

State of 911

Webinar Series

NATIONAL 911 PROGRAM

June 13, 2017

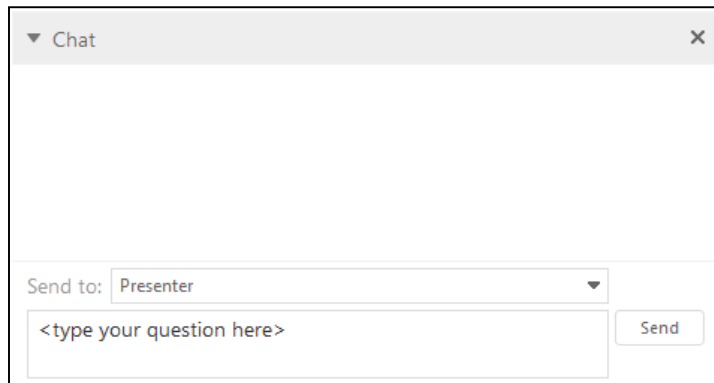
State of 911 Webinar Series

- 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

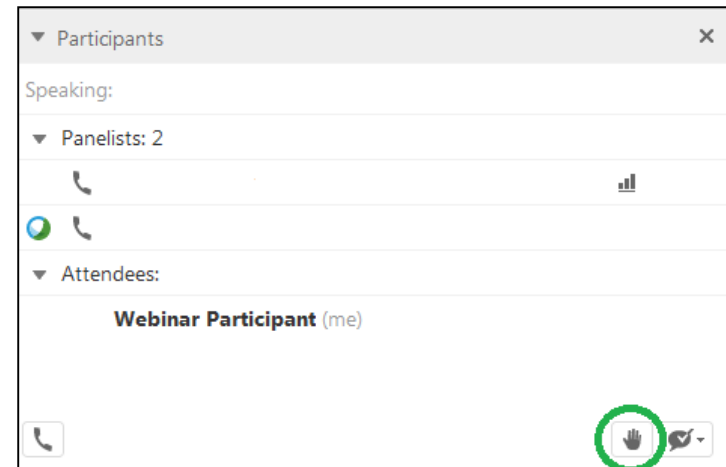
Questions?

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National 911 Program

Laurie Flaherty, Coordinator

Agenda

- 911 Grant Program
- National 911 Profile Database:
 - 2016 & 2017 data collections
 - NPD 2
- Using 911 Data
- Uniform, national 911 data system
- Coming soon...

National 911 Program: Objectives

- Serve as convener/coordinator among public and private stakeholders at local, state and Federal/national levels
 - Collect/create resources for local/state 911 Authorities
 - Administer a grant program for the benefit of PSAPs
-

- Provide a Federal focus for 911
- Promote and support 911 services





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[About the Program](#)
[911 Issues](#)
[Program Initiatives](#)
[National 911 Coordination](#)
[Resource Center](#)

Strengthening America's 911 Systems


Learn more about the National 911 Program and its mission to coordinate improvements to America's 911 system.

[Learn More](#)





USING 911 APPROPRIATELY



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911 AS A PROFESSION

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911 Program Initiatives

Working for an Updated 911 System

People expect the 911 system to work quickly and reliably, everywhere and with any device. The National 911 Program's



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911 Grant Program

- Eligible use of funds include:
 - Implementation and operation of 911 and E911 services
 - Migration to or implementation of an IP-enabled emergency network
 - Adoption and operation of NG911 services and applications
 - Training public safety personnel

911 Grant Program: *Notional Timeline*, June 2017

Timeline	Actions	Status
2014/2015	FCC holds auction	Done
April 2016	FCC transfers spectrum auction proceeds to NTIA	Done
Summer 2016	NTIA and NHTSA seek apportionments from OMB	Done
Sept 2016	NTIA and NHTSA sign MOU; NTIA transfer funds	Done
Oct 2016 – Mar 2017	Develop program infrastructure for grantee reporting and program oversight	In process
Oct 2016 – Dec 2017	Draft federal regulations; draft/clear Paperwork Reduction Act (PRA) documents; and establish application review process	In process
Jan – June 2017	Draft Notice of Proposed Rulemaking (NPRM); review by both agencies	In process
Late Summer 2017	OMB reviews draft regulations	Not Started
Oct 2017	Publish Notice of Proposed Rulemaking (NPRM); seek 45 day public comment	Not Started
Dec 2017	Public comment period closes; draft final rules	Not Started
February – April 2018	OMB reviews final rules	Not Started
April- June 2018	Publish final rules; open grant application period	Not Started

Draft NPRM & final NPRM will require reviews by both Agencies & OMB; and might extend this schedule further out into 2018.)

Stay Informed

911.gov

About the Program 911 Issues Program Initiatives National 911 Coordination

911 Grant Programs

Home / National 911 Program Initiatives / 911 Grant Program

Across the nation, 911 leaders continue to plan technology and operational upgrades for local, regional and state 911 systems. The 911 Grant Program provides grant funding to help 911 Public Safety Answering Points (PSAPs) support efforts to provide citizens with optimal 911 services.

In 2009, the National Telecommunications and Information Administration (NTIA) and the National Highway Traffic Safety Administration (NHTSA), acting through the Implementation Coordination Office (ICO), which is staffed by the NTIA and the National 911 Program, awarded more than \$40 million in grants. The Next Generation 9-1-1 Advancement Act of 2012 reauthorized the 911 grant program with more than \$100 million in 911 grant funds.

See below for a brief overview of the grant process stages:

✓	Stage 1:	FCC conducts AWS-3 spectrum auction (Nov 2014 - Feb 2015)
✓	Stage 2:	Auction proceeds transferred to Public Safety Trust Fund (May 2016)
✓	Stage 3:	Public Safety Trust Fund transfers funds to 911 Grant Program (Sept 2016)
	Stage 4:	NHTSA & NTIA draft joint grant regulations (In Progress)
	Stage 5:	Public provides comments on draft regulations (Spring 2017)
	Stage 6:	Final regulations are published and grant applications accepted (Spring 2017)
	Stage 7:	Grants are awarded (early 2018)

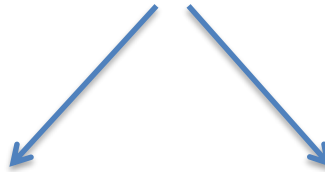
Sign up [here](#) to receive email updates as new information is available.

www.911.gov/911grants.html

Sign up for email updates

National 911 Profile Database

- Voluntary data collection from states each year led by the Program and NASNA
- Includes state-specific benchmarking data on funding, call volume, progress toward NG911 and more



- Trends and findings at the state level are later shared in the **National 911 Progress Report**
- Data also collated with sub-state data collected annually by NENA in the **Review of Nationwide Data Collection** report

2016 National 911 Progress Report

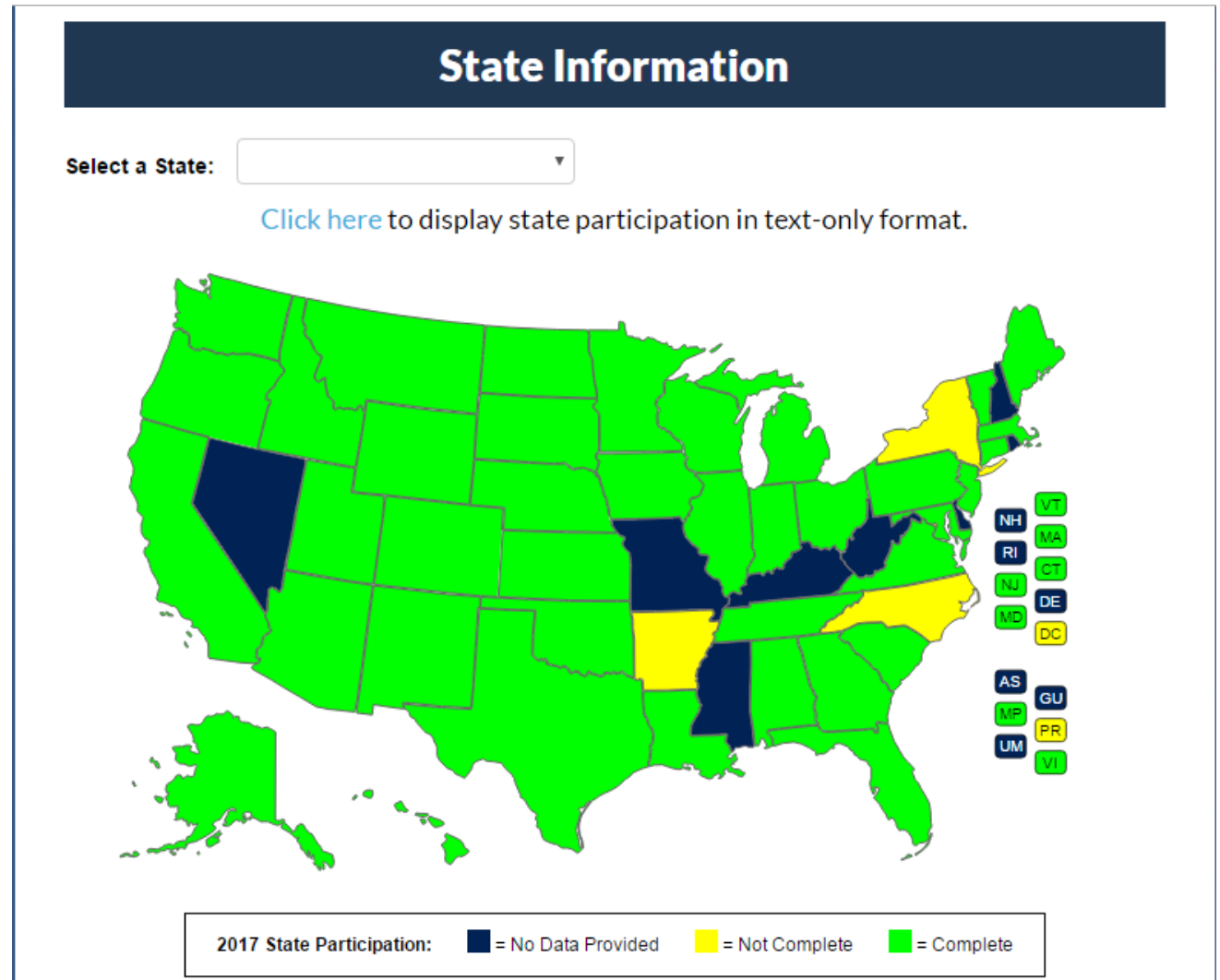


- Released early this year, it includes data submitted by states in 2016
- States and territories submitting data totaled 46
- Tracks types of calls, progress toward implementing NG911, caller location capabilities and more

2017 Data Collection: "The Map".....

- 40 – green
- 5 – yellow
- 11 - dark

...as of June 1, 2017



National 911 Profile Database: Version 2.0

- Same data elements since 2011
- Discussion:
 - Deleting data elements that are no longer relevant
 - Adding data elements for other things that
 - Would be useful
 - Would be feasible to collect
 - Tweaking data dictionary to increase clarity & data quality



**Thank you to NASNA members working on
this revision**

Putting the Data to Use

The screenshot shows the website for IWCE's URGENT COMMUNICATIONS. The header includes navigation links for Newsletters, Blogs, Auctions, Contact, RSS, Advertising, and Intelligence Shop, along with a search bar and REGISTER/LOG IN buttons. A secondary navigation bar lists categories: Hot Topics, Technology, Operations, Engineering, Governance, Organizations, Resources, and IWCE. The main content area features a breadcrumb trail: HOME > BLOGS > VIEW FROM THE TOP > THE STATE OF 911: PLANNING FOR THE FUTURE WITH NATIONWIDE DATA. Below this is a section titled 'VIEW FROM THE TOP' with a sub-headline 'Forward-looking perspectives from top leaders on where our industry is today and where it's headed.' The featured article is 'The State of 911: Planning for the future with nationwide data' by Evelyn Bailey, dated Jun 1, 2017. To the left of the article is a 'RELATED MEDIA' section with three links: 'The National 911 Progress Report: Tracking progress toward next-generation 911', 'National 911 Progress Report provides unprecedented insight into state 911 operational and financial data', and 'Congress needs to step up and champion next-generation 911 (NG911)'. The article text begins with 'Since 2011, the National Association of State 911 Administrators (NASNA) has worked alongside NHTSA's National 911 Program to collect important data from 911 centers across the country. This information—submitted by NASNA members and other state 911 leaders—is stored in the National Profile Database and has proved crucial for state and local 911 administrators to assess the level of 911 service and progress toward next-generation-911 (NG911)-capable services in their jurisdictions and across the nation.' A portrait of Evelyn Bailey is shown to the right of the article. The bottom of the page features a blue banner with the 911.gov logo.

Using 911 Data: States

- To answer questions about how state compares with other similar states
- Provides evidence for resource requests
- Enhanced visibility & credibility for 911 system
- Demonstrates objective value of 911 system
- Included in annual reports to governors/state legislatures
- Helps state understand what's happening at local level
- Provides a national perspective to advisory boards
- Can motivate local PSAPs to enhance/improve

Using 911 Data: Within a State

- To educate new managers/administrators
- To start conversations about operational issues
- To plan for NG911
- To “keep 911 in the spotlight”
- As a vehicle to build relationships among PSAPs
- Provides rationale for data collection in general

National 911 Profile Database

Federal Communications Commission
Department of Homeland Security
Department of Defense
Department of Transportation/Commerce
911 Grant Program
NG911 Cost Study

Congressional briefings
National Security Council briefings

Nationally Uniform 911 Data System

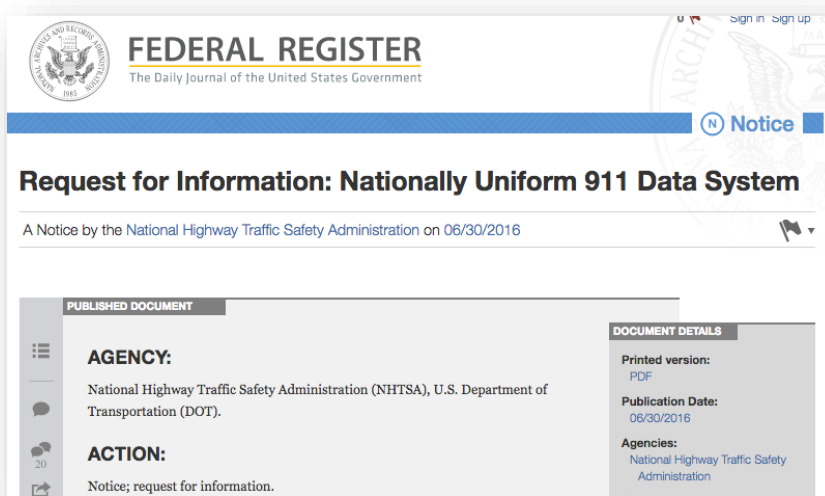


The screenshot shows the top navigation bar of the Federal Communications Commission (FCC) website. The header includes the FCC logo, navigation links for 'Browse by CATEGORY' and 'Browse by BUREAUS & OFFICES', and a search bar. Below the header is a secondary navigation bar with links for 'About the FCC', 'Proceedings & Actions', 'Licensing & Databases', 'Reports & Research', 'News & Events', and 'For Consumers'. The main content area displays the breadcrumb 'Home / Public Safety / Advisory Committees /' followed by the title 'Task Force on Optimal Public Safety Answering Point Architecture (TFOPA)'.



“A National system enabling the collection and analysis of standardized administrative data, operational data, cost data and CAD data should be developed and made available to PSAPS and 911 Authorities, to provide essential information to substantiate planning decisions and improvements to assist in the migration towards NG911.”

National Uniform Database for 911



The screenshot shows a Federal Register notice page. At the top left is the Federal Register logo and the text 'FEDERAL REGISTER The Daily Journal of the United States Government'. A blue bar with a 'Notice' icon is below the header. The main title is 'Request for Information: Nationally Uniform 911 Data System'. Below the title, it says 'A Notice by the National Highway Traffic Safety Administration on 06/30/2016'. The page is divided into two main sections: 'PUBLISHED DOCUMENT' and 'DOCUMENT DETAILS'. Under 'PUBLISHED DOCUMENT', there are two sections: 'AGENCY:' which lists 'National Highway Traffic Safety Administration (NHTSA), U.S. Department of Transportation (DOT).', and 'ACTION:' which lists 'Notice; request for information.'. Under 'DOCUMENT DETAILS', there are three sections: 'Printed version:' with a 'PDF' link, 'Publication Date:' with '06/30/2016', and 'Agencies:' with 'National Highway Traffic Safety Administration'.

- RFI released in June 2016 requesting input on nationally uniform data system
- To be used in documenting PSAP call data and data related to the operation/administration of local and state 911 systems

Nationally Uniform 911 Data System: RFI

15 questions:

- Who?
- What?
- When?
- Where?
- Why?
- How?
- So what?



Coming Soon...

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911 AS A PROFESSION



DOT IN 911 HISTORY



OPERATIONS & TRAINING



LEGISLATION, FUNDING & POLICY



THE FUTURE OF 911



911 & FIRSTNET



TEXT-TO-911

Search

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People expect the 911 system to work quickly and reliably, everywhere and with any device. The National 911 Program's role is to help the 911 community provide optimal 911 services across the nation.

[Read More](#)

Resources for 911 Systems

Shared Tools & Documents
In the 911 Resource Center

State 911 Resources

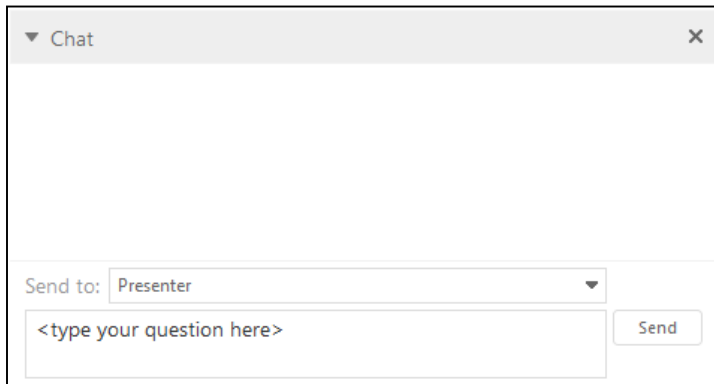
- Document Resource Center
- Model Legislation Guidelines
- Profile Database
- State 911 Assessments

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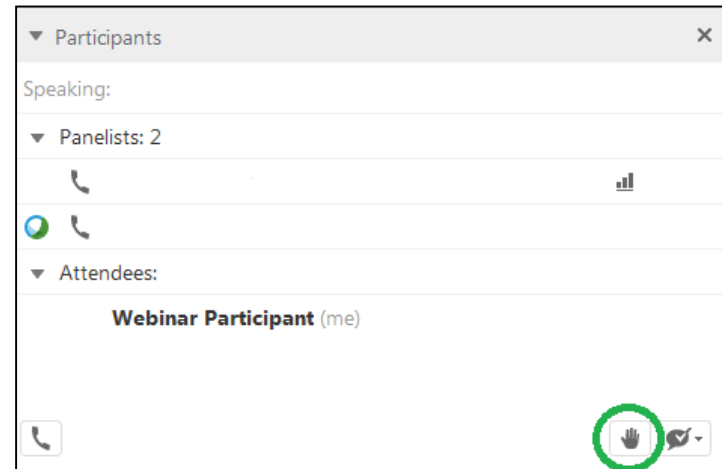


Q&A Period

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GIS AND NG911 IN KANSAS

911 IN KANSAS

- 105 Counties, 117 PSAPs
- PSAPs are run either by the County they serve or a City within that county, and administratively, each is an island
- The Kansas 911 Coordinating Council commissioned a pilot study to evaluate our preparedness for NG911, and GIS was part of that



KANSAS NG911 GIS PROGRAM

- Goal #1: Remediate the existing data
- Goal #2: Aggregate it into a statewide geodatabase
- Goal #3: Keep it up to date
- Goal #4: Align the GIS and MSAG/TN data



GOAL 1: REMEDIATE THE DATA

- Kansas NG911 GIS Enhancement Project: A three phase project to get PSAP GIS data ready for NG911
 - Needed Statewide Imagery
 - Needed a Standard
 - Needed Outreach
- RFP issued Q3 2013, awarded Q4 2013, the project completed Q3 2016



WHAT WE DID WRONG IN REMEDIATION

- Didn't identify or build a Standard before the RFP went out
- Didn't require local agencies to get two bids
- Didn't communicate the local QA responsibilities well enough (accuracy vs consistency)
- **Didn't build in requirements for local approval**



GOAL 2: AGGREGATING THE DATA

Not as big a deal as we feared



GOAL 3: KEEPING THE DATA CURRENT

- Local responsibility divided between two roles
 - Data Stewards: the people responsible for the data
 - Data Maintainers: People editing the data
- Updates or report of “No Changes” required at least quarterly
- We built tools to support these efforts: a web portal for submitting the data and a toolbox of scripts to validate the data against our standard
- We advocate for the data



HOW IS IT WORKING? STATISTICS FOR 1ST QUARTER, 2017

- 117 successful data submissions from 95 Counties
- 10 Counties reported no changes
- Most PSAPS submit once per quarter, near the deadline
- The most prolific submits every 2-3 weeks
- For Q1, we had 100% participation



GOAL 4: ALIGNMENT WITH THE MSAG

- TN Alignment vs MSAG Alignment
- Geocoding the ALI database
- Started around 80% statewide, now over 97%
- 15 counties at 100%, 28 more above 98%
- Preparing for the geoMSAG



LESSONS WE LEARNED AND ARE LEARNING

- It is 911 data, but if it is only 911 data, this will not work
- 911 and GIS people live in separate silos
- GIS does not often have resources to support the responsibility and 911 is not often ready to share it
- This is a real paradigm shift, and mutual education is a necessity
- The alignment of the MSAG and GIS data is the tallest hurdle, but it is not insurmountable



QUESTIONS?



Thank you!

DASC Page

<http://www.kansasgis.org>

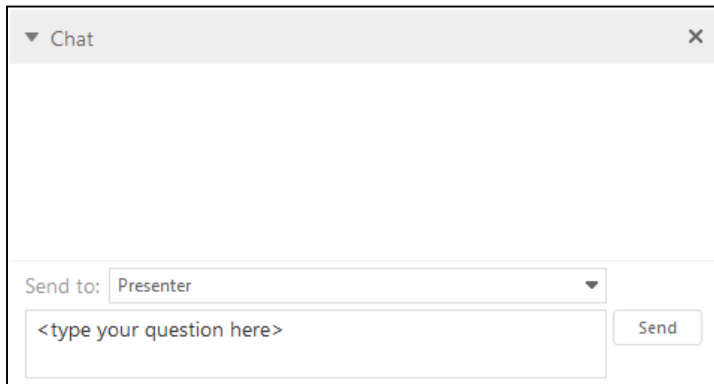
KS 911 Coordinating Council Page

<http://www.kansas911.org>

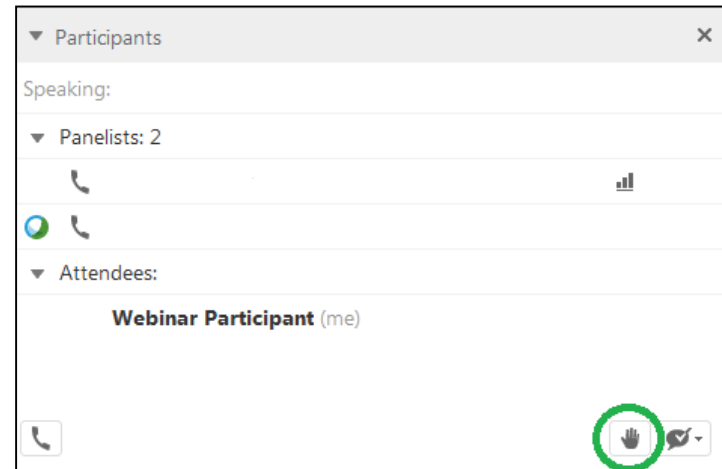


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Future Webinars

2017 Scheduled Webinars:

- 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

2017 "State of 911" Webinar Series

[English : New York Time](#)

Show past events

Upcoming Events

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

Register

National 911 Program

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