

**State of 911 Webinar
March 9, 2021**

Presenters: Steve McMurrer, Rick Blackwell, Jeff Wittek

Question: *Does NIOC have committees? How can one get involved?*

Answer: There are no standing committees involving outside participation. Occasionally NIOC solicits non-NIOC members to participate in special projects, like review of RFP proposals for Forest Guide and Certificate Policy. NIOC Committee quarterly meetings are public meetings; NIOC By-laws are posted on the website (<https://ng911ioc.org>) and speak to how membership on NIOC is filled.

Question: *If there is only one Forest Guide to be established, what happens if the region where that facility is hit with an act of mother nature? Where will the calls-connection be rolled over to? What is the back up source for routing the calls to PSAPS?*

Answer: There will be one logical Forest Guide nationwide; there will be 5 9's of availability and redundant Forest Guide platforms established. Calls rolling over will likely be a local policy decision. The Forest Guide platform will allow for resilient policy decisions and planning.

Question: *What about future cyber security issues related to the use of RTT and enclosed images and videos?*

Answer: Entities delivering payloads into a 911 ESInet will require a specific 911 certificate and be tied to PCA, including RTT and enclosed images and videos.

Question: *Will there be any Forest Guide integration in the future for the EPRC (PSAP registry data)*

Answer: The Forest Guide RFP asked for responders to consider integrating the EPRC as an option.

Question: *What's the best way to keep up to date on NIOC activities?*

Answer: NIOC's webpage at <https://ng911ioc.org>

Question: *Who will pay for the services of the PSAP Credentialing Agency (PCA) and Forest Guide (FA)*

Answer: A basic tenet of NIOC is that all costs involved be revenue neutral. Users of the PCA and FG will fund the activities based on actual costs. Additional information about costs and funding will be forthcoming as those costs become identified via the Forest Guide and PSAP Credentialing Agency RFP processes.

Question: *Please confirm that NENA holds the most accurate registry versus 911.gov or any county in particular... they all seem to be different.*

Answer: The NENA PSAP Registry is currently the most accurate registry.

Question: *If an ESInet is not going to connect to another ESInet will PKI be needed?*

Answer: The goal of NG911 is the ability to interconnect with multiple ESInets as needed. PKI gives a secure way to be able to authenticate secure transactions within an ESInet, as well as interconnections with multiple ESInets.

Question: *How many calls per year are expected to need the Forest Guide to get routed?*

Answer: The highest possible anticipated volume is no more than 100 requests per second. The Forest Guide is not intended to be queried as part of the initial call routing process, and should only process queries when the local routing function fails to resolve and when there is no local replica.

Presenter: Jeffrey Boyle

Question: *How are you supporting the building of the GIS for the PSAPs? Is this state-coordinated or the responsibility of each county?*

Answer: The county has the responsibility for developing the required GIS data. PEMA has worked to support the counties with these efforts by completing a GIS data gap analysis for each county, providing grants for GIS data development over the past three years, and providing counties orthoimagery.

Question: *Has Pennsylvania considered what its neighbor Maryland has done regarding their statewide network [called Network Md.]?*

Answer: Yes, Pennsylvania is aware of Maryland's efforts.

Question: *Is the optical network segregated to the last mile?*

Answer: Yes, optical segregation is always maintained on the 911 optic network. In some cases, the PSAP is on the 911 optical network directly, and in others the 911 optical network hands off to a regional network depending on the deployment model.

Question: *What methods will be used to handle GIS data? What Location Information Server capabilities are planned? Will you support Location by Value and Reference? Using PIDF-LO?*

Answer: GeoComm's GIS Data Hub (GDH) will accept uploads from each county and act as an SI. GDH uses NENA standards to propagate the data to the ECRF/LVF. Comtech's Location Data Platform acts as both an ALI database and LDB. Comtech's NGCS can also query a 3rd party LIS. The solution will support LbyR and LbyV using PIDF-LO.

Question: *How are you planning for the call taker skills development to adapt to the new media, including bridging between text and voice that will be capable in the future?*

Answer: During the initial implementation, personnel will notice very little change. The majority of Pennsylvania PSAPs currently provide text-to-911 service. Additional forms of communication will be planned and coordinated by the PSAPs.

Question: *Does this include ESINET, logging and recording, and GIS as this deployment? What about true NG911 NENA i3 call handling?*

Answer: The PEMA solution includes a fiber-based ESInet, MIS logging, i3 logging, and GIS data within the NGCS. Voice and text recording are not done centrally within the NGCS.

Question: *What about Session Initiated Protocol (SIP)/i3 SIP?*

Answer: Yes, Comtech's NG911 solution supports transitional SIP and i3 SIP.