State of 911

Webinar Series

NATIONAL 911 PROGRAM

November 12, 2019

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 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@mcp911.com

Questions?

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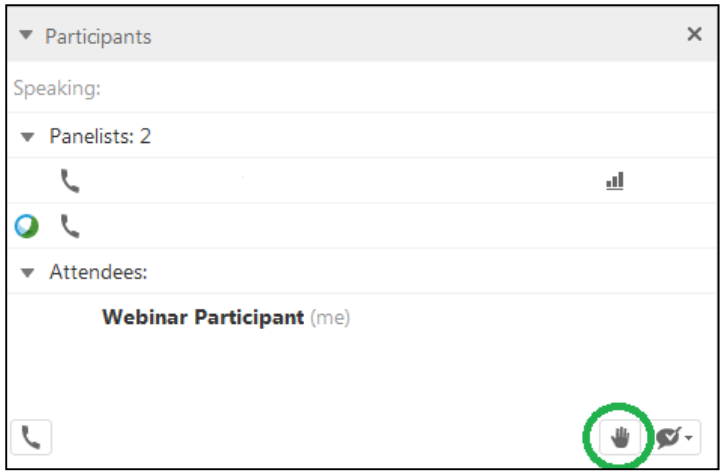
During the Q&A portion of the webinar, please click on "Raise Hand" and your phone line will be unmuted.



FCC Update on Kari's Law and RAY BAUM'S Act

The "State of 911" Webinar Series
November 12, 2019
12 p.m. EST

David L. Furth, Deputy Chief
Public Safety and Homeland Security Bureau, FCC

Implementing Kari's Law and RAY BAUM'S Act

- FCC Implementation of Kari's Law
  - Report and Order adopted August 2019 (FCC 19-76).
  - Direct dialing. Multi-line telephone systems (MLTS) must enable users to dial 911 directly, without having to dial a prefix such as "9" to reach an outside line.
  - Central notification. MLTS must provide notification, such as to a front desk or security office, when a 911 call is made.
  - Compliance is required by February 16, 2020.

Implementing Kari's Law and RAY BAUM'S Act

Direct dialing obligations -

- **MLTS manufacturers, importers, sellers, and lessors** must ensure that the system is pre-configured so that when it is properly installed, a user may initiate a call to 911 from any station equipped with dialing facilities, without dialing any additional prefix such as the number 9.

Implementing Kari's Law and RAY BAUM'S Act

- **<u>MLTS installers, managers, and operators</u>** must ensure that the system is configured so that a user may initiate a call to 911 from any station equipped with dialing facilities, without dialing any additional prefix such as the number 9.

Implementing Kari's Law and RAY BAUM'S Act

- **Notification:** An MLTS installer, manager, or operator must configure the system to provide notification to a central location at the facility where the system is installed or to another person or organization regardless of location, if this can be done without an improvement to the hardware or software of the system.

Implementing Kari's Law and RAY BAUM'S Act

- Notification must include, at a minimum:
  - the fact that a 911 call has been made;
  - a valid callback number; and
  - the information about the caller's location that the MLTS conveys to the public safety answering point (PSAP) with the call to 911.
    - However, notification does not have to include a callback number or location information if it is technically infeasible to provide this information.

Implementing Kari's Law and RAY BAUM'S Act

- Notification:
  - Must be initiated contemporaneously with the 911 call, provided that it is technically feasible to do so;
  - Must not delay the call to 911; and
  - Must be sent to a location where someone is likely to see or hear it.

Implementing Kari's Law and RAY BAUM'S Act

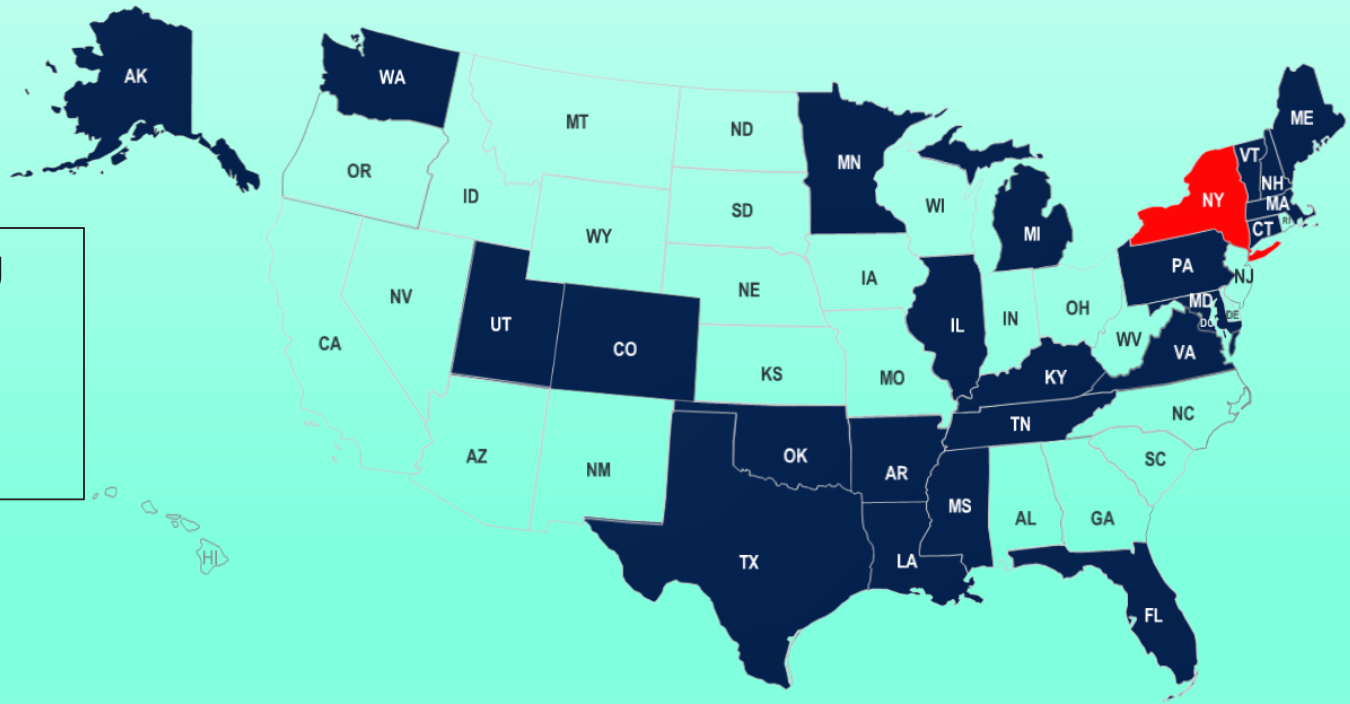
- Scope of requirements: Kari's Law is forward looking and applies to MLTS that are manufactured, imported, offered for first sale or lease, first sold or leased, or installed after February 16, 2020.
  - Legacy systems (those manufactured, imported, sold, or leased, or installed on or before February 16, 2020) are not subject to the federal requirements.

Implementing Kari's Law and RAY BAUM'S Act

- Federal version of Kari's Law does not alter state MLTS laws where the exercise of state authority is not inconsistent with Federal law.

States with existing MLTS laws and regulations

Source: Intrado



For your state's 911 program contact information, visit the National Association of State 911 Administrators (NASNA) website

Implementing Kari's Law and RAY BAUM'S Act

- The Report and Order implements Section 506 of RAY BAUM'S Act by adopting dispatchable location requirements for 911 calls from the following services:
  - MLTS subject to Kari's Law
  - Fixed telephony
  - Interconnected Voice over Internet Protocol (VoIP)
  - Internet-based Telecommunications Relay Services (TRS), and
  - Mobile text
- The Report and Order does not change wireless location accuracy rules already in place.

Implementing Kari's Law and RAY BAUM'S Act

- Dispatchable location is the calling party's street address, plus additional information such as suite, apartment, or other information necessary to adequately identify the caller's location.

Implementing Kari's Law and RAY BAUM'S Act

- The dispatchable location requirements for MLTS depends on the type of device making the call.
  - On-premises, fixed devices must provide automated dispatchable location.
  - On-premises, non-fixed devices must provide automated dispatchable location if technically feasible. If not feasible, they must provide either dispatchable location based on end user manual update or alternative location information.
  - Off-premises devices must provide automated dispatchable location, if technically feasible. If not feasible, they must provide either dispatchable location based on end user manual update or enhanced location information.

Implementing Kari's Law and RAY BAUM'S Act

- Compliance deadline for delivery of 911 location information by MLTS:
  - For fixed MLTS devices: One year from the effective date of the new rules.
  - For on-premises, non-fixed MLTS devices and all MLTS off-premises devices: Two years from the effective date of the new rules.
- The FCC will announce compliance dates when the rules are published in the Federal Register.

Q&A Period

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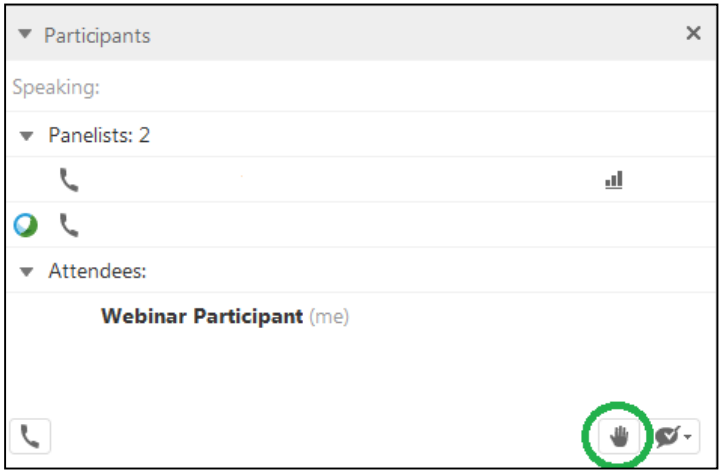


National 911 Program

NHTSA Office of Emergency Medical Services
U.S. Department of Transportation

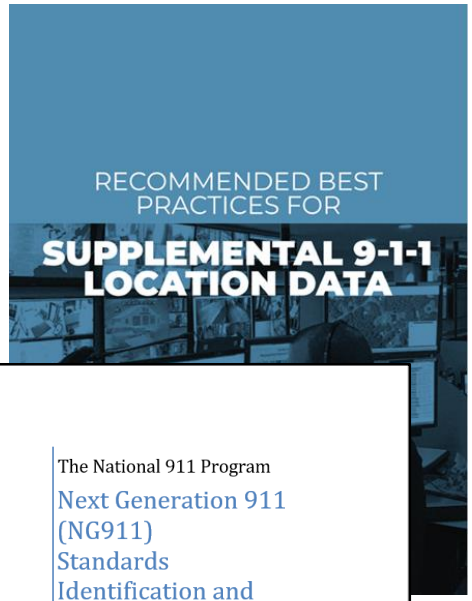
Laurie Flaherty, Coordinator

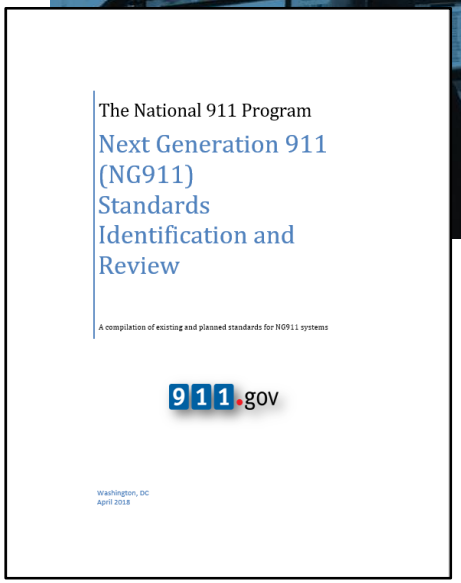
National 911 Program Objectives

- Serve as convener/coordinator among public and private stakeholders at local, state and federal/national levels
- Collect/create resources for local/state 911 Authorities
- Administer a grant program for the benefit of PSAPs

- Provide a federal focus for 911
- Promote and support 911 services

Resources on 911.gov





911.gov

Coming soon…(911.gov) Online NG911 Readiness Checklist

- Origin: FCC's Task Force for Optimal PSAP Architecture
- Document: TFOPA Working Group 2, Supplemental Report, Dec. 2, 2016
- What is it?
  - Self assessment tool for PSAPs & local/regional/state 911 agencies to assess NG911 deployment status
  - NO DATA COLLECTION – for self assessment only
  - Online version completed by SAFECOM/NCSWIC 911 Working Group
- Why use it?
  - Enables objective assessment of NG911 deployment status and identification of next steps in a logical progression
  - Uses consistent language to describe functional requirements

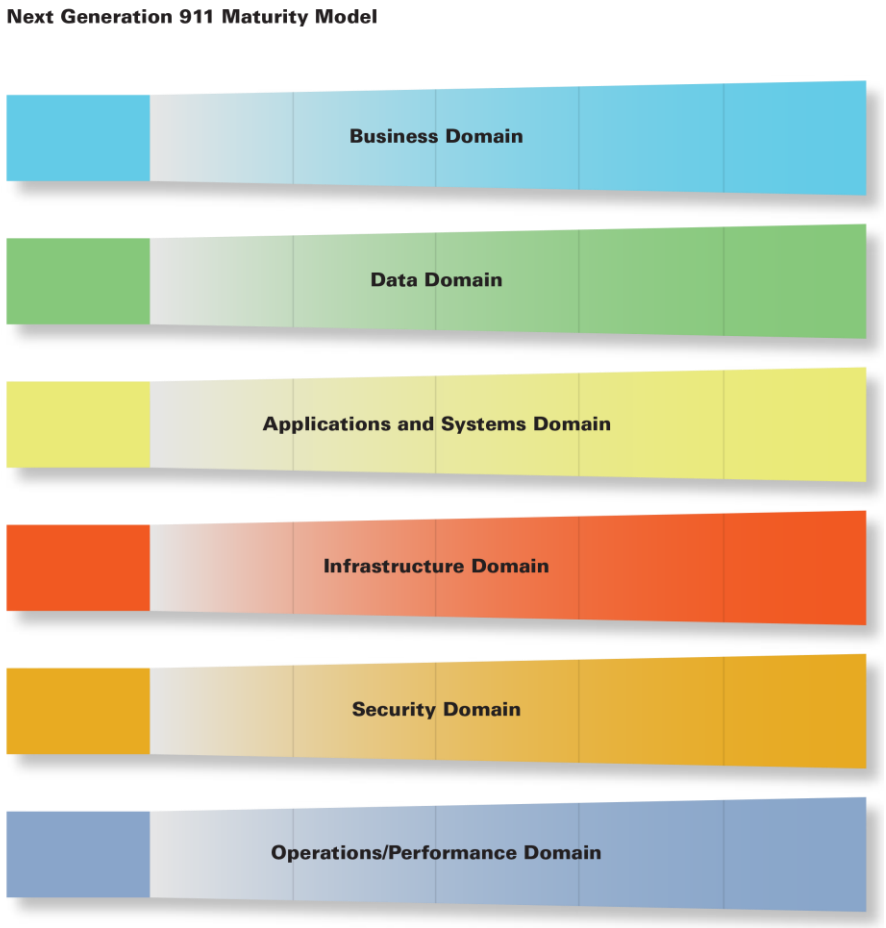
NG911 Maturity Model

6 Domains:

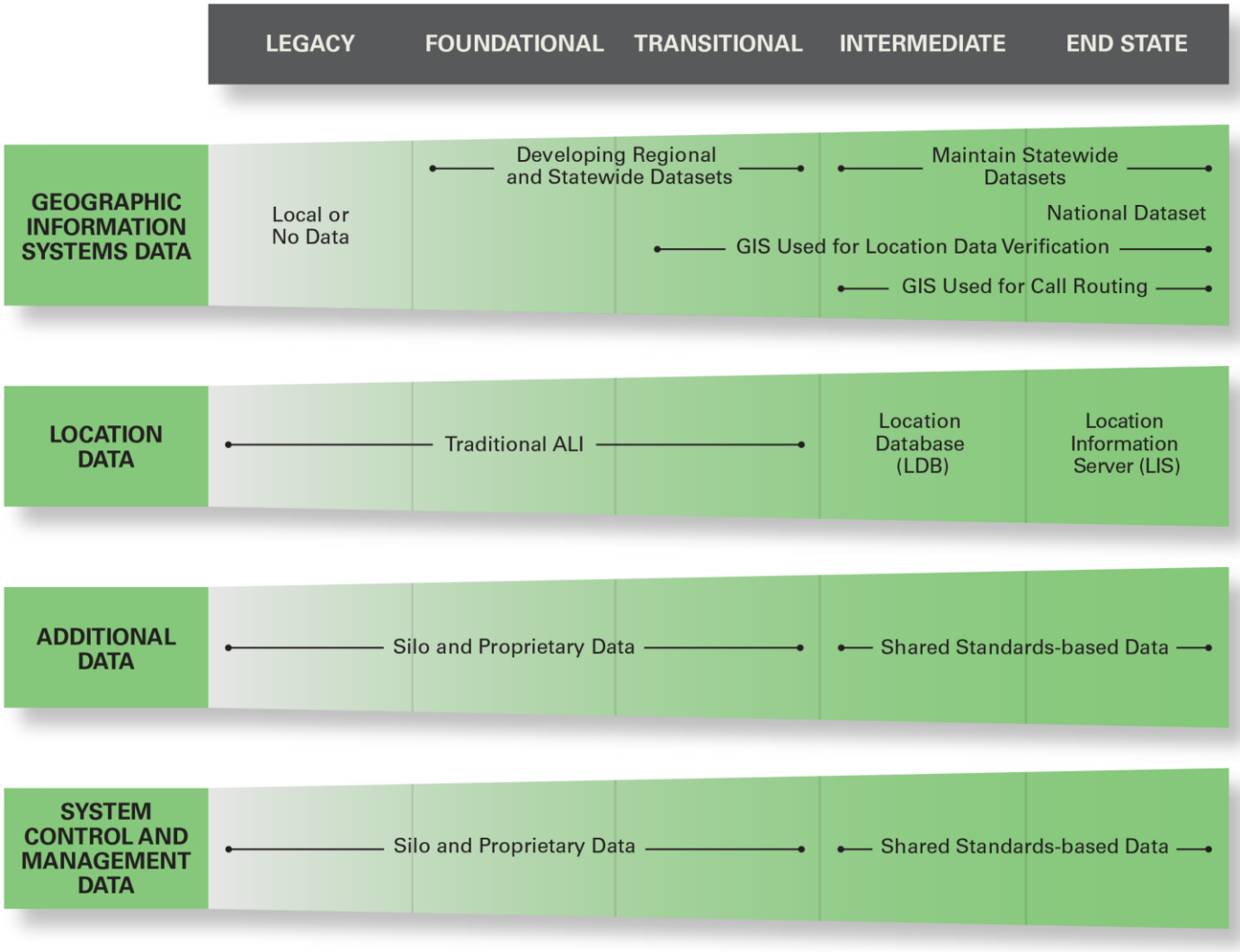
1. Business
2. Data
3. Applications and Systems
4. Infrastructure
5. Security
6. Operations/Performance

5 Stages:

1. Legacy
2. Foundational
3. Transitional
4. Intermediate
5. End State



Next Generation 911 Data Domain



Architecture

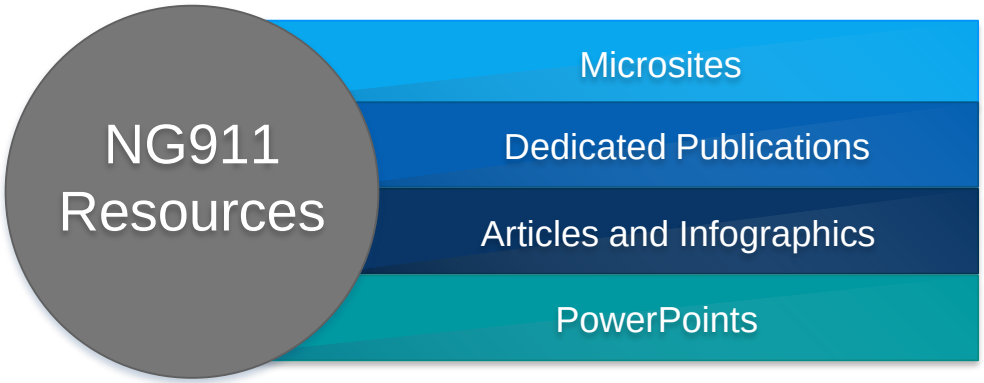
			Dropdown Options	
108		**Routing & Location**		**Maturity State**
109	83	Accurately, factually, and consistently characterize the routing currently in use and planning/funding sought:		#N/A
110	84	Characterize the Automatic Location Information (ALI)/Location Object use in database management systems (DBMS):		#N/A
111	85	Specify if a LIS or its equivalent is implemented with each originating service provider (OSP) for every ECC/PSAP within your jurisdiction:		
112		**Geographic Information System (GIS) Data**		**Maturity State**
113	86	Characterize to what extent a NG911 dataset has been created:	Implementing the creation of a NG911 dataset	Transitional
114	87	Specify the usage of Emergency Call Routing Function (ECRF) in GIS data formatting:		#N/A
115	88	Specify the usage of Policy Routing Function (PRF) in GIS data formatting:		#N/A
116	89	Indicate if the data is formatted for Location Verification Function (LVF) use:		
117		**Next Generation Core Service (NGCS) Elements**		**Maturity State**
118	90	Characterize the implementation of Legacy Selective Router Gateway (LSRG):		#N/A
119	91	Specify if a LVF has been provided:		
120	92	Characterize the implementation of ESRP:		#N/A
121	93	Characterize the implementation of Emergency Call Routing Function (ECRF):		#N/A
122	94	If applicable, characterize the implementation of a Legacy Network Gateway (LNG):		#N/A
123	95	If applicable, characterize the implementation of a Legacy ECC/PSAP Gateway (LPG):		#N/A
124	96	Characterize the implementation of Border Control Function (BCF) capabilities:		#N/A

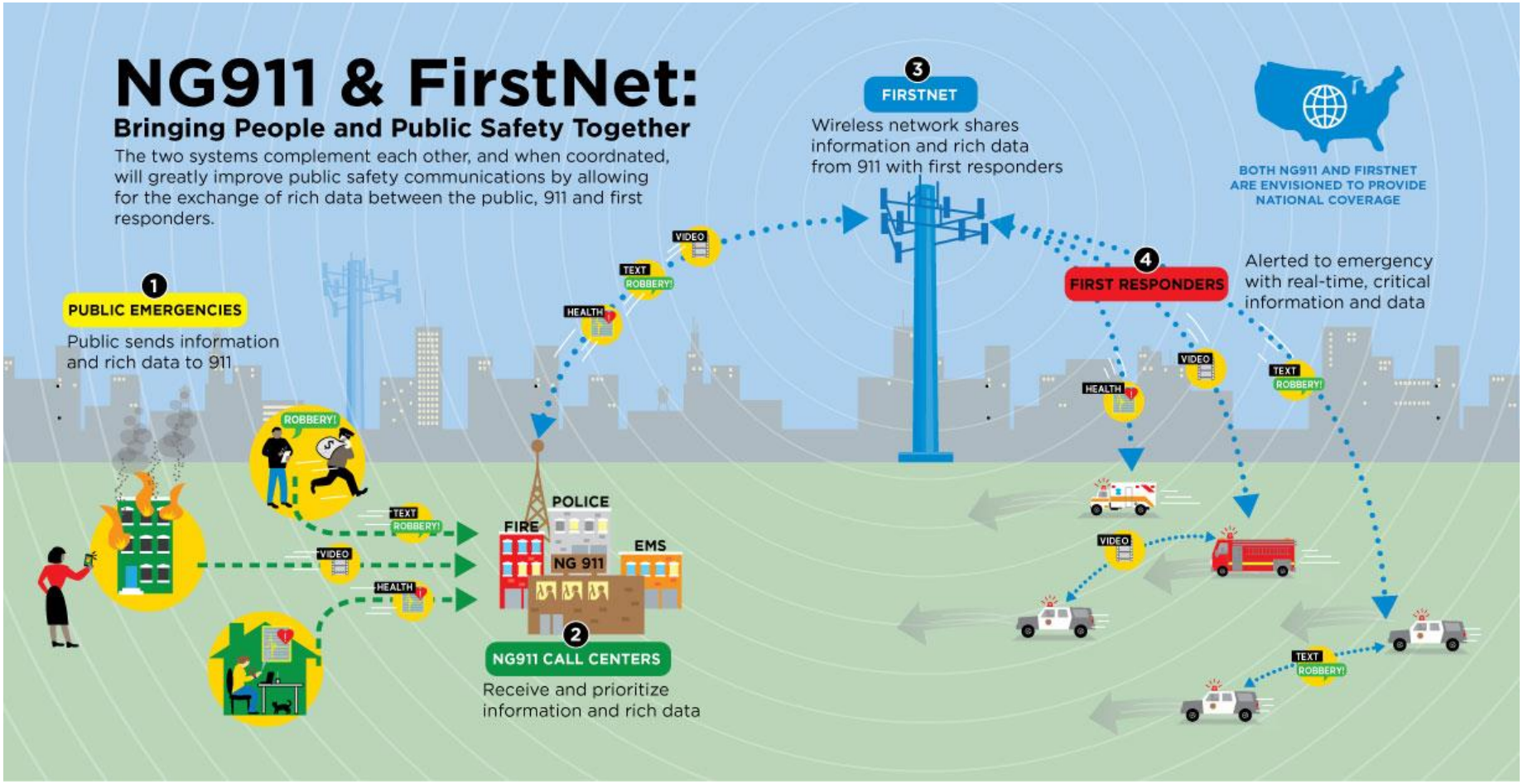
NG911 & FirstNet + EMS, Fire, Law

www.911.gov → Current Projects → NG for Public Safety Leaders

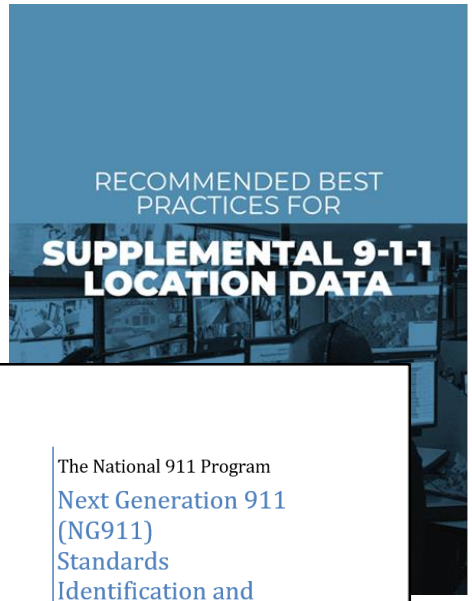
NG911 Resources for Public Safety

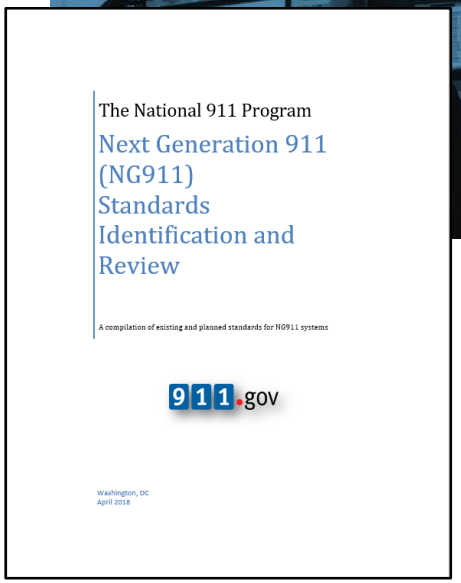
Supporting you in educating EMS, fire and law enforcement agencies nationwide about how NG911 will affect the emergency communication ecosystem.




NG911 & FirstNet:
Bringing People and Public Safety Together
The two systems complement each other, and when coordnated, will greatly improve public safety communications by allowing for the exchange of rich data between the public, 911 and first responders.
1
PUBLIC EMERGENCIES
Public sends information and rich data to 911
2
NG911 CALL CENTERS
Receive and prioritize information and rich data
POLICE
FIRE
EMS
NG 911
3
FIRSTNET
Wireless network shares information and rich data from 911 with first responders
4
FIRST RESPONDERS
Alerted to emergency with real-time, critical information and data
BOTH NG911 AND FIRSTNET ARE ENVISIONED TO PROVIDE NATIONAL COVERAGE
VIDEO
TEXT
ROBBERY!
HEALTH

Resources on 911.gov





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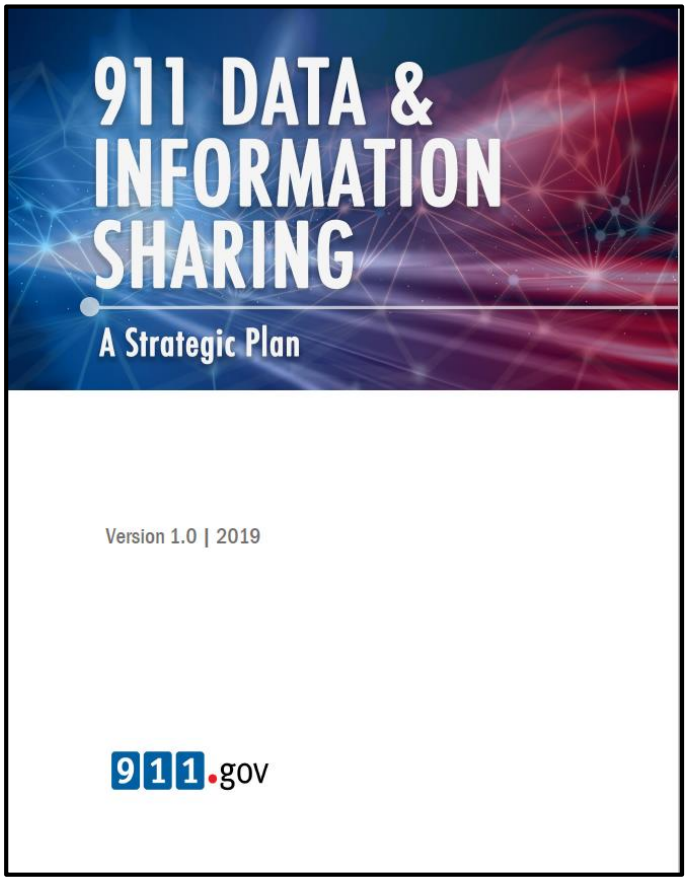
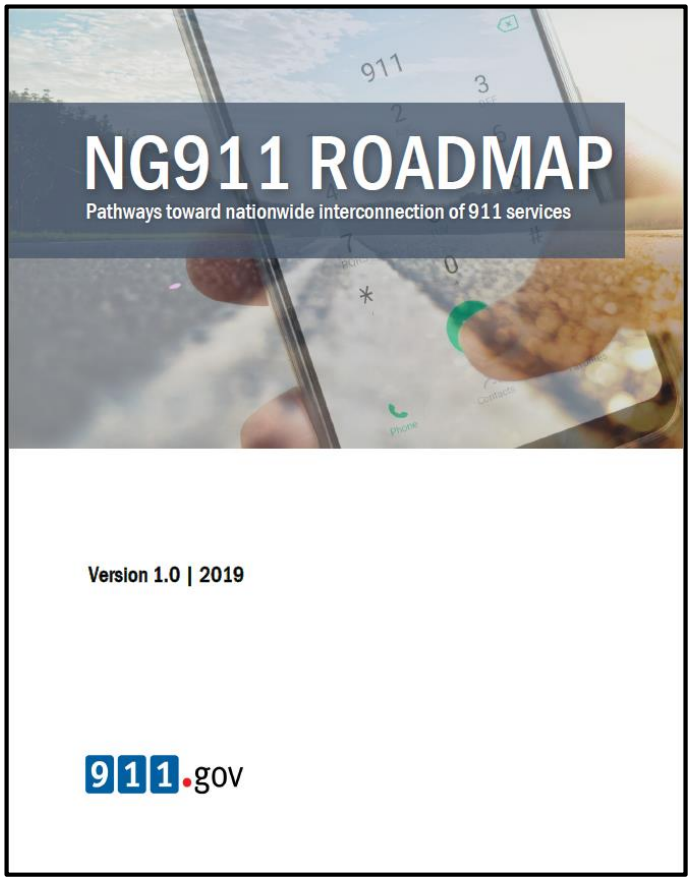
Other New Stuff…



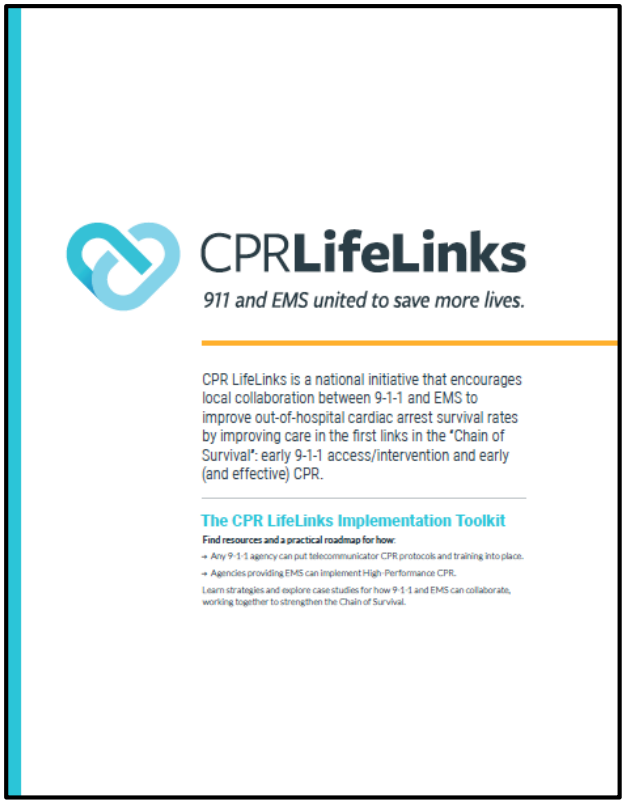


CPRLifeLinks

A national initiative to unite EMS and 911 agencies to improve out-of-hospital cardiac arrest survival rates in their communities.

CPR LifeLinks

- **250,000 out-of-hospital cardiac arrests every year**
- Patient survival decreases 7-10% per minute without CPR
- National survival rates = 10%



www.911.gov → **Current Projects → CPR Lifelinks**

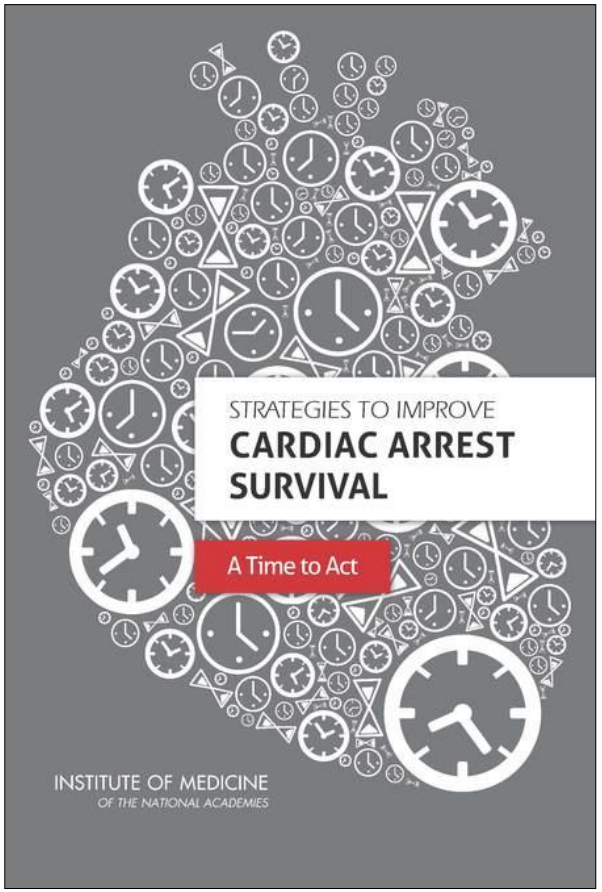
Increasing Survival

2015 Institute of Medicine (IOM): EMS systems should take steps to enhance T-CPR and HP-CPR to improve patient outcomes in their communities.

NHTSA should:

Develop standardized Telecommunicator-Assisted CPR protocols and national educational standards for use by all PSAPs

Establish a standardized definition and training curriculum for High-Performance CPR to be used in basic emergency medical technician training and certification



IMPLEMENTATION TOOLKIT

Complete package of cognitive and hands-on training and assessment tools with audiovisual demonstrations and case studies.

CPRLifeLinks

The **CPR LifeLinks Implementation Toolkit** is a how-to guide for EMS and 911 agencies interested in implementing programs to improve cardiac arrest survival rates in communities across the nation.

A practical roadmap to help:

- ✓ 9-1-1 agencies implement Telecommunicator-CPR protocols, training and QI
- ✓ EMS agencies implement High-Performance CPR programs

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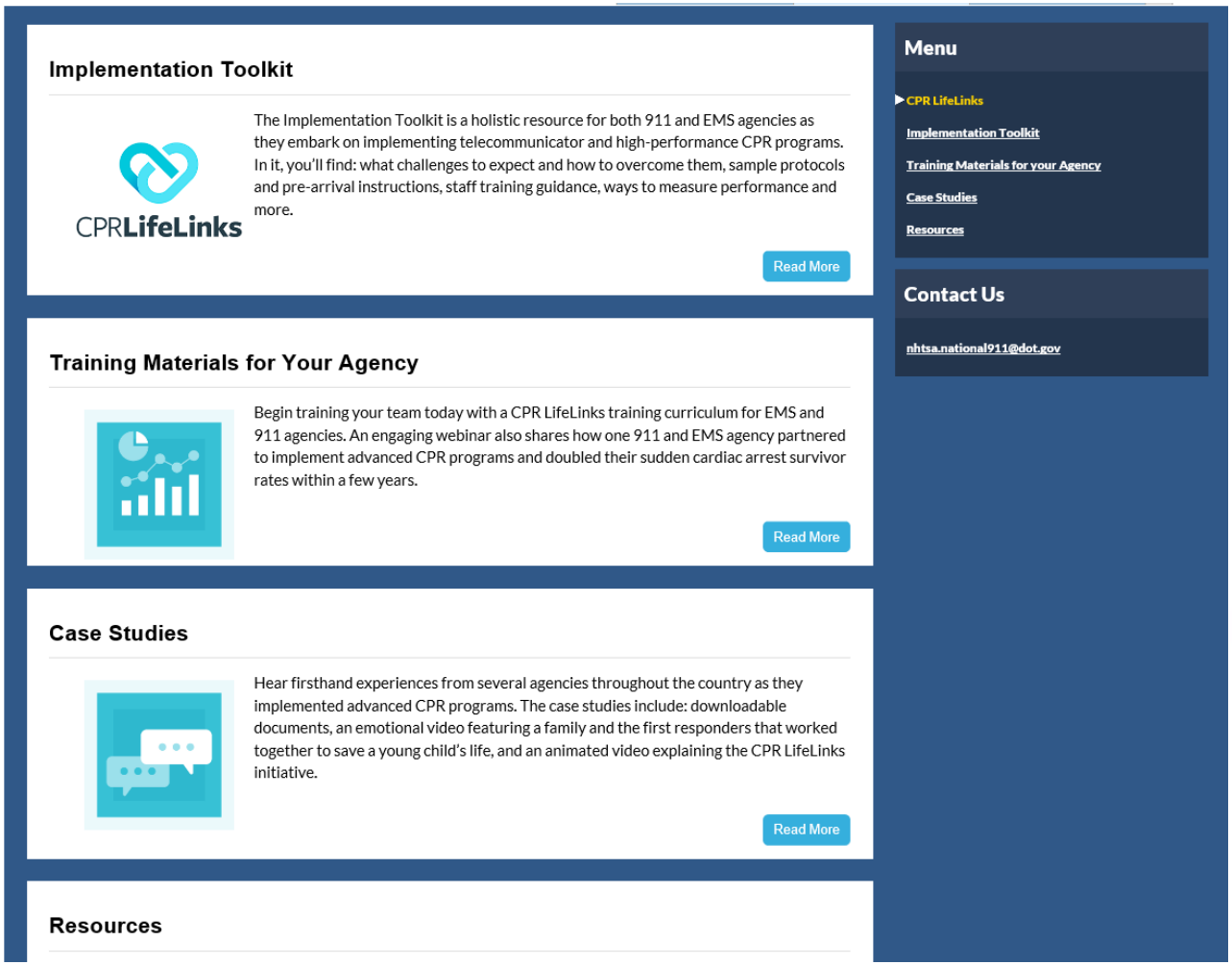
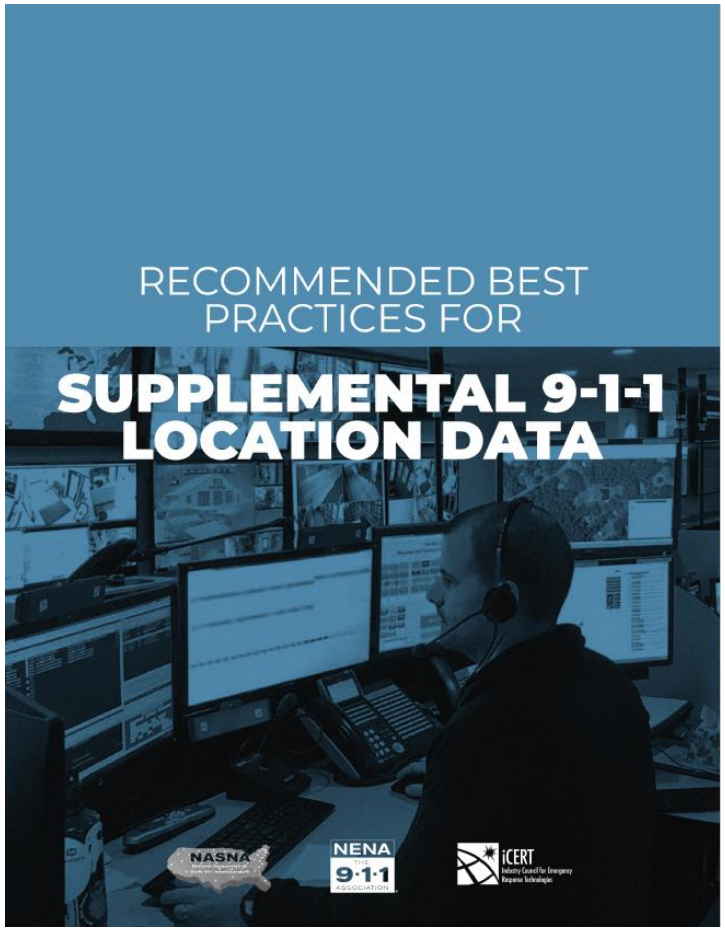


CPRLifeLinks

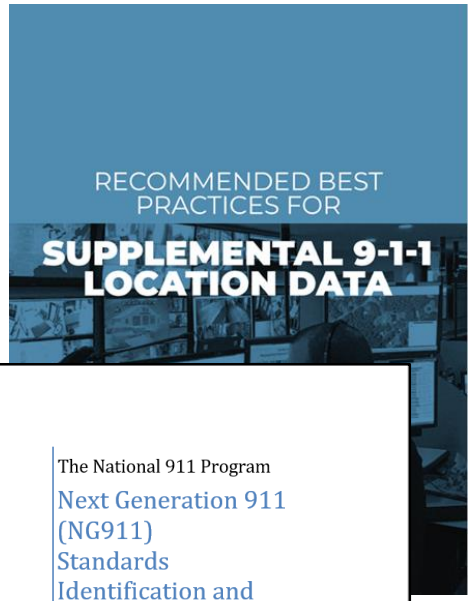
www.911.gov ➡ Current Projects ➡ CPR Lifelinks

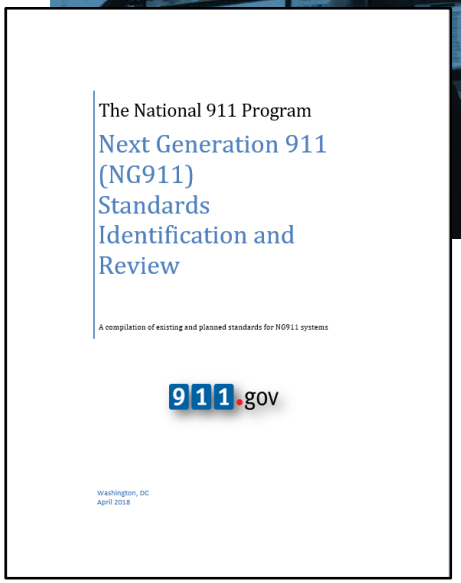


1. Best Practices for Supplemental 911 Data Location Providers

2. Best Practices for PSAPs

Resources on 911.gov





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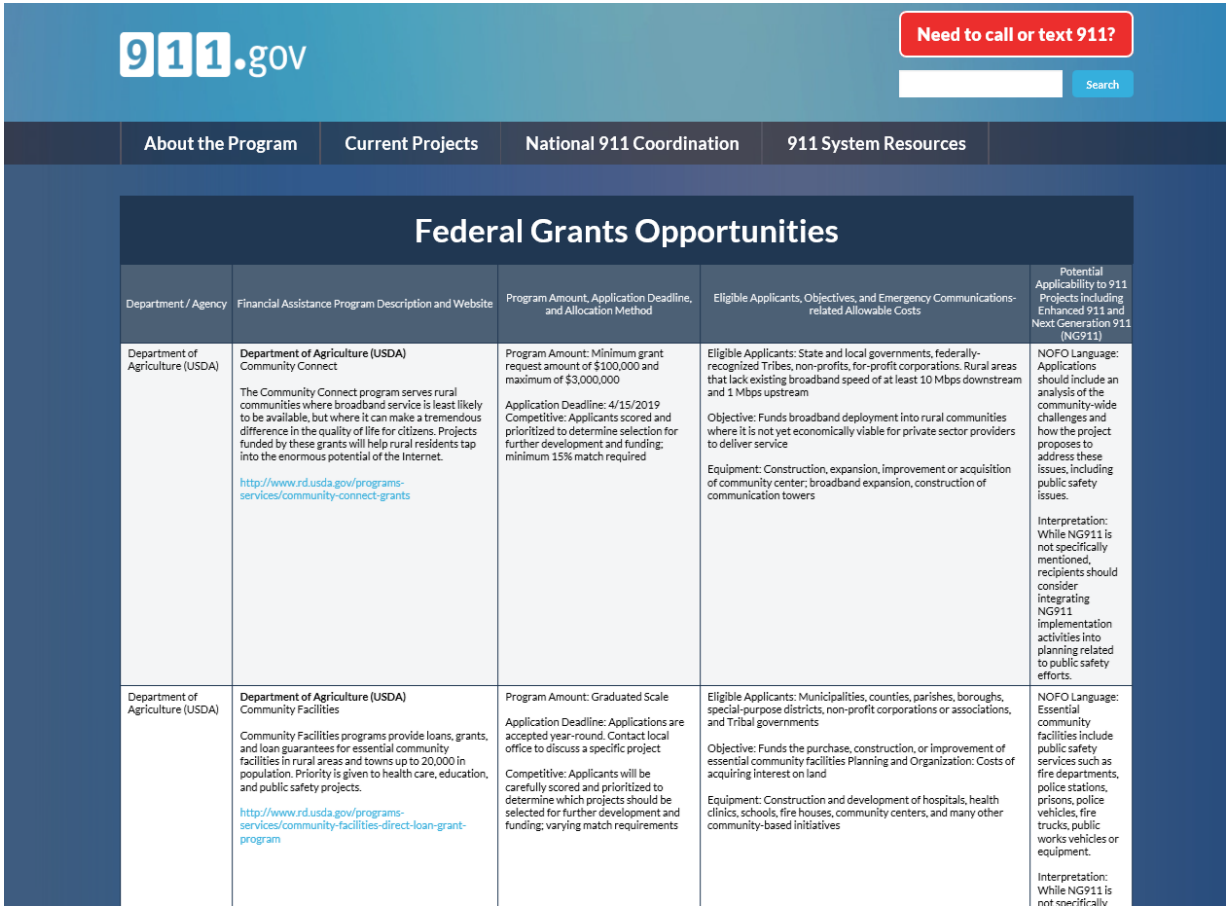
Federal Funding for 911



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Need to call or text 911?

Search

About the Program | Current Projects | National 911 Coordination | 911 System Resources

Federal Grants Opportunities

Department / Agency	Financial Assistance Program Description and Website	Program Amount, Application Deadline, and Allocation Method	Eligible Applicants, Objectives, and Emergency Communications-related Allowable Costs	Potential Applicability to 911 Projects including Enhanced 911 and Next Generation 911 (NG911)
Department of Agriculture (USDA)	**Department of Agriculture (USDA)** Community Connect The Community Connect program serves rural communities where broadband service is least likely to be available, but where it can make a tremendous difference in the quality of life for citizens. Projects funded by these grants will help rural residents tap into the enormous potential of the Internet. http://www.rd.usda.gov/programs-services/community-connect-grants	Program Amount: Minimum grant request amount of $100,000 and maximum of $3,000,000 Application Deadline: 4/15/2019 Competitive: Applicants scored and prioritized to determine selection for further development and funding; minimum 15% match required	Eligible Applicants: State and local governments, federally-recognized Tribes, non-profits, for-profit corporations. Rural areas that lack existing broadband speed of at least 10 Mbps downstream and 1 Mbps upstream Objective: Funds broadband deployment into rural communities where it is not yet economically viable for private sector providers to deliver service Equipment: Construction, expansion, improvement or acquisition of community center; broadband expansion, construction of communication towers	NOFO Language: Applications should include an analysis of the community-wide challenges and how the project proposes to address these issues, including public safety issues. Interpretation: While NG911 is not specifically mentioned, recipients should consider integrating NG911 implementation activities into planning related to public safety efforts.
Department of Agriculture (USDA)	**Department of Agriculture (USDA)** Community Facilities Community Facilities programs provide loans, grants, and loan guarantees for essential community facilities in rural areas and towns up to 20,000 in population. Priority is given to health care, education, and public safety projects. http://www.rd.usda.gov/programs-services/community-facilities-direct-loan-grant-program	Program Amount: Graduated Scale Application Deadline: Applications are accepted year-round. Contact local office to discuss a specific project Competitive: Applicants will be carefully scored and prioritized to determine which projects should be selected for further development and funding; varying match requirements	Eligible Applicants: Municipalities, counties, parishes, boroughs, special-purpose districts, non-profit corporations or associations, and Tribal governments Objective: Funds the purchase, construction, or improvement of essential community facilities Planning and Organization: Costs of acquiring interest on land Equipment: Construction and development of hospitals, health clinics, schools, fire houses, community centers, and many other community-based initiatives	NOFO Language: Essential community facilities include public safety services such as fire departments, police stations, prisons, police vehicles, fire trucks, public works vehicles or equipment. Interpretation: While NG911 is not specifically

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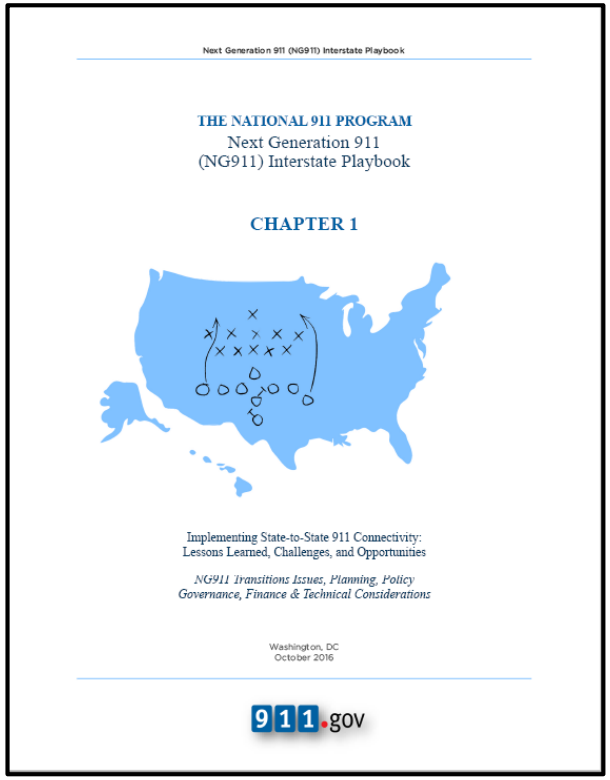
Interstate Playbook

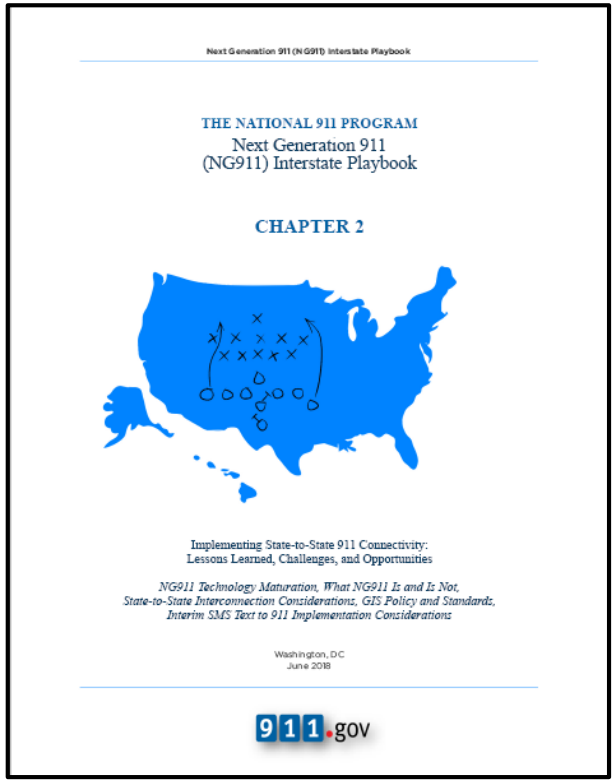


Chapter 1:

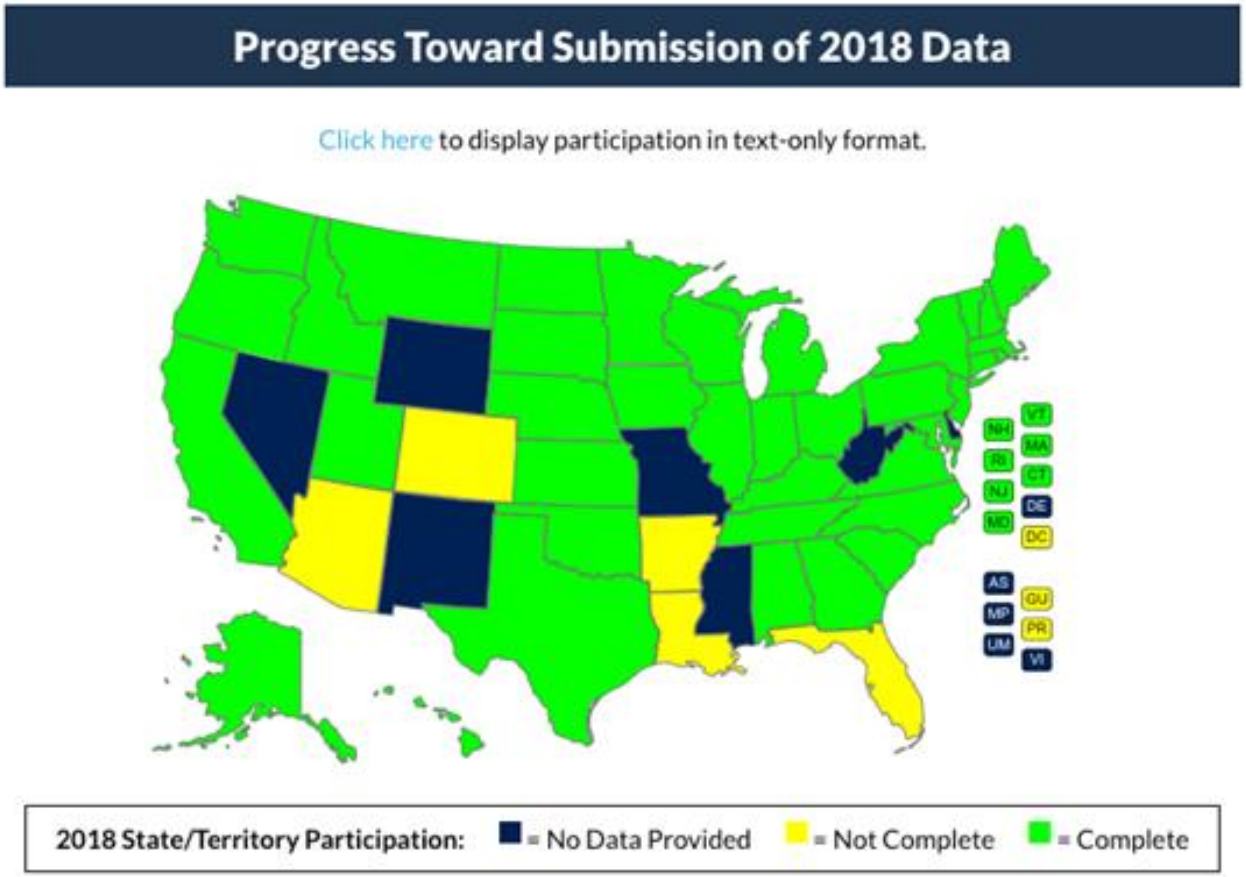
- Test calls among interconnected states
- Language for drafting interstate cooperative agreements

Chapter 2:

- NG911 standards to consult when planning a transition
- Lessons learned regarding voice and text-to-911 call sharing with states using different providers
- • GIS in the NG911 ecosystem



National 911 Profile Database



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

(70%)

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Questions

Q&A Period

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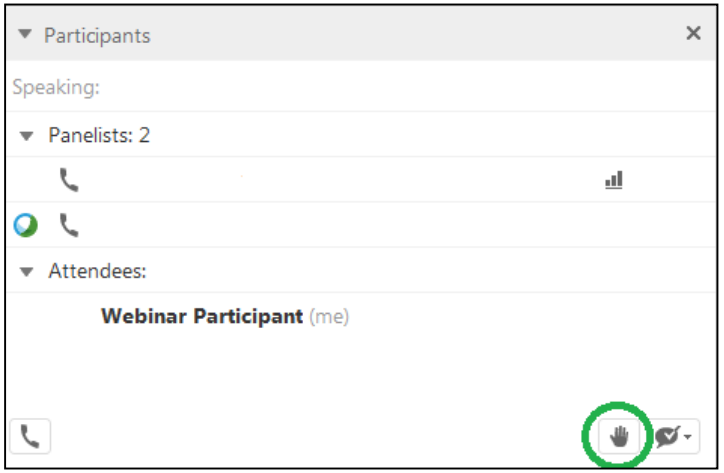

Future Webinars

- Tuesday, January 14, 2020 at 12 noon ET
- Tuesday, March 10, 2020
- Tuesday, May 12, 2020
- Tuesday, July 14, 2020
- Tuesday, September 8, 2020
- Tuesday, November 10, 2020
  - Use this link to register for the 2020 webinars https://attendee.gotowebinar.com/register/8495593598854798605
- Previous State of 911 webinars are available at: www.911.gov/webinars.html

National 911 Program

- Laurie Flaherty

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