

State of 911

Webinar Series

NATIONAL 911 PROGRAM
May 8, 2018

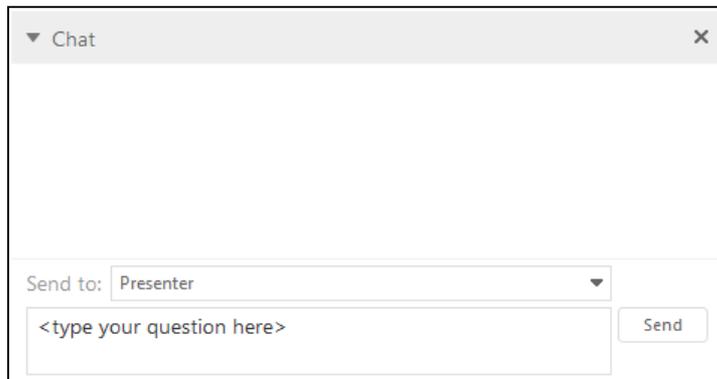
State of 911 Webinar Series

- 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 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@mcp911.com

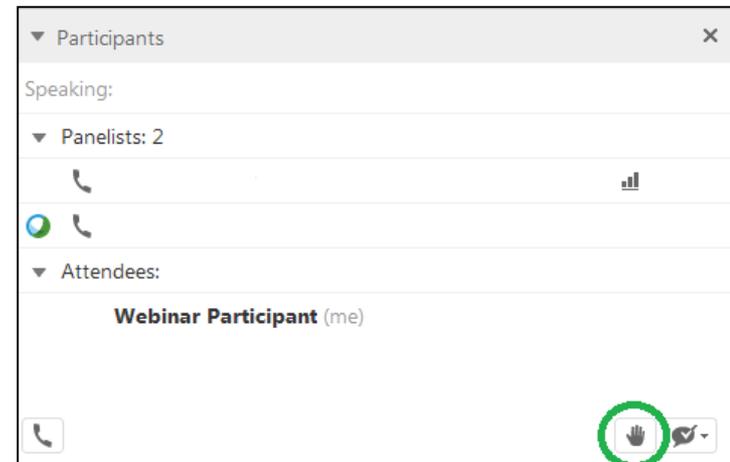
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During the Q&A portion of the webinar, please click on "Raise Hand" and your phone line will be unmuted.



National 911 Program

NHTSA Office of Emergency Medical Services
U.S. Department of Transportation

Laurie Flaherty, Coordinator



The Call for Help



National 911 Program Objectives

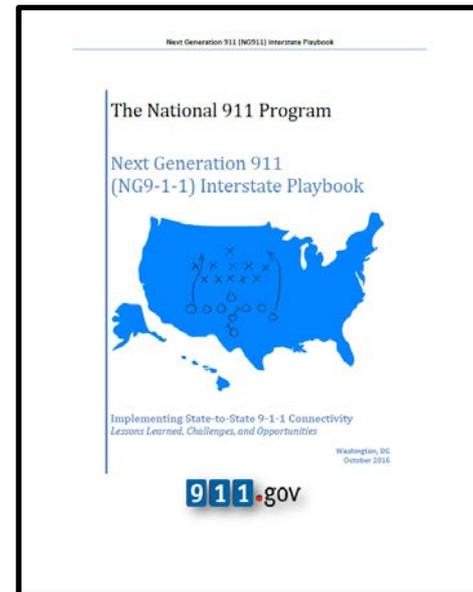
1. Serve as convener/coordinator among public and private stakeholders at local, state and Federal/national levels
2. Collect/create resources for local/state 911 Authorities
3. Administer a grant program for the benefit of PSAPs

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

Convener

USDOT NG911 Initiative – NG911 Prototype

The screenshot displays the website for the United States Department of Transportation, Office of the Assistant Secretary for Research and Technology, Intelligent Transportation Systems Joint Program Office. The page features a navigation menu with categories like About, Research, ITS Deployment, Communications, Technology Transfer, Resources, and Contact Us. The main content area is titled "Research Archive" and includes a "Success Stories" section for "Next-Generation 9-1-1". A "Research Overview" section is visible, starting with the text: "The nation's current 9-1-1 system is designed around outdated telephone technology and cannot handle the text, data, images, and video that are common in personal communications and critical to future safety and mobility advances. In addition, 9-1-1 call centers cannot transfer calls from one call center to another when call volume exceeds the available resources. The nation's 9-1-1 system is in need of a significant overhaul. By capitalizing on recent technology advances, the U.S. Department of Transportation (DOT) has produced a design and transition plan for a next-generation 9-1-1 (NG9-1-1) system. The NG9-1-1 Initiative has established the foundation for public emergency communications services in a digital, Internet-based society." Below this text is a "The Problem for Emergency Communications" section. A "911.gov" logo is also present on the page.



Interstate Playbook

(www.911.gov → NG911 → Interstate Playbook)

Federal 911 Partners

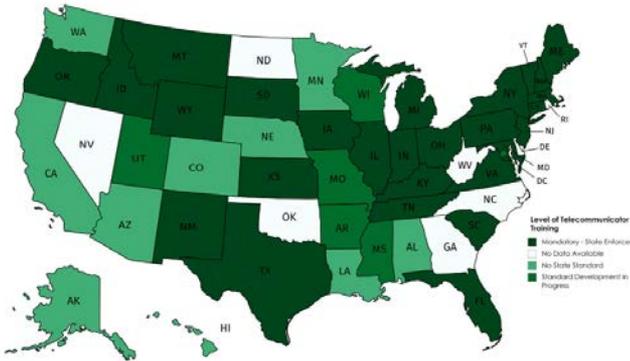
- National Telecommunications & Information Administration (US Dept. Commerce)
- Federal Communications Commission
- Department of Homeland Security – Office of Emergency Communications
 - Emergency Communications Preparedness Center
 - SAFECOM / NCSWIC
- DOJ / National Institute of Justice
- Department of Defense
 - Upgrade / Integrate Military PSAPs / 911 System
 - PSAP / DoD Early Warning & Mass Notification System
- DOT National Address Database
- NPSBN / FirstNet / AT&T



Convener: Recommended Guidelines for Minimum Training



Recommended Minimum Training Guidelines Documentation



- Ct Department of Emergency Services & Public Protection
- Hamilton County IN
- North Central Texas Council of Governments
- Rochester/Monroe County NY Emergency Communications Department
- Stafford County VA Sheriff's Office
- Vail CO Public Safety Communications Center



National Fire Protection Association
The authority on fire, electrical, and building safety

Goal: Universally Accepted Minimum Training/Education for the Telecommunicator

(https://www.911.gov/issue_telecommunicatorsandtraining.html)





The National 911 Program Celebrates 50 Years of 911

The National 911 Program Next Generation 911 (NG911) Standards Identification and Review

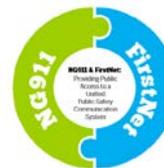
A compilation of existing and planned standards for NG911 systems

Resources on 911.gov

NG911 & FirstNet

Together Building the Future of Public Safety Communications

A GUIDE FOR STATE & LOCAL AUTHORITIES



NG911

A LEADER'S GUIDE TO NEXT GENERATION 911 FOR LAW ENFORCEMENT



5 Ways That NG911 Can Improve Your Agency

What is NG911 & Why Should You Care? People & Organizations

The "State of 911" Webinar Series

Home / The "State of 911" Webinar Series

State of 911 Webinar Series

Register for Upcoming Webinars

Click [HERE](#) to sign up to receive updates on the State of 911 Webinar Series.

December

12

12pm EST

NG911 Planning Ahead: Helpful Checklists and Pilot Efforts

New resources and pilot efforts are constantly under development to help 911 leaders plan for and implement Next Generation 911 (NG911), which presents stakeholders with a complex set of operational, technical, security and funding choices. The FCC's Task Force on Optimal PSAP Architecture (TFOPA) Working Group 2 developed the NG911 Readiness Scorecard - a valuable tool to help ensure effective and efficient planning for the transition to NG911.

Working Group Chairman David Holl will step through the scorecard, explaining its usefulness in surveying the areas crucial to NG911.

NG911 Video

Saving lives

Gaining efficiencies

Adapting to the future

2017 KEY ENACTED 911 LEGISLATION

1/22/2018

The legislation listed below includes key 2017 enactments, excluding appropriations. See NCSL's [911 Legislation Database](#) for a more complete list of 2017 introduced and enacted 911 legislation.

Introduction



Every year, states pass a number of pieces of legislation aimed at improving the operations of emergency communications and continuing to bring them into today's digital mobile

STATE 9-1-1 LEGISLATION TRACKING DATABASE

2/1/2018



The National Conference of State Legislatures works in cooperation with the National Highway Traffic Safety Administration to bring you up to date, real time information about 911 legislation that has been introduced in the 50 states and the District of Columbia.

Notes About This Database

The full text of bills is available by clicking on the bill number. NCSL staff regularly update the database.

For faster performance, please use the fields below to filter your results. If nothing is picked, the default search is to include all topics and states in current session year.

TOPICS [Clear](#)

- All Topics
- 9-1-1 Administration, Plans, Boards & Commissions
- 9-1-1 Fee, Service Fee or Surcharge
- 9-1-1 Funding and Appropriations
- 9-1-1 Other/Miscellaneous
- 9-1-1 Privacy and Confidentiality
- Enhanced 9-1-1
- Next Generation/Advanced 9-1-1
- Wireless 9-1-1

STATES [Clear](#)

- All States
- Alabama
- Alaska
- Arizona
- Arkansas
- California
- Colorado
- Connecticut
- Delaware
- District of Columbia

KEYWORD

STATUS

All

BILL NUMBER

YEAR

2018

AUTHOR

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RESOURCES

[2016 911 Enacted Legislation](#)

[NCSL 911 Legislation Tracking Database](#)

CONTACT

- ▶ [Financial Services](#)
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- ▶ [International](#)

www.ncsl.org

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2017 Key Enacted 911 Legislation



LEGEND:

■ States with key enacted 911 legislation in 2017

2017 KEY ENACTED 911 LEGISLATION

SUMMARY

Requires the designation of a 911 addressing authority to create and maintain street centerline and address point data in a geographic information system format.

Restricts the establishment of new PSAPs until Jan. 1, 2020, unless it is established as a result of consolidation with or replacement of an existing PSAP.

Makes swatting (making a false 911 call to get police to respond to a specific location, a class D felony and ensures that the offender may be held responsible for financial restitution to a municipality or state agency.

Provides standards of training, education and certification of Emergency Communications Officers.

Requires the Department of State Police to make grants to offset the costs associated with 911 system consolidation. Limits municipalities with populations over 500,000 from imposing monthly surcharges over \$5 until the end of 2020, then...

Connecticut SB 26

Idaho SB 1083

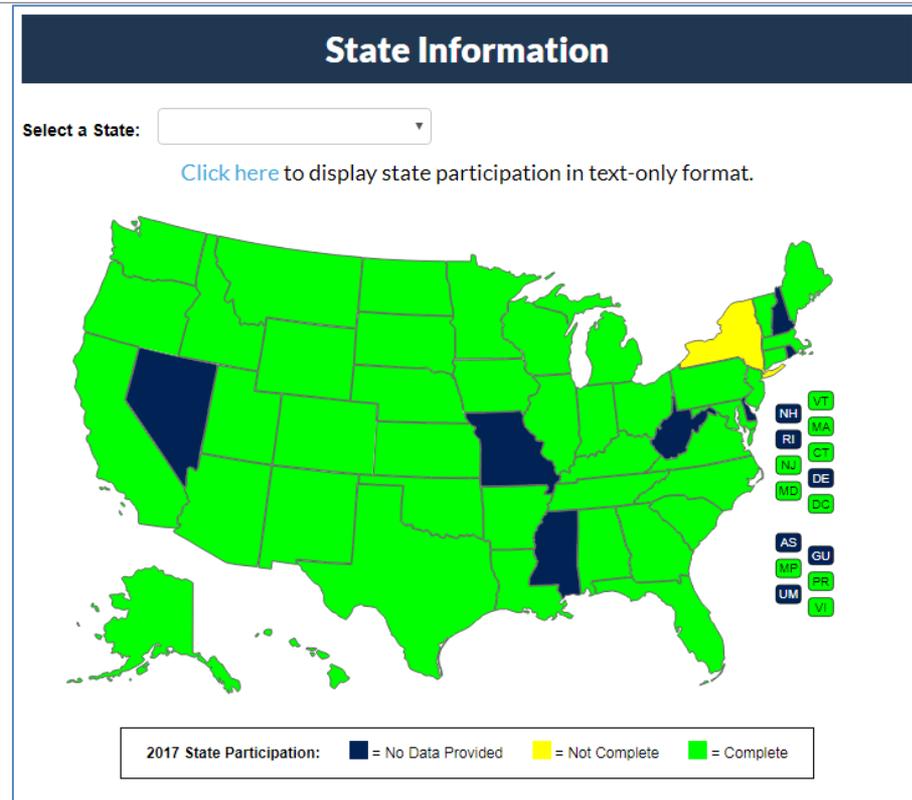
Illinois HB 1811

National 911 Profile Database

911.gov



911 Stats & Data



911.gov

National 911 Profile Database: 2017 Report of 2016 Data

DATA ELEMENT	2012 Report	2014 Report	2015 Report	2016 Report	2017 Report
Statewide NG911 Plan Adopted	9 of 27	15 of 39	19 of 42	20 of 46	20 of 45
Statewide Request for Proposal Released	Not Reported	13 of 36	18 of 42	19 of 46	20 of 45
State Contract Has Been Awarded	Not Reported	13 of 29	16 of 42	19 of 46	19 of 45
Statewide Installation and Testing	Not Reported	9 of 30	11 of 42	18 of 46	22 of 47

Percentage of PSAPs That are Connected to an Operational ESInet

Year	States Reporting	States with 100% of PSAPs Connected
2017	47	11
2016	45	10
2015	42	6

Percentage of MSAG to GIS Data Synchronization

Year	States with 100% of Addresses Geocoded	States with 90-99% of Addresses Geocoded
2017	11 of 46	3 of 46
2016	8 of 45	3 of 45
2015	4 of 42	4 of 42

5 New Projects

1. Revision of Model State 911 Plan & Model State 911 Legislative Language
(Public comments late July)
2. Strategic Plan for Nationally Uniform 911 Data System
(Public comments early October and early January)
3. National NG911 Roadmap / Agenda
(Public comments early August)
4. Dispatcher Assisted CPR
5. NG911 for Leaders in Fire & NG911 for Leaders in EMS

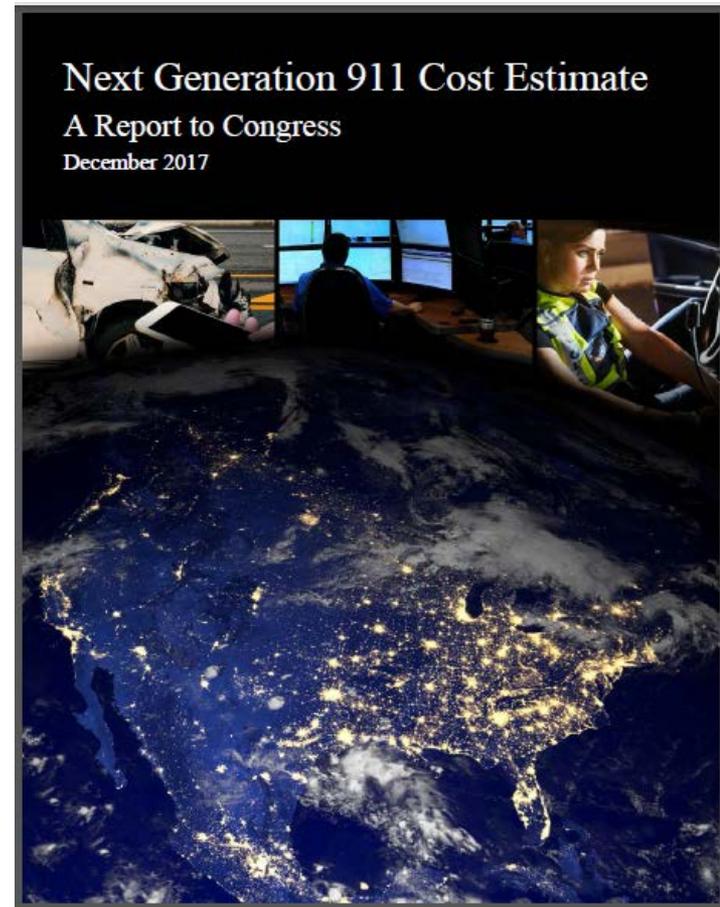
...coming soon...



911.gov



Current Projects



911.gov

NG911 Current Status

	Legacy	Foundational	Transitional	Intermediate	End State
Business Domain	73.6%	16.4%	2.9%	7.1%	
Data Domain	89.0%		8.2%	2.8%	
Applications and Systems Domain	79.2%	10.0%	1.0%	9.8%	
Infrastructure Domain	88.2%	10.2%		1.6%	
Security Domain	86.9%	7.1%	6.0%		
Operations / Performance Domain	98.0%	2.0%			

911 Grant : **Notional** Timeline

As of May 2018



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	Done
Late Summer 2017	OMB reviews draft regulations	Done
Oct 2017	Publish Notice of Proposed Rulemaking (NPRM)	Done
Nov 2017	Public comment period closes; draft final rules	Done
Early Calendar Year 2018	OMB reviews final rules	In Process
Spring 2018	Publish final rules; open grant application period	Not Started

(Final Regulations will require review by both Agencies & OMB; and might extend this schedule further out into 2018.)



911 Grant Program

<https://www.911.gov/911grants.html>

911.gov

About the Program | Current Projects | National 911 Coordination | 911 S

911 Grant Program

[Home/Project - 911 Grant Program](#)

The 911 Grant Program provides grant funding to help 911 public safety answering points (PSAPs) support efforts to provide citizens with optimal 911 services.

The ICO is preparing to award grants for the implementation and operation of 911 services, E911 services, migration to an IP-enabled emergency network, and adoption and operation of Next Generation 911 services and applications. A total of \$115 million has been set aside for the 911 Grant Program from the November 2014 Federal Communications Commission (FCC) AWS-3 spectrum auction, which generated approximately \$44.8 billion in revenue.

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 (August 2017)
✓	Stage 5:	Public provides comments on draft regulations (Fall 2017)
	Stage 6:	Final regulations are published and grant applications accepted (Early 2018)
	Stage 7:	Grants are awarded (Early 2018)

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

“Sign up to receive E-mail updates”





911.gov Need to call or text 911?

[About the Program](#)
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[911 System Resources](#)

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](#)



Calling 911: What You Need To Know



NEED TO CALL OR TEXT 911?



USING 911 APPROPRIATELY



FAQS ABOUT 911

Working Together on 911 Issues



LEGISLATION & POLICY



NEXT GENERATION 911



COSTS & FUNDING

Current Projects

- Next Generation 911 Cost Study
- National 911 Program Administered Grants
- Next Generation 911 Procurement Guidance
- National 911 Progress Report
- Next Generation 911 Interstate Playbook
- Standards for Enhanced and Next Generation 911

Get 911 Program News and Updates

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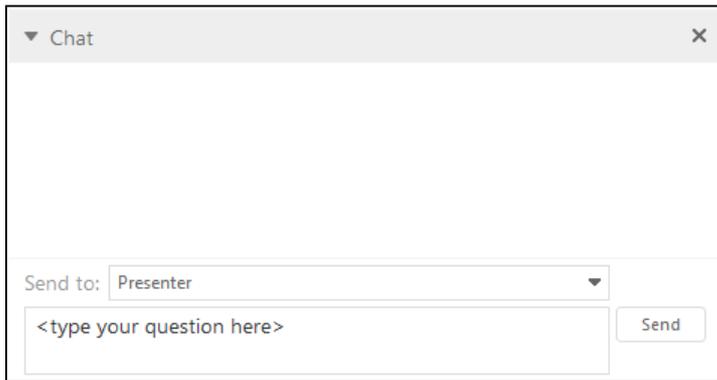
911 System Resources

- State of 911 Webinar Series
- 911.gov Connects Newsletter
- Documents & Tools

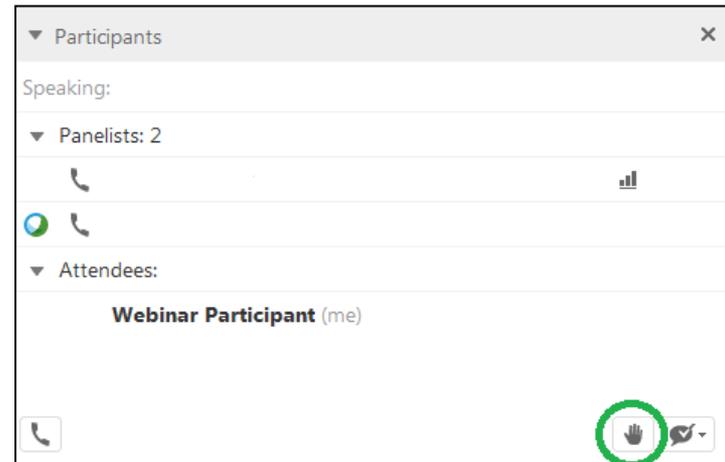
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Coordinator
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Q&A Period

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Department of
**Commerce &
Insurance**

Effective 9-1-1 Training

A Commitment to
Tennesseans

Jamison Peevyhouse, ENP
Training Coordinator
TN Emergency Communications Board



TN Emergency Communications Board

- Assist Local ECDs
- Set Policy
- Collect Surcharges
- Distribute Funds
- Provide Training



TN Emergency Communications Board

Nationally Recognized Leader in NG9-1-1 Deployments:

✓ **Outstanding 911 Call Center/Program Award**

NG9-1-1 Institute

✓ **Leading the Way Award**

Industry Council on Emergency

Response Technologies (iCERT)

Previous Support Programs

Provided Operational and/or Grant Funding for:

- Time Synch Devices
- Geographic Information Systems
- IP Capable 9-1-1 Controllers
- Telecommunicator Training
- Necessary Equipment
- More than \$60 Million over past decade



Need for Advanced Level Training

- Local Training Programs
85 Hours Minimum
- TN Fire & Codes Academy
40 Hour Basic Telecommunicator
- Minimal Continuing Education
10 Hours Biennial
- Need for Career Path Training



Curtis Sutton
Executive Director
TN Emergency Communications Board

Neutralize “Peter’s Principle” 2015 - 2018



- Administration
- Supervisor
- Quality Assurance Manager
- Communications Training Officer
- Telecommunicator

Center Manager Certification Program

"Designed to equip current, new, and potential PSAP and 9-1-1 Authority managers and supervisors with the tools needed to effectively manage their agency through a rigorous 40-hour course of lecture and lab-based education."

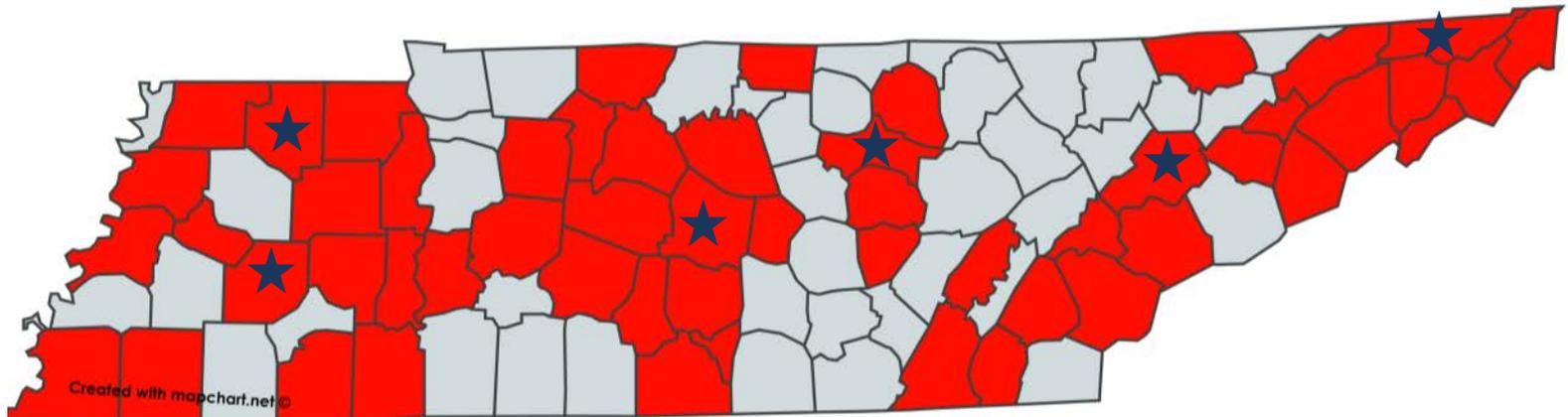


Center Manager Certification Program

Student Attendance: **156**
Instructional Hours: **6,240**
Target Audience: **Admin**

"The best class to prepare directors and supervisors for real world environments."

"Quality information that can be used immediately."



Center Supervisor Course

Combination of lecture and practical exercises, students learn the supervisor's role over three days, including:

- Transition to supervisor
- Build and lead a team
- Conflict resolution
- Performance evaluations
- Stress management
- And much more

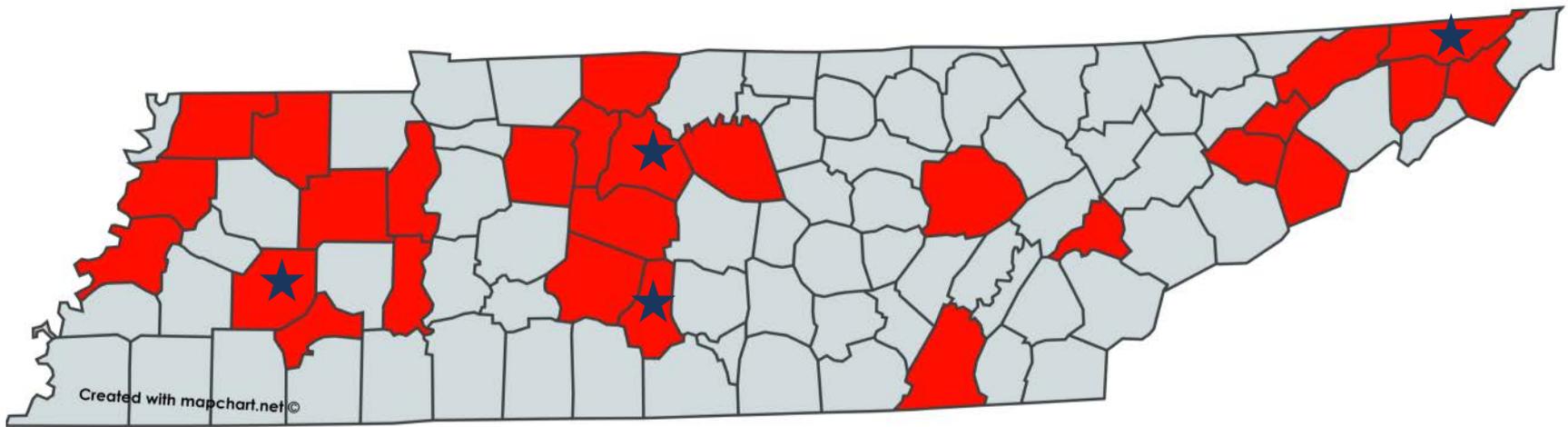


Center Supervisor Course

Student Attendance: **67**
Instructional Hours: **1,608**
Target Audience: **Super**

"NENA provides consistent, quality course material for our industry."

"Instructors are able to present material to all levels."



Center Training Officer Course

Equips the CTO with the proper framework to train new employees, leading to better performance and higher retention rates.

- Develop a CTO Program
- Proper Documentation
- Performance Evaluations
- Developing Plans for Trainee Success

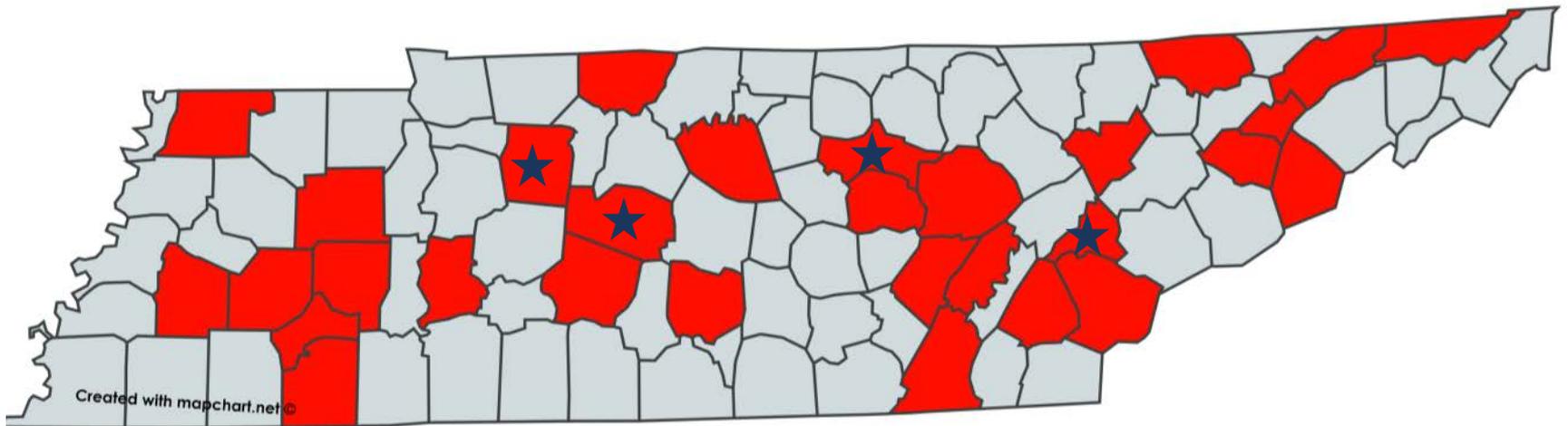


Center Training Officer Course

Student Attendance: **65**
Instructional Hours: **1,560**
Target Audience: **CTO**

"I loved all of it! Seriously, it's a great class delivered by a great instructor."

"The entire course has been an eye opener for me."



Single Day / Topic Based Courses

- ❑ Quality Assurance
 - ❑ NENA
 - ❑ Denise Amber Lee Foundation
- ❑ Tactical Dispatch
- ❑ Cyber-Security Awareness
- ❑ Disability Awareness

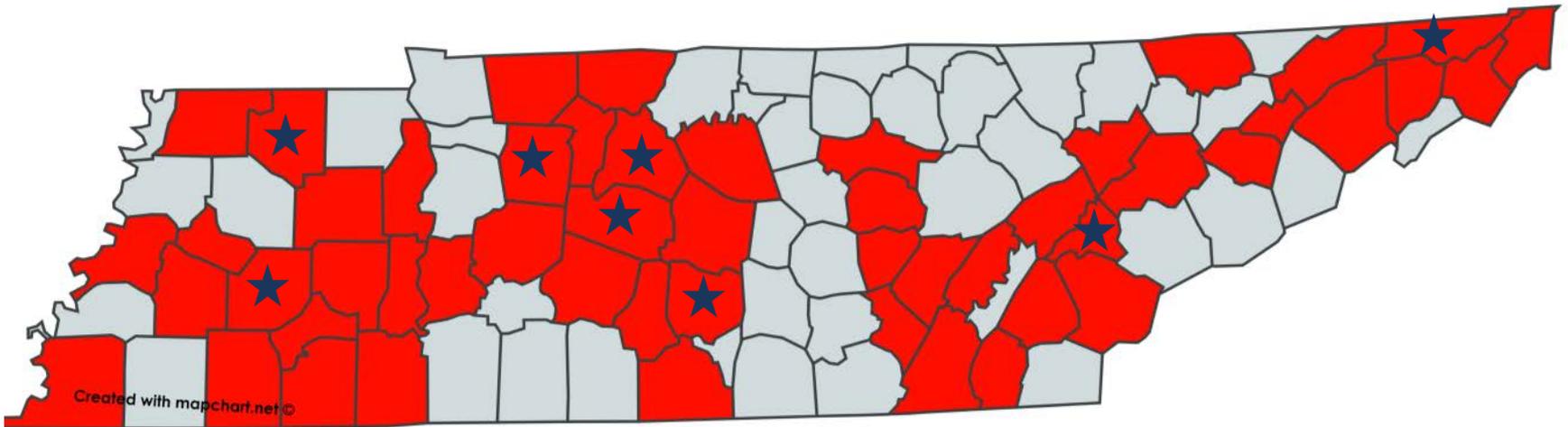


Single Day / Topic Based Courses

Student Attendance: **228**
Instructional Hours: **1,824**
Target Audience: **TC / QA**

"Real-world examples, discussions and demonstrations."

"This class was a top notch course. I will recommend this course to many."



Geographic Information System Courses

- ❑ GIS Road Show
 - ❑ Overview of NG9-1-1 GIS Data Standard for Tennessee

- ❑ GIS101 – NG Data Modeling
 - ❑ Two Day Classroom Review of GIS Data Modeling

- ❑ GIS201 – NG Data Editing
 - ❑ Two Day Lab-Based Course on NG9-1-1 Schema and Data Editing



Geographic Information System Courses

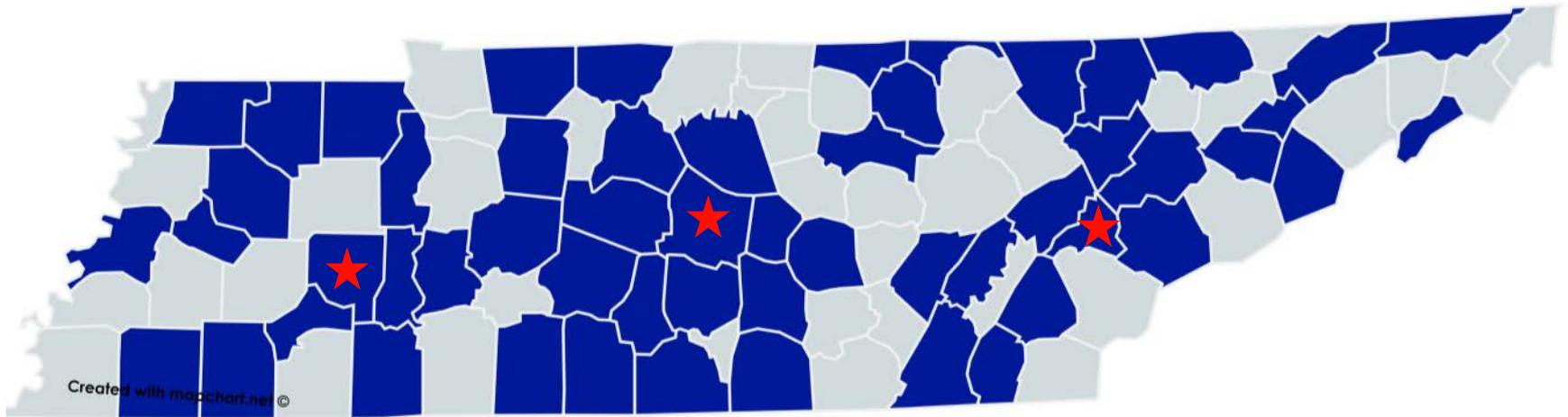
Student Attendance: **119**

Instructional Hours: **1,254**

Target Audience: **GIS**

"This training is directly relevant to my job."

"We will begin incorporating the new information into our addressing workflows in the coming weeks."

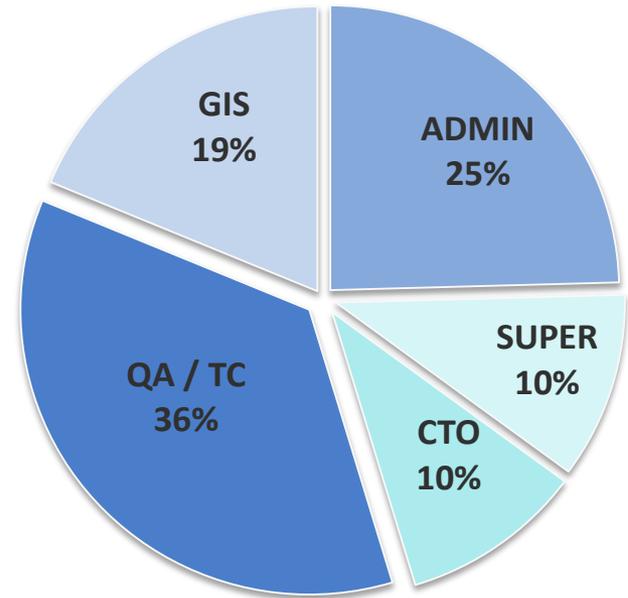


Cost / Benefit Analysis - IN PERSON

Student Attendance: **635**

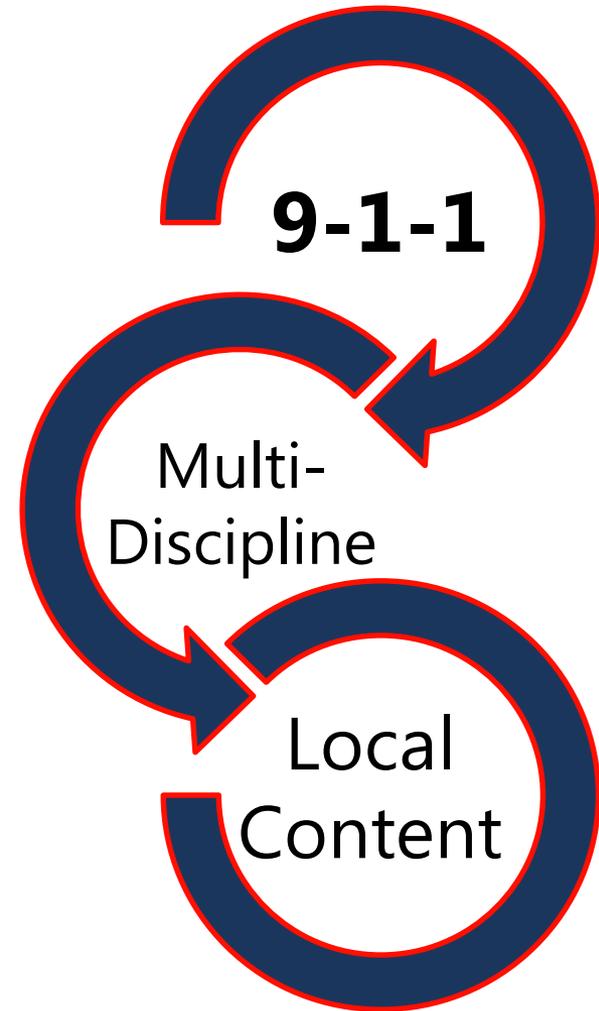
Instructional Hours: **12,486**

Cost Per Hour: **\$24**



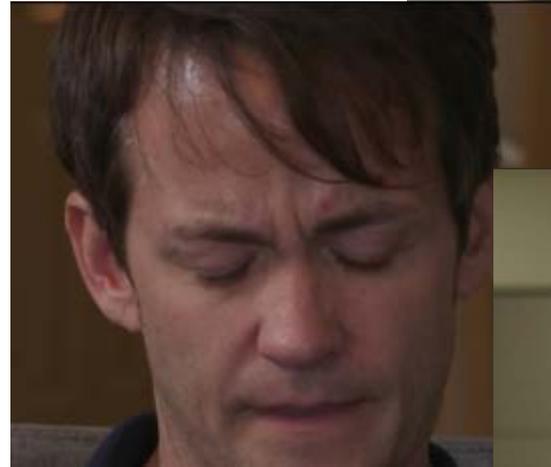
Online Learning Management System

- ✓ Content Delivered by SMEs
- ✓ Quality / Accessibility
- ✓ Not "Death by PowerPoint"
- ✓ **Comprehensive Training Management System**



Relevant. Relatable. Realistic.

- ❑ *What do I learn about?*
Content relevant to my job function.
- ❑ *Who do I learn from?*
Subject Matter Experts in my related field.
- ❑ *When do I learn best?*
Content is realistic and accurate to my job.



Cost / Benefit Analysis - ON-LINE

Student Registration: **573**

Instructional Hours: **200+**

Cost Per Student
(Per Year) **\$69**

"We have exceeded first year registration projections within the first two months."

"This gives us a gateway to learning that many Centers could never afford."



Savant
LEARNING SYSTEMS®

Looking Ahead

- ❑ Continued Partnerships for In-Person Courses here in TN.
- ❑ Continued Development of Professional On-line Courses available to the U.S.
- ❑ Continued Development of Local Training that leverages the capabilities of the TECB's Virtual Academy



THANK YOU !!

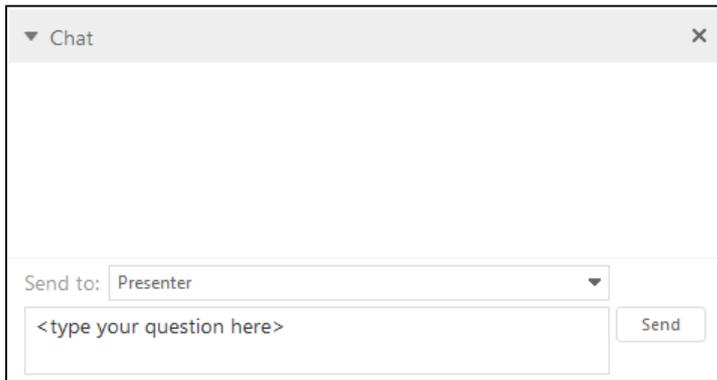


Jamison Peevyhouse, ENP
TN Emergency Communications Board

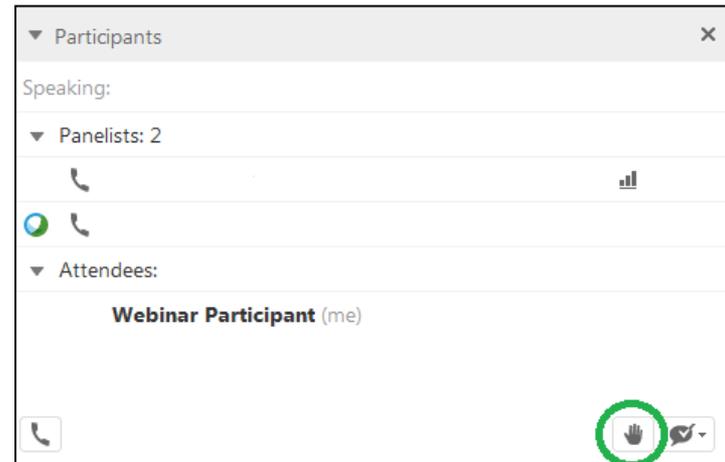
jamison.peevyhouse@TN.gov

Q&A Period

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Future Webinars

- Tuesday, July 10, 2018 at 12 noon ET
- Tuesday September 18, 2018 at 12 noon ET
- To register, visit: <https://tinyurl.com/2018Stateof911Webinars>
- Previous State of 911 webinars are available at: www.911.gov/webinars.html

National 911 Program

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