



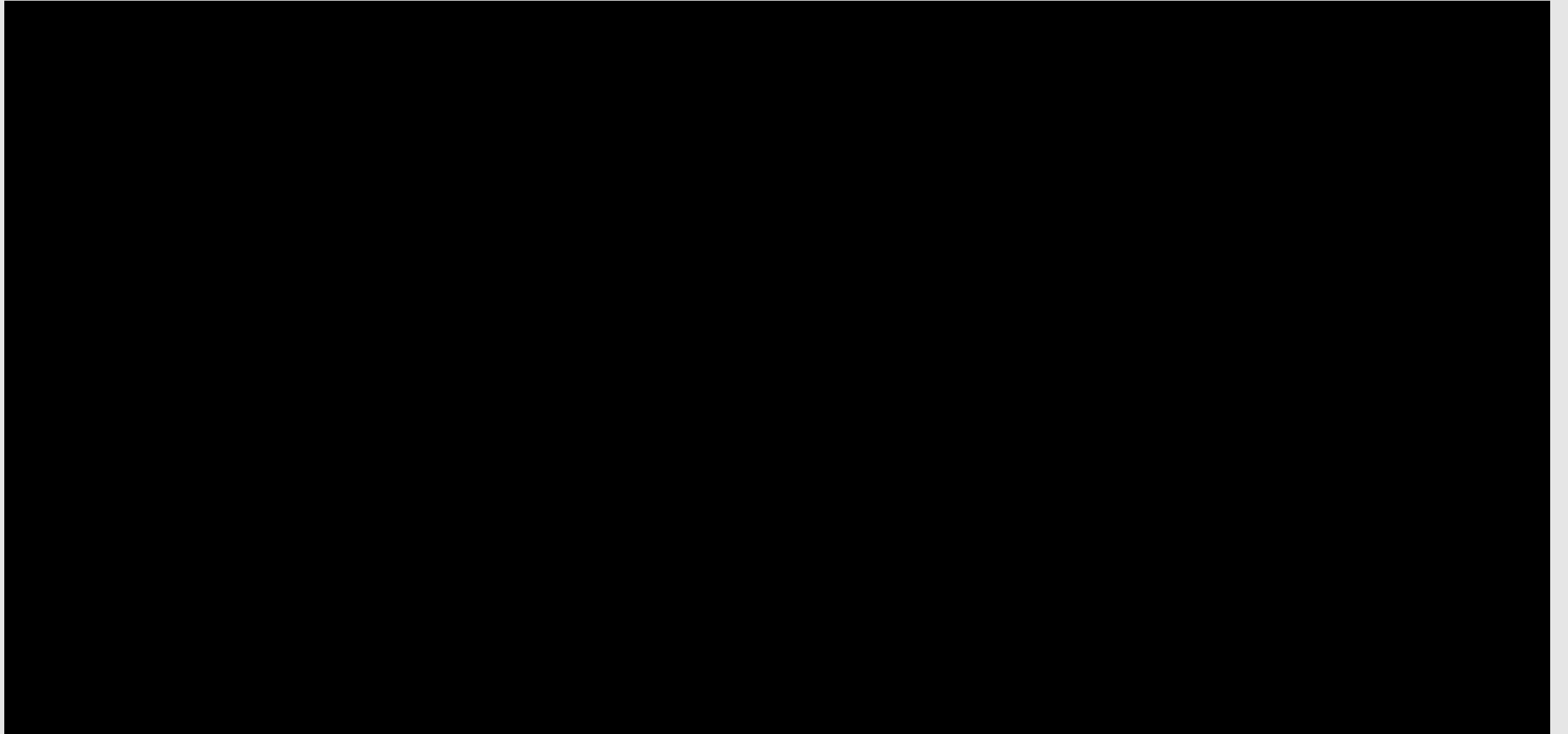
UCA 911 Division Update

November 4, 2019 by Melanie Crittenden



**What's all the buzz
about NG 9-1-1?**

What is Next Generation 9-1-1?



Next Generation 911~

- Hardware.... NG 911 RFP
- Software.... NG911 RFP
- Standards.... Minimum Standards and Best Practices
- Policies.... Minimum Standards and Best Practices
- Training....there is never too much training!

Current state of NG 9-1-1 in Utah

- Some Utah PSAPs have been connected to a transitional ESInet for several years.
- The current ESInet will not allow future technologies into the PSAPs.
- The ESInet contract was recently extended to March 31, 2021.
- More information on this in the UCA 911 Division Strategic Plan.



NG 9-1-1 RFP Update

NG 9-1-1 RFP ~

- i3 statewide Emergency Services Internet Protocol (ESInet)
- NG Core Services
- Statewide Call Handling Solution
- Logging Recorder

NG 9-1-1 RFP ~

- Oversight Committee
- Selection Committee
- Technical Experts
- Published September 20, 2019
- Q&A due November 18, 2019
- RFP due date December 27, 2019
- Anticipated award for Spring 2020



UCA 911 Strategic Plan Update

UCA 911 Strategic Plan ~


- Recommendations made by the PSAP Advisory Committee and Public Safety Advisory Committee
- UCA Governing Board will vote tomorrow on those recommendations



UCA Minimum Standards and Best Practices

Minimum Standards and Best Practices

- All PSAP Directors recommended changes in May 2019 meeting with UCA
 - Recommendations approved by UCAs Governing Board in June 2019
- PSAP Advisory Committee recommended changes
 - UCAs Governing Board will vote tomorrow on those recommendations



Federal 9-1-1 Grant Award for NG 9-1-1

Federal 9-1-1 Grant ~

- Utah awarded \$1.3 million
- This money can only be used towards upgrading to NG911 for PSAPs and Training
- The grant is 60% FED; 40% UCA match
- Must be used by March 31, 2022



**What is APCO, NENA,
NASNA??**

APCO, NENA, NASNA ~

- Association of Public Safety Communications Officials (APCO), National Emergency Number Association (NENA), National Association of State 911 Administrators (NASNA).
- National Organizations comprised of 911 professionals.
- Each has their own sub committees to work on standards, federal legislation, training initiatives to assist those in 911.
- NASNA is a room full of State 911 Administrators who update the group on lessons learned and best practices to implement NG 911.
 - Presentations from Federal Organizations such as Federal 911 Office, FCC, Department of Homeland Security.



Federal 911 Office

Fed 911 Office ~

- Created by Congress in 2004
- Part of the National Highway Traffic Safety Administration (NHTSA) and National Telecommunication and Information Administration (NTIA).
- Mission is to provide federal leadership and coordination in supporting and promoting optimal 911 services. The Federal “home” for 911 plays a critical role by coordinating federal efforts that support 911 services across the nation.
- Webinar- archived back to 2012
- Newsletter
- Documents & Tools

Resources on 911.gov



The National 911 Program Next Generation 911 (NG911) Standards Identification and Review

A compilation of existing and proposed standards for NG911 systems



Washington, DC
April 2023



A GUIDE FOR STATE & LOCAL AUTHORITIES



NG911

NEXT GENERATION 911
FOR LEADERS IN
LAW ENFORCEMENT

A GUIDE FOR LAW ENFORCEMENT OFFICIALS



The "State of 911" Webinar Series

Home / The "State of 911" Webinar Series

State of 911

Webinar Series

Register for Upcoming Webinars

Click [HERE](#) to sign up to receive updates on the State of 911 Webinar Series.

December

12

12pm EST

NG911 Planning Ahead: Helpful Checklists and Pilot Efforts

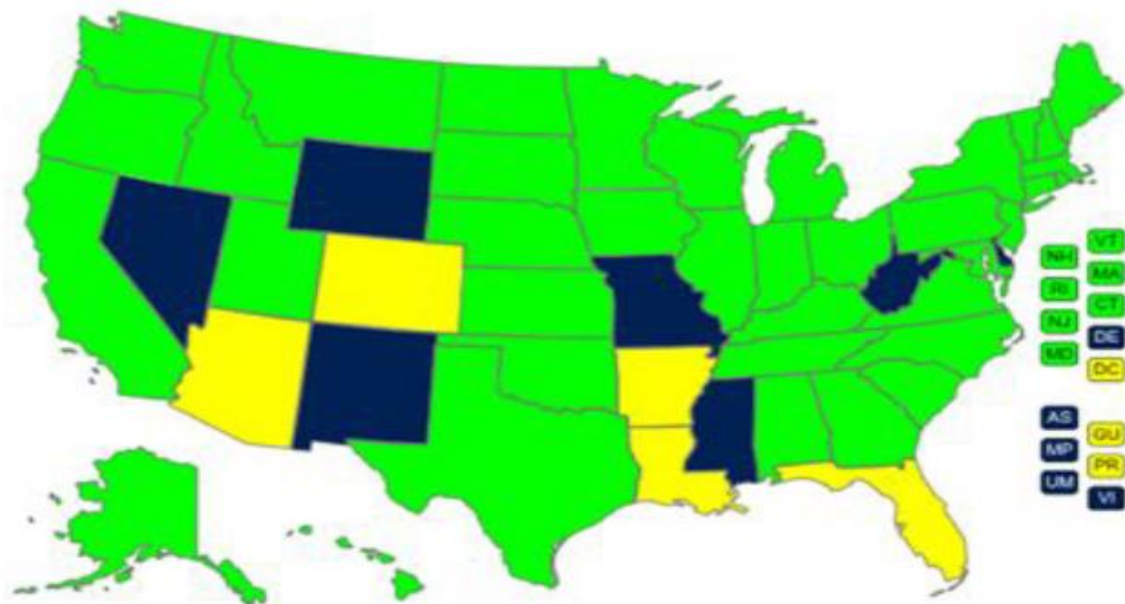
New resources and pilot efforts are constantly under development to help 911 leaders plan for and implement Next Generation 911 (NG911), which presents stakeholders with a complex set of operational, technical, security and funding choices. The FCC's Task Force on Optimal PSAP Architecture (TFOPA) Working Group 2 developed the NG911 Readiness Scorecard – a valuable tool to help ensure effective and efficient planning for the transition to NG911.

Working Group Chairman David Holl will step through the scorecard, explaining its usefulness in surveying the areas crucial to NG911.

National 911 Profile Database

Progress Toward Submission of 2018 Data

[Click here](#) to display participation in text-only format.



2018 State/Territory Participation: ■ = No Data Provided ■ = Not Complete ■ = Complete

Number of PSAPs & Number of PSAPs in each size category

Category	Number of Equipment Positions	% of reporting PSAPs
Very Small	1-2 Equipment Positions	37%
Small	3-5 Equipment Positions	33%
Medium	6-20 Equipment Positions	26%
Large	21-49 Equipment Positions	3%
Very Large	>50 Equipment Positions	.75

Total Reporting: 3,328 PSAPs of 5,232 PSAPs



Federal Tax Commission (FCC)

FCC ~

- Net 911 Act of 2008 required that FCC report to Congress annually regarding the collection and expenditure of fees or charges established by states in connection with 911 services.
- Each year a letter is sent to each states Governor around April of each year with a due date of the end of June.
- 911 Division also gets a copy of this letter and reports back with the required answers.
- Report includes state-by-state data on 911 call volumes, number of PSAPs, 911 expenditure categories, implementation of Next Generation 911, and 911 cybersecurity expenditures.
- Some data can be taken from ECaTS, other data is requested from PSAPs.

911 Fee Report

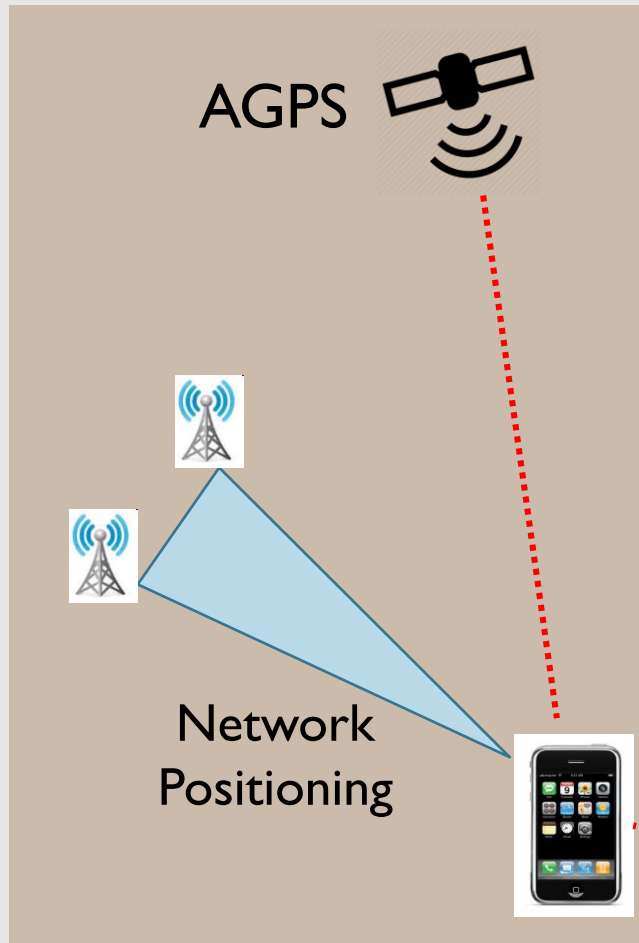
	2015 Report	2016 Report	2017 Report	2018 Report
Total States Filing	48	49	46	56
Total 911 Fees Collected	\$2,527,625,360	\$2,631,705,009	\$2,763,916,948	\$2,937,108,459
States With NG911 Expenditures	28	36	38	37
NG911 Expenditures	\$227,574,995	\$164,817,664	\$205,494,105	\$198,971,933 6.77% of total fees collected.
Number of States Diverting 911 Fees	6	8	6	7
911 Fees Diverted	\$223,420,909	\$220,281,587	\$128,909,169	\$284,968,912 9.70% of total fees collected

Text-to-911 Deployment

	June 2015	June 2016	June 2017	June 2018	Oct 2019
US Counties with Text-to-911	331	538	738	1121	1300
Percentage of Total US Counties	10%	17%	23%	35%	41%
Text-capable PSAPs	338	664	956	1706	1903
Percentage of Total US PSAPs	5%	10%	15%	26%	30%

Improvements in Wireless Location Technology

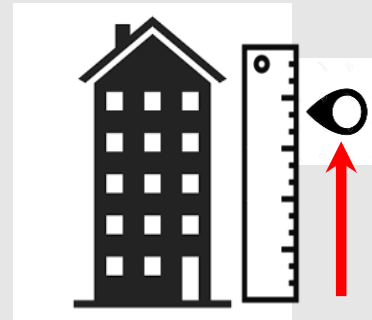
Legacy: Outdoor-focused



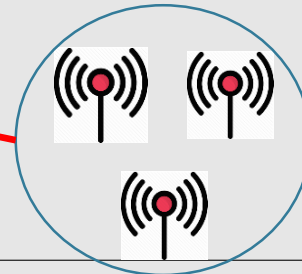
New: Indoor-focused



National
Emergency
Address Database
(NEAD)



Vertical
Location (Z-
Axis)



Device-Based
Hybrid (DBH)
Location

Z-Axis Accuracy Proceeding

- 2015 Wireless E911 Location Accuracy Order -- Required carriers to conduct Z-axis testing and submit a proposed metric to the Commission for approval
- Stage Z Testing conducted 2017-2018 in Atlanta, San Francisco, and Chicago
- August 2018: CTIA proposed Z-axis metric of +/-5 meters.
- March 2019: FCC NPRM (FCC 19-20) proposed Z-axis metric of +/-3 meters.
 - 3-meter standard more likely to yield floor-level accuracy
 - Proposed rules require testing to validate that technologies can deliver 3-meter accuracy for 80 percent of indoor calls
- Additional testing (Stage Za) now ongoing (Google is sole participant)

Other Presentations at NASNA~

- ONSTAR- presented their future automated crash information.
- Each Telecommunicator that answers the ONSTAR button, is EMD Certified, while EMD is being done another telecommunicator is calling the pertinent PSAP to relay the details.
- Command Center thinking outside the box.
- Kyle Plush- Answer the Call Foundation- Ron Plush presented the details to this horrible tragedy in Cincinnati, Ohio.



9-1-1 Saves ACT

911 Saves Act ~

- U.S. Representatives Norma J. Torres (CA-35), the only former 911 dispatcher serving in Congress, and Brian Fitzpatrick (PA-1), a former Federal Bureau of Investigation (FBI) Special Agent and federal prosecutor, introduced H.R. 1629, the bipartisan 911 Supporting Accurate Views of Emergency Services (SAVES) Act to reclassify 911 call-takers and dispatchers from “Office and Administrative Support Occupations” to “Protective Service Occupations” in the Office of Management and Budget (OMB) Standard Occupational Classification (SOC) catalog.



911 Division Outreach

911 Division Outreach

- Face to Face meetings throughout April to June with all 31 PSAPs.
- Forwarding emails pertinent to their PSAPs from the NASNA group.
- Class collaboration for the three UCA Hosted PSAP trainings
- Attending monthly PSAP Director Meetings.
- Face to Face meetings in the near future.
- Anyone is welcome to contact me at any time. I am here to assist you with whatever you need help with.



Making NG911 Successful

- Legislation has been put into place that follows the guidelines that the NG911 video portrayed.
 - Strategic Plan
 - Minimum Standards & Best Practices
 - Funding with SBI54
- Collaboration of everyone involved from cities to counties to regions to state.
 - You are all a critical component to make this work





Resources

- www.911.gov
- www.fcc.gov
- www.nasna911.org
- www.apcointl.org
- www.nena.org



Questions??



Contact information:

Melanie Crittenden

mcrittenden@uca911.org

801-840-4223 office

435-640-3882 cell