

State of 911

Webinar Series

State of 911 Webinar FAQ: National Strategy for GIS in NG911 & TIM Awareness for Telecommunicators

November 14, 2023

The following answers are provided by:

- Eric Shreve, 911 Geospatial Manager, State of Arizona ADOA – Arizona Strategic Enterprise Technology (ASET) Office
- Jenna Levielle, Arizona Deputy State Cartographer

Can you provide some examples of 'SI' Spatial Interface implementations or just products? (between the GIS and the LIS)

For the Arizona NG911 rollout, we utilize Comtech as the NGCS/ESInet provider. Comtech uses DDTi to manage the project's SI/LVF/ECRF. Once the data is validated and aggregated at the state through our portal through 1Spatial, the data is passed to DDTi, which performs a secondary validation check to ensure that the information validates against what the OSPs provide.

In the beginning, how was it worded to entice other agencies to join the data sets?

In the initial phase of the Arizona NG911 project, our office actively encouraged participation from counties, cities, towns, and tribes by emphasizing the critical role of their GIS data in enhancing emergency response capabilities. Leveraging the Arizona Geographic Information Council (AGIC) as a key platform, we facilitated collaborative efforts. We coordinated closely with stakeholders across the state to integrate and optimize GIS datasets for the NG911 system. This approach ensured a unified and efficient statewide emergency response network, benefiting all communities involved.

How are you funded?

The Arizona 911 Program is funded through the fees collected through the 9-1-1 Surcharge, a combination of Wireless/Wireline/VoIP that nets the state about \$18M annually.

Do the public safety agencies have access to topographical information as part of the GIS?

Public safety agencies in Arizona can access Digital Elevation Models (DEMs), land use, and hydrological layers through our state's spatial data infrastructure, "AZGeo". This platform provides comprehensive topographical data essential for public safety operations, enhancing situational awareness and response capabilities.

In watching the NG rollout across the country, I've seen several different approaches with regards to ensuring data quality from jurisdictions, some more stick-like, some more carrot-like and some a good mix of both - how has the State of Arizona incentivized GIS data quality and prompt resolutions with their local jurisdictions?

In Arizona's approach to incentivizing GIS data quality and ensuring prompt resolutions with local jurisdictions during the NG911 rollout, our office has strategically utilized funds from previous National 911 Office grants and ARPA funding. These resources have been instrumental in bringing in contractors to assist with large-scale GIS projects, greatly enhancing the efficiency and effectiveness of our statewide NG911 implementation. Additionally, to further support local jurisdictions in improving their GIS datasets, our office has provided an accessible data validation tool, empowering them to manage and enhance the quality of their GIS data proactively.

How often is the data validated? Are localities responsible for updating their data sets on a regular basis (quarterly, annually)?

The data for the Arizona NG911 project is validated and aggregated quarterly per the requirements outlined in the Notice of Funding Availability (NOFA) related to the 911 surcharge. Localities are responsible for regularly updating their datasets to align with these quarterly validation cycles.

Have you been working with non-wireline carriers to create a LIS to validate their records against your LVF?

Regarding the inquiry about working with non-wireline carriers to create a Location Information Server (LIS) for validating their records against our Local Validation Function (LVF), DDTi has informed us that currently, there is no direct collaboration for this specific purpose. However, DDTi mentioned challenges faced by a VOIP provider in the Massachusetts project in aligning their records with MSAG community values, which are being addressed through ongoing development efforts. Additionally, DDTi noted that the FCC is encouraging carriers to develop and maintain an LIS, indicating a potential future transition from the Legacy Database (LDB) to an LIS system. However, the timeline for this transition remains uncertain.

The following answers are provided by:

- Jennifer Kirkland, ENP, CPE, RPL, ARM-P, Colorado State 911 Program Manager

Do you have a list of dispatch best practices for TIM? I would appreciate a list! Nebraska is developing TIM best practices for our leaders.

Best practices for Dispatch for TIM include:

- Participate in your local TIM team
- Train all center personnel in TIM, either in a local in-person training or at the FHWA website online: <https://ops.fhwa.dot.gov/tim/training>
- Incorporate into calltaking protocols questions and directions that support your state's crash

removal laws, if applicable

- If your state doesn't have a crash removal law, incorporate questions and instructions designed to support TIMS principles of quick clearance and efficient interoperable communications.
- Keep informed on new technologies that support TIMS principles, such as traffic information tools, CAD to CAD (supports quick exchange of information between agencies), video to 911 that may help responders visualize the scene, and others.