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 [cc] 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](http://www.911.gov).

- Feedback or questions can be sent to: National911Team@MissionCriticalPartners.com
To review the featured documents and tools, first select a category. Then, you can view the resources and their descriptions, and download them for later use.

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.

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

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.
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.

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

The “Q&A” feature is in the meeting controls that will display when hovering at the bottom of the Zoom screen.

Once clicked, a new pop-up window/chat box will open to navigate the Q&A functions.

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
Cumulative DOT Funding for the NAD

1.6 cents per address point collected!
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
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

National Address Database Participation by State
March 2022
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_TXT.zip

• USDOT also publishes a Web Feature Service
  – https://services.arcgis.com/xOi1kZal0eWDREZv/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:
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Questions

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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

Florida Counties By Size
- Large
- Medium
- Rural
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
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
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
Expendng 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
• 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
  o 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
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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