

State of 911 Webinar

NATIONAL 911 PROGRAM

DECEMBER 15, 2015



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

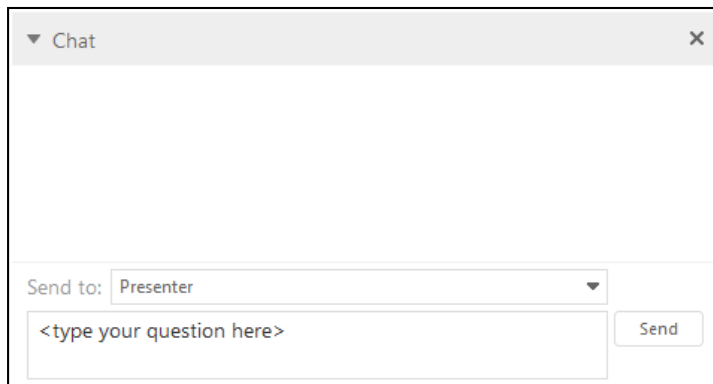
Feedback or questions can be sent to: National911Team@mcp911.com



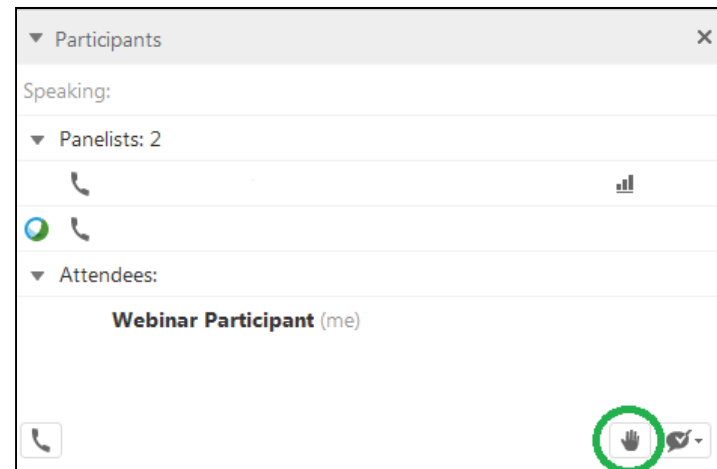
Questions?

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.

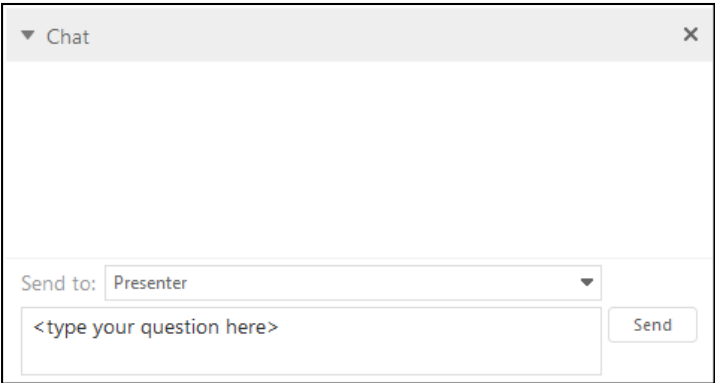


During the Q&A portion of the webinar, please click on "Raise Hand" and your phone will be unmuted.

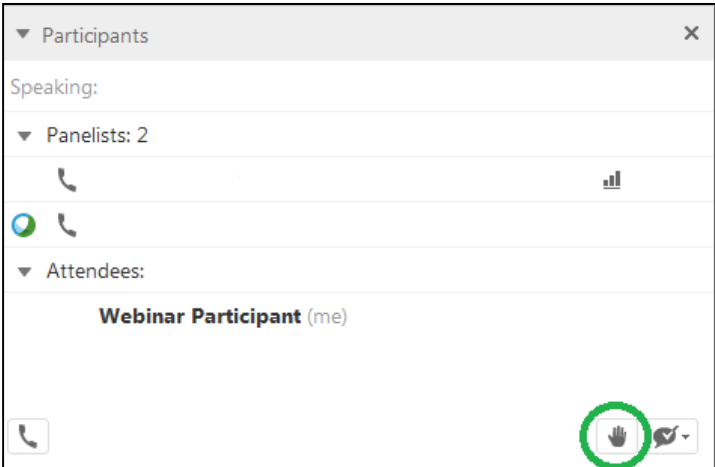


Q&A Period

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Federal Communications Commission
Public Safety and Homeland Security Bureau



FCC 911 Update

State of 911 Webinar Series
National 911 Program
December 15, 2015

Tim May
Policy & Licensing Division
timothy.may@fcc.gov
202-418-1463



Emergency Alerting and 911



- Logical nexus between 911 and emergency alerting
- FCC encouraging full exploitation of emergency alerting protocols and systems that are already in place, or soon will be:
 - Wireless Emergency Alerts (WEA)
 - Emergency Alert System (EAS)
 - Integrated Public Alert and Warning System (IPAWS)
- PSAPs are uniquely positioned to make the best use of emergency alerts, and we encourage them to do so where possible and appropriate.

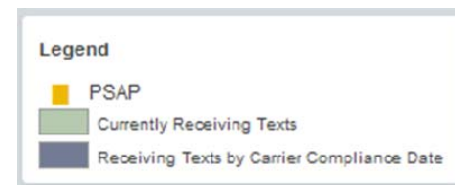
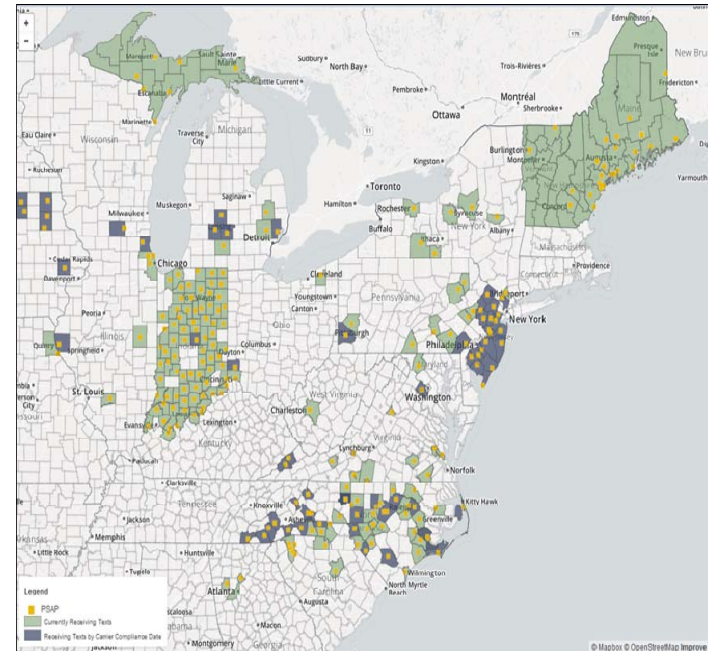
Rulemakings	Description
June 2015: EAS Sixth Report and Order	Improved EAS operation and exercise by adopting a nationwide location code and test code and minimum accessibility requirements.
July 2015: National Weather Service NPRM	Proposed to improve hurricane-related alerts by adding three new event codes for extreme wind and storm surges; proposed to revise territorial boundaries of two offshore marine areas.
Nov 2015: WEA NPRM	Proposes revisions to Commission rules to improve the effectiveness of WEA message content and the geographic targeting of WEA messages, and facilitate WEA testing and proficiency training.
Multilingual EAS Order (under consideration)	Addresses measures to ensure that populations that do not speak English as a primary language will have access to readily understandable EAS alerts and emergency information.



Text-to-911 Deployment



- As of December 15, 2015, approximately 465 PSAPs registered with the FCC as text-capable
 - Thirty-one states and Puerto Rico report one or more text capable PSAPs
 - Approximately 6% of PSAP jurisdictions; 12% of counties
 - 22% of total US population
- Differential between PSAPs reporting to FCC and PSAPs directly notifying covered text providers
- The Commission will soon publish a “beta” map of Text-to-911 availability at www.fcc.gov/text-to-911.





Major Location Accuracy Dates



Fourth Report and Order (Jan. 2015)

- Establishes new location accuracy benchmarks for indoor as well as outdoor wireless 911 calls.
- Encourages development of new location technologies that will provide dispatchable location as an alternative to coordinate-based location
- Adds vertical location requirements
- Independent test bed will be established to test technology performance
- Compliance with accuracy standards will be measured based on live 911 call data
- Recent RFPs:
 - Test Bed - <http://www.911locationtestbed.org/>
 - NEAD - <http://www.911nead.org/>

Date	Benchmarks
August 2016	<ul style="list-style-type: none"> ■ Launch of technology test bed (planned locations: Atlanta and San Francisco)
February 2017	<ul style="list-style-type: none"> ■ CMRS providers begin providing live 911 call data in 6 Test Cities (and elsewhere at PSAP request) ■ Implementation plans and progress reports submitted by nationwide carriers ■ Privacy and security plan for the NEAD
April 2017	<ul style="list-style-type: none"> ■ First horizontal accuracy benchmark: 50m accuracy or dispatchable location for 40% of calls
April 2018	<ul style="list-style-type: none"> ■ Second horizontal accuracy benchmark: 50m accuracy or dispatchable location for 50% of calls
August 2018	<ul style="list-style-type: none"> ■ Carriers must provide uncompensated barometric data from capable devices ■ Nationwide carriers must submit proposed z-axis metric to FCC
April 2020	<ul style="list-style-type: none"> ■ Third horizontal accuracy benchmark: 50m accuracy or dispatchable location for 70% of calls
April 2021	<ul style="list-style-type: none"> ■ Fourth horizontal accuracy benchmark: 50m accuracy or dispatchable location for 80% of calls ■ Nationwide carriers must meet FCC-adopted z-axis accuracy standard in 25 top markets
April 2023	<ul style="list-style-type: none"> ■ Nationwide carriers must meet FCC-adopted z-



Task Force on Optimal PSAP Architecture (TFOPA)



- 2 Year Charter - December 2014 - December 2016
- Focus:
 - Optimal PSAP system and network configuration in terms of emergency communications efficiency, performance, and operations functionality;
 - Cost projections for conversion to and annual operation of PSAPs that incorporate such optimal system design;
 - Comparative cost projections for annual maintenance of all existing PSAPs annually and upgrading them to NG911;
 - Recommendations on ways to ensure states use E911 funding for their intended purpose

Task Force	Report Link
Task Force Home Page	https://www.fcc.gov/about-fcc/advisory-committees/general/task-force-optimal-public-safety-answering-point
WG1 - Cybersecurity	https://transition.fcc.gov/pshs/911/TFOPA/TFOPA_WG1_FINAL_Report-121015.pdf
WG2 - Technical Architecture	https://transition.fcc.gov/pshs/911/TFOPA/TFOPA_WG2_FINAL_Report-121015.pdf
WG3 – Resource Allocation	https://transition.fcc.gov/pshs/911/TFOPA/TFOPA_WG3-Final-Report-09282015.pdf



911 Reliability and Governance



- 911 Reliability Rules (post-Derecho): first compliance certifications filed October 15
- 911 Governance & Accountability Policy Statement and NPRM (Nov. 2014)
 - Proposals seek to reduce risk of “sunny day outages” similar to the April 2014 multi-state outage
 - Proposals also seek to ensure effective communication and situational awareness when 911 outages occur



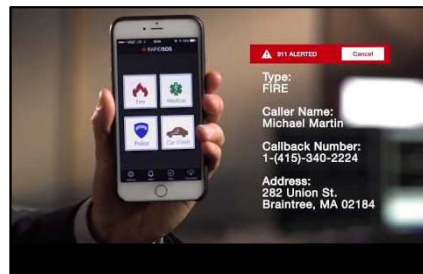
Cybersecurity Workforce



- Developing strategic relationships among industry, government, and academia
- Working closely with NICE to advance the workforce needs of the communications industry and public safety
- TFOPA Working Group 1
 - Making recommendations for PSAP cybersecurity workforce development as part of its report
- CSRIC V Working Group 7
 - Tasked with leveraging the NICE Workforce Framework and applying it to the sector; identifying gaps and evolving work roles, and knowledge, skills and abilities (KSAs)
 - Identifying, developing and recommending best practices to mitigate insider threats, including through scalable means to enhance transparency, accountability and validation of skills



911 Apps



- The Commission hosted a workshop earlier this year on the use of smartphone applications in the provisioning of 911 service
- Most 911-oriented apps are focused on campus and enterprise environments, but some developers are working on apps that provide broader 911 functionality
- The Commission is considering potential next steps to ensure that 911 apps meet acceptable reliability thresholds and do not impose new costs on PSAPs



FCC Annual 911 Fee Report



- Seventh Annual Fee Report
 - Due to Congress at the end of the year
 - Report will reflect more in-depth data collection on 911 operations, funding, and NG911 investment
- 48 states, DC, and several other jurisdictions have submitted data to the FCC this year
 - Louisiana, Missouri have not submitted reports
 - Drafting under way



Public Safety Support Center

(launched Sept. 25, 2015)

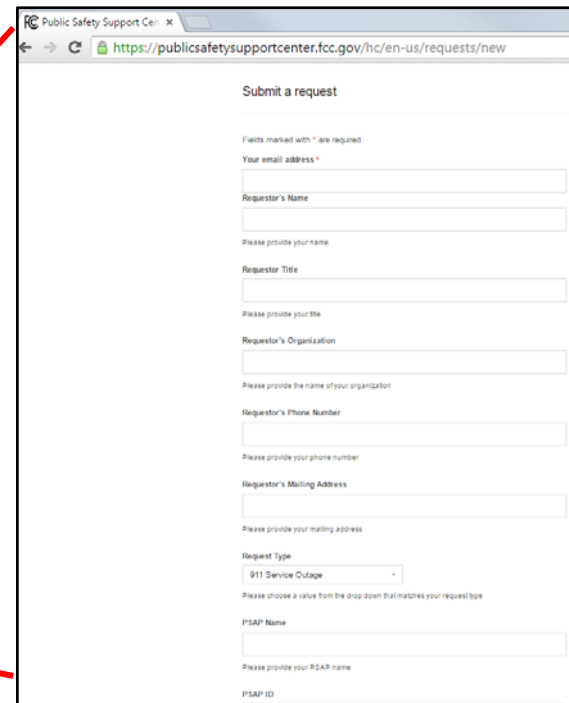
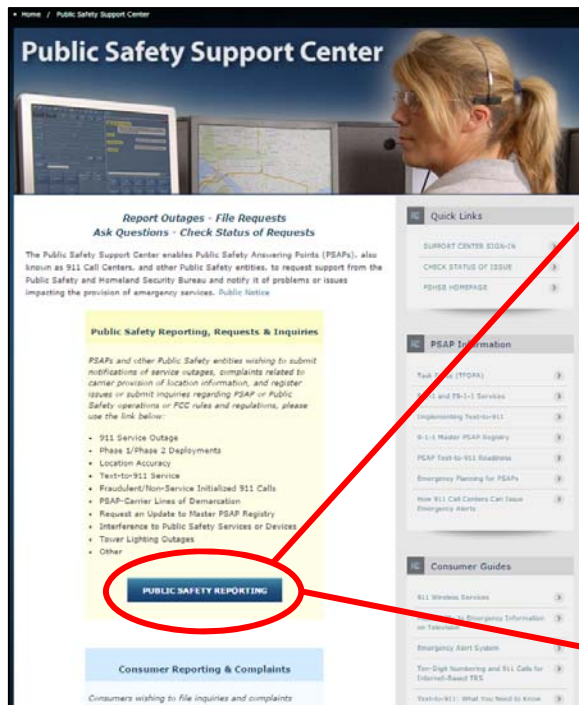


FCC Web Site

<https://www.fcc.gov/general/public-safety-support-center>

ZenDesk

Dedicated Customer Relationship Platform





FCC Online Resources



Subject	Online Resource
Public Safety & Homeland Security Bureau	<ul style="list-style-type: none">https://www.fcc.gov/public-safety-and-homeland-security#block-menu-block-4
Text to 911	<ul style="list-style-type: none">www.fcc.gov/text-to-911
PSAP Text to 911 Registry	<ul style="list-style-type: none">https://www.fcc.gov/general/psap-text-911-readiness-and-certification-form
Master PSAP Registry	<ul style="list-style-type: none">https://www.fcc.gov/general/9-1-1-master-psap-registry
Public Safety Support Center	<ul style="list-style-type: none">https://www.fcc.gov/general/public-safety-support-center
911 Apps Workshop	<ul style="list-style-type: none">https://www.fcc.gov/news-events/events/2015/05/911-apps-workshop
911 Fee Reports	<ul style="list-style-type: none">https://www.fcc.gov/general/911-fee-reports
TFOPA	<ul style="list-style-type: none">https://www.fcc.gov/encyclopedia/task-force-optimal-public-safety-answering-point-architecture-tfopa
CSRIC	<ul style="list-style-type: none">https://www.fcc.gov/about-fcc/advisory-committees/communications-security-reliability-and-interoperability

Management Information Systems

Eric Parry, ENP

Utah Communications Authority – 911 Division



Our Statewide MIS System = ECaTS

- ECaTS Stands for **Emergency Call Tracking system**
- Enterprise MIS package used to report all 9-1-1 centric data throughout Utah
- RDDM Stands for Remote Data Distribution Module
- Placed into a PSAP by ECaTS to collect statistics
- Disclosure Agreement
- User Account Agreement
- Funded by UCA on a statewide basis
- Utah considered a Super User



Examples of ECaTS Reporting

Salt Lake Valley (VECC)

12/9/2015

911 Count

Total 911 Count	797
911 Calls Answered	726
Abandoned 911 Calls	71
Average Duration	179 seconds
Answered within 10 seconds	90%
Answered within 20 seconds	93%
Answered within 60 seconds	98%
Answered within 120 seconds	99%
Answered over 120 Seconds	1%

Top 5 Busiest Hours (All Call Types)

12/9/2015 4:00:00 PM	360
12/9/2015 3:00:00 PM	293
12/9/2015 5:00:00 PM	278
12/9/2015 2:00:00 PM	271
12/9/2015 1:00:00 PM	268

Top 5 Busiest Hours (911 Calls)

12/9/2015 5:00:00 PM	72
12/9/2015 6:00:00 PM	68
12/9/2015 4:00:00 PM	60
12/9/2015 3:00:00 PM	57
12/9/2015 2:00:00 PM	52



Examples of ECaTS Reporting

9-1-1 Call Detail

12/08/2015 13:10:26 | ANI 94356090367
 12/08/2015 13:10:26 | CPN 96054999400
 12/08/2015 13:10:26 | Call 58985 Arrives On W911-2 Dec/08/15 13:09:14 MST
 12/08/2015 13:10:26 | W911-2 Goes Off Hook Dec/08/15 13:09:14 MST
 12/08/2015 13:10:26 | 2201 Is Ringing Dec/08/15 13:09:14 MST
 12/08/2015 13:10:26 | 2203 Is Ringing Dec/08/15 13:09:15 MST
 12/08/2015 13:10:26 | Call 58985 Cellular Call Dec/08/15 13:09:18 MST
 12/08/2015 13:10:26 | Call 58985 CPN: 96054999400 Dec/08/15 13:09:18 MST
 12/08/2015 13:10:26 | 2201 Answers Dec/08/15 13:09:21 MST
 12/08/2015 13:10:26 | W911-2 Is Released Dec/08/15 13:10:01 MST
 12/08/2015 13:10:26 | 2201 Hangs Up Call 58985 Dec/08/15 13:10:01 MST
 12/08/2015 13:10:26 | 2201 Releases Call 58985 Dec/08/15 13:10:01 MST
 12/08/2015 13:10:26 | Call 58985 Finishes Dec/08/15 13:10:01 MST
 12/08/2015 13:10:26 | ALL Information
 12/08/2015 13:10:27 | (435) 609-0367 WPH2 12/08 13:09
 12/08/2015 13:10:27 | VERIZON WRLS 800-451-5242
 12/08/2015 13:10:27 | P#435-609-0367
 12/08/2015 13:10:27 | NW 1/4 SEC 11, T23S, R6E
 12/08/2015 13:10:27 | - SW Sector
 12/08/2015 13:10:27 | CALLBK=(605)499-9400 599 02020
 12/08/2015 13:10:27 | UT FERRON
 12/08/2015 13:10:27 | TEL=VZW
 12/08/2015 13:10:27 | +38.767952 -111.342981 8
 12/08/2015 13:10:27 | PSAP=ECSSO--WIRELESS 911 CALL
 12/08/2015 13:10:27 | VERIFY CALLER LOCATION
 12/08/2015 13:10:27 | VERIFY CALLBACK NUMBER



Examples of ECaTS Reporting

SMS Call Reporting

The screenshot displays the ECaTS reporting interface. At the top left is the ECaTS logo with the tagline "smarter 9-1-1". The top right shows the user name "Chris Duxler - ECaTS - Text" and a "Logout" link. A "Reports" button is also visible. Below the header is a navigation bar with "Reporting", "Groups", "Support", and "Release Notes". A green checkmark icon and the text "Download ECaTS Training Manual" are on the right side of the navigation bar.

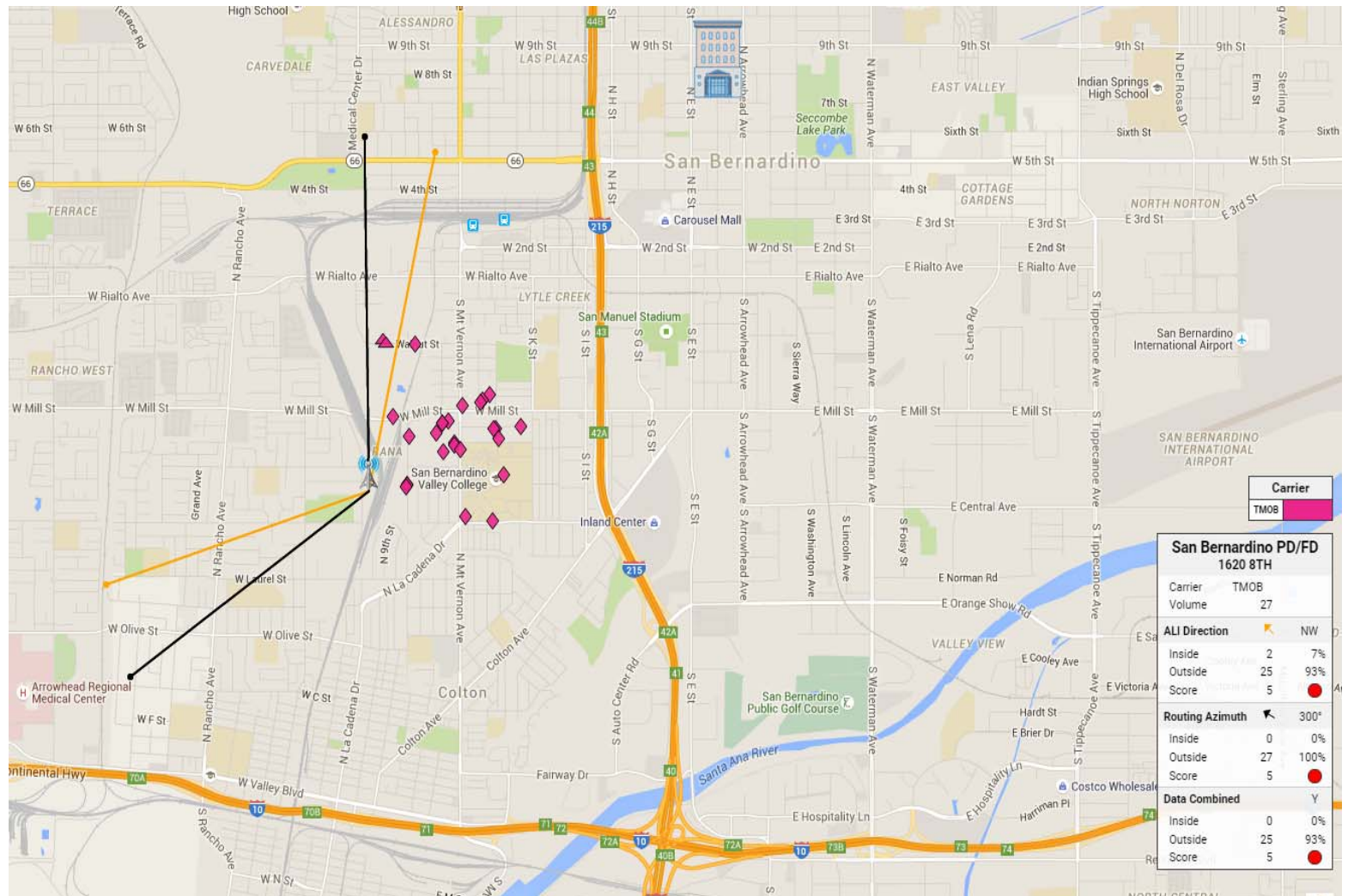
The main content area is divided into two columns. The left column is a sidebar menu titled "SMS Reports" with the following items: Messages Per Hour, Messages Per Hour By Carrier, Messages By Initial Operator, Initial Operator Average Speed of Answer, Messages Per Session Profile, Operator Average Speed of Response, Operator Single Session Average Response, Average Session Duration, Session Transcript, SMS Top Busiest Hours, Sessions From Same MDN, Top Sessions From Same MDN, GEM User Login Info, SMS Attempts, Denied Messages, SMS-To-TTY Sessions, and SMS Messages per Hour.

The right column is titled "REPORTS" and contains the following sections:

- REPORTS**: No Report Selected
- Select Psaps:** A list of checkboxes for "Beaver County Sheriff", "Bountiful PD", "Clearfield PD", "Davis County Sheriff", and "DPS/Box Elder Communications".
- Select Group:** A dropdown menu showing "All PSAPs".
- OR**: A separator between the "Select Psaps" and "Select Group" sections.
- Select Date Range**: A dropdown menu showing "- SELECT -".
- From:** and **To:** input fields for date selection.
- Call Type:** A dropdown menu showing "911 Calls".
- Abandoned Filters:** A dropdown menu showing "Include Abandoned".
- Include Comparisons**: A checkbox that is currently unchecked.
- Graph Format:** A dropdown menu showing "No Graph".
- Agency Affiliation**: A row of checkboxes for "Emergency Communications", "Fire", "Medical", "Police", "Sheriff", and "Training", all of which are checked.
- Output Format:** A dropdown menu showing "Web".
- Generate Report**: A button with a document icon.

Examples of ECaTS Reporting

Phase II Call Location & Routing

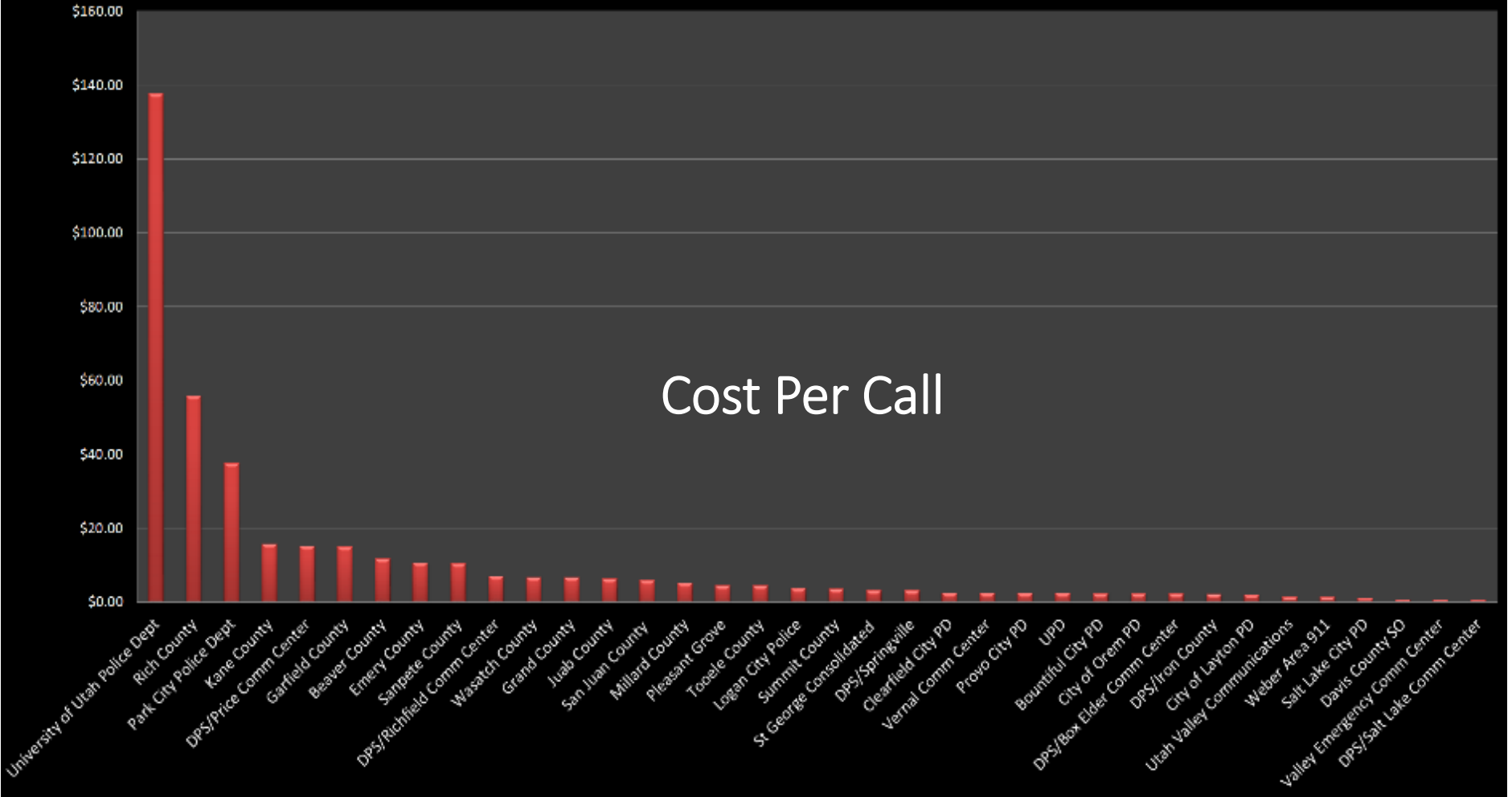


Examples of ECaTS Reporting - XFER Stats

- | | | | | | | | | | |
|---------------------|----------|--------------|--------------|----------------------|----------------|---------------------|-------------|----|-----|
| 07/02/2013 15:13:14 | 21214042 | Source | 9 | Clearfield PD | 21213974 | 07/02/2013 15:13:14 | 33 | 37 | 911 |
| Calls | RES | 801-596-2144 | 801-825-1414 | 172 W | CLEARFIELD 595 | N/A | PARRY, ERIC | | |
- | | | | | | | | | |
|---------------------|----------|---------------|--------------|-----------------------------|----------------|---------------------|-------------|----|
| 07/02/2013 15:13:14 | 21214042 | Destination 1 | 12 | Davis County Sheriff | 21213975 | 07/02/2013 15:13:51 | 47 | 49 |
| 911 Calls | RES | 801-596-2144 | 801-825-1414 | 172 W | CLEARFIELD 598 | N/A | PARRY, ERIC | |
- | | | | | | | | | |
|---------------------|----------|---------------|--------------|----------------------|----------------|---------------------|-------------|----|
| 07/02/2013 15:13:14 | 21214042 | Destination 2 | 9 | Clearfield PD | 21214042 | 07/02/2013 15:14:33 | 20 | 25 |
| 911 Calls | RES | 801-596-2144 | 801-825-1414 | 172 W | CLEARFIELD 595 | N/A | PARRY, ERIC | |
- | | | | | | | | | |
|---------------------|----------|---------------|--------------|-----------------------------|----------------|---------------------|-------------|-----|
| 07/02/2013 15:13:14 | 21214042 | Destination 3 | 12 | Davis County Sheriff | 21214054 | 07/02/2013 15:14:57 | 197 | 202 |
| 911 Calls | RES | 801-596-2144 | 801-825-1414 | 172 W | CLEARFIELD 598 | N/A | PARRY, ERIC | |

911 Call per /Grant \$
(7 Years)

Cost Per Call



Questions ?



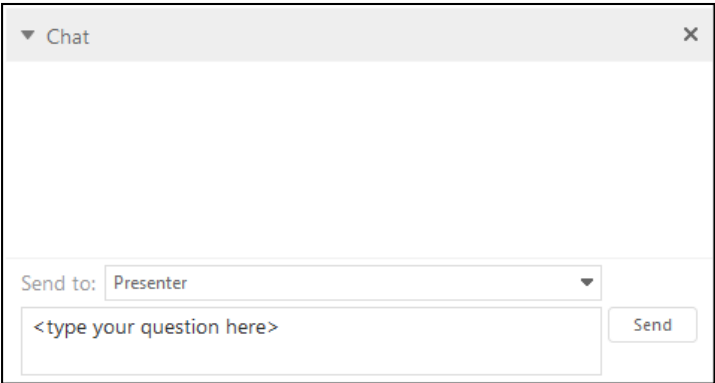
Thank You!

Eric Parry, ENP
Program Manager, 911 Division
Utah Communications Authority
eparry@uca911.org
801.857.5825

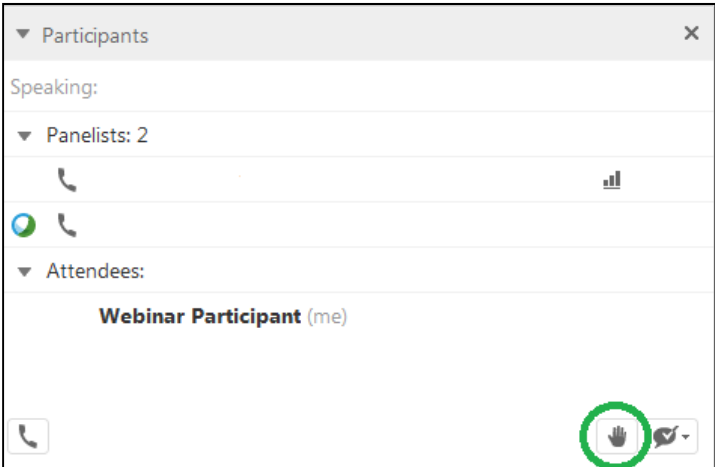


Q&A Period

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Future Webinars

Next Scheduled Webinar: Tuesday, February 9, 2016 at 12 noon ET

Presenters will be announced shortly and registration will be available early next month

To register, visit: <https://mcp911events.webex.com> and click on “2016 ‘State of 911’ Webinar Series”.

Visit 911.gov to access archived webinars



National 911 Program

Laurie Flaherty

Program Coordinator

202-366-2705

laurie.flaherty@dot.gov

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

