


State of 911

Webinar Series



NATIONAL 911 PROGRAM
May 10, 2023

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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911 Caller COVID-19 Disclosure

Nov 1, 2021



A Tale of Two Approaches: Mandatory vs. Voluntary Implementations of NG911

Nov 1, 2021



APCO Next Generation Technologies Webpage

This is the link to resources of Next Generation Technologies on the APCO website.

Nov 1, 2021 / Technical / Networks



APCO Training and Certification Courses

This webpage provides information on a variety of online and in-person training courses for public safety communications professionals.

Nov 1, 2021 / Management / Education and Training



Best Practices for State Geospatial Maturity: NG911

Nov 1, 2021 / Management / Planning and Policy



Celebrating 911 Telecommunicators

and Honoring the Impact They Make in Our Lives Every Day

193

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.



Federal Communications Commission

Public Safety and Homeland Security Bureau



FCC Regulatory Update

State of 911 Webinar

May 9, 2023

Washington, D.C.

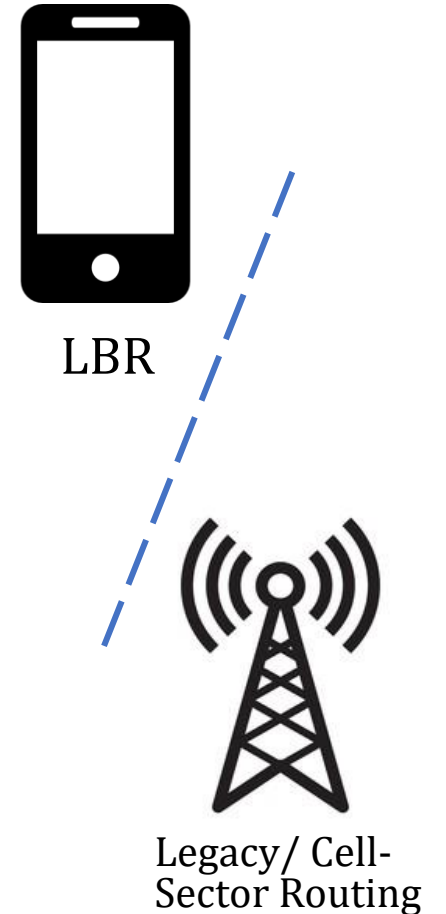
Public Safety and Homeland Security Bureau
Jill Coogan, Attorney Advisor

Outline

- 911 Location-Based Routing
- Wireless E911 Location Accuracy
- Kari's Law/RAY BAUM'S Act
- Annual 911 Fee Reports
 - Tips for Completing the FCC Questionnaire
- CSRIC VIII
- Telecommunicator Reclassification
- 988 Suicide and Crisis Lifeline
- 911 Outage Notification to PSAPs
- NORS/DIRS Information Sharing

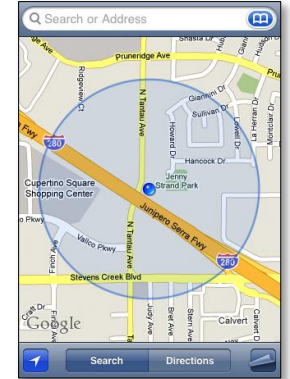
911 Location-Based Routing

- In December 2022, the Commission released a Notice of Proposed Rulemaking (NPRM) on wireless 911 location-based routing. The NPRM proposes to require wireless and covered text providers to:
 - Deploy technology that supports location-based routing on their IP-based networks.
 - Use location-based routing to route 911 calls and texts originating on their IP-based networks when caller location information is timely and accurate.
 - When timely caller location information is not available for routing, use the best available location information (which could be cell tower location) to route the 911 call or text
 - Deliver 911 calls, texts, and associated routing information in IP format upon request of 911 authorities who have established the capability to accept NG911-compatible IP-based 911 communications.
- NPRM is available at: <https://www.fcc.gov/document/fcc-proposes-rules-location-based-routing-wireless-911-calls>. Comments were due by February 16, 2023, and Reply Comments were due by March 20, 2023.



Wireless E911 Location Accuracy Requirements

- Horizontal Location: Wireless carriers must provide X/Y-axis location within 50 meters for 80 percent of wireless 911 calls.
- Vertical Location: Wireless carriers must deploy technology that supports Z-axis location within +/- 3 meters above/below the handset for 80 percent of wireless 911 calls.
 - Initial deployment deadline was April 2021, but nationwide carriers entered into consent decrees with FCC Enforcement Bureau that extended the deadline to April 2022 in exchange for other conditions.
- Technologies used to meet horizontal and vertical accuracy requirements must be validated in the industry test bed.
- Dispatchable Location: As an alternative to providing X/Y/Z axis location, carriers *may* provide Dispatchable Location (civic address, floor level, room/office/apartment number), and *must* provide Dispatchable Location if it is technically feasible and cost-effective.
- Summary of Wireless E911 Location Accuracy Requirements:
<https://www.fcc.gov/public-safety-and-homeland-security/policy-and-licensing-division/911-services/general/location-accuracy-indoor-benchmarks>



RAY BAUM'S Act – Section 506

FCC Dispatchable Location Requirements

- In August 2019, FCC implemented Section 506 of RAY BAUM'S Act by adopting dispatchable location requirements for 911 calls from the following services:
 - Multi-Line Telephone Systems (MLTS)
 - Fixed Telephony
 - Interconnected Voice over Internet Protocol (VoIP)
 - Internet-based Telecommunications Relay Services (TRS)
 - Mobile Text
- Rules do not change wireless E911 location accuracy rules already in place. Summary of regulations is available at <https://www.fcc.gov/911-dispatchable-location>.

RAY BAUM'S Act – Section 506

FCC Dispatchable Location Requirements

- **911 Calls From Fixed Devices**

- Must provide an automated dispatchable location for all 911 calls.

- **911 Calls From Non-fixed (Mobile or Nomadic) Devices**

- Must provide an automated dispatchable location for individual 911 calls if technically feasible.
- If not technically feasible, must provide other actionable location information, e.g., coordinate-based information, with the call.



Annual 911 Fee Reports

- The New and Emerging Technologies 911 Improvement Act of 2008 (NET 911 Act) requires the FCC to submit an annual report to Congress on the collection and distribution of 911 and Enhanced 911 (E911) fees and charges.
- A major focus of the FCC's annual 911 fee report is the issue of 911 fee diversion. Each year, the FCC analyzes and reports to Congress on whether a state or other jurisdiction's 911 fees and charges are being used for any purpose other than to support 911 (i.e., diversion).
- When a jurisdiction diverts 911 fees, the FCC annual report designates it as a diverter for that calendar year.
- The annual report also includes state-by-state data on other 911 statistics, including Next Generation 911 (NG911) funding.

14th Annual 911 Fee Report

- The FCC issued its Fourteenth 911 Fee Report to Congress in December 2022.
- The FCC's Fourteenth Report found that in the calendar year 2021, three states had diverted 911 fees: New York, New Jersey, and Nevada.
- The Fourteenth Report found that these three states diverted a total of approximately **\$198.4 million** in the calendar year 2021, **or approximately 5.68% of all 911/E911 fees collected by all states and jurisdictions in 2021**. From 2012 to 2021, states and other jurisdictions diverted approximately **\$1.88 billion** in fees collected for 911 and E911.
- **Underfunding**: The 14th Report also included a new section on underfunding of 911. Many states and jurisdictions reported that underfunding results in the degradation of 911 service and staffing challenges at PSAPs, as well as delays in the deployment of new technology such as NG911.
- The annual FCC 911 Fee Reports and state questionnaire responses can be viewed at <https://www.fcc.gov/general/911-fee-reports>.

Tips for Completing the FCC's Annual 911 Fee Report Questionnaire

- Each year, to gather data for its annual 911 Fee Report, the FCC sends a questionnaire to 56 states and jurisdictions requesting data on 911 fee collection and expenditures. **This year's 15th Questionnaire was sent out in early April and is due June 30th.**
- Here are some tips to help respondents fill out the questionnaire:
 - Submit the completed Word fillable form to 911feereport@fcc.gov. Do not convert it to a PDF or other format for submission.
 - Only report calendar year data, not fiscal year data.
 - In fields that ask for a numerical response (e.g., the total number of primary PSAPS), provide only a numerical response or a short non-numerical response such as "Unknown," "None," or "N/A."
 - If you need to provide a narrative explanation or qualifier, you can provide that in the related "Addendum Section."
 - States should submit a single questionnaire form for the entire state, not multiple questionnaire forms completed by local jurisdictions.
 - States should include all requested data (e.g., county totals) on the state questionnaire itself. States may submit supplemental materials as long as the form itself contains all requested data.

Communications Security, Reliability, and Interoperability Council (CSRIC)

- CSRIC is a Federal Advisory Committee that provides recommendations to the FCC regarding best practices and actions the FCC can take to ensure the security, reliability, and interoperability of communications systems.
- CSRIC VIII is co-chaired by the Cybersecurity and Infrastructure Security Agency (CISA).
- CSRIC VIII's agenda also reflects a focus on 5G topics:
 - Security and resiliency of Open Radio Access Network (RAN);
 - Leveraging virtualization technology to enhance network security;
 - Technical issues involving the security of 5G signaling protocols; and
 - Software side of supply chain security.
- In March 2023, CSIRC VIII released two reports on WEA Application Programming Interfaces and 911 Service over Wi-Fi.
- Information on CSRIC VIII is available at: <https://www.fcc.gov/about-fcc/advisory-committees/communications-security-reliability-and-interoperability-council-1>

Telecommunicator Reclassification

On April 12, 2023, Chairwoman Rosenworcel sent a formal letter to the Director of the Office of Management and Budget (OMB), reiterating her support for the reclassification of public safety telecommunicators as first responders. In the letter, Chairwoman Rosenworcel:

- Discussed the changing role of public safety telecommunicators as 911 communications technology evolves; and
- Stated that the federal government should update the Standard Occupational Classification system, which currently classifies telecommunicators as performing an "Office and Administrative Support Occupation."

The letter is available at: <https://www.fcc.gov/document/fcc-chairwoman-renews-call-911-telecommunicator-reclassification>.

988 Suicide and Crisis Lifeline



- Since **July 16, 2022**, the FCC has required all telecommunications carriers, interconnected VoIP providers, one-way VoIP providers, and covered text providers to route calls and text messages to “988” to the 988 Suicide and Crisis Lifeline (“Lifeline”).
 - Veterans can press “1” after dialing 988 to connect directly to the Veterans Crisis Lifeline. For texts, veterans should continue to text the Veterans Crisis Lifeline short code: 838255.
 - The Lifeline also remains reachable at 1-800-273-TALK.
- The Lifeline routes 988 calls by area code to the nearest crisis center or, if necessary, to a backup call center. This is different from how 911 calls are routed.
- No geolocation information is provided with 988 calls, unlike 911 calls.
- In January 2023, the FCC released an NPRM proposing outage reporting requirements for 988. Comments were due May 8, 2023, and Reply Comments are due June 6, 2023. The NPRM can be viewed at:
<https://www.fcc.gov/document/fcc-proposes-rules-promote-reliable-access-988-lifeline-0>.

911 Outage Notification to PSAPs

- In November 2022, the Commission adopted rules designed to ensure that 911 special facilities, including Public Safety Answering Points, receive timely and actionable information about 911 service outages.
- The new rules harmonize the outage notification rules for providers that serve 911 call centers (covered 911 service providers) and the wireless, wireline, and VoIP providers that individuals use to call 911 (originating service providers).
- The updated rules will (1) standardize the type of information conveyed in notifications and ensure that it is clear and actionable, regardless of where in the call processing network an outage occurs, and (2) require service providers to maintain up-to-date contact information for the 911 call centers they serve.
- In addition, the Commission retained its current requirement that covered 911 service providers file annual 911 reliability certifications.
- Report and Order is available at: <https://www.fcc.gov/document/fcc-updates-rules-improve-911-reliability-0>.

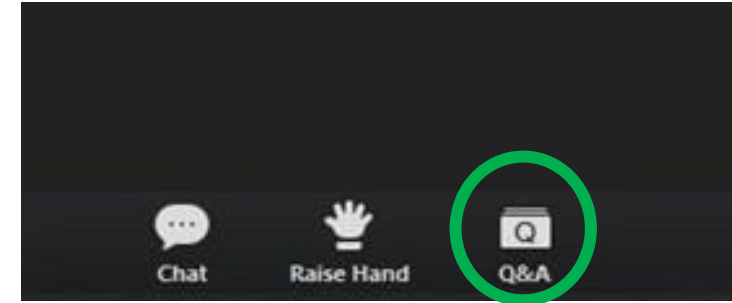
NORS/DIRS Information Sharing

- In March 2021, the FCC implemented rules allowing federal, state, territorial and Tribal nation agencies to apply for read-only access to real-time data in the FCC's Network Outage Reporting System (NORS) and Disaster Information Reporting System (DIRS).
- The new rules took effect September 30, 2022.
- Participating agencies may share data with other state and local authorities on a “need to know” basis, subject to confidentiality safeguards.
- Details on information sharing, including how to qualify for access, can be found at: <https://www.fcc.gov/outage-information-sharing>.

Thank you!
Questions?

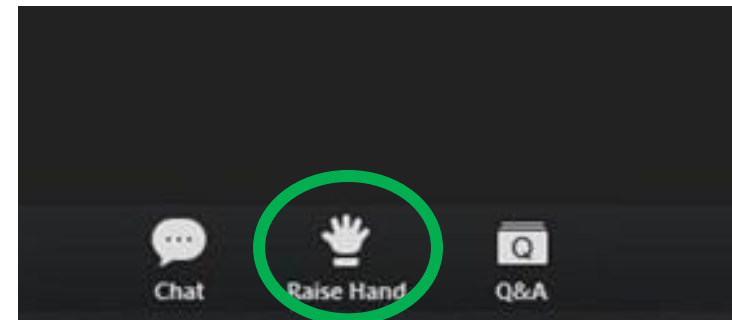
Questions

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

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Coastal ESInet Cooperative

Berkeley County – Sam Gaither

Charleston County – Jim Lake and Matt Hibler

Horry County – Lori Woods

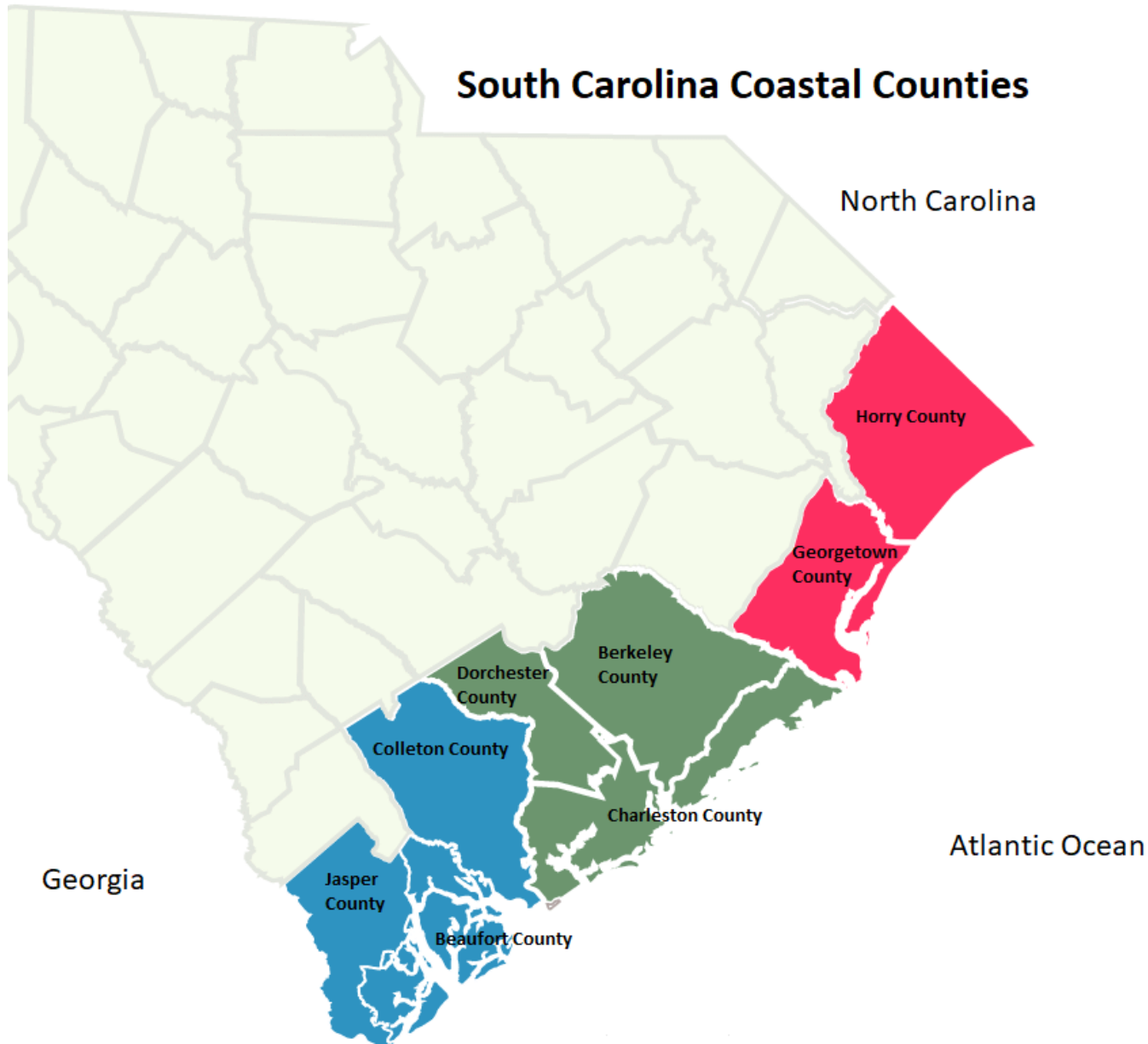
Agenda

- Coastal Cooperative - A history
- Our ESInet
 - Design
 - Problem Statement
- Failover/Backup Scenarios
 - May 2021 911 Outage
 - Evacuation
 - Planned backup scenarios
 - How to answer the call
 - How to get the call back to the AHJ

Origins

South Carolina Coastal Area Cooperative

South Carolina Coastal Counties



Geographic Perspective

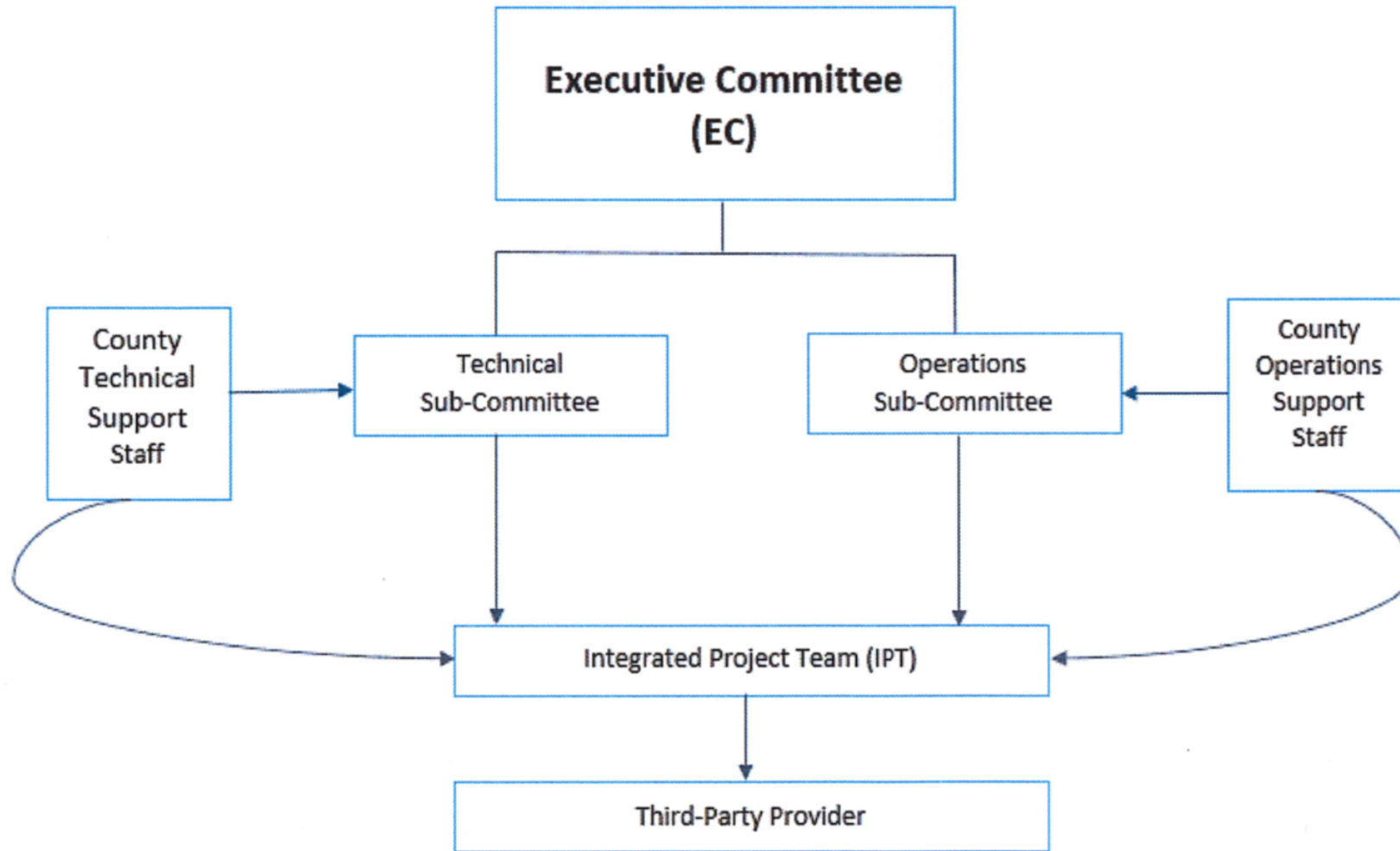
Reasons For Our Cooperative

- Automatic Aid and Mutual Aid
- Disaster Recovery
- Coordination of Resources
- Information Sharing and Situational Awareness
- Technology Sharing
- Communication Issues
- Legislative Initiatives

Cooperative Timeline

- August of 2018 began discussions
- September of 2018 first organizational meeting
- December of 2018 contracted with Mission Critical Partners (MCP) for Emergency Services Internet Protocol Network (ESInet) assessment and requirements
- August 2019 formal Intergovernmental Agreement signed by Partners
- September 2019 Cooperative Partners evaluation of ESInet proposals
- November 2019 ESInet Contract Award to INdigital
- April 2021 began the migration of traffic to INdigital ESInet

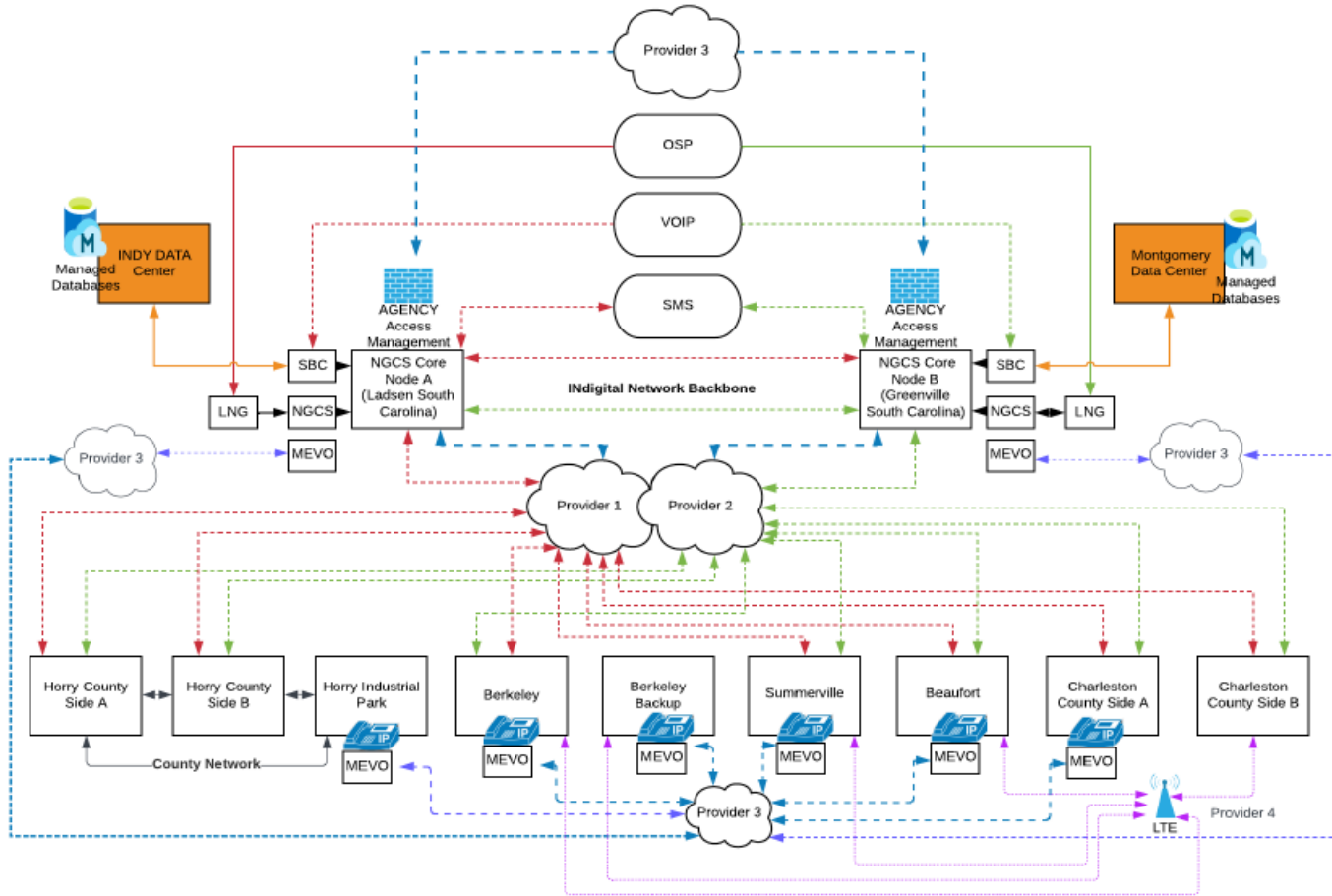
Coastal Area Cooperative Organizational Structure



Our ESInet



23-066
S.C. Coastal ESINET



Each site is set up to their specific needs; sites are not cookie cutter for agency interconnectivity

Our ESInet Design / Connections

- Beaufort County
 - Primary Site (redundancy)
 - Provider 1
 - Provider 2
 - Provider 3
 - MEVO Provider
- Berkeley County
 - Primary Site (redundancy)
 - Provider 1 Fiber Link
 - Provider 2 County Dark Fiber
 - Provider 3 FirstNet
 - MEVO Provider
 - Secondary Site (redundancy)
 - Provider 1 Fiber Link
 - MEVO Provider

Our ESInet Design / Connections

- Charleston County
 - Primary Site (redundancy)
 - Provider 1
 - Provider 2
 - MEVO Provider
 - Exploring Provider 3 (Starlink)
 - Secondary Site (redundancy)
 - Provider 1
 - Provider 2
 - Provider 3
- Horry County
 - Primary Site (redundancy)
 - Provider 1
 - Provider 2
 - Secondary Site (redundancy)
 - Provider 1
 - Provider 2
 - Third Site (redundancy)
 - MEVO Provider



Our ESInet Design / Connections

- Town of Summerville
 - Primary Site (redundancy)
 - Provider 1
 - Provider 2
 - Provider 3
 - MEVO Provider

Our ESInet Capabilities

- The Coastal Cooperative partners are currently routing the below services across our ESInet
 - Location Data
 - Text
 - Voice
- Soon, the Coastal Cooperative partners plan to route the below services across our ESInet
 - Data
 - Video
 - Pictures
 - CAD to CAD
 - Audio Recordings
- Network is built with redundancy
 - Two geo diverse Data Centers
 - Two geo diverse Next Generation Core Services (NGCS)
 - Geo routing coming soon!

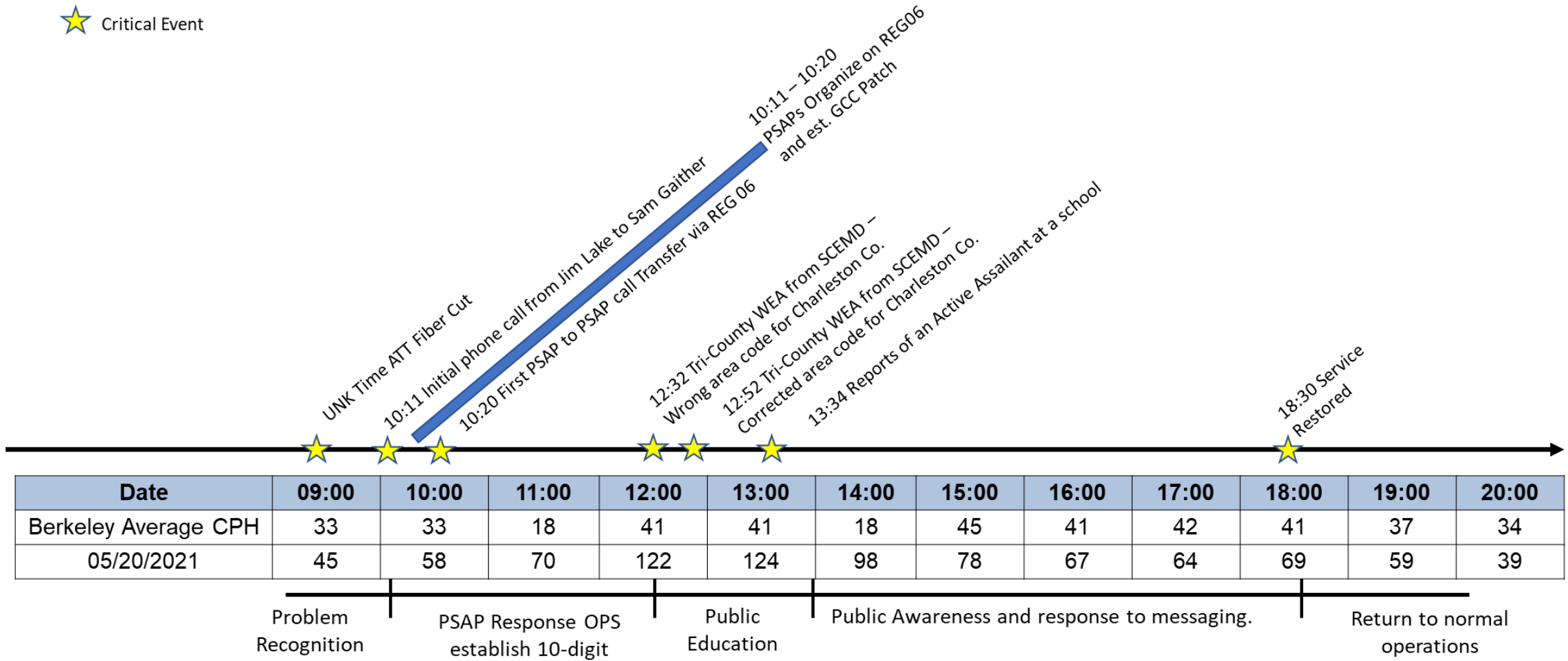
Problem Statement

How do we, to the best of our ability, develop a Next Generation 911 system to ensure that a 911 call always gets answered **AND** dispatched?

Failover / Backup Scenarios

May 2021 911 Outage Timeline of Events

★ Critical Event



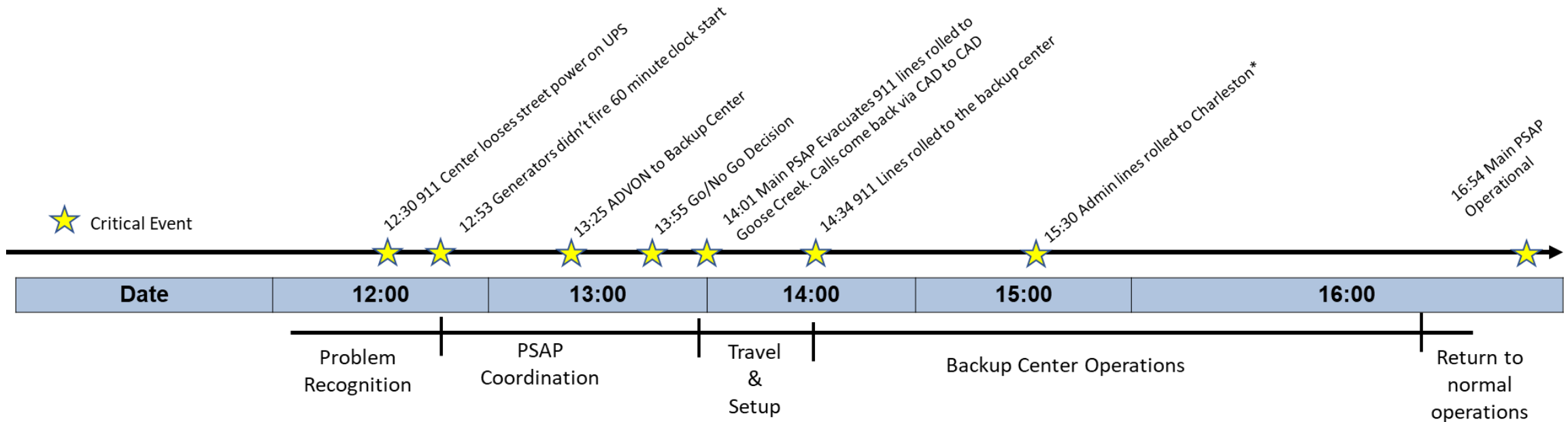
September 2022 Hurricane Evacuation Timeline of Events

What went well?

- | | |
|--|---|
| <ol style="list-style-type: none"> 1. Prior Planning 2. Technology <ol style="list-style-type: none"> 1. CAD to CAD & Alastar 2. MEVO | <ol style="list-style-type: none"> 3. Communication <ol style="list-style-type: none"> 1. Radio 2. Alastar 3. Text |
|--|---|

What did we learn?

- | | |
|---|---|
| <ol style="list-style-type: none"> 1. Test the technology <ol style="list-style-type: none"> 1. MEVO Evacuation button 2. Validate phone numbers from vendors. 3. Test the generator after it is | <ol style="list-style-type: none"> 4. Alastar works and should be used more. 5. CAD to CAD is the best. |
|---|---|



Operational Considerations

What activates the Backup Plan

- 911 system outage

How to communicate if the phone system is down

- Radio
- Cell phones
- Mevo phones
- Any other available resources

Operational Considerations

How to process 911 calls

- Each agency to follow their current call processing protocols

How to get the call information back to the Outage Agency

- Web-based form all partners can access through Alastar
- Outage Agency sees their call in Alastar and sends the appropriate response
- Outage Agency changes the status of the call in Alastar, acknowledging receipt of the call

COASTAL COOPERATIVE CAD GEO FORM

Attributes

Call Taking Agency - Filter	<input type="text"/>
Date / Time	4/24/2023 2:21 PM <input type="button" value="🕒"/> <input type="button" value="📅"/>
Call Taking Agency	Choose Option <input type="button" value="▼"/>
Call Location Agency	Choose Option <input type="button" value="▼"/>
Agency Type	Choose Option <input type="button" value="▼"/>
Address	<input type="text"/>
Location Name	<input type="text"/>
Caller Name	<input type="text"/>
Caller Telephone Number	<input type="text"/>
Caller Call Back Number	<input type="text"/>
Call Description	<input type="text"/>
Call Type	<input type="text"/>
Call Notes	<input type="text"/>
Call Status	Choose Option <input type="button" value="▼"/>

Geometry

Geometry for the new feature can be manually entered or created by either geocoding an address or using the current location of your device.

Latitude

Longitude

Training and Testing

Training Considerations

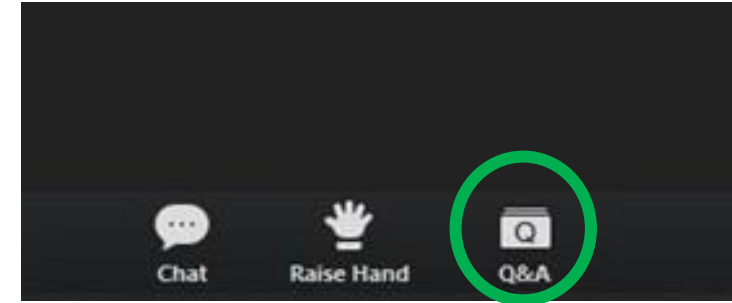
- Utilization of the designated radio channels
- Utilization of the Alastar form
- Formation of Tactical Emergency Response Team (TERT)
- TERT members trained on various operations of each Cooperative Member's Operations

Testing

- Formalized Mock Outages
- Weekly radio checks
- Weekly Alastar Form testing

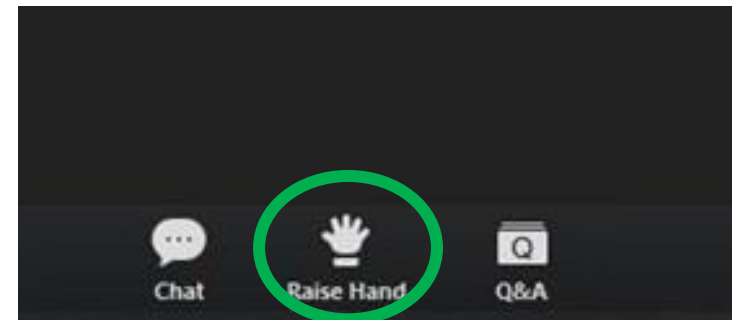
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Feedback or questions can be sent to nhtsa.national911@dot.gov

State of 911

Webinar Series

Thank You!

Next Webinar is July 11, 2023

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