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

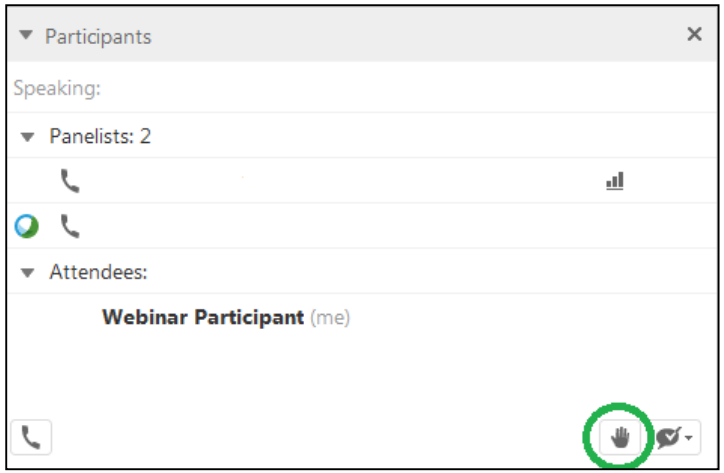
- Feedback or questions can be sent to: National911Team@mcp911.com

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 line will be unmuted.



National 911 Program

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

Laurie Flaherty, Coordinator

911.gov

The Call for Help

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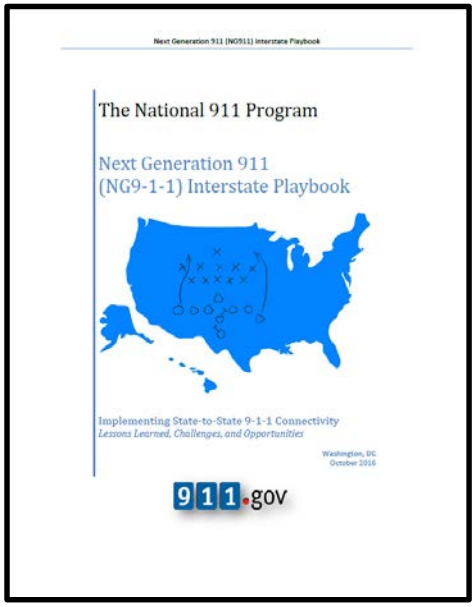
National 911 Program Objectives

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



Interstate Playbook

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

911.gov

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

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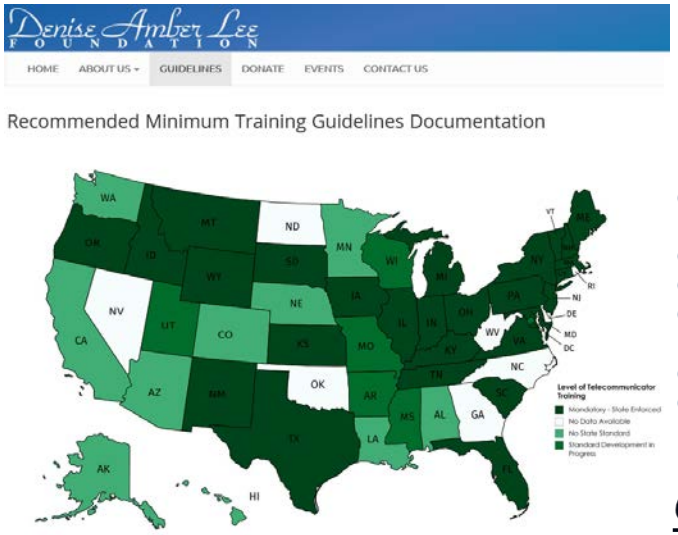
Convener: Recommended Guidelines for Minimum Training

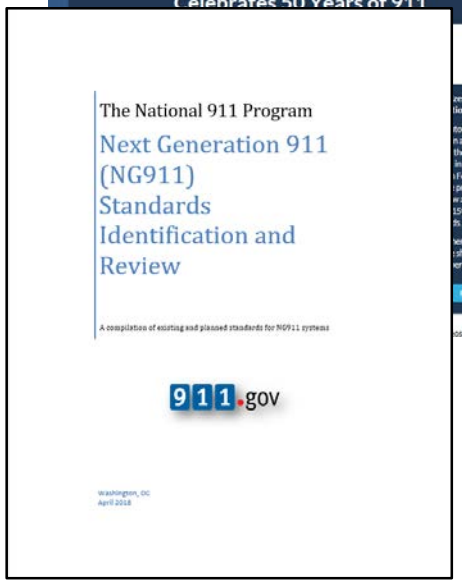


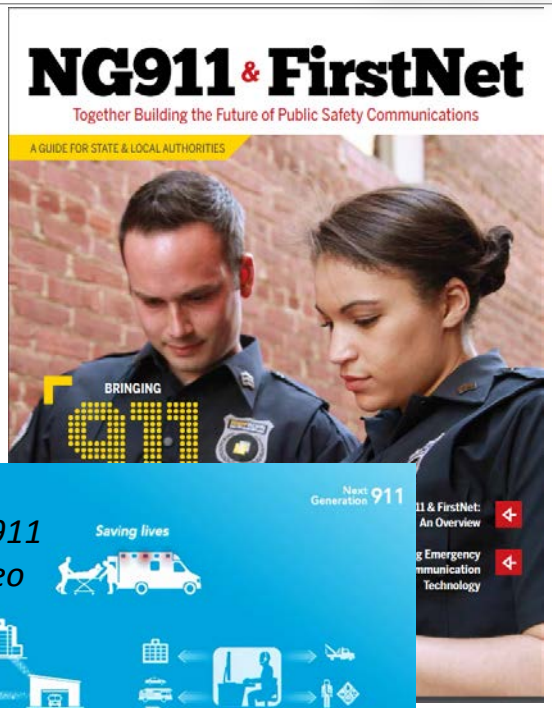
- Ct Department of Emergency Services & Public Protection
- Hamilton County IN
- North Central Texas Council of Governments
- Rochester/Monroe County NY Emergency Communications Department
- Stafford County VA Sheriff's Office
- Vail CO Public Safety Communications Center

Goal: *Universally Accepted Minimum Training/Education for the Telecommunicator*

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

Resources on 911.gov





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NCSL
NATIONAL CONFERENCE of STATE LEGIS

ABOUT US LEGISLATORS & STAFF RESEARCH

MAGAZINE BLOG

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 | BILL NUMBER | YEAR | AUTHOR

All | 2018

Search Reset All

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RESOURCES

2016 911 Enacted Legislation

NCSL 911 Legislation Tracking Database

CONTACT

Financial Ser
Fiscal Policy
Health
Human Servi
Immigration
International

ncludes key 2017 enactments, excluding appropriations. See NCSL's 911 Legislation
te list of 2017 introduced and enacted 911 legislation.

2017 Key Enacted 911 Legislation

LEGEND:

States with key enacted 911 legislation in 2017

Type state name

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.
Connecticut	SB 26	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.
Idaho	SB 1083	Provides standards of training, education and certification of Emergency Communications Officers.
Illinois	HB 1811	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

www.ncsl.org

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National 911 Profile Database

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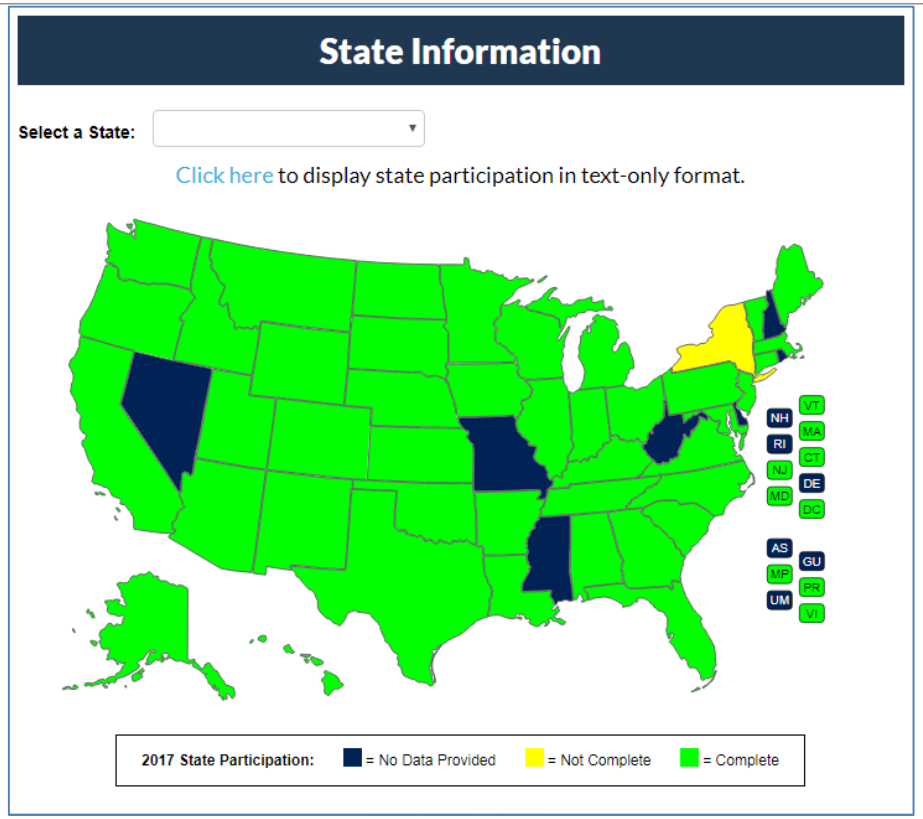
911 Stats & Data



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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

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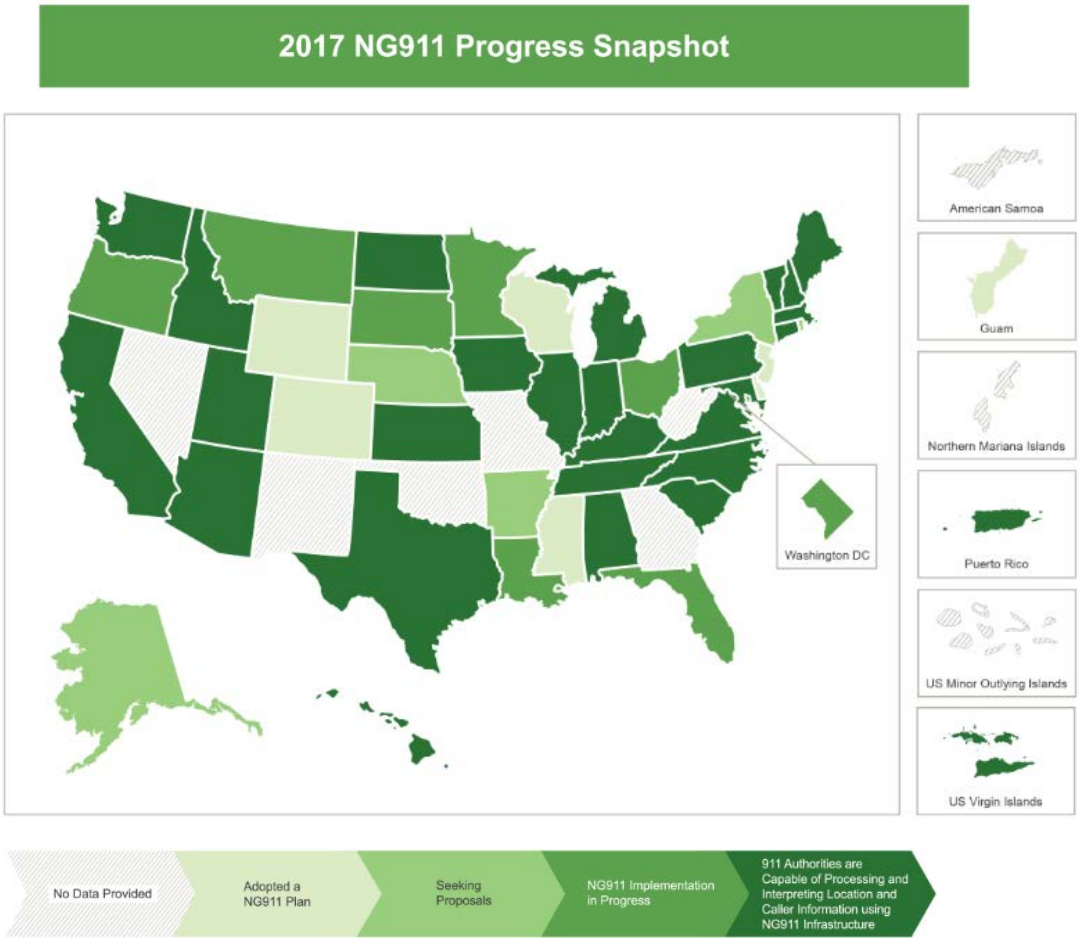
Percentage of PSAPs That are Connected to an Operational ESInet

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

911.gov

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



- 28 Dark Green States – some portion of the state can receive and process 911 voice calls using NG911 infrastructure, including ALI & ANI
  - 5 more states than 2016
  - 2 more in progress

911.gov

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

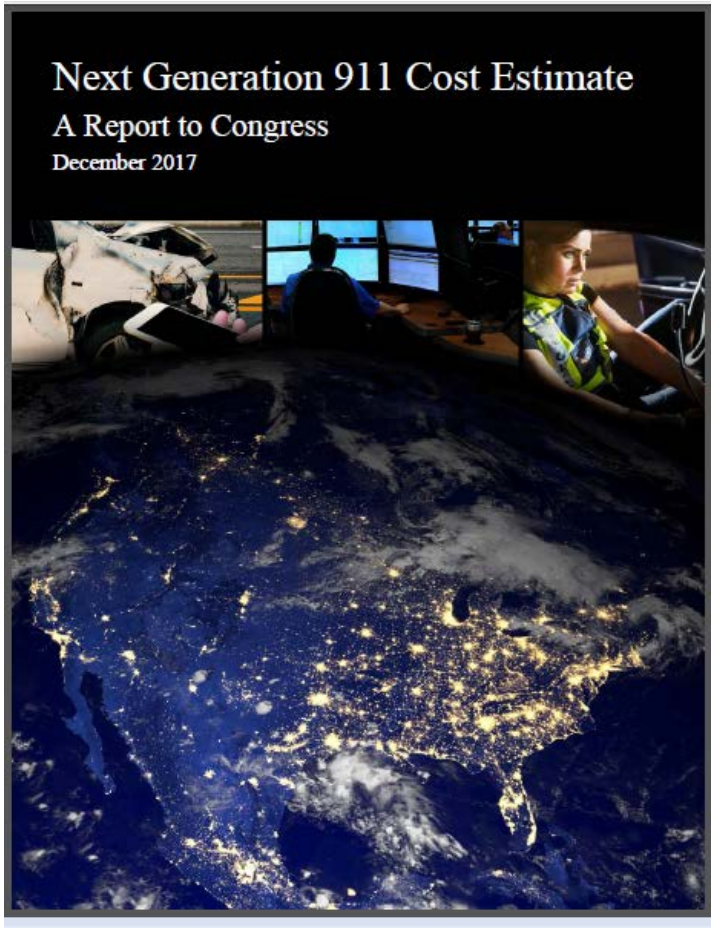
   (Public comments early August)

4. Dispatcher Assisted CPR

5. NG911 for Leaders in Fire & NG911 for Leaders in EMS

…coming soon…

NHTSA & NTIA



911.gov → **Current Projects**

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.)

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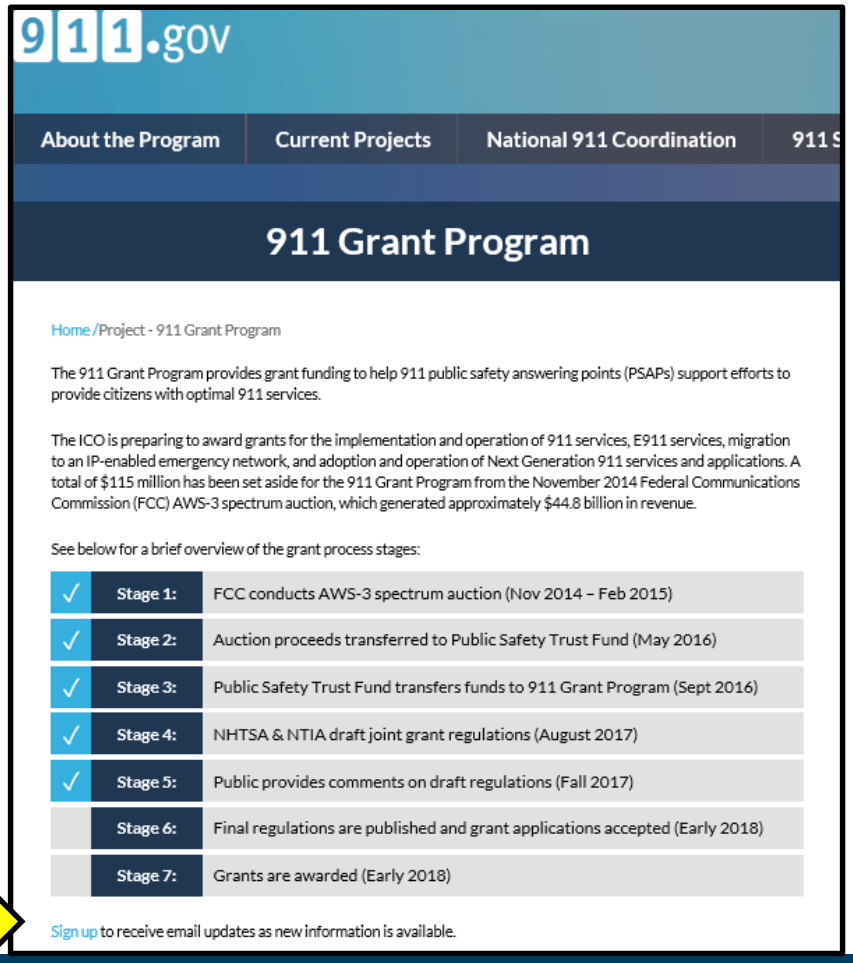
911 Grant Program

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



"Sign up to receive E-mail updates"

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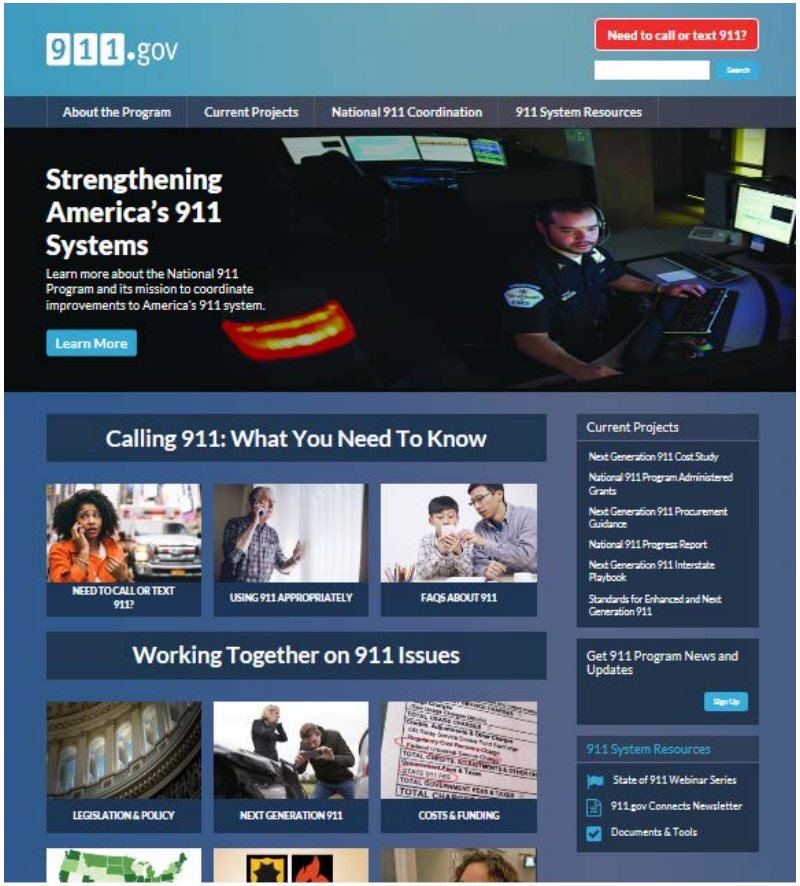

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Q&A Period

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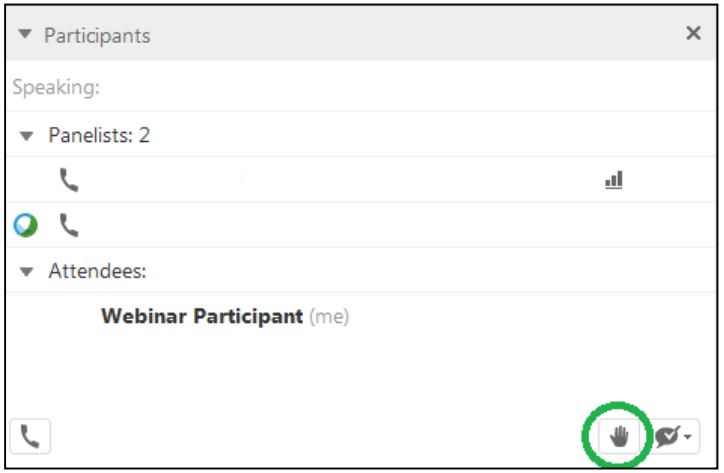


Department of Commerce & Insurance

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

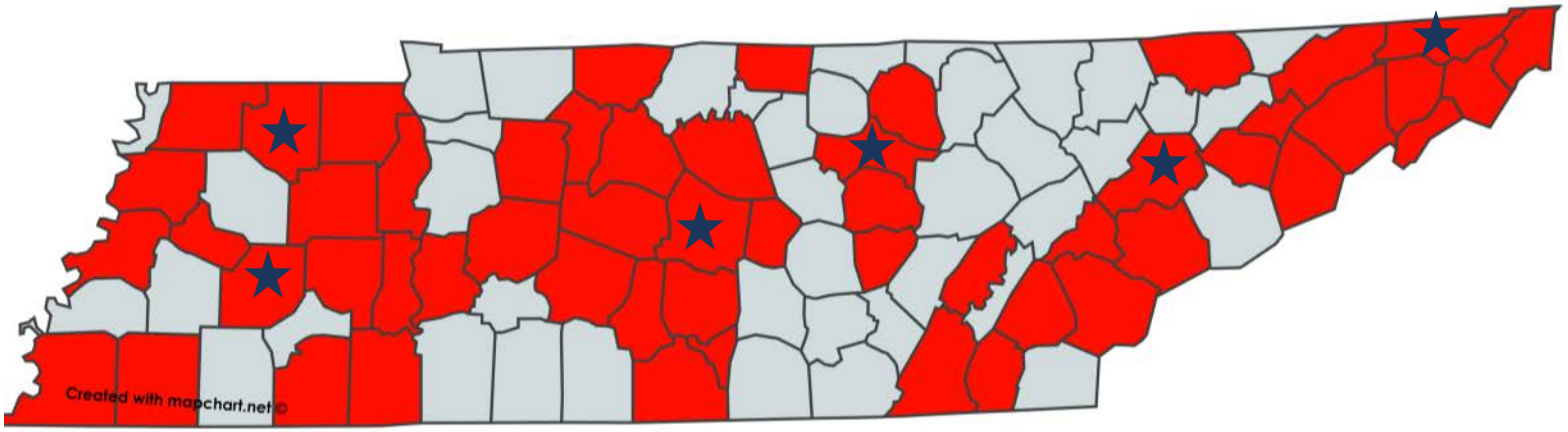
Student Attendance: **156**

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

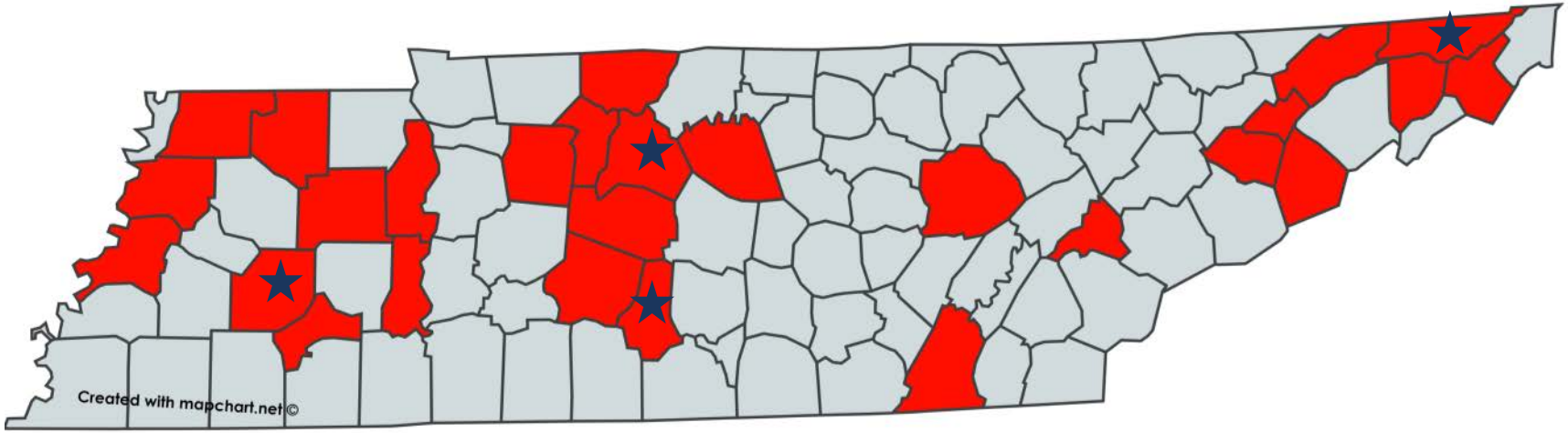
Student Attendance: **67**

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

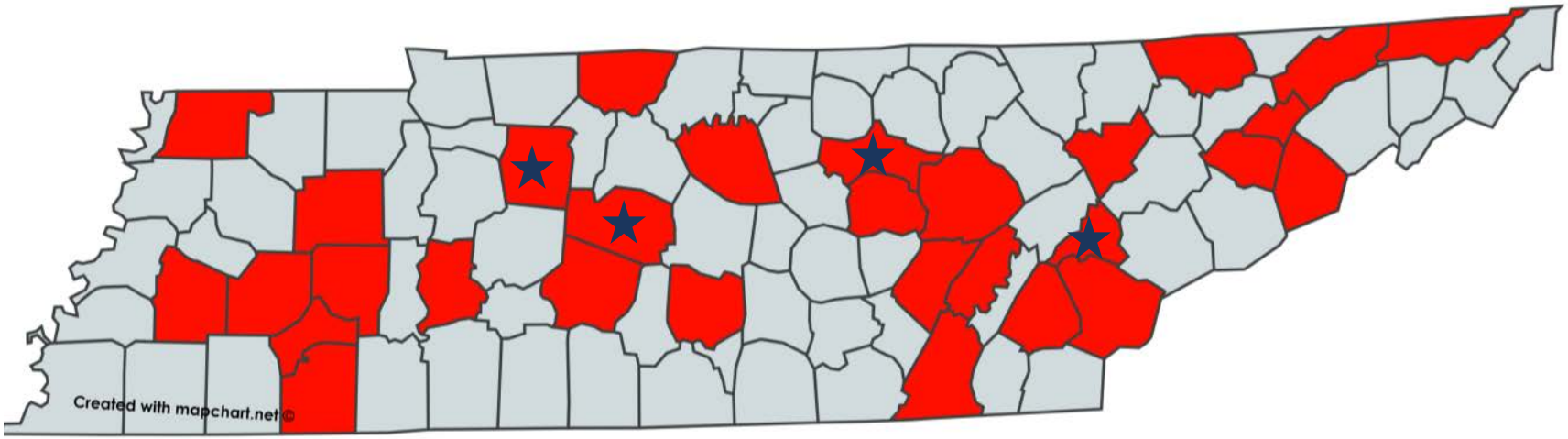
Student Attendance: **65**

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

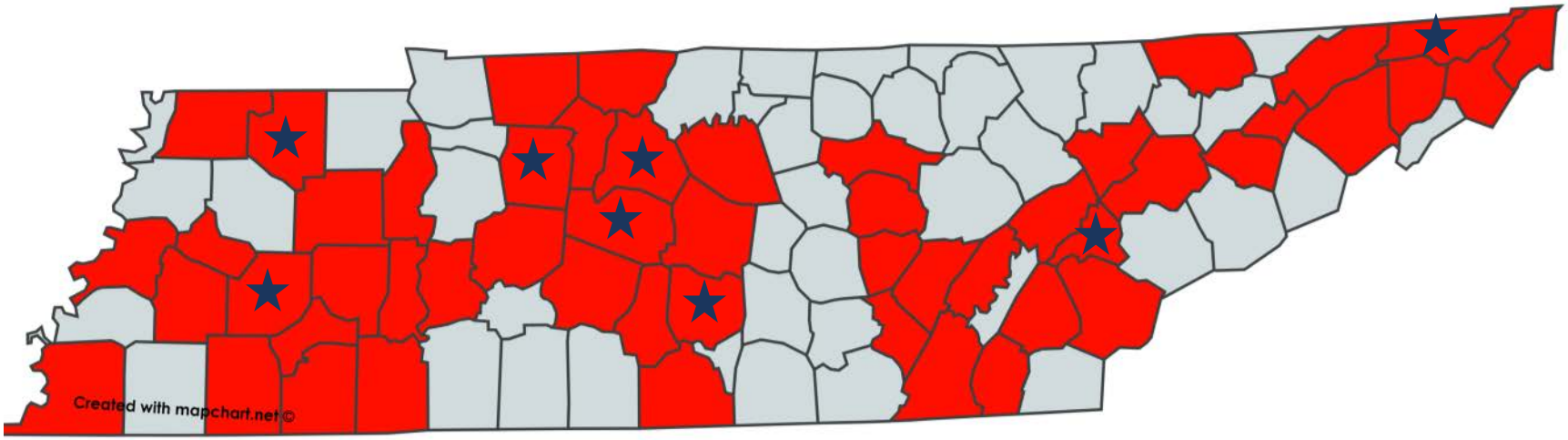
- Quality Assurance
  - NENA
  - Denise Amber Lee Foundation
- Tactical Dispatch
- Cyber-Security Awareness
- Disability Awareness

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

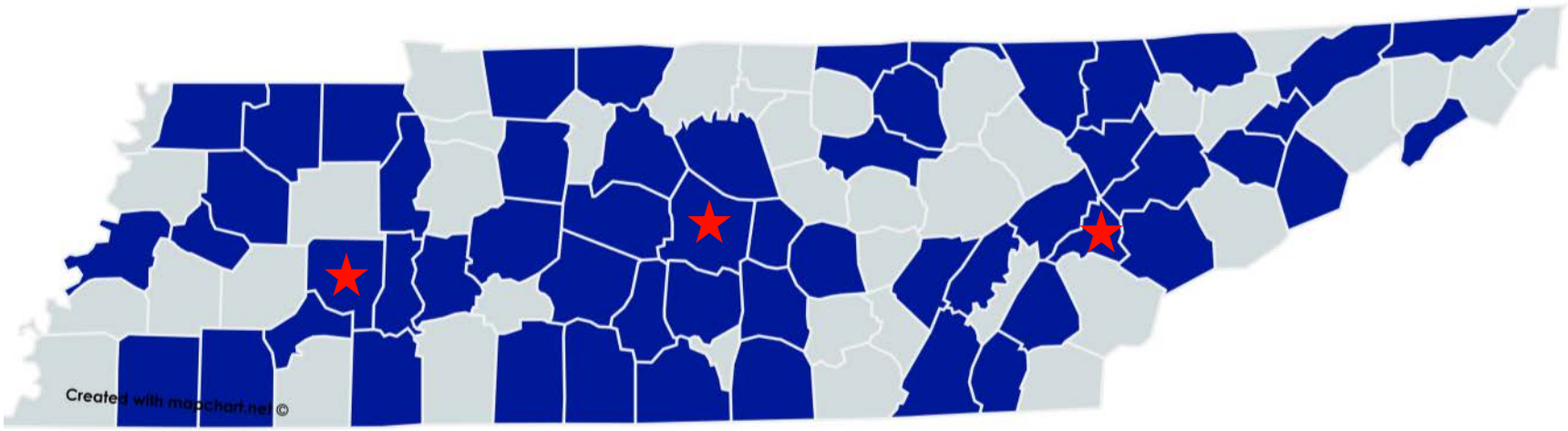
- GIS Road Show
  - Overview of NG9-1-1 GIS Data Standard for Tennessee
- GIS101 – NG Data Modeling
  - Two Day Classroom Review of GIS Data Modeling
- GIS201 – NG Data Editing
  - Two Day Lab-Based Course on NG9-1-1 Schema and Data Editing

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."

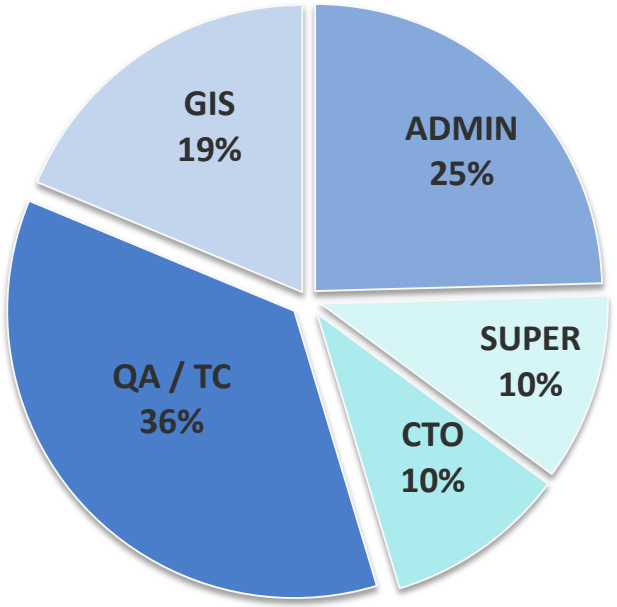


Cost / Benefit Analysis - IN PERSON

Student Attendance: **635**

Instructional Hours: **12,486**

Cost Per Hour: **$24**



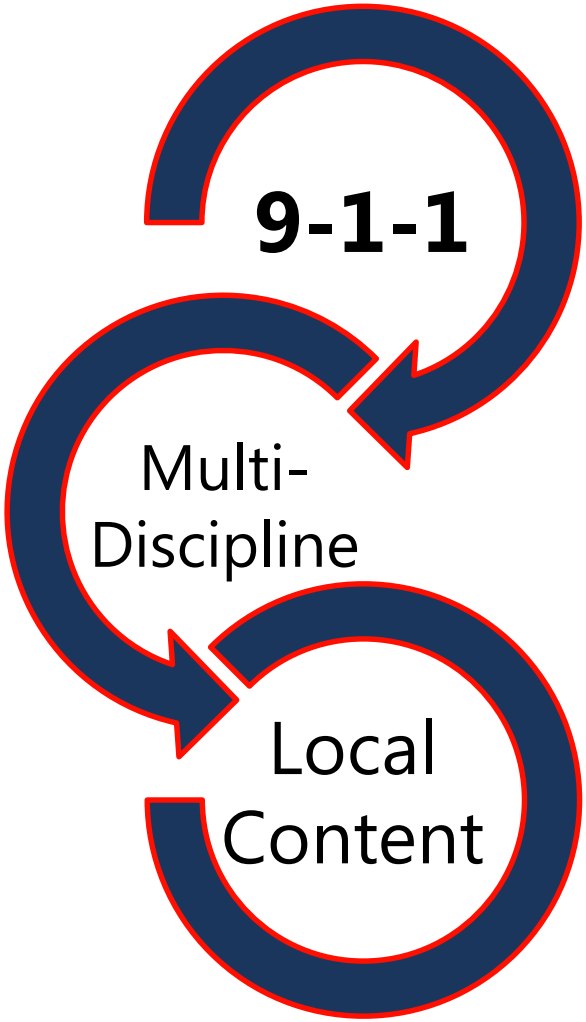
NENA THE 9-1-1 ASSOCIATION

TRUE NORTH GEOGRAPHIC TECHNOLOGIES

Denise Amber Lee FOUNDATION

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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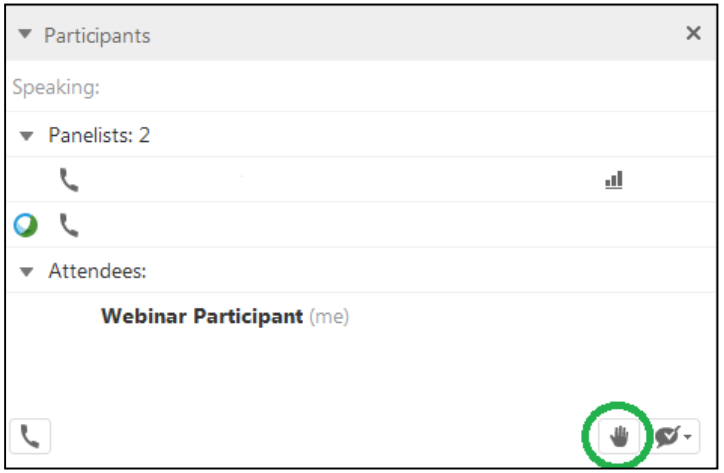

Future Webinars

- 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

- Laurie Flaherty

  Program Coordinator

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