


State of 911

Webinar Series



NATIONAL 911 PROGRAM
May 10, 2022

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 typically held every other month and include presentations from a federal-level 911 stakeholder and state-level 911 stakeholder, each followed by a 10-minute Q&A period
- **For closed captioning**, hover at the bottom of the Zoom screen for meeting controls, then click  to start viewing closed captioning
- For more information on future webinars, to access archived recordings and to learn more about the National 911 Program, please visit 911.gov
- Feedback or questions can be sent to:
National911Team@MissionCriticalPartners.com

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2015 Emergency Communications Governance Guide for State, Local, Tribal, and Territorial Officials

September 29, 2015

In 2014, the Department of Homeland Security (DHS) Office of Emergency Communications (OEC) released the National Emergency Communications Plan (NECP) with the emphasis on enhancing decision-making, coordination, and planning for emergency communications through strong governance structures. The 2015 Emergency Communications Governance Guide for State, Local, Tribal, and Territorial Officials (Governance Guide) was developed to address Goal One in the NECP, governance and leadership.



Governance | Policy / Procedures

49 CFR 18.24

December 14, 2009

FCC rules on optimizing the delivery and processing of enhanced wireless Phase II features and functions to PSAPs



Technical | Networks

911 and Emergency Management Best Practices for Coordination and Collaboration

This document has been developed to address the growing need for 911 and emergency management agencies to improve their ability to collaborate and cooperate before, during, and after disasters or widespread emergencies.



Governance | Planning



Celebrating 911 Telecommunicators

and Honoring the Impact They Make in Our Lives Every Day

196

Number of Telecommunicators Honored



The Tree of Life "grows" with every story told! Share how a 911 telecommunicator made a difference to your community.

[Add a Leaf](#)

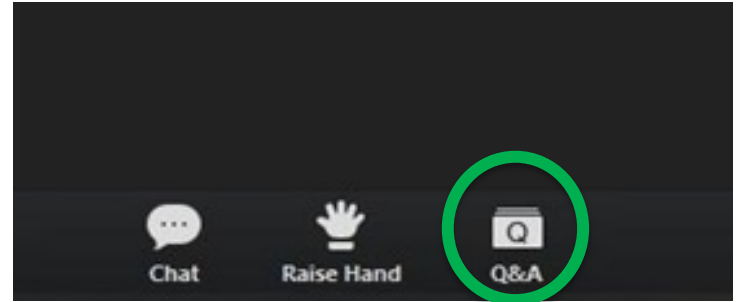
Share a Story, Sprout a Leaf

This Tree of Life has been "planted" here with the support of national 911 organizations to recognize remarkable 911 telecommunicators and the difference they make every day in our communities. Each leaf on the tree represents telecommunicators that have been honored by someone in their community.

Check back often to submit stories recognizing your telecommunicator colleagues and to view featured stories.

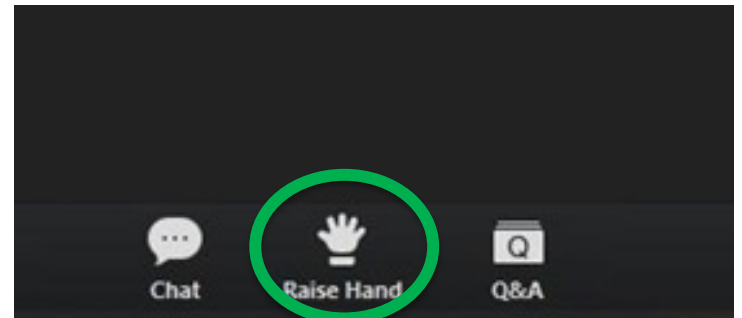
Questions

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Or, to ask your question “live,” use the “Raise Hand” feature to request your phone line to be unmuted, and you will be called upon to ask your question. →





Success Without Mandates: The National Address Database

Steve Lewis

May 2022

Outline

- NAD Background
- Benefits of Partnership
 - Emergency Response
 - Feedback from Federal Partners
 - Improved citizen services through private sector partnerships
- Current status of the NAD
- Where to get the NAD
- What's Next for the NAD?
- How to Become a NAD Partner

NAD Background

What is the NAD?

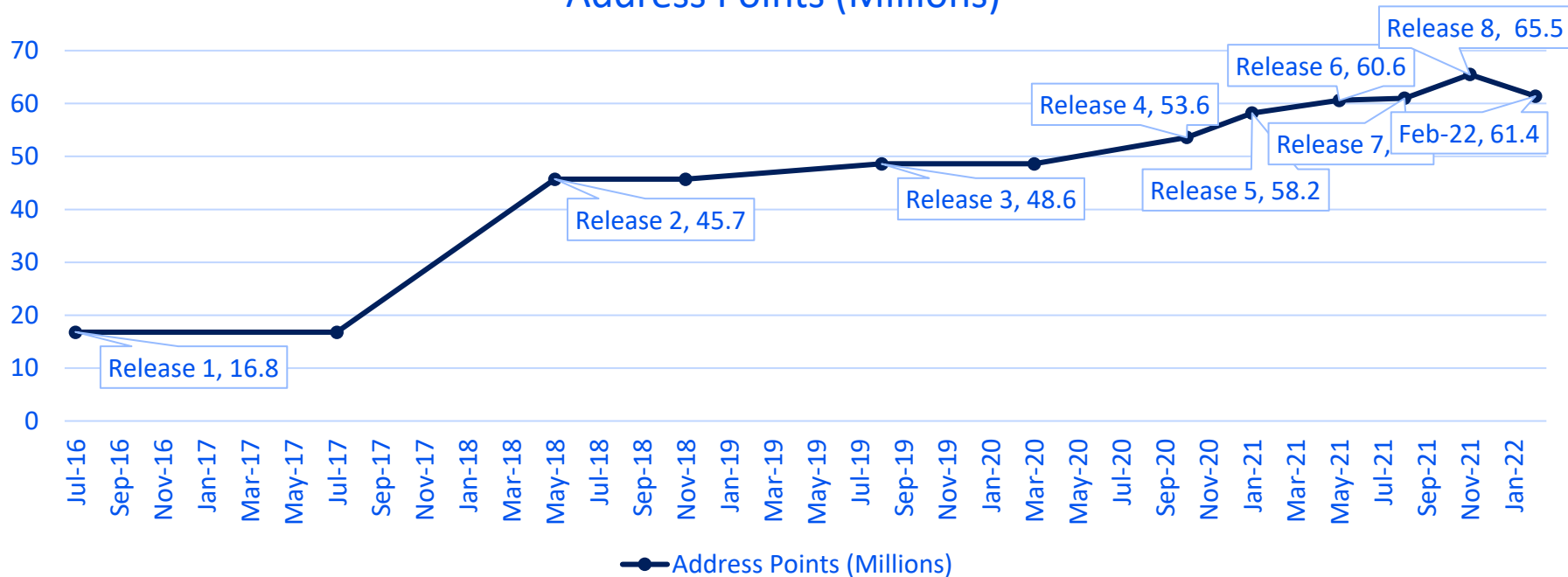
- A national collection of authoritative address data from **partners** from all levels of government, compiled and distributed by the U.S. Department of Transportation
 - 36 state government partners + the District of Columbia and Puerto Rico, 30 of which have provided data
 - 27 county/city government partners
 - 1 Tribal government partner
- Published every 3 months
- Release 9 is currently available, 64.1 million records
- Release 10 will be published by the of this month

Why USDOT?

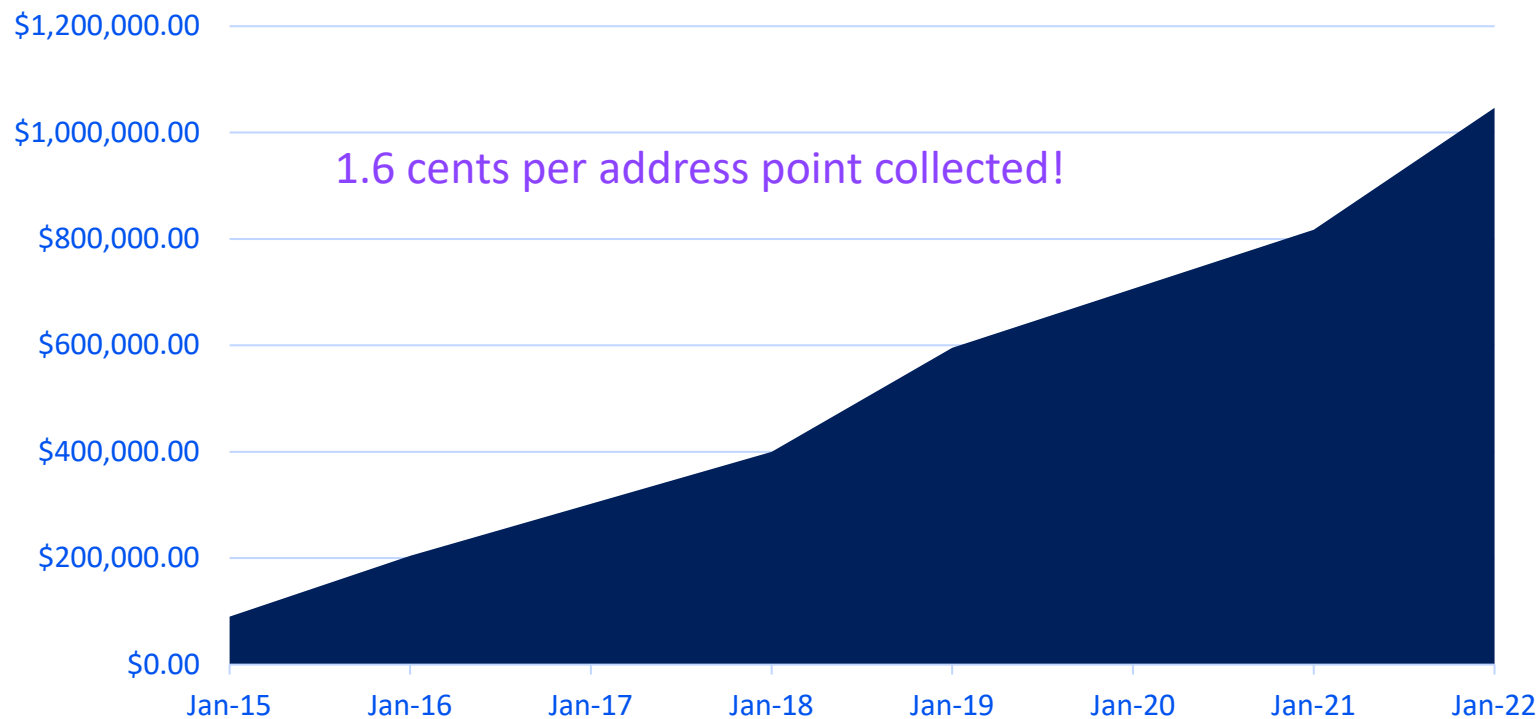
- The National 911 Program is housed at USDOT
- USDOT leads the Transportation Theme of the National Spatial Data Infrastructure (NSDI)
 - Includes FHWA's All Roads Network
 - Address points are inherently tied to roads
- USDOT co-leads (with the Census Bureau) the Address Theme of the NSDI

NAD Growth

Address Points (Millions)



Cumulative DOT Funding for the NAD



Benefits of Partnership

Benefits of Partnership: Data Available for Emergency Response

- The NAD provides a “one stop shop” for compiled, authoritative address points for the nation
 - Responders in need of the data can retrieve it from the NAD without having to burden local government officials during an emergency
 - Location provided by Longitude-Latitude and National Grid Coordinate, which ensures the address can be found in a time of need
- NAD schema provides data elements that are compliant with NG911 standards
- NAD schema represents “minimum content” and does not contain Personally Identifiable Information

NAD Content

The Address Itself

- Address Number
- Street Name
- Subaddress
- City/Town/Place
- County
- State
- Zip

Geographic Location of the Address

- Lat/Long
- National Grid Coordinates

Metadata About the Address

- Address authority
- Address source
- Address date
- Unique ID
- Type
(residential, commercial, etc.)
- Placement
(rooftop, driveway access, etc.)

Benefits of Partnership: Feedback from Federal Partners

- For each partner's data submission to the NAD, USDOT
 - Transforms the data from the partner's schema to the NAD schema, ensuring that no PII is transferred to the NAD
 - Performs standard quality control routines that check for duplicates, validate attribute values, and ensure completeness of the address components
 - Produces a feedback report for each partner based on the results of the quality control routines

Sample Feedback Report

NAD Submission QA/QC Review New Mexico

SUMMARY INFORMATION

State Name: New Mexico
 US DOT Schema Version: 2.0 04/2018
 US DOT Contact Information:
 Name: Steve Lewis Name: Jason Ford
 Email: Steve.Lewis@dot.gov Email: Jason.Ford.ctr@dot.gov
 Phone Number: (202) 366-9223 Phone Number: (205) 725-5953

Submission Number: 05 NM911_Address_202111.shp
 Total records submitted: 1,003,245

Added to the NAD:	996,839	99.4 %
Flagged records:	6,406	0.6 %

A data update is required: Yes No
 An ETL update is required: Yes No

Overall the data is in great shape, but there are still a handful of items that should be addressed.

There are a large number of records that have neither a Street Pre or Post Type, which is allowed, but when filtering for this situation, many records show the Street Type as part of the Street Name field such as "RD, PASS, ALLEY, WAY, AVENUE, CALLE DE, COUNTY ROAD, HIGHWAY, etc..." This should be corrected in the source data for future submissions.

Ensure all empty strings are at least replaced with a proper NULL value, and verify that required fields are 100% populated.

There were a number of records flagged as duplicates that should be reviewed and removed or further populated as necessary to differentiate them.

Records with empty, negative, or "0" Address Numbers or empty Street Name values were evaluated to see if they contain landmark or miscpous data and if not, they were removed. If records have been pulled out but the data provider can verify are valid and not errors, then they can be added back in. At the moment this is the fastest way to catch errors, so we rely on the data provider to work with us to validate flagged records.

When not provided, the Latitude, Longitude, National Coordinate Grid, and GUID values can be calculated on our side.

Review the domain enabled fields to ensure all values match or can be mapped to accepted domain values. Any one finding additional domain values may suggest the new value be taken into consideration for future updates to the NAD. Finally, check Pre and Post Modifiers that are mapped to the incorrect fields. One example is "OR" or "Business" which is found in Pre or Post Type but will be mapped to Pre or Post Modifier.

While this might sound like a lot, it only makes up a small percentage of the total records submitted, and the records that passed the minimum quality control checks have been accepted to the NAD at this time. The flagged records have been pushed out to a separate feature class and in review.

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NAD Submission QA/QC Review New Mexico

DATA COMPLETENESS

* required Flagged items not required to be populated at the state level are highlighted in yellow

		Total Feature Count	1,003,245		
STRUCT_ID	[Unused]	100.00%	1,003,245	populated,	0 empty/NULL
ADD_NUMBER*	Add_Number	100.00%	1,003,245	populated,	0 empty/NULL
ADD_SUFFIX	AddNum_Suf	10.48%	105,146	populated,	898,099 empty/NULL
STR_DIR	SN_PreDir	14.41%	144,557	populated,	858,688 empty/NULL
STR_PREtyp	SN_PreTyp	0.60%	6,048	populated,	997,197 empty/NULL
STR_NAME*	StreetName	99.98%	1,003,072	populated,	173 empty/NULL
STR_SUFFIX	SN_Postyp	83.58%	838,542	populated,	164,703 empty/NULL
POST_DIR	SN_PostDir	31.93%	320,343	populated,	682,902 empty/NULL
STR_NAME_1	[Unused]	99.98%	1,003,072	populated,	173 empty/NULL
ROAD_LABEL	[Unused]	99.98%	1,003,072	populated,	173 empty/NULL
MSAG_COM	Uninc_Comm	73.12%	733,554	populated,	269,691 empty/NULL
COMNAME	Post_Comm	67.25%	674,667	populated,	328,578 empty/NULL
STR_ALIAS	[Unused]	2.98%	29,906	populated,	973,339 empty/NULL
ESV	[Unused]	78.03%	782,879	populated,	220,366 empty/NULL
ZIPCODE	Zip_Code	81.99%	822,526	populated,	180,719 empty/NULL
DPID	AddAuth	100.00%	1,003,245	populated,	0 empty/NULL
DATE_UPD	Effective	100.00%	1,003,245	populated,	0 empty/NULL
EXCEPTION	[Unused]	76.62%	768,691	populated,	234,554 empty/NULL
created_by	[Unused]	100.00%	1,003,245	populated,	0 empty/NULL
created_dt	[Unused]	100.00%	1,003,245	populated,	0 empty/NULL
last_edit	[Unused]	100.00%	1,003,245	populated,	0 empty/NULL
last_edit_1*	LastUpdate	100.00%	1,003,245	populated,	0 empty/NULL
[Added]*	State	0.00%	0	populated,	1,003,245 empty/NULL
[Added]*	County	0.00%	0	populated,	1,003,245 empty/NULL
[Added]*	Longitude	0.00%	0	populated,	1,003,245 empty/NULL
[Added]*	Latitude	0.00%	0	populated,	1,003,245 empty/NULL
[Added]*	NatGrid_Coord	0.00%	0	populated,	1,003,245 empty/NULL
[Added]*	GUID	0.00%	0	populated,	1,003,245 empty/NULL
[Added]*	Source	0.00%	0	populated,	1,003,245 empty/NULL

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Benefits of Partnership: Improved Citizen Services Through Private Sector Partnerships

- A common question from citizens is “how do I get my address in Google Maps?”
- Google Maps began regularly ingesting the NAD in the summer of 2021
- The NAD allows them to make millions of edits/improvements to their data and services
- Google Maps will soon start providing feedback
- Others (Apple Maps, TomTom) have expressed interest

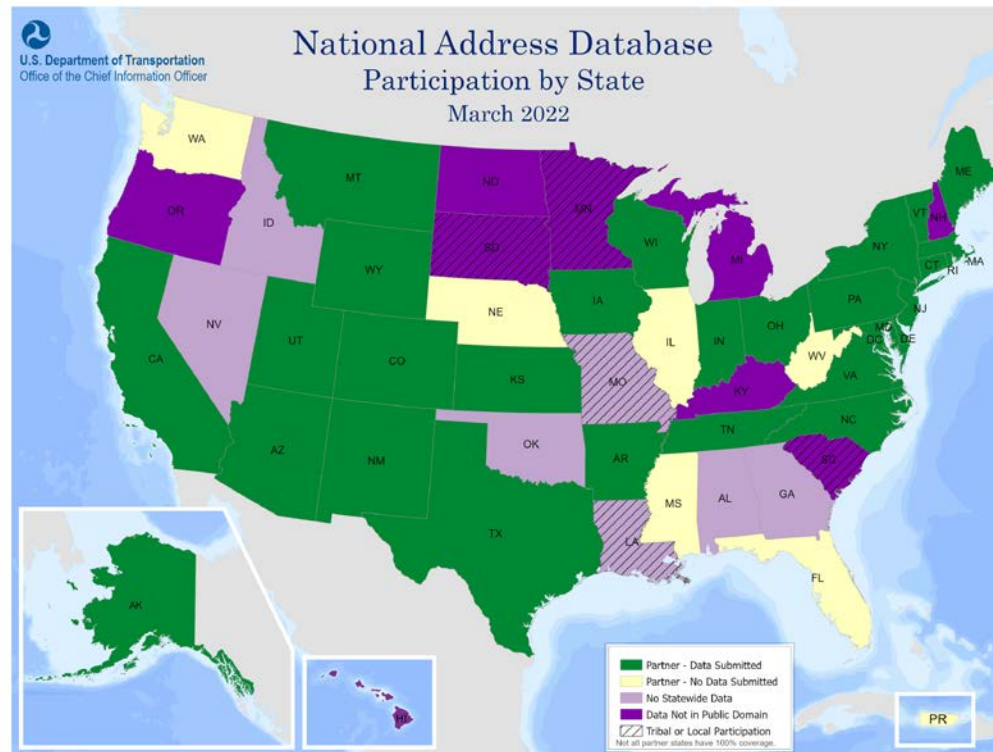
Statement from Google

From a 2021 NSGIC Press Release on the NAD

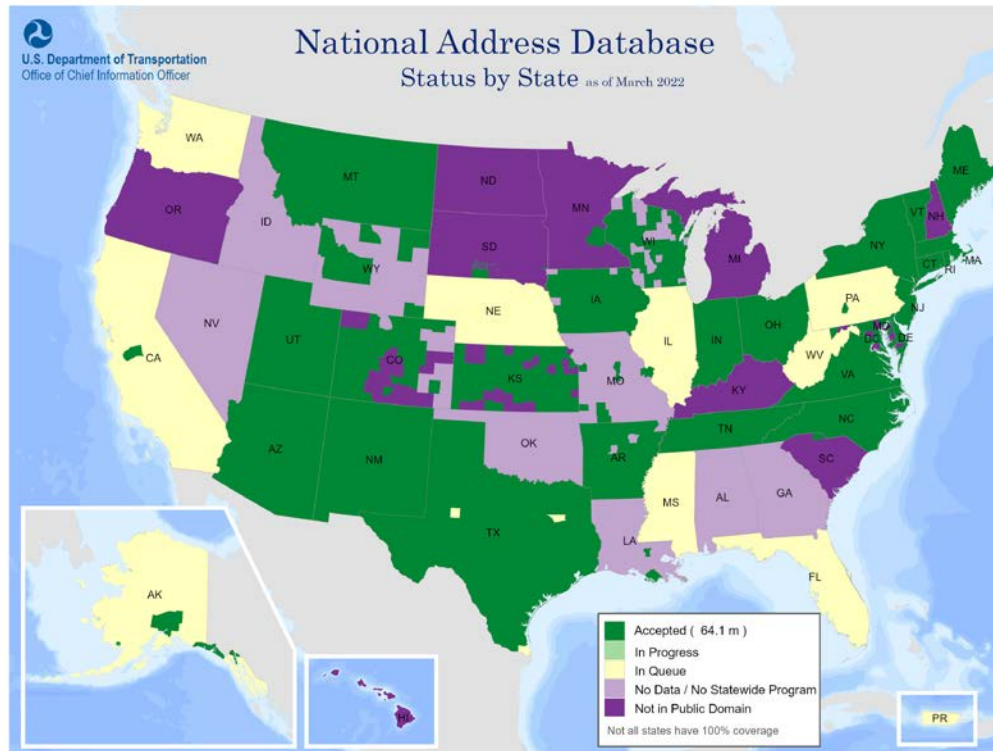
“The National Address Database is a trusted data source that will allow Google Maps to more seamlessly keep its US map accurate and up-to-date - empowering Americans everywhere to navigate, explore, and get things done.” Holli Howard, Data Operations at Google Maps

Current Status of the NAD

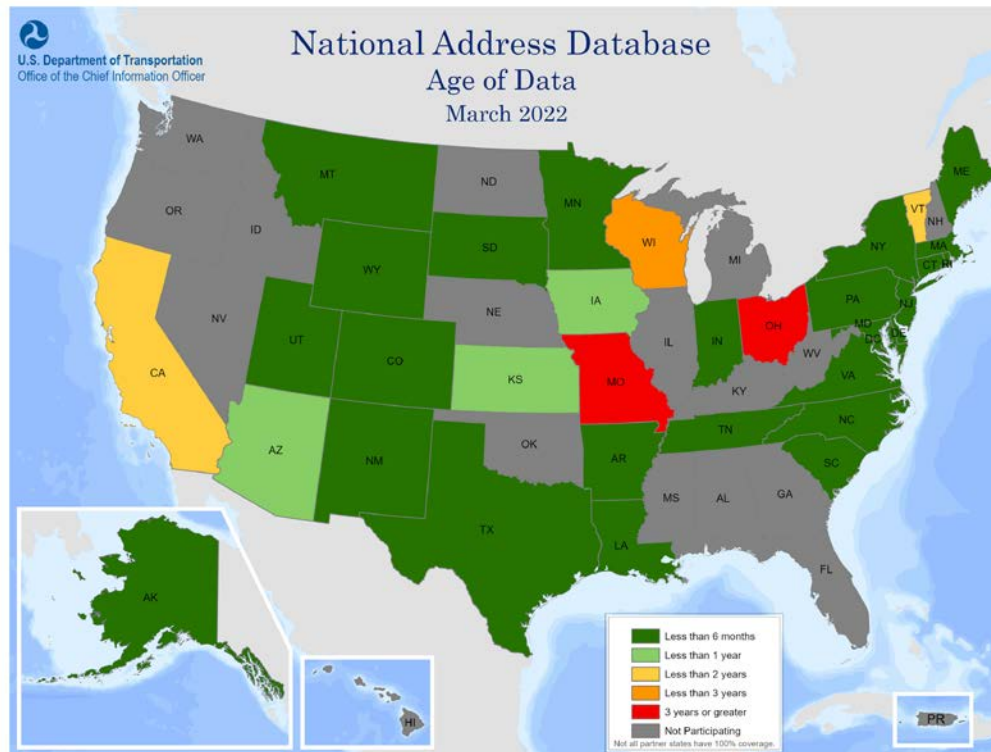
NAD Partners



NAD Coverage



NAD Age of Data



Where to get the NAD

NAD Provided in Multiple Formats

- The NAD is available for download as a File Geodatabase and a Text file
 - https://nationaladdressdata.s3.amazonaws.com/NAD_r9.zip
 - https://nationaladdressdata.s3.amazonaws.com/NAD_r9_TXT.zip
- USDOT also publishes a Web Feature Service
 - https://services.arcgis.com/xOi1kZaI0eWDREZv/arcgis/rest/services/National_Address_Database_WFL1/FeatureServer

What's Next for the NAD?

Future Plans

- Long term: development of an ArcGIS Portal that will provide multiple download options
- Short term: development of a Story Map that details the history and status of the NAD and introduces a recently developed ArcGIS Online visualization tool:

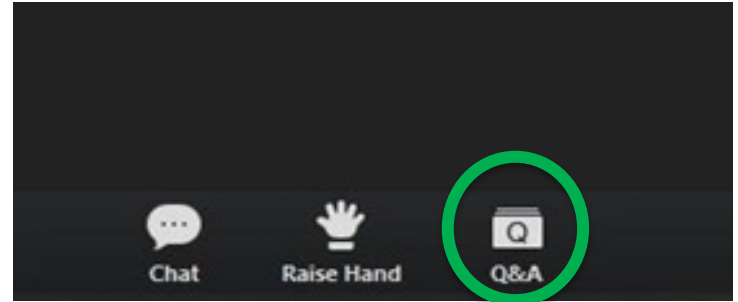
<https://usdot.maps.arcgis.com/apps/instant/minimalist/index.html?appid=2c27531e71b94d48b1a4e12207e7f2c3>

How to Become a NAD Partner

USDOT Contact Info:
Steve Lewis
Chief Geospatial Information Officer
(202) 309-0938
steve.lewis@dot.gov

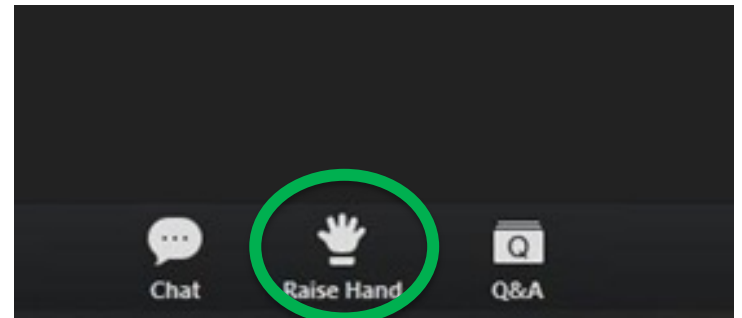
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Florida DMS – 911 Training

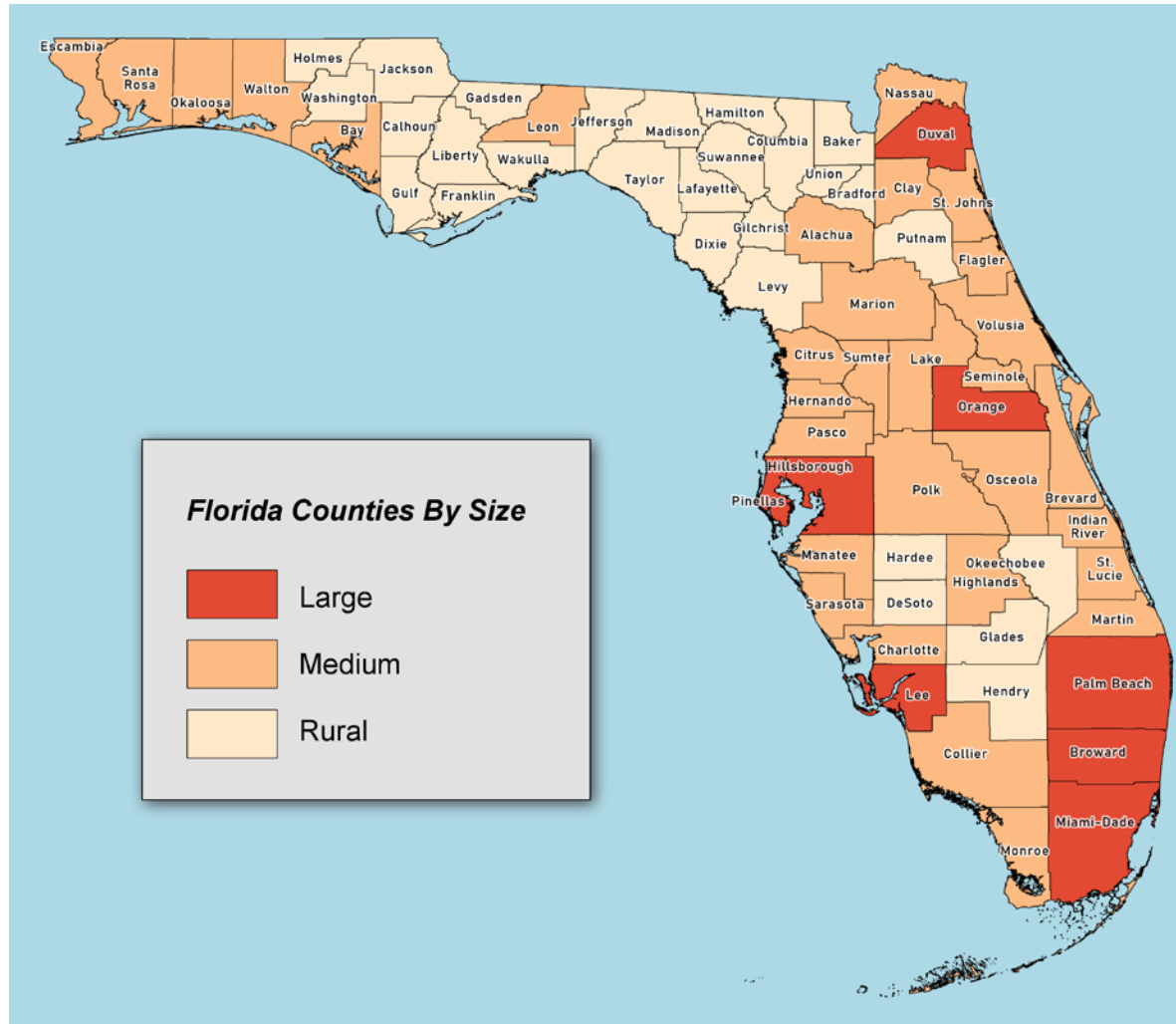
Agenda

- Florida background
- Need for training
- Training courses
- Lessons learned

Florida Demographics

- Population of 21,538,187
- Florida is a home-rule state that is composed of 67 counties
- County populations range from less than 8,000 to 2.7 million
- Largest Public Safety Answering Point (PSAP) has 60 positions
- Most rural counties have a single PSAP with 3 positions or fewer

Florida County Size Designations



County Demographics

- Five largest counties receive over 1 million calls each year
- Smallest county receives fewer than 3,400 calls each year
- These statistics show the level of differences in funding and resources
- Statistics show focus across Florida counties

2019 Federal Grant

Awarded just over \$6 million to the state of Florida.

Some of the needs identified during the planning phase of the grant administration were:

- Implementing Next Generation services
- Improving Geographic Information System (GIS) databases in the counties
- Upgrading call handling systems to prepare for NG911
- NG911 education and training

Initial Focus

GIS database synchronizations and Customer Premise Equipment (CPE) upgrades needed for NG911:

- 21 counties with CPE upgrades
- 5 counties with GIS database synchronization projects
- GIS specific training

Expending Remaining Funds

- Survey of County Coordinators
- Approval from Federal partners
- Procurement
- Course delivery

Course Selection

- Crisis situations
- Cybersecurity
- PSAP Continuity of Operations Plan Planning (COOP) planning
- PSAP Quality Assurance/Quality Improvement (QA/QI)
- Surviving stress

Crisis Situations

- Learn how to identify low-frequency, high-severity crisis situations
- Learn the importance of their role
- Gain greater knowledge in the role of public information and document management
- Increase skill set in handling crisis situations
- Take steps to identify stress and the management of stress

Cybersecurity

- What is Cybersecurity?
- How to design a Security Program
- Trends
- Understanding and overcoming challenges



Surviving Stress

- Identify new and old terms
- Signs and symptoms
- Coping strategies
- Additional resources
- Techniques



PSAP COOP

- Overview of continuity
- Program management and planning
- Identifying critical continuity factors
- Implementation
- Training and exercise
- Budget
- Leadership buy-in
- Family support

PSAP Quality Assurance and Quality Improvement

- Purpose
- Standards and best practices
- NG911 considerations

Feedback

- Great instructors
- Thanks for offering free courses
- Engaging instructors
- The training(s) have provided an avenue for further agency discussions
- Provide courses more frequently

Outcomes

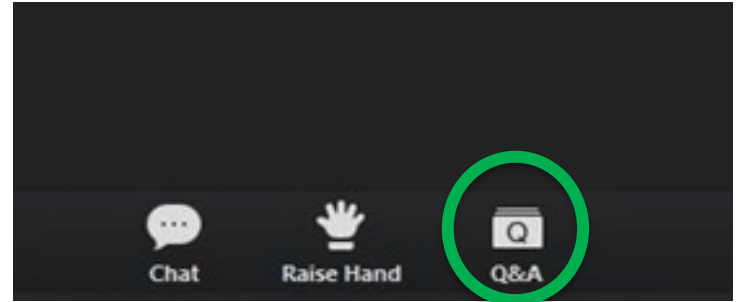
- Shorter course or self-paced
 - Increased staffing shortages
- Longer time to implement training
- Increased expertise across the state
- Open the tool kit for PSAP managers
- Expand PSAP manager resources
- Plan for future trainings

Questions



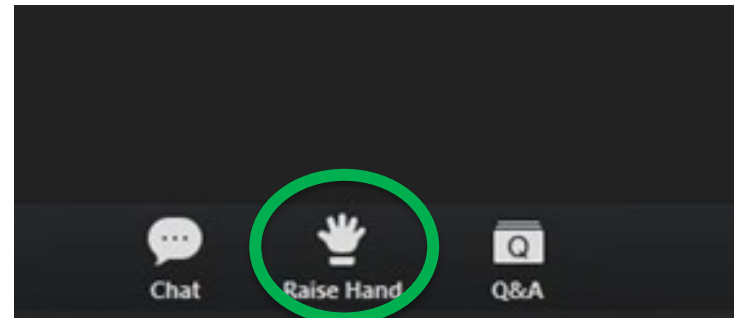
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Future Webinars

- July 12, 2022 - https://us06web.zoom.us/webinar/register/WN_24vN78hMRAqv0ZyD9mzBSw
- September 13, 2022 - https://us06web.zoom.us/webinar/register/WN_Jw7O5GAVQwCOyw6cnOegSw
- November 8, 2022 - https://us06web.zoom.us/webinar/register/WN_1vH21ZUYQlGi8L1aDr5m4Q

- Previous State of 911 webinars are available at: www.911.gov/webinars.html

National 911 Program

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Katherine.Elkins@dot.gov
- Feedback or questions can be sent to:
National911Team@MissionCriticalPartners.com