive
Information Off the Radio



Improve Information Sharing
& Interoperability



Immediate Redistribution
of Information



Reduce Misinformation
"Telephone Effect"

Brazos County Sheriff's Office



- Test site for Harris County LTE
- 68 patrol units equipped with Band 14
- Band 14 is primary data communications; switches to Verizon when out of coverage
- Network has already led to operational changes



Brazos County – Armed Standoff



The screenshot displays a video monitoring interface with two camera feeds and a control panel. The top-left window shows a playground with a tree and a slide, with a timestamp of 8:10. The top-right window shows a street scene with a white car and a dark SUV. The bottom panel contains a control interface with a "Trigger" section and a "Network is busy" status.

10/5/2015 8:23:05 PM

Network is busy

Trigger	
1. MIC TALK	2. MIC DOCK
3. MUTE	4. LIGHTS
5. GPS	

May 2016 Extreme Weather



Live view of Brazos County weather conditions and damage from floods/tornado

Next Generation 9-1-1

Citizen

911 Call Taker/Dispatch

Responder



Texas Outreach: www.TxLTE.com



- Home
- TxPSBP
- Coverage Objectives
- The Network
- FAQs
- Newsroom
- Events
- Contact



Coverage! *It's important!*

We will soon be reaching out to you for additional input on coverage needs in your area.

It is critical that public safety gets involved and lets their coverage needs be heard!

[Read more »](#)

Learn

[Take an Online Course](#)

[What is public safety broadband?](#)

[Who is FirstNet?](#)

[What is TxPSBP?](#)

[How is it funded?](#)

[Who are Early Builders?](#)

Get Involved

[Data Collection](#)

[Regional Planning Meetings](#)

[Broadband Planning Teams](#)

[Strategic Advisory Groups](#)

[Upcoming Events](#)

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[Request a Speaker](#)



TX Public Safety LTE @txlte

Darryl Ackley discussing NM Early Builder project at SW Border Comm Working Group Meeting in Phoenix @FirstNetGov




01 Reply

Texas Outreach: Online Learning

DPSONline Resources

Menu


- Desktop
- Welcome and Viewing Needs
- Navigating the Course
- Course Overview
- Wireless Broadband Network
- Public Safety Current Uses
- Fact or Myth
- Public Safety Broadband Net...
- National Disasters
- Growth of Consumer Traffic
- Current Data Communication
- Commercial Carrier Limitations
- Differences
- Similarities
- Land-Mobile Radio (LMR)
- Continued LMR Use
- Applications – Interdisciplina...
- Applications – Discipline Spe...
- New Cellular Broadband Net...
- FirstNet
- Benefits of FirstNet
- The Road to the Public Safet...
- Funding Model
- Costs
- Texas Participation
- Texas Public Safety Broadband
- State and Local Implementat...
- Whole Community Impacts
- Local Input
- ISG-Net
- Public Safety Broadband Net...
- Summary




Introduction to Public Safety Broadband

Welcome to Introduction to Public Safety Broadband

Choose your viewing needs to begin.



Desktop/
Laptop



Assistive
Device User

Public Safety Broadband Network: Example Scenario

Pitcher Bridge Collapse

At 7:34am an international vessel, The Curie, struck the pylons of the Pitcher bridge. At the time of impact, 12 cars were on the bridge with 17 passengers, and 100 crew members were on the ship with 24 seriously injured.

The number of responding agencies grows as more information is discovered. Interoperable communications is key in saving lives and property.

Select the next button to review the communication efforts during this incident.



Texas Outreach: Online Learning

Public Safety Broadband Network: Example Scenario

Pitcher Bridge Collapse

	Staging	Police	Fire/EMS	Public Works	Others
Home					
Field Assets					
Medical Map					
Evac Status					
ICS					
Comm Plan					

Texas Outreach: Online Learning

Public Safety Broadband Network: Example Scenario

The screenshot displays a software interface for a public safety broadband network. On the left is a vertical navigation menu with the following items: Home (with a bridge icon), Field Assets, Medical Map, Evac Status, ICS, and Comm Plan. The main content area is titled "Pitcher Bridge Collapse" and features a top navigation bar with tabs for Staging, Police, Fire/EMS (highlighted with a red arrow), Public Works, and Others. Below the tabs is a map of the La Porte area, showing a bridge collapse marked with a yellow starburst. A callout box over the map reads "Fireboat-Civilian Rescue Responders- 14". The map also shows various emergency vehicles and assets positioned around the incident site. A small map of Texas is visible at the bottom center of the screen.

Texas Outreach: Online Learning

Public Safety Broadband Network: Example Scenario

The screenshot displays a software interface for a public safety broadband network. At the top, a blue header reads "Pitcher Bridge Collapse". Below this, a navigation bar contains three tabs: "Hospital", "Triage", and "Ambulance", with "Ambulance" currently selected. On the left side, a vertical menu lists several functional areas: "Home" (with a bridge icon), "Field Assets", "Medical Map" (highlighted in red with a red arrow pointing to it), "Evac Status", "ICS", and "Comm Plan". The main area of the interface is a map of the La Porte area, showing a yellow starburst icon representing the collapsed bridge. Orange lines on the map indicate the network's coverage or data flow. A small blue map of Texas is visible at the bottom center of the screen.

Texas Outreach: Online Learning

Public Safety Broadband Network: Example Scenario

Pitcher Bridge Collapse

Evacuation Status | Shelter Management

Field Assets

Medical Map

Evac. Status

ICS

Comm Plan

Voluntary Evacuation

Mandatory Evacuation

La Porte

Select when ready

Texas Outreach: Online Learning

Public Safety Broadband Network: Example Scenario

Pitcher Bridge Collapse

201	202	211	213

Field Assets
Medical Map
Evac Status
ICS
Comm Plan

Select when ready

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FirstNet Early Builders Update

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Deputy Assistant Director

Texas Department of Public Safety

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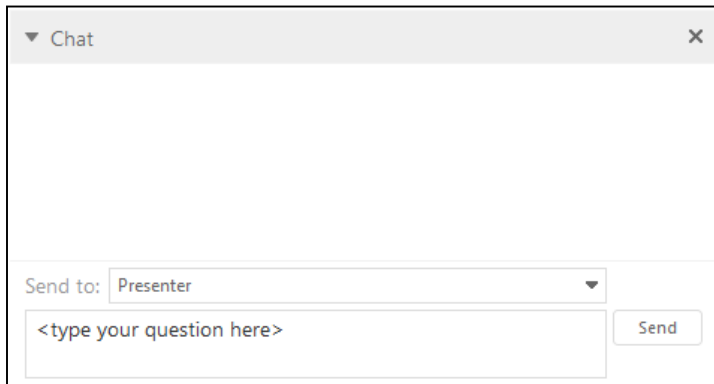
TX State Point of Contact for FirstNet (SPOC)

The logo for the Texas Public Safety Broadband Program features a stylized Texas state flag with a white star on a blue field, a white field, and a red field, all contained within a white ribbon-like shape. Below this graphic, the text "Texas Public Safety Broadband Program" is written in a bold, black, sans-serif font.

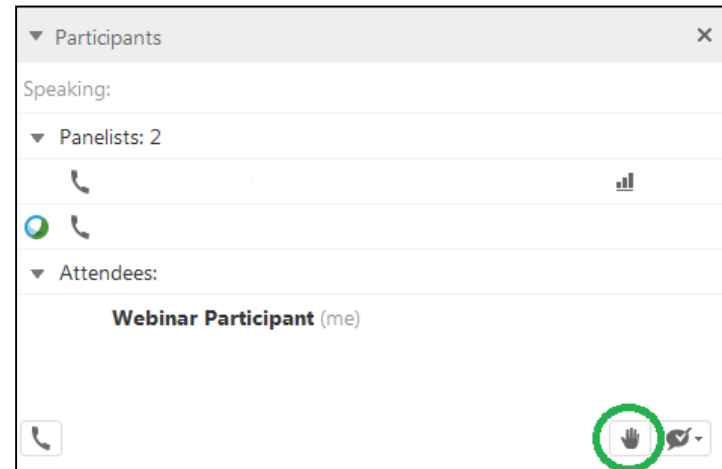
**Texas Public Safety
Broadband Program**

Q&A Period

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State of Arizona 9-1-1 Program



Procuring NG9-1-1 in a Budget-Constrained World



Arizona Strategic Enterprise Technology

Objective

- Understanding of Arizona's constraints, requirements, and opportunities
- Process to get from concept to reality
- High-level description of the current solution
- NOT a vendor/product endorsement



Constituent Communications

How?

- Quarterly PSAP 9-1-1 Meetings
- Focus Group
- Service Provider Solution Review Meetings

What?

- Understand goals of the initiative
- Collaborative, open discussion
- What are the PSAPs' requirements?
- Go over preliminary information

NG9-1-1 Requirements

- Budget-friendly
 - Predictability
- Turn-key support
 - NG9-1-1 Core Services, ESInet, Call Handling, Project Management, 24x7 support
 - Software/Hardware refresh
- Service Level Agreements
 - Ubiquitous service
 - Guaranteed support for i3 features
 - Network Performance
 - Response/Resolution Times



Solution Review

- Details Matter
- Options Matter
- Competition Matters



Service Level Agreements

- Technical
 - Latency, jitter, packet loss, service availability, etc.
- Operational
 - Response times, resolution times, etc.
 - Software upgrades
- Functional
 - Feature functionality, standards compliance, etc.

Local Governance

- Arizona 9-1-1 Program Office set the minimum requirements and documentation
- Current 9-1-1 agreement and administrative processes remain
- Each PSAP to vet the agreement individually with their own procurement, finance and legal departments
- Each PSAP to negotiate additional requirements or desires

The Results...

- Transitional NG9-1-1 Solution
 - IPSR today
 - i3 call routing when 1st PSAP(s) are ready
- Two options for call handling platform
- 12 PSAPs live today
- 26 PSAPs anticipated to be live by end of year
 - 50 completed by end of 2018 (50 of 86)
- Engagement with the state's other 9-1-1 Service Providers

Lessons Learned

- Start planning early
- Know what you don't know
- Anticipate future needs
- Get the details and take the time to thoroughly review the details
- Communicate with constituents

Contacts

State of Arizona 9-1-1 Program:

Barbara Jaeger

State 9-1-1 Administrator

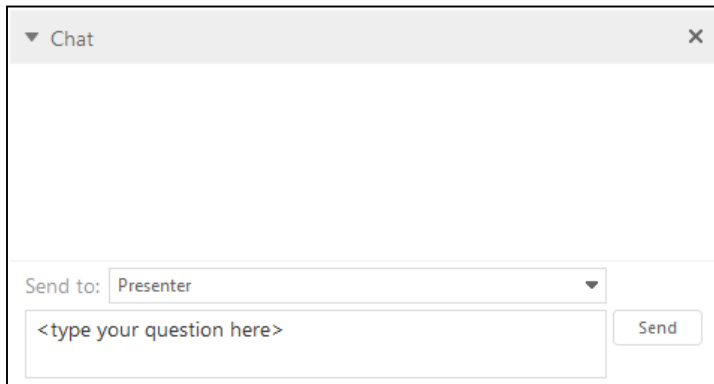
Barbara.jaeger@azdoa.gov

(602) 542-0911

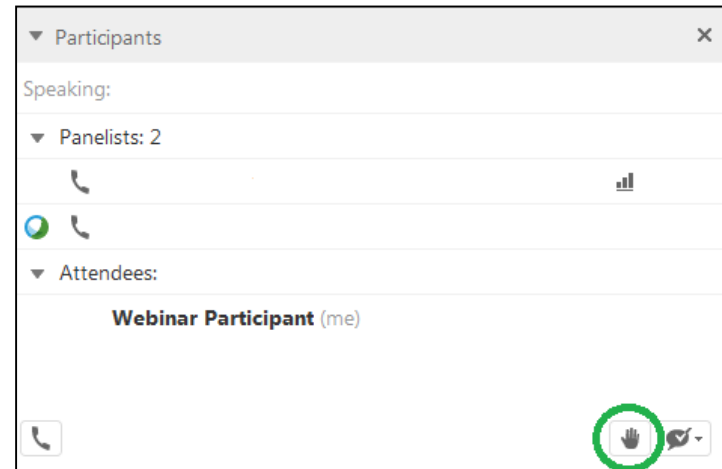


Q&A Period

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Future Webinars

2017 Scheduled Webinars:

- 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

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