

The “State of 911” Webinar Series

National 911 Program
September 4, 2013
12:00 PM

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- The National 911 Program designed this webinar series to provide a unique combination of useful tools, information about Federal and State participation in the NG911 process, and real experiences from early adopters about the NG911 transition process underway in regions around the country
- Webinars will be held bimonthly and consist of presentations from a Federal-level 911 stakeholder and state-level 911 stakeholder, each followed by a 10 minute question and answer period
- For more information on future events, past webinar recordings and presentations, and to learn more about the National 911 Program, please visit www.911.gov

"State of 911" Webinar Series

- 12:00 – 12:20 PM
 - Ryan Oremland, Branch Director of Policy and Planning, DHS Office of Emergency Communications (OEC)
 - Update for 911 on the National Emergency Communications Plan (NECP)
- 12:20 – 12:30 PM
 - Q&A
- 12:30 – 12:50 PM
 - David Tucker, Executive Director, Vermont Enhanced 911 Board
 - Vermont's recent statewide text-to-911 trial & best practices for NG911 implementation
- 12:50 – 1:00 PM
 - Q&A

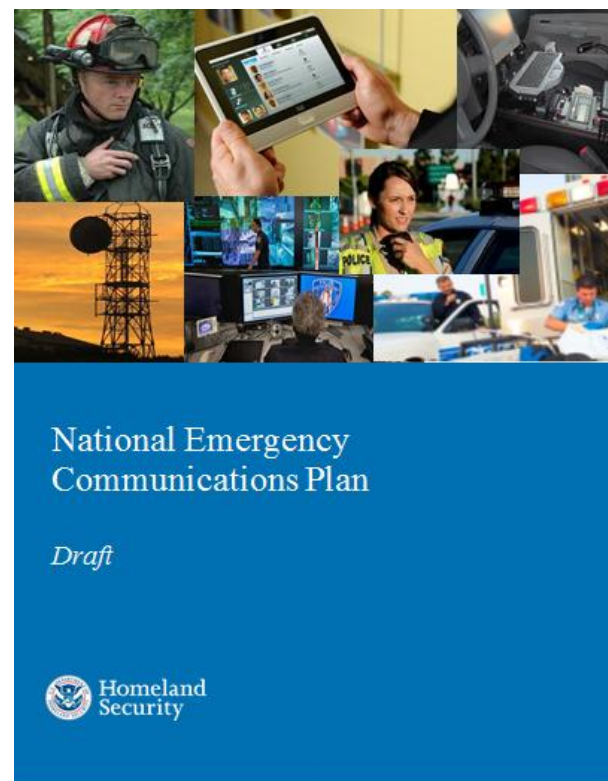
Agenda



Homeland Security

State of 911 Webinar – OEC and the National Emergency Communications Plan (NECP)

Ryan Oremland, Policy & Planning Branch
Office of Emergency Communications



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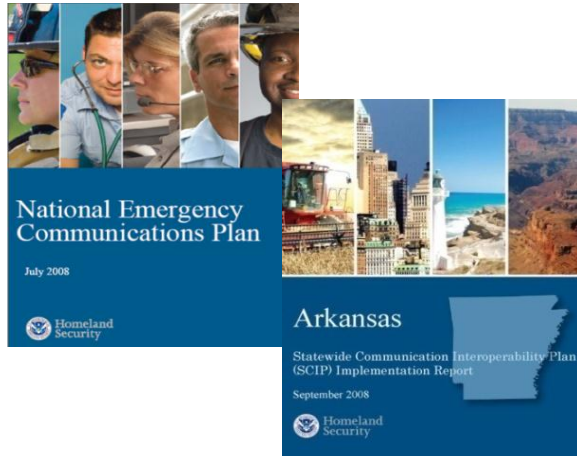
The Office of Emergency Communications supports and promotes communications used by emergency responders and government officials to keep America safe, secure, and resilient.



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OEC Programs and Activities



Strategic Planning

- National Emergency Communications Plan (NECP)
- Statewide Plans in all 56 States, territories

Stakeholder Collaboration

- SAFECOM Program, National Council of Statewide Interoperability Coordinators (NCSWIC)
- Emergency Communications Preparedness Center (ECPC), One DHS



Preparedness

- Technical Assistance
- Statewide Workshops

Planning for Emerging Technologies

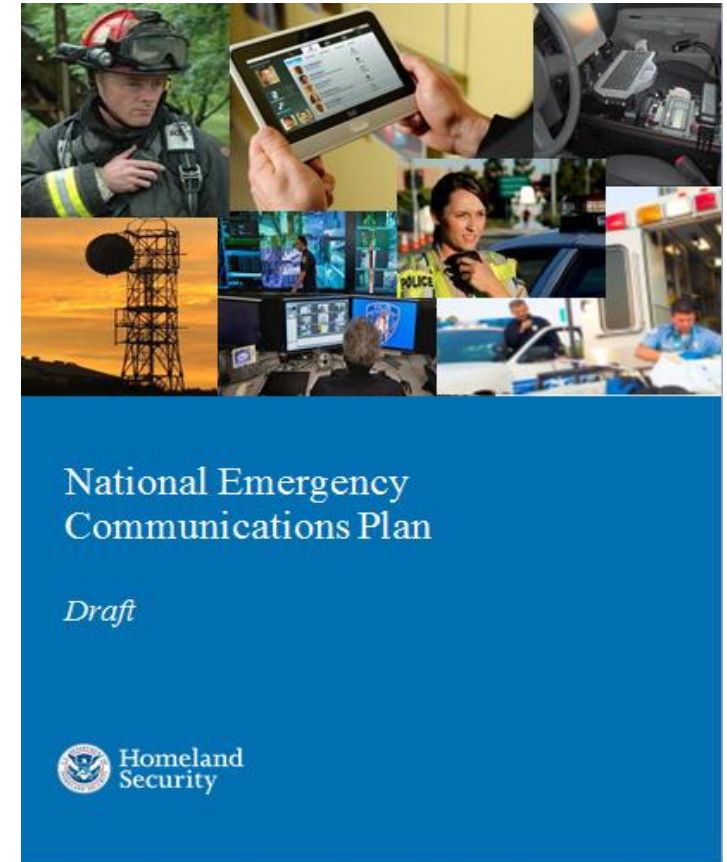
- NPSBN - Broadband, Next Generation 9-1-1



NECP Update Development Process

NECP 2013

- Stakeholder-driven process that has involved more than 275 stakeholders at all levels of government and private sector
 - Coordination with key partnerships and associations, including: SAFECOM, APCO, IAEM, Emergency Communications Preparedness Center (ECPC), and National Council of Statewide Interoperability Coordinators
 - 30 working session opportunities to identify challenges and propose solutions and recommendations



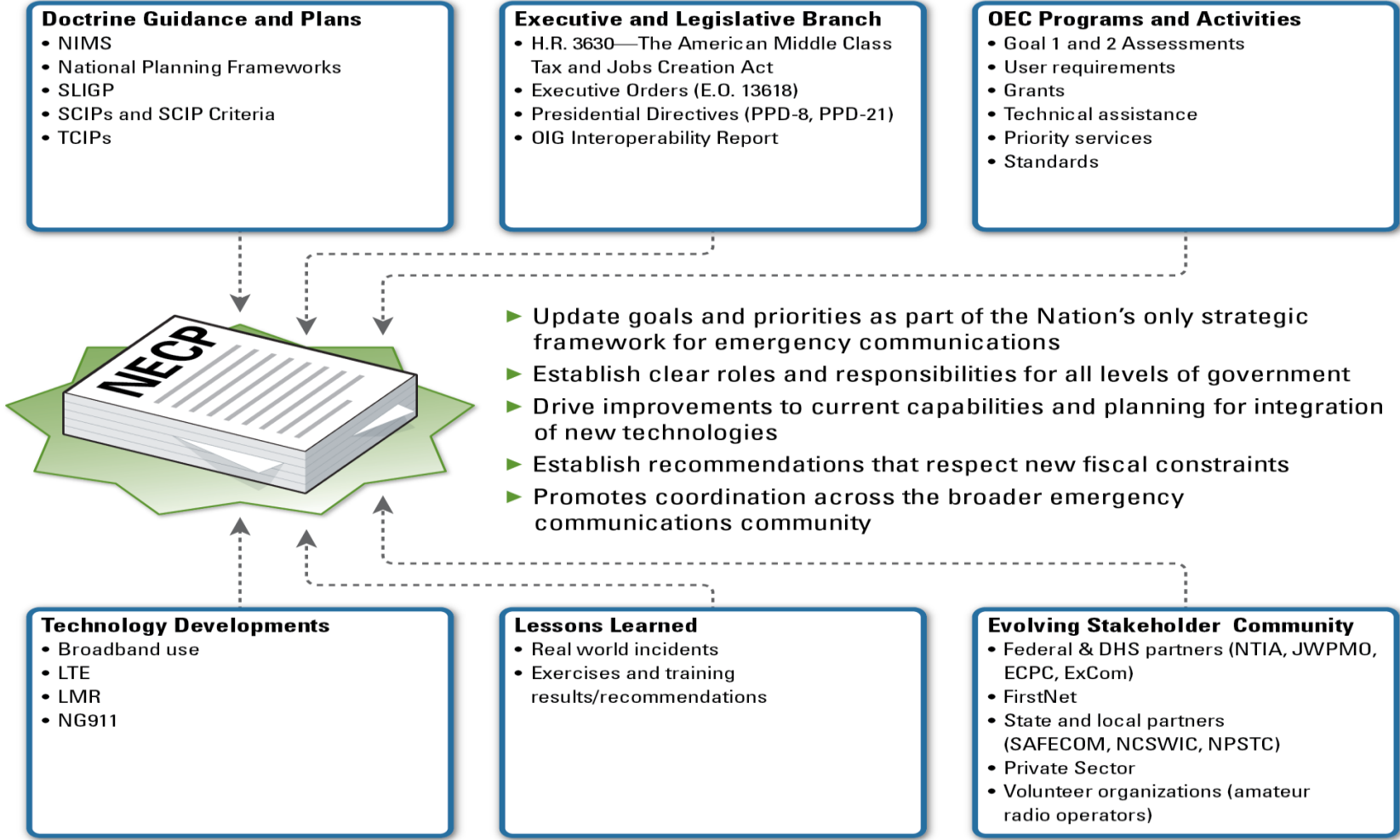
Stakeholders stressed the importance of continuity with the first NECP to ensure continued progress



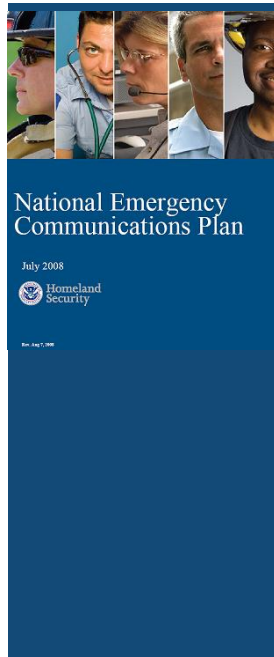
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Key Influencers of the NECP



Evolving Emergency Communications Operating Environment



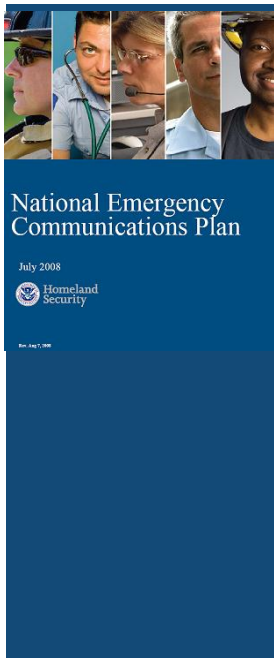
**Responder
Comms**

Key Developments since 2008

- Greater emphasis on **“whole community”**—more stakeholders in emergency response
- **IP-based technologies** are transforming flow of information during incident response
- Modernization of communications changing the **broader operating environment**



Evolving Emergency Communications Operating Environment



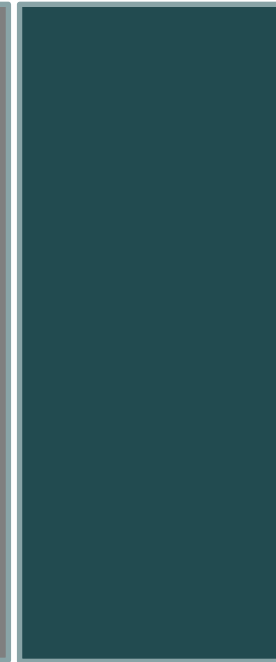
**Responder
Comms**



**Alerts &
Warnings**



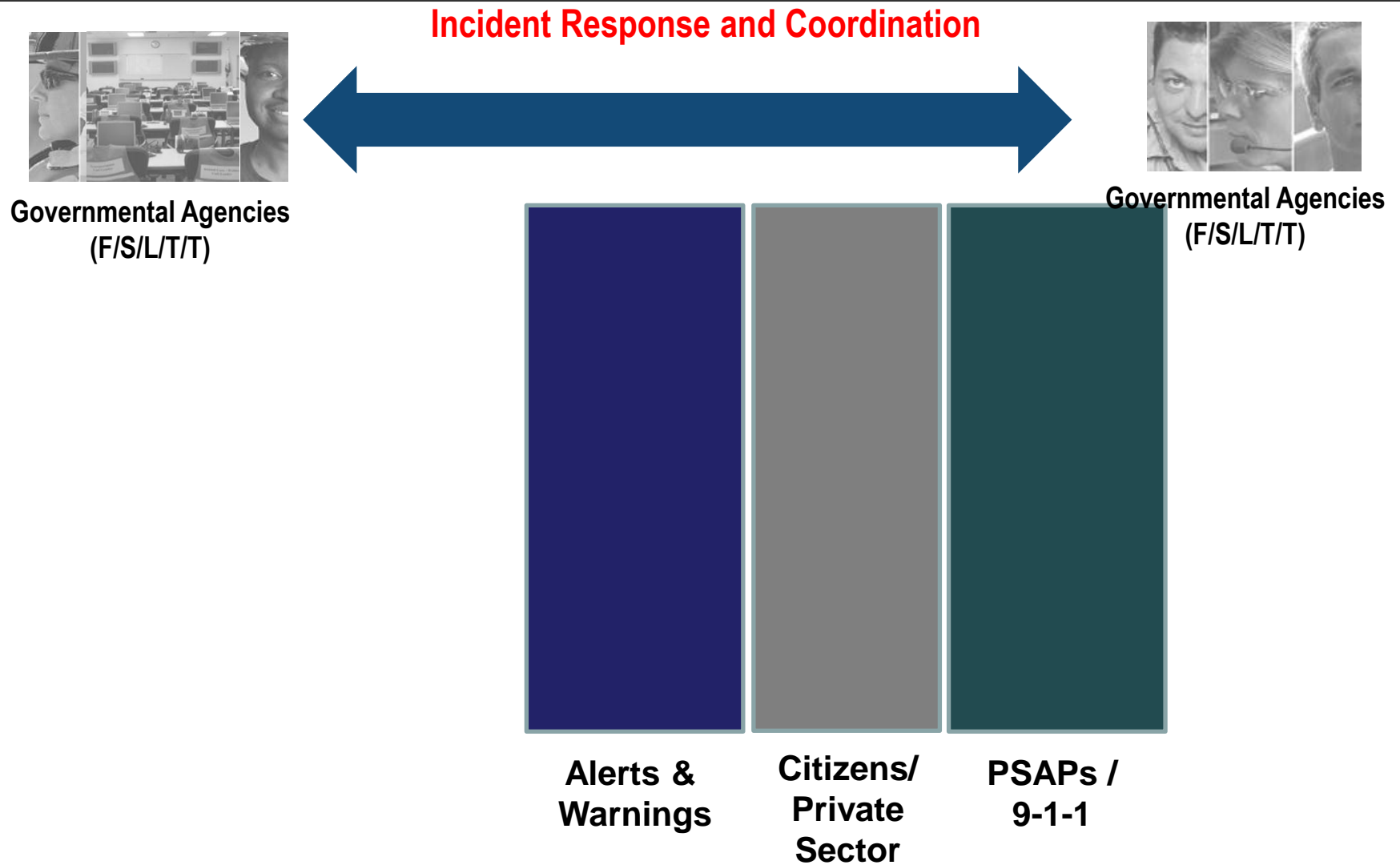
**Citizens/
Private
Sector**



**PSAPs /
9-1-1**



Evolving Emergency Communications Operating Environment



Evolving Emergency Communications Operating Environment

Incident Response and Coordination



Governmental Agencies



Governmental Agencies
(F/S/L/T/T)



**Notifications,
Alerts &
Warnings**



Public / NGOs /
Private Sector



Citizens/
Private
Sector



PSAPs /
9-1-1



Evolving Emergency Communications Operating Environment

Incident Response and Coordination



Governmental Agencies



Governmental Agencies
(F/S/L/T/T)



**Notifications,
Alerts &
Warnings**



Public / NGOs /
Private Sector



PSAPs /
9-1-1



Public / NGOs /
Private Sector



Evolving Emergency Communications Operating Environment

Incident Response and Coordination



Governmental Agencies



Governmental Agencies
(F/S/L/T/T)

- Greater emphasis on **“whole community”**— more stakeholders in emergency response
- **IP-based technologies** are transforming flow of information during incident response
- Modernization of communications changing the **broader operating environment**

Notifications,
Alerts &
Warnings



Public / NGOs /
Private Sector

Reporting &
Requests for
Assistance



Public / NGOs /
Private Sector

Public Information Exchange



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Impact on Emergency Responder Communications

More Partners/Sources of Information

Broader community brings value and complexity to communications during incident response

- More operational and planning inputs to emergency communications
- Stakeholders are becoming more interdependent

New Technologies to Communicate

Emerging technologies are enhancing the information and communications available to emergency responders

- Greater quantity, occurrence, speed, and types of information exchanged
- Emergency communications systems becoming more interconnected

Key Benefits: Enhanced situational awareness, operational coordination, and decision-making

Key Challenges: Responders ability to manage, aggregate, secure, and filter information



NECP Strategic Goals

- **Governance and Leadership:** Strong governance structures and partnerships are enhancing decision-making, coordination, and planning for emergency communications
- **Planning and Procedures:** Updated strategies and procedures improve emergency responder communications and readiness in a dynamic operating environment
- **Training and Exercises:** Training and exercise programs are enhancing responders' ability to coordinate and communicate using available technologies and targeting gaps in emergency communications
- **Operational Coordination:** Emergency communications capabilities, resources, and personnel from across the whole community are working together to ensure operational effectiveness
- **Research and Development:** RDT&E programs are coordinated and developing innovative emergency communications capabilities that support the needs of emergency responders



NECP Development Phases and Milestones

Phase 1: Stakeholder Input and Priorities (Winter)	<ul style="list-style-type: none">• Outreach to F/S/L/T, emergency mgmt, and private sector• Identification of key issues, challenges, and changes• Develop key strategic elements (vision, purpose, scope, etc.)
Phase 2: Develop Goals, Objectives, Recommendations (Current)	<ul style="list-style-type: none">• Stakeholder coordination• Draft and validate themes, priorities, goals, recommendations
Phase 3: Outreach & Implementation Q1 FY14 (Target)	<ul style="list-style-type: none">• F/S/L/T/T and private sector review of draft NECP• Federal review process• Publication• Outreach, education, implementation



OEC Programs and Activities

Planning and Coordination

- OEC assisted Iowa with its first joint Iowa Statewide Interoperable Communications Systems Board (ISICSB) and Enhanced 911 (E911) Communications Council planning workshop
- SAFECOM has established a Next Generation (NG) 9-1-1 Working Group to collect and disseminate information and best practices as they relate to 9-1-1 technologies.

Technical Assistance

- The NG9-1-1 technical assistance ranges from general awareness of NG9-1-1 technologies, implementation, and operational impacts to support for developing or reviewing strategic plans.
- The dispatch operations workshop focuses largely on the integration of NIMS ICS policies and practices with dispatch operations and how dispatch operations and COML roles and responsibilities integrate during major emergencies and events.
- The OEC TA Catalog is available at www.publicsafetytools.info. Look under “Resources,” “TA Request” tab on the home page.





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Please dial *1 to ask a question.

Questions

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Vermont's NG 911 System

Using IP Based Technology to Deliver
New Services

The System

- Fully Hosted Call Distribution System
- ESI Built on ILEC MPLS Network
- Each of 8 PSAPs back each other up
- Call Distribution is Managed Dynamically
- Single Point of Failure Does not Cripple System

Benefits

- With Hosted System, Single Point of Contact
- Simplifies Vendor Management
- Enables Cost Control

Location Based Wireline Routing

- First Statewide Implementation
- Uses Validated Address Points to Route Calls
- Uses Traditional Emergency Service Zones as Backup
- Enhances Ability to Keep GIS Data Accurate
- Positions Us to Better Use Mapping Services

Text to 911

- First Trial in April, 2012 with Verizon
- Based on Success of Trial, Verizon Left System in Place
- Launched Second Trial in December with Sprint
- Trial was Successful, Though No Emergencies Reported
- Launched Third Trial August 23rd with AT&T

Text to 911

- Obtained Commitments from Sprint and T-Mobile to Launch Before May, 2014
- With Verizon and AT&T in Place, 90% of State Has Service Available
- With 90% Coverage, Public Education Effort Can Proceed
- Planning a Media Campaign in Mid-September

Questions?

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Please dial *1 to ask a question.

Questions

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- Thank you to all of today's presenters and participants and we look forward to seeing you at our next "State of 911" webinar

Date	Presenters	Registration
Thursday, November 21, 2013	<ul style="list-style-type: none"> • Federal Communications Commission (Presenter: TBD) • Rochester/Monroe County Text-to-911 Case Study (Presenter: John Merklinger) 	Registration will open October 16, 2013
Thursday, January 9, 2014	TBD	Registration will open December 5, 2013

Future "State of 911" Webinars



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For questions regarding future webinars, please contact
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Contact Us

