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 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.

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

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Q&A Period

WebEx’s “Chat” feature located on the right-hand side of your screen. Click on “Raise Hand” and your phone will be unmuted.
FCC 911 Update

State of 911 Webinar Series
National 911 Program
December 15, 2015

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Emergency Alerting and 911

- Logical nexus between 911 and emergency alerting

- FCC encouraging full exploitation of emergency alerting protocols and systems that are already in place, or soon will be:
  - Wireless Emergency Alerts (WEA)
  - Emergency Alert System (EAS)
  - Integrated Public Alert and Warning System (IPAWS)

- PSAPs are uniquely positioned to make the best use of emergency alerts, and we encourage them to do so where possible and appropriate.

<table>
<thead>
<tr>
<th>Rulemakings</th>
<th>Description</th>
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<tbody>
<tr>
<td>June 2015: EAS Sixth Report and Order</td>
<td>Improved EAS operation and exercise by adopting a nationwide location code and test code and minimum accessibility requirements.</td>
</tr>
<tr>
<td>July 2015: National Weather Service NPRM</td>
<td>Proposed to improve hurricane-related alerts by adding three new event codes for extreme wind and storm surges; proposed to revise territorial boundaries of two offshore marine areas.</td>
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<tr>
<td>Nov 2015: WEA NPRM</td>
<td>Proposes revisions to Commission rules to improve the effectiveness of WEA message content and the geographic targeting of WEA messages, and facilitate WEA testing and proficiency training.</td>
</tr>
<tr>
<td>Multilingual EAS Order (under consideration)</td>
<td>Addresses measures to ensure that populations that do not speak English as a primary language will have access to readily understandable EAS alerts and emergency information.</td>
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</tbody>
</table>
Text-to-911 Deployment

- As of December 15, 2015, approximately 465 PSAPs registered with the FCC as text-capable
  - Thirty-one states and Puerto Rico report one or more text capable PSAPs
  - Approximately 6% of PSAP jurisdictions; 12% of counties
  - 22% of total US population
- Differential between PSAPs reporting to FCC and PSAPs directly notifying covered text providers
- The Commission will soon publish a “beta” map of Text-to-911 availability at www.fcc.gov/text-to-911.
**Fourth Report and Order (Jan. 2015)**

- Establishes new location accuracy benchmarks for indoor as well as outdoor wireless 911 calls.
- Encourages development of new location technologies that will provide dispatchable location as an alternative to coordinate-based location.
- Adds vertical location requirements.
- Independent test bed will be established to test technology performance.
- Compliance with accuracy standards will be measured based on live 911 call data.
- Recent RFPs:

<table>
<thead>
<tr>
<th>Date</th>
<th>Benchmarks</th>
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<tbody>
<tr>
<td>August 2016</td>
<td>- Launch of technology test bed (planned locations: Atlanta and San Francisco)</td>
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<tr>
<td>February 2017</td>
<td>- CMRS providers begin providing live 911 call data in 6 Test Cities (and elsewhere at PSAP request)</td>
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<td></td>
<td>- Implementation plans and progress reports submitted by nationwide carriers</td>
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<td></td>
<td>- Privacy and security plan for the NEAD</td>
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<tr>
<td>April 2017</td>
<td>- First horizontal accuracy benchmark: 50m accuracy or dispatchable location for 40% of calls</td>
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<tr>
<td>April 2018</td>
<td>- Second horizontal accuracy benchmark: 50m accuracy or dispatchable location for 50% of calls</td>
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<tr>
<td>August 2018</td>
<td>- Carriers must provide uncompensated barometric data from capable devices</td>
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<tr>
<td></td>
<td>- Nationwide carriers must submit proposed z-axis metric to FCC</td>
</tr>
<tr>
<td>April 2020</td>
<td>- Third horizontal accuracy benchmark: 50m accuracy or dispatchable location for 70% of calls</td>
</tr>
<tr>
<td>April 2021</td>
<td>- Fourth horizontal accuracy benchmark: 50m accuracy or dispatchable location for 80% of calls</td>
</tr>
<tr>
<td></td>
<td>- Nationwide carriers must meet FCC-adopted z-axis accuracy standard in 25 top markets</td>
</tr>
<tr>
<td>April 2023</td>
<td>- Nationwide carriers must meet FCC-adopted z-axis accuracy standard nationwide</td>
</tr>
</tbody>
</table>

**Major Location Accuracy Dates**
Task Force on Optimal PSAP Architecture (TFOPA)

- 2 Year Charter - December 2014 - December 2016
- Focus:
  - Optimal PSAP system and network configuration in terms of emergency communications efficiency, performance, and operations functionality;
  - Cost projections for conversion to and annual operation of PSAPs that incorporate such optimal system design;
  - Comparative cost projections for annual maintenance of all existing PSAPs annually and upgrading them to NG911;
  - Recommendations on ways to ensure states use E911 funding for their intended purpose

<table>
<thead>
<tr>
<th>Task Force</th>
<th>Report Link</th>
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</table>
911 Reliability and Governance

- 911 Reliability Rules (post-Derecho): first compliance certifications filed October 15
- 911 Governance & Accountability Policy Statement and NPRM (Nov. 2014)
  - Proposals seek to reduce risk of “sunny day outages” similar to the April 2014 multi-state outage
  - Proposals also seek to ensure effective communication and situational awareness when 911 outages occur
Cybersecurity Workforce

- Developing strategic relationships among industry, government, and academia
- Working closely with NICE to advance the workforce needs of the communications industry and public safety
- TFOPA Working Group 1
  - Making recommendations for PSAP cybersecurity workforce development as part of its report
- CSRIC V Working Group 7
  - Tasked with leveraging the NICE Workforce Framework and applying it to the sector; identifying gaps and evolving work roles, and knowledge, skills and abilities (KSAs)
  - Identifying, developing and recommending best practices to mitigate insider threats, including through scalable means to enhance transparency, accountability and validation of skills
911 Apps

- The Commission hosted a workshop earlier this year on the use of smartphone applications in the provisioning of 911 service.

- Most 911-oriented apps are focused on campus and enterprise environments, but some developers are working on apps that provide broader 911 functionality.

- The Commission is considering potential next steps to ensure that 911 apps meet acceptable reliability thresholds and do not impose new costs on PSAPs.
FCC Annual 911 Fee Report

- Seventh Annual Fee Report
  - Due to Congress at the end of the year
  - Report will reflect more in-depth data collection on 911 operations, funding, and NG911 investment
- 48 states, DC, and several other jurisdictions have submitted data to the FCC this year
  - Louisiana, Missouri have not submitted reports
  - Drafting under way
Public Safety Support Center
(launched Sept. 25, 2015)

FCC Web Site
https://www.fcc.gov/general/public-safety-support-center

ZenDesk
Dedicated Customer Relationship Platform
# FCC Online Resources

<table>
<thead>
<tr>
<th>Subject</th>
<th>Online Resource</th>
</tr>
</thead>
<tbody>
<tr>
<td>Text to 911</td>
<td><a href="http://www.fcc.gov/text-to-911">www.fcc.gov/text-to-911</a></td>
</tr>
<tr>
<td>PSAP Text to 911 Registry</td>
<td><a href="https://www.fcc.gov/general/psap-text-911-readiness-and-certification-form">https://www.fcc.gov/general/psap-text-911-readiness-and-certification-form</a></td>
</tr>
<tr>
<td>Master PSAP Registry</td>
<td><a href="https://www.fcc.gov/general/9-1-1-master-psap-registry">https://www.fcc.gov/general/9-1-1-master-psap-registry</a></td>
</tr>
<tr>
<td>911 Apps Workshop</td>
<td><a href="https://www.fcc.gov/news-events/events/2015/05/911-apps-workshop">https://www.fcc.gov/news-events/events/2015/05/911-apps-workshop</a></td>
</tr>
<tr>
<td>911 Fee Reports</td>
<td><a href="https://www.fcc.gov/general/911-fee-reports">https://www.fcc.gov/general/911-fee-reports</a></td>
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</tbody>
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Management Information Systems

Eric Parry, ENP
Utah Communications Authority – 911 Division
Our Statewide MIS System = ECaTS

- ECaTS Stands for **Emergency Call Tracking system**
- Enterprise MIS package used to report all 9-1-1 centric data throughout Utah
- RDDM Stands for Remote Data Distribution Module
- Placed into a PSAP by ECaTS to collect statistics
- Disclosure Agreement
- User Account Agreement
- Funded by UCA on a statewide basis
- Utah considered a Super User
Examples of ECaTS Reporting

Salt Lake Valley (VECC)  
12/9/2015

911 Count
Total 911 Count  797
911 Calls Answered  726
Abandoned 911 Calls  71
Average Duration  179 seconds
Answered within 10 seconds  90%
Answered within 20 seconds  93%
Answered within 60 seconds  98%
Answered within 120 seconds  99%
Answered over 120 Seconds  1%

Top 5 Busiest Hours (All Call Types)
12/9/2015 4:00:00 PM  360
12/9/2015 3:00:00 PM  293
12/9/2015 5:00:00 PM  278
12/9/2015 2:00:00 PM  271
12/9/2015 1:00:00 PM  268

Top 5 Busiest Hours (911 Calls)
12/9/2015 5:00:00 PM  72
12/9/2015 6:00:00 PM  68
12/9/2015 4:00:00 PM  60
12/9/2015 3:00:00 PM  57
12/9/2015 2:00:00 PM  52
Examples of ECaTS Reporting

9-1-1 Call Detail

12/08/2015 13:10:26 | ANI | 94356090367
12/08/2015 13:10:26 | CPN | 96054999400
12/08/2015 13:10:26 | Call 58985 | Cellular Call | Dec/08/15 13:09:18 MST
12/08/2015 13:10:26 | 2201 | Hangs Up | Call 58985 | Dec/08/15 13:10:01 MST
12/08/2015 13:10:26 | 2201 | Releases | Call 58985 | Dec/08/15 13:10:01 MST
12/08/2015 13:10:26 | Call 58985 | Finishes | Dec/08/15 13:10:01 MST
12/08/2015 13:10:26 | ALI Information
12/08/2015 13:10:27 | VERIZON WRLS 800-451-5242
12/08/2015 13:10:27 | P#435-609-0367
12/08/2015 13:10:27 | - SW Sector
12/08/2015 13:10:27 | CALLBK=(605)499-9400 599 02020
12/08/2015 13:10:27 | UT FERRON
12/08/2015 13:10:27 | TEL=VZW
12/08/2015 13:10:27 | +38.767952 -111.342981 8
12/08/2015 13:10:27 | PSAP=ECSO--WIRELESS 911 CALL
12/08/2015 13:10:27 | VERIFY CALLER LOCATION
12/08/2015 13:10:27 | VERIFY CALLBACK NUMBER
Examples of ECaTS Reporting

SMS Call Reporting
Examples of ECaTS Reporting

Phase II Call Location & Routing
Examples of ECaTS Reporting - XFER Stats

<table>
<thead>
<tr>
<th>Source</th>
<th>Destination 1</th>
<th>Destination 2</th>
<th>Destination 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>21214042</td>
<td>12 Davis County Sheriff</td>
<td>9 Clearfield PD</td>
<td>12 Davis County Sheriff</td>
</tr>
<tr>
<td>801-596-2144</td>
<td>801-825-1414</td>
<td>801-825-1414</td>
<td>801-825-1414</td>
</tr>
<tr>
<td>9</td>
<td>172 W</td>
<td>172 W</td>
<td>172 W</td>
</tr>
<tr>
<td>Clearfield PD</td>
<td>CLEARFIELD 595</td>
<td>Clearfield PD</td>
<td>CLEARFIELD 595</td>
</tr>
<tr>
<td>21213974</td>
<td>N/A</td>
<td>21214042</td>
<td>N/A</td>
</tr>
<tr>
<td>33</td>
<td>37</td>
<td>33</td>
<td>37</td>
</tr>
<tr>
<td>911</td>
<td>911</td>
<td>911</td>
<td>911</td>
</tr>
</tbody>
</table>

• 07/02/2013 15:13:14 21214042 Source 9 Clearfield PD 21213974 07/02/2013 15:13:14 33 37 911
• 07/02/2013 15:13:14 21214042 Destination 1 12 Davis County Sheriff 21213975 07/02/2013 15:13:51 47 49
• 07/02/2013 15:13:14 21214042 Destination 2 9 Clearfield PD 21214042 07/02/2013 15:14:33 20 25
• 07/02/2013 15:13:14 21214042 Destination 3 12 Davis County Sheriff 21214054 07/02/2013 15:14:57 197 202
Cost Per Call
Questions
?

[Logos of different emergency services]
Thank You!

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Q&A Period

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Future Webinars

Next Scheduled Webinar: Tuesday, February 9, 2016 at 12 noon ET

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

To register, visit: https://mcp911events.webex.com and click on “2016 ‘State of 911’ Webinar Series”.

Visit 911.gov to access archived webinars
National 911 Program

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