

# State of 911 Webinar

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NATIONAL 911 PROGRAM

OCTOBER 13, 2015



# State of 911 Webinar Series

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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](https://911.gov)

Feedback or questions can be sent to: [National911Team@mcp911.com](mailto:National911Team@mcp911.com)

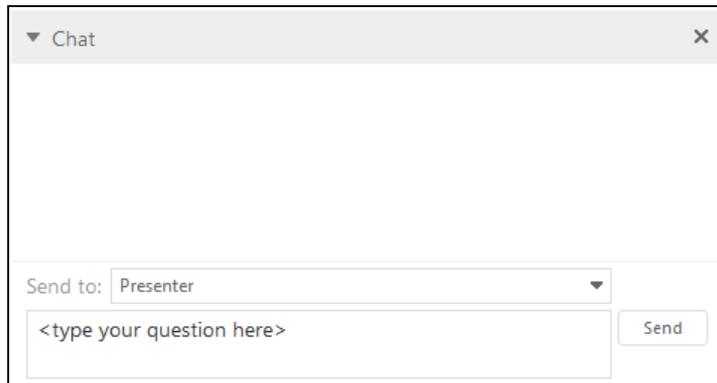


# Questions?

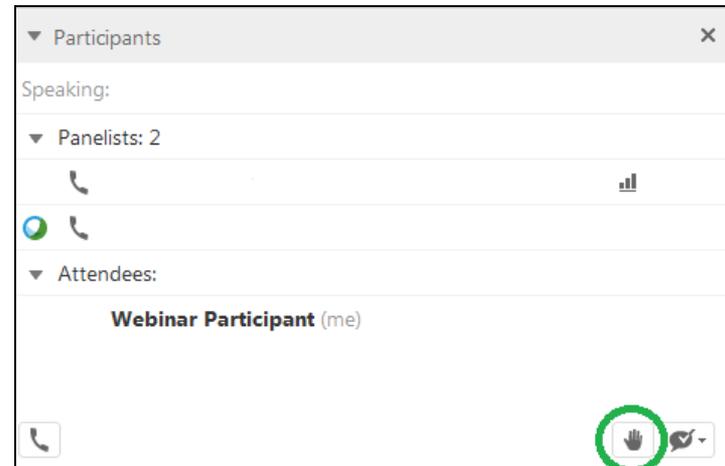
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For WebEx Technical Assistance, please call: (866) 229-3239, Option 1

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





# Homeland Security

## State of 911 Webinar

October 13, 2015

Ms. Serena Maxey, Branch Chief, OEC Technical Assistance Branch

# OEC Overview



# Today in the United States



**657,500 emergency calls will be made to 9-1-1**

**33,400 arrests will be made by law enforcement**

**1,000+ fires will be fought by fire departments**

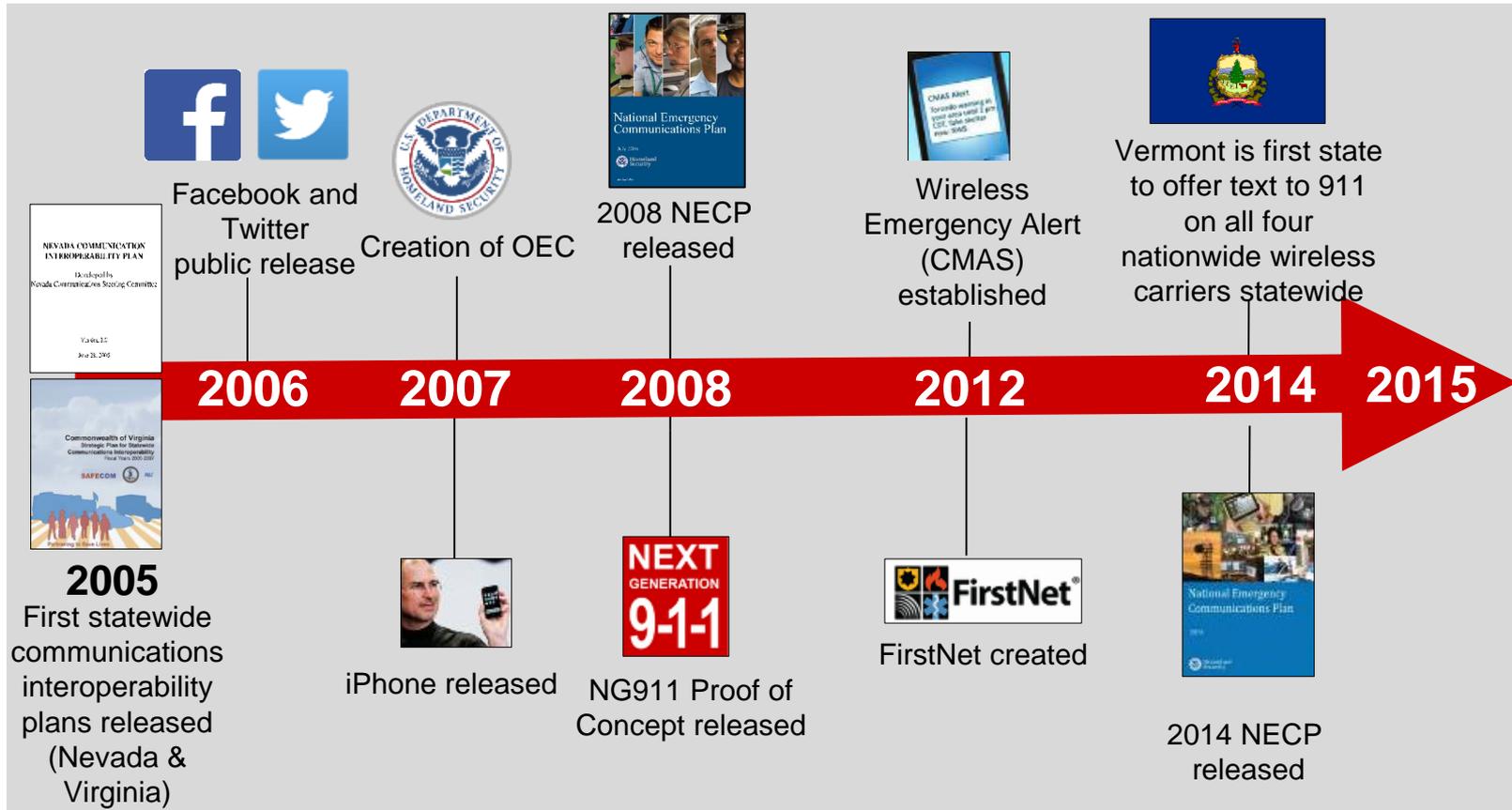
**Over 60,000 patients will be transported by EMS**



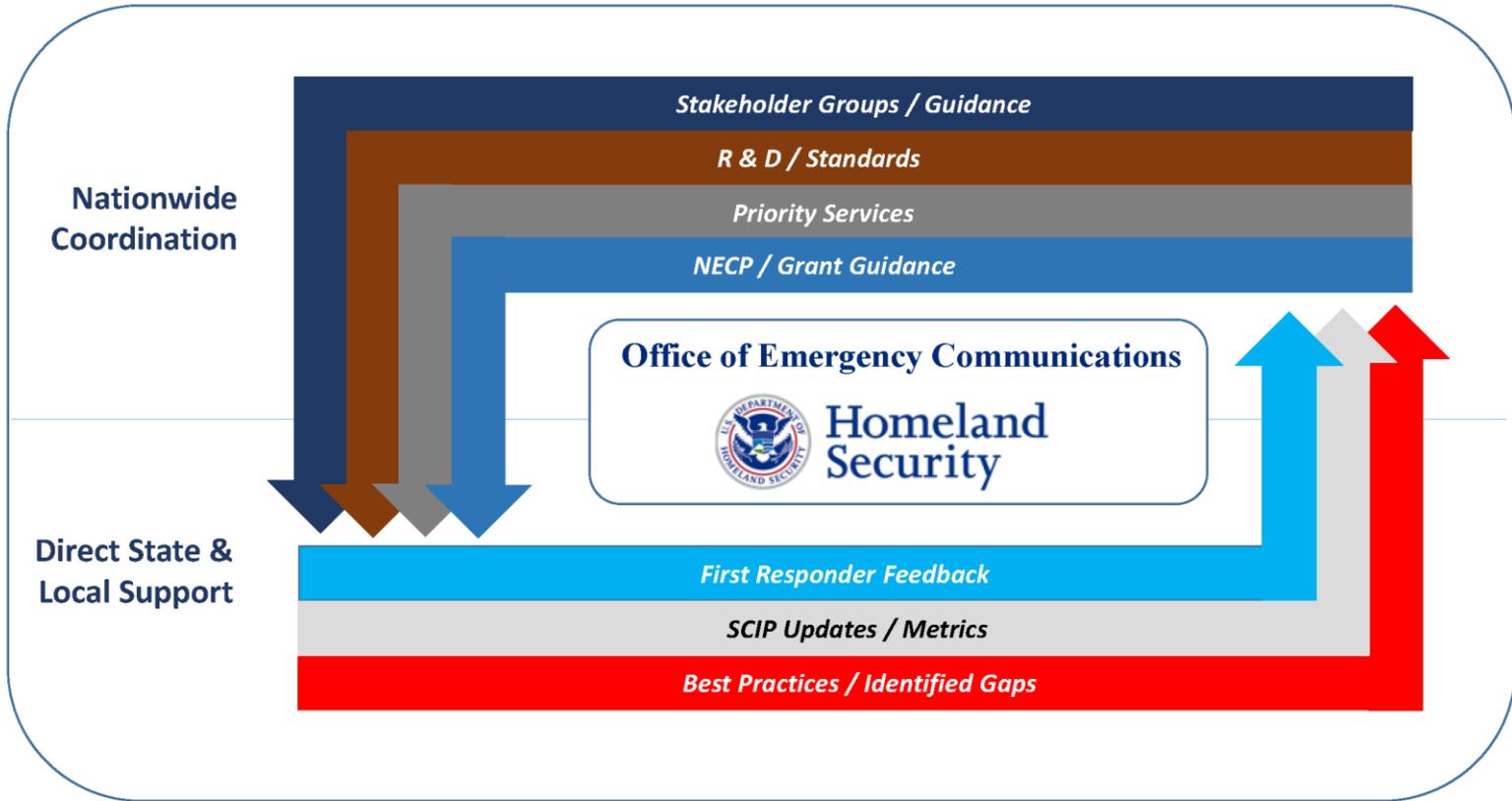
**Millions of public safety personnel will rely on emergency communications to protect property & save lives**



# The Changing Interoperability Environment



# OEC Approach



# OEC Technical Assistance

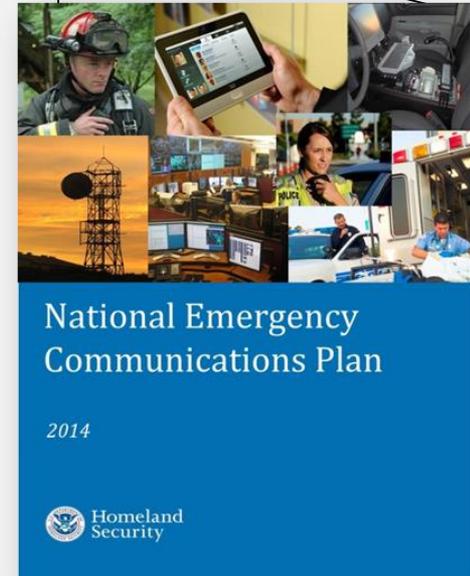


Homeland  
Security

Office of Emergency Communications

# OEC/TA – A Four Prong Approach

- 1) Statewide Planning** – Each State/Territory has developed a Statewide Communications Interoperability Plan (SCIP) for which OEC supports the ongoing development / implementation
  - Directly supports 2014 National Emergency Communications Plan (NECP)
- 2) State-Requested TA** – Each State/Territory requests services from OEC that support the implementation of their overall emergency communications strategy, the SCIP
- 3) OEC National Priorities TA** – In order to address priorities identified each year, special technical assistance is offered to address a specific capability or stakeholder group
- 4) Automated Tools** – To assist agencies with their on-going emergency communications needs, OEC provides access to specially designed web-based tools.



# NG-911 Strategic Planning

- Supports 911, communications personnel and State officials in planning for the acquisition and deployment of NG-911 services
- One-day course draws on best practices from other jurisdictions
- Designed to help decision makers with:
  - Planning considerations
  - Available equipment in the marketplace
  - Categories of equipment



# Text-to-911

- Pilot launched at Georgia APCO-NENA Conference in March 2015
- Half-day or full-day course
- Modified for PSAP personnel, PSAP managers or high-level decision makers
- Provides attendees with an overview of:
  - Policy
  - Initial Steps to Implementation
  - Training Program Implementation
  - Public Education Initiatives

## Sample Bounce Back Messages

The image displays three examples of bounce-back messages from different carriers:

- Verizon:** A text message from 911 stating, "Please make a voice call to 911. There is no text service to 911 available at this time." A green bubble labeled "Test" is visible.
- Sprint:** A text message from 911 stating, "For emergency only. CALL 9-1-1. Public Safety in this area does not support text service at this time."
- AT&T:** A text message from 911 stating, "Make a voice call to 911 for help; text to 911 is not available. Message 02." A green bubble labeled "Testing Text to 911." is visible.

Logos for the U.S. Department of Homeland Security and the Office of Emergency Communications / Interoperable Communications Technical Assistance Program (OEC/ICTAP) are present at the bottom of the slide.

# NG-911 TA Support by Region

Next Generation 911 Technical Assistance (TA) Requests by Region											
Region	State/Territory	Total*	Region	State/Territory	Total*	Region	State/Territory	Total*	Region	State/Territory	Total*
I	CT	0	IV	AL	0	VI	NM	2	IX	CNMI	0
	ME	0		FL	1		OK	0		GU	0
	MA	0		GA	1		TX	0		HI	0
	NH	0		KY	2	VII	IA	1	NV	2	
	RI	0		MS	1		KS	1	X	AK	2
	VT	0		NC	1		MO	1		ID	1
II	NJ	1	V	SC	0	VIII	NE	0			OR
	NY	1		TN	0		CO	0	WA		0
	PR	0		IN	0		MT	0	<b><u>34 Total Requests</u></b>		
	USVI	0		IL	2		ND	1	<b>- 21 Delivered</b>		
III	DE	1	VI	MI	1	IX	SD	0	<b>- 13 Planned</b>		
	DC	2		MN	1		UT	0			
	MD	0		OH	2		WY	0			
	PA	0		WI	2		AS	0			
	VA	2		AR	0		AZ	0			
	WV	1		LA	1		CA	0			

\* Total includes both Next Generation 9-1-1 and NG9-1-1 Strategic Planning offerings requested from 2012 thru the current FY16 requests.



# Requesting Assistance

## Three Ways to Request OEC Support

Through your  
Statewide Coordinator

SWIC POC information  
available at:

[www.dhs.gov/safe-com/contact-information](http://www.dhs.gov/safe-com/contact-information)

(click on region to  
see state contact)

Through your OEC  
Regional Coordinator

OEC Coordinators contact  
information available at:

[www.dhs.gov/oec-regional-coordination-program](http://www.dhs.gov/oec-regional-coordination-program)

Through our  
OEC Email

[OEC@hq.dhs.gov](mailto:OEC@hq.dhs.gov)

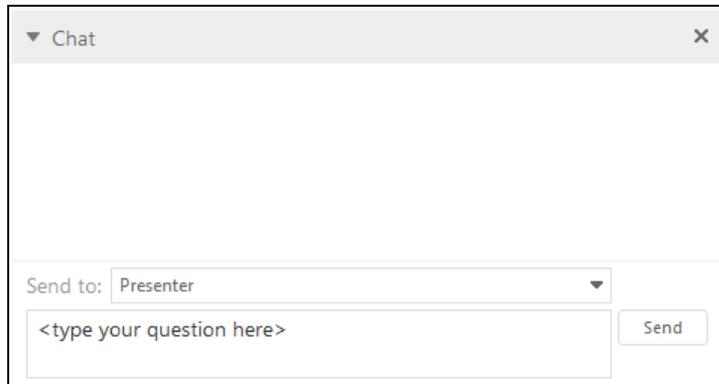


Homeland  
Security

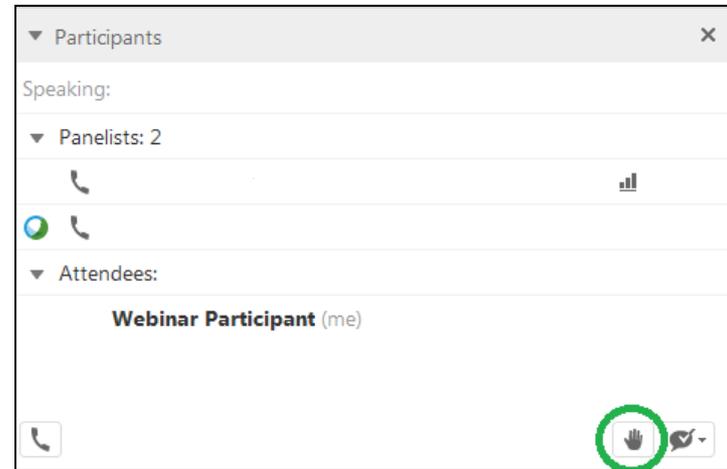
Office of Emergency Communications

# Q&A Period

WebEx's "Chat" feature located on the right-hand side of your screen.



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**Office of Information  
Technology Services**

# **Building a Statewide Address Points File to Support NG9-1-1**

**Street and Address Maintenance (SAM) Program  
NYS GIS Program Office**

**October 13, 2015**

# Our Goal in New York State....

*Create a statewide authoritative  
address point database  
to support Next Generation 9-1-1  
and other purposes*

*“Street Address Mapping (SAM) Project”*

# Background (circa 2011)

- **NYS GIS Program Office**
  - 10+ years building GIS Address Points
  - Awarded Broadband Mapping supplemental funds
- **NYS 9-1-1 Coordinators**
  - Understood NG 9-1-1 will **require** GIS data
  - Desired a Statewide Master Address file
- **A timely partnership opportunity!**

## GOALS:

- One master address point database built to NENA Standards
- Address point data to:
  - *Support 9-1-1 dispatch and NG 9-1-1*
  - *Support high-quality geocoding/address matching*
  - *Be publically available for widespread uses*
  - *Contain no personal or sensitive information*

# SAM Address Points

## Stage 1: Build

### State contracted for:

- “Principal” (main structure) point on building footprint
- Parcel centroids for vacant addressed parcels
- Addresses in draft NENA standard

### State in-house tasks:

- Outreach to counties for data
- QA/QC of data deliverables



# Communicate! Communicate!

## Stakeholder Outreach Meetings

- Regional NYS 9-1-1 Coordinator Meetings
- Individual counties
- County Real Property Tax Directors
- NYS Association of Counties
- NYS GIS community
- County/Local IT Directors
- NENA
- US Census Bureau
- CAD vendors / consultants
- GIS software vendors







# Delivery Acceptance

- County-wide review of:
  - Schema compliance
  - Domain values
- ANSI statistical sample (ASQ Z1.4)
  - Random selection of points to be reviewed
  - Validate positional accuracy
  - Validate attribute accuracy
  - Only 18 errors allowed regardless of sample size
- Tight time frame
  - Acceptance/rejection within 10 days of delivery
  - A county delivered every 5-7 days

# Communicate! Learn! Educate!

- Keep stakeholders informed
  - Bimonthly SAM Newsletter
  - Annual Association and User Group Meetings
- Participate in national address activities
  - NENA GIS Workgroups and conferences
  - NSGIC Address & NG9-1-1 Committees
  - US Census Bureau and US DOT pilots
- Educate stakeholders and CAD vendors
  - Bimonthly webinars
  - Regional NENA GIS training classes
  - Provide sample data

The screenshot shows a newsletter titled "Welcome to SAM News! Issue #5, September & October, 2013." It contains several sections: "SAM Production Schedule" with a link to a status page; "SAM Data Build" describing the QA/QC process; "Data Deliveries to Counties" explaining the zip file format; and "Accessing SAM Data" with links to web services for downloading address points. A map of New York State is included, showing county-level data delivery status.

**WELCOME TO SAM NEWS!**  
Issue #5, September & October, 2013.

**SAM Production Schedule**  
The current production schedule and updated status maps are posted on the Documents tab on the SAM web page at [sam.ny.gov/samstatus](http://sam.ny.gov/samstatus). Please note that the contract team is being flexible and can make adjustments to the schedule.

**SAM Data Build**  
The SAM data build is well underway and we have surveyed 50 Counties from our contractor as shown here on the 10/9 SAM Production Status map. Once a County delivery has been through our QA/QC process and passed, we make further improvements in-house and prepare the files for delivery to the County. Post-processing steps currently underway include correcting any errors we find during QA/QC and preparing exception files for County review.

**Data Deliveries to Counties**  
Data is delivered directly to the Counties in the form of a zip file containing the Address Points GIS File and other files that indicate where further work may be necessary by the county. The zip file and a document describing the files and their intended uses are posted on the top site of each County. All County contacts with log accounts have access to this folder and can download any data in the folder. As of 10/9 we have delivered an address point file to three counties and will be reaching out to the next Counties soon to discuss the files we will be providing; determine the best way of getting the new data to them, and schedule a follow up data maintenance discussion meeting.

**Accessing SAM Data**  
Now that we have finalized and are delivering Address Point files to Counties, we are also making the data available to the public through web services and direct download. There are currently two web services available at <http://addresspoints.ny.gov/sam/zip/web/service>: one of Address Points symbolized by Point Type (SAM\_Address\_Points\_Abbreviated) and another web service with all points symbolized the same way (SAM\_Address\_Points). These web services can be used in a GIS session without requiring the user to download a copy of the file.

The SAM Address Points are also available for download on the NYS GIS Clearinghouse <http://gis.ny.gov/addresses/overseas/details.cfm?ID=224>. The data in the Address Point web services and on the GIS Clearinghouse will be updated as each County is finalized and delivered to the County. If you are looking to download the SAM Address Point file to include in a geocoder, consider using the custom geocoding service that NYS has created. The geocoding web service (NYS\_Points\_Geocode) is available here: <http://addresses.ny.gov/overseas/web/service>.



# Data in NENA CLDXF Standard

## NENA CLDXF

## Parsed Address Examples

Address Number Prefix

Address Number

17

112

1007

Address Number Suffix

A

½

Street Name Pre Modifier

Street Name Pre Directional

North

Street Name Pre Type

Avenue

Street Name Pre Type Separator

of the

Street Name

Union

Americas

Lee

Street Name Post Type

Street

Highway

Street Name Post Directional

Street Name Post Modifier

Access Road

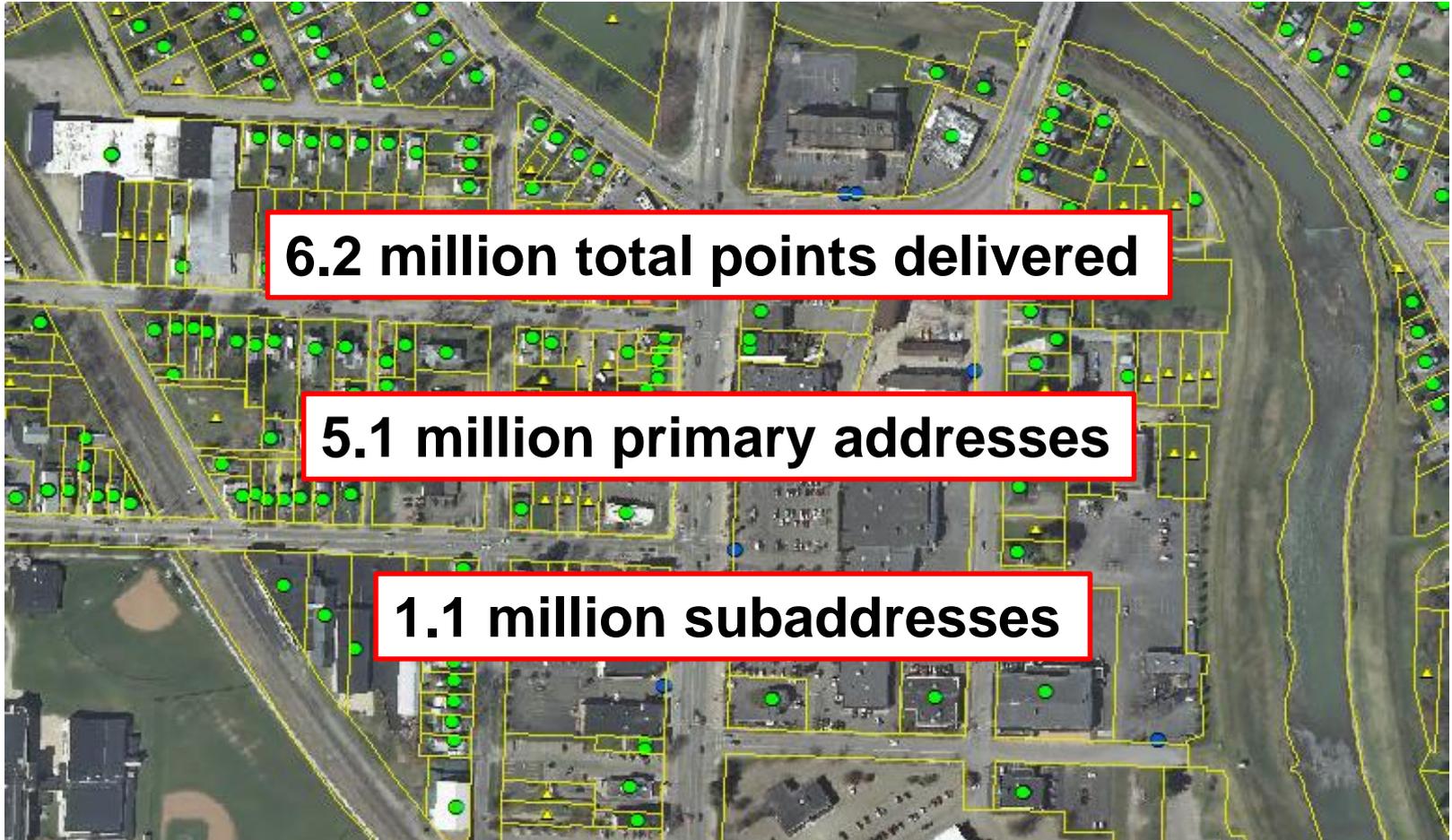
# Address Points Deliverable

(symbolized by Point Type)



# Address Points Deliverable

(symbolized by Point Type)



# Spatially Invalid Address Points

(addresses geocode only to street centerlines)



# Exception Report

## (addresses didn't geocode to parcels or centerlines)

	A	B	C	D
1	ADDRESS	SOURCE	REASON	EXCEPTION_FLAG
29	7036 Third Romulus	911 Master AL	Address could not be geocoded to NYS Centerlines or working address points and was not found in MSAG	No MSAG
30	81 Willard Dtc Romulus	911 Master AL	Address could not be geocoded to NYS Centerlines or working address points and was not found in MSAG	No MSAG
31	8405 Bassett Rd Covert	911 Master AL	Address could not be geocoded to NYS Centerlines or working address points and was not found in MSAG	No MSAG
32	8453 A 7 Lower Lake Rd Lodi	911 Master AL	Address could not be geocoded to NYS Centerlines or working address points and was not found in MSAG	No MSAG
33	8453 A-20 Lower Lake Rd Lodi	911 Master AL	Address could not be geocoded to NYS Centerlines or working address points and was not found in MSAG	No MSAG
34	8453 A21 Lower Lake Rd Lodi	911 Master AL	Address could not be geocoded to NYS Centerlines or working address points and was not found in MSAG	No MSAG
35	8453 D-7 Lower Lake Rd Lodi	911 Master AL	Address could not be geocoded to NYS Centerlines or working address points and was not found in MSAG	No MSAG
36	8565 Mann Ln Lodi	911 Master AL	Address could not be geocoded to NYS Centerlines or working address points and was not found in MSAG	No MSAG
37	8588 # 1 Farris Ln Lodi	911 Master AL	Address could not be geocoded to NYS Centerlines or working address points and was not found in MSAG	No MSAG
38	8897 Arden Rd Covert	911 Master AL	Address could not be geocoded to NYS Centerlines or working address points and was not found in MSAG	No MSAG
39	9224 Lamoreaux Ldg Lodi	911 Master AL	Address could not be geocoded to NYS Centerlines or working address points and was not found in MSAG	No MSAG
40	9248 Lamoreaux Ldg Lodi	911 Master AL	Address could not be geocoded to NYS Centerlines or working address points and was not found in MSAG	No MSAG
41	9922 County Line Camp Lodi	911 Master AL	Address could not be geocoded to NYS Centerlines or working address points and was not found in MSAG	No MSAG
42	Foreign Exchange Trumansburg Territory	911 Master AL	Address could not be geocoded to NYS Centerlines or working address points and was not found in MSAG	No MSAG
43	4400 Seybolt Rd Seneca Falls 13148	Business Address	Address could not be geocoded to NYS Centerlines or working address points and was not found in MSAG	No MSAG
44	6150 State Route 96 Romulus 14541	Business Address	Address could not be geocoded to NYS Centerlines or working address points and was not found in MSAG	No MSAG
45	68 Elizabeth Blackwell St Geneva 14456	NAVTEQ	Address was successfully geocoded to NYS Centerlines, but could not be accurately located	Not Found
46	10435 Hatch Rd Waterloo 13165	Residential Address	Address could not be geocoded to NYS Centerlines or working address points and was not found in MSAG	No MSAG
47	12135 Armitage Rd Seneca Falls 13148	Residential Address	Address could not be geocoded to NYS Centerlines or working address points and was not found in MSAG	No MSAG
48	146 Strang Rd Waterloo 13165	Residential Address	Address could not be geocoded to NYS Centerlines or working address points and was not found in MSAG	No MSAG
49	1707 Beaujon Rd Ovid 14521	Residential Address	Address could not be geocoded to NYS Centerlines or working address points and was not found in MSAG	No MSAG
50	20e Stanton Meadows Dr Seneca Falls 13148	Residential Address	Address could not be geocoded to NYS Centerlines or working address points and was not found in MSAG	No MSAG
51	21e Stanton Meadows Dr Seneca Falls 13148	Residential Address	Address could not be geocoded to NYS Centerlines or working address points and was not found in MSAG	No MSAG
52	2942 Knauss Rd Waterloo 13165	Residential Address	Address could not be geocoded to NYS Centerlines or working address points and was not found in MSAG	No MSAG
53	3395 Us Route 20 Seneca Falls 13148	Residential Address	Address could not be geocoded to NYS Centerlines or working address points and was not found in MSAG	No MSAG
54	3996 County Road 153 Ovid 14521	Residential Address	Address could not be geocoded to NYS Centerlines or working address points and was not found in MSAG	No MSAG
55	43 1/2 Center St Seneca Falls 13148	Residential Address	Address could not be geocoded to NYS Centerlines or working address points and was not found in MSAG	No MSAG
56	4902 Mcgrane Rd Romulus 14541	Residential Address	Address could not be geocoded to NYS Centerlines or working address points and was not found in MSAG	No MSAG
57	5693 Colonels Dr Romulus 14541	Residential Address	Address could not be geocoded to NYS Centerlines or working address points and was not found in MSAG	No MSAG

# Public Access to SAM Data

NYS GIS Clearinghouse - 1 x  
gis.ny.gov/gisdata/inventories/details.cfm?DSID=921

### GIS Data Set Details

Data Set Name	Description	Theme	Metadata
NYS Address Points <i>Revised: June 2015</i>	Point files of addressed properties in New York State. Data is not complete statewide. The Address Points-Navteq file is copyright protected. In the Address Points-SAM file, the ZipCode and ZipName attribute data is copyrighted by HERE North America LLC 2013 and licensed to the New York State Office of Information Technology Services. Please refer to the Metadata for more information.	Cadastral (tax parcels) Census Miscellaneous Reference/Index	n/a

**Supporting Documentation**

- Data Dictionary- Streets and Address Points (Revised 09/14)
- Geocoding - ESRI Instructions

A web service of the SAM Address Point file is available here:  
[http://aiservices.dhss.ny.gov/arcgis/rest/services/SAM\\_Address\\_Points\\_Symbolized](http://aiservices.dhss.ny.gov/arcgis/rest/services/SAM_Address_Points_Symbolized) has different symbology for each of the 5 PointType values (see image). The web service named SAM\_Address\_Points has all points symbolized the same way. The SAM Address Point files are projected in Web Mercator (Auxiliary Sphere).

If the purpose of downloading the address points is for geocoding, NYS ITS has a publicly available geocoding service which includes the address points along with other layers. Documentation on the geocoding service can be found at:  
<http://ais.ny.gov/aisdata/inventories/details.cfm?DSID=1278>.

#### Address Point Type

- Rooftop
- Primary Structure Entrance
- Driveway Entrance
- ▲ Parcel Centroid
- Miscellaneous

*The NYS Address Point File is changing! Please see the SAM project about future updates to the statewide address point file. Due to size limitations, there is no longer a statewide Shapefile version of the SAM Address Points. Counties that do not have data available for download are currently under development.*

**Files available to the Public**

Files	Download	Metadata
Address Points - SAM - Statewide	<a href="#">GEODATABASE</a> Updated June 2015	<a href="#">Metadata</a>
Albany County	<a href="#">GEODATABASE</a> <a href="#">SHAPE</a>	<a href="#">Metadata</a> <a href="#">Metadata</a>

Web Service

Geocoding service

Direct Download

<http://gis.ny.gov/gisdata/inventories/details.cfm?DSID=921>

# SAM Program Objective

*Maintain statewide authoritative street and address point databases to support Next Generation 9-1-1 and other stakeholder and customer activities*

# SAM Address Points

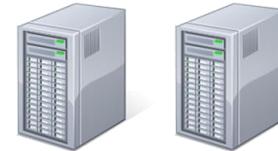
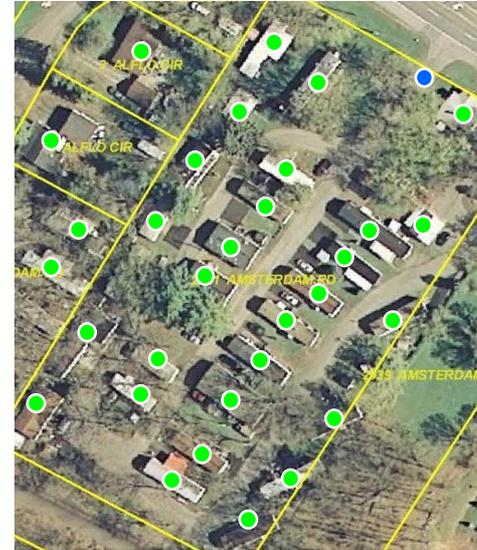
## Stage 2: Maintenance

### Counties use NENA standards to:

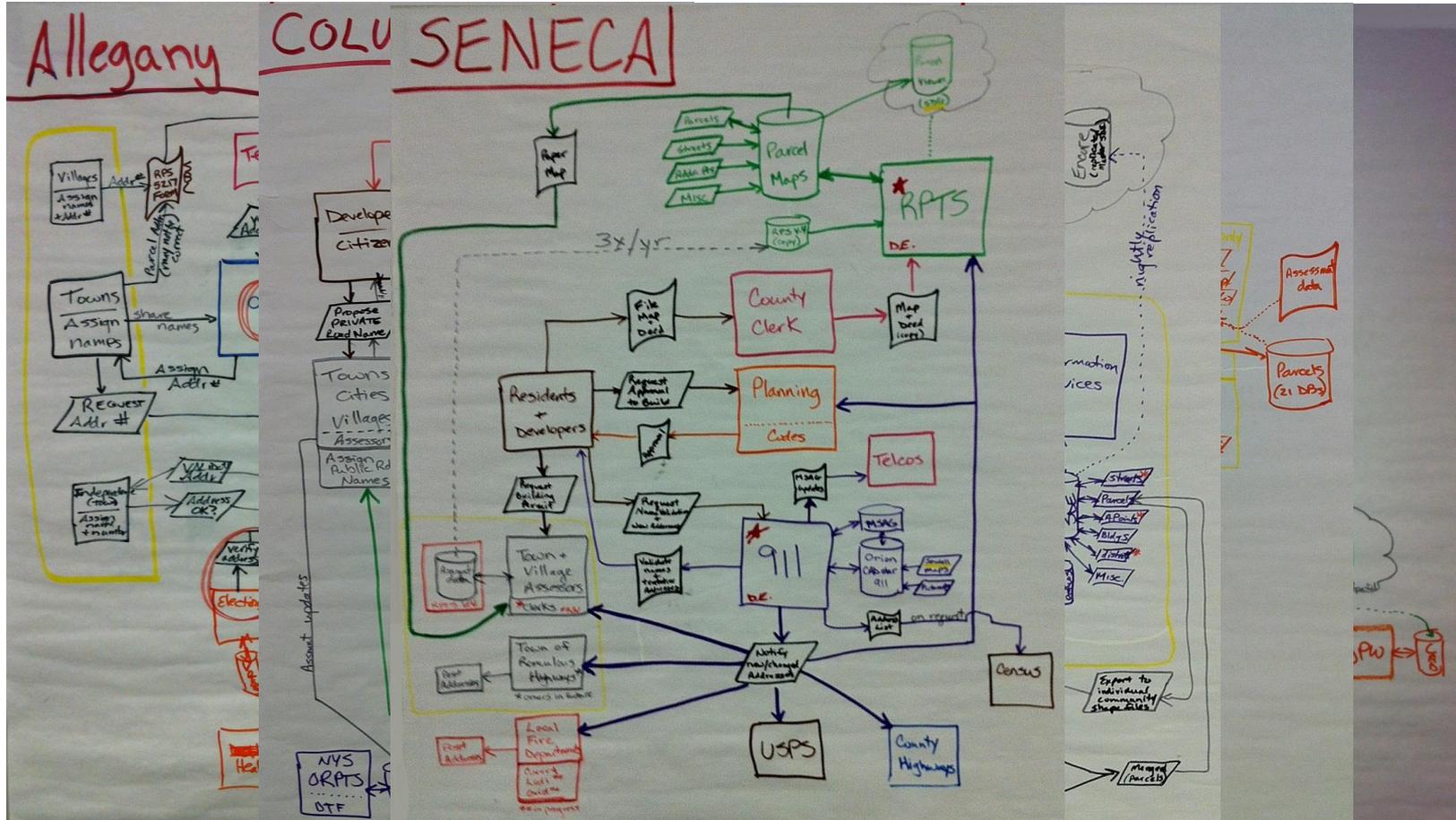
- **Locate** addresses in Spatially Invalid file and Exception Report
- **Add new points**
- **Refine** locations
- Map **subaddresses**

### New York State:

- Facilitates data maintenance discussions
- Provides data maintenance tools
- Provides data hosting/distribution services



# Map address data flow in the County



**Stage 2**  
Refine Locations  
Map Subaddresses

**March 27: Data maintenance goes live**

**10 counties trained**

**5,612 address point edits made by counties**

**74,860 street edits made by NYS**

**160,556 address point edits made by NYS**

603 S Pearl St

# Questions??

## Thank you!

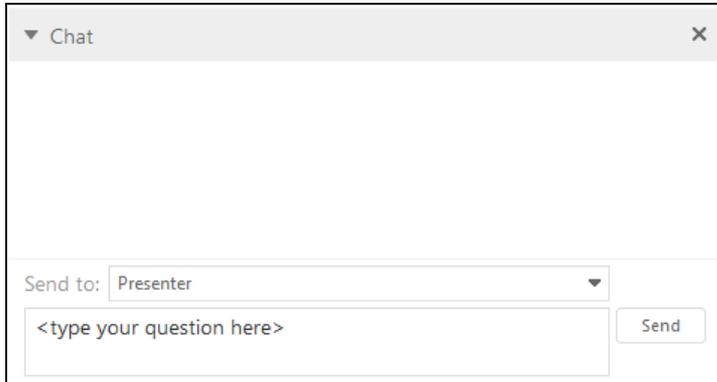
Cheryl Benjamin

[Cheryl.Benjamin@its.ny.gov](mailto:Cheryl.Benjamin@its.ny.gov)

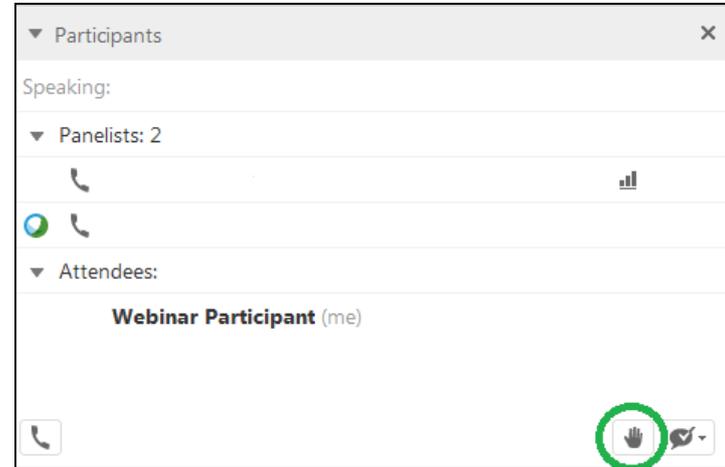
(518) 242-5034

# Q&A Period

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# Future Webinars

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Next Scheduled Webinar: **Tuesday, December 8, 2015 at 12 noon ET**

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

Visit [911.gov](http://911.gov) to access archived webinars, including last month's special webinar on SWATting incidents.

# National 911 Program

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Feedback or questions can be sent to: [National911Team@mcp911.com](mailto:National911Team@mcp911.com)

