NATIONAL 911 PROGRAM

November 10, 2020

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 closed captioning, please copy and paste the URL link in the chat window to an additional web browser

- 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

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Questions

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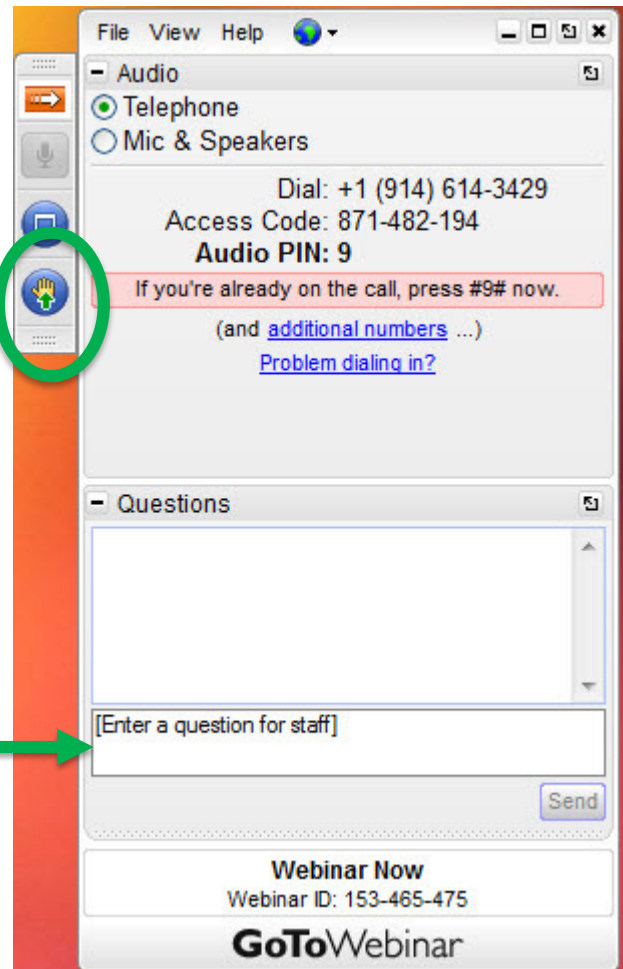
GoToWebinar's "Questions" feature located on the right-hand side of your screen.

NG911 Roadmap

Envisioning a true nationwide "system of systems" – NG911 nationwide interoperability!

Key Goals

There are key goals to achieving this vision. The Roadmap identifies those goals and specifies tasks that will be addressed nationally to ensure state and local entities can achieve a fully functional NG9-1-1 system

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The Roadmap is Relevant to Everyone

- Any entity or individual who influences, contributes to, or benefits from 911 services has a potential role in bringing the Roadmap to life.

- It is assumed that individuals, agencies, organizations, and the 911 community at large will address, inform, or champion specific issues once they are identified and publicized.

Take action in a manner that aligns best with your expertise, interests, and priorities!

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Prioritization of Roadmap Tasks

The Roadmap lists five strategic goals, each of which is comprised of various tasks/activities:

Identify strategies and resources to address policy, regulatory, governance, and funding issues or obstacles faced by jurisdictions both independently and collectively as they relate to achieving nationwide interconnectivity

Stimulate adoption and enable implementation of NG911 technology by promulgating NG911 open standards and establishing means by which emerging technologies can be validated for compliance and security

Support the enhancement of 911 services by establishing technical and operational data solutions that support cross-jurisdictional and national-level situational awareness, interoperability, information sharing, and predictive data analysis

Distinguish, enhance, and promote operating procedures, performance evaluation, and professional development strategies that support complete and streamlined implementation of NG911 capabilities

Facilitate education and knowledge transfer on an ongoing basis

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NG911 Roadmap Progress

The Roadmap is a key element to ensure the eventual connection of state systems to create a nationwide system of systems that will best serve communities around the country. While the National 911 Program intends to monitor progress toward achieving the goals outlined in the document, the 911 community at large is asked to share expertise and champion activities to address key elements of the Roadmap.

The table below shares opportunities where contribution is still needed to help achieve NG911 implementation. If you or your organization has made progress in any of the tasks, please let the Program know by emailing nhtsa.national911@dot.gov.

Using the plus symbols near each goal, expand the table to view specific issues, tasks and opportunities that are critical to achieving each primary goal. To view this information in PDF format, or to obtain more details about historic activities (pre-2017), download the NG911 Roadmap Progress Report.

BUSINESS/GOVERNANCE GOAL

Identify strategies and resources to address policy, regulatory, governance, and funding issues or obstacles faced by jurisdictions, both independently (along their transition to NG911 capabilities) and collectively as they relate to achieving nationwide interconnectivity.

14 Total Tasks: ● 1 Complete ● 7 In Progress ● 6 Not Started

TECHNOLOGY GOAL

Stimulate adoption and enable implementation of NG911 technology by promulgating NG911 open standards and establishing means by which emerging technologies can be validated for compliance and security.

15 Total Tasks: ● 3 Complete ● 3 In Progress ● 9 Not Started

DATA GOAL

Support the enhancement of 911 services by establishing technical and operational data solutions that support cross-jurisdictional and nationwide situational awareness, information sharing, and predictive data analysis.

7 Total Tasks: ● 0 Complete ● 4 In Progress ● 3 Not Started

OPERATIONS GOAL

Distinguish, enhance, and promote operating procedures, performance evaluation, and professional development strategies that support complete and streamlined implementation of NG911 capabilities.

10 Total Tasks: ● 0 Complete ● 3 In Progress ● 7 Not Started

CROSS-CUTTING GOAL

Facilitate education and knowledge transfer on an ongoing basis.

1 Total Task: ● 0 Complete ● 0 In Progress ● 1 Not Started

BUSINESS/GOVERNANCE GOAL

Identify strategies and resources to address policy, regulatory, governance, and funding issues or obstacles faced by jurisdictions, both independently (along their transition to NG911 capabilities) and collectively as they relate to achieving nationwide interconnectivity.

14 Total Tasks: ● 1 Complete   ● 7 In Progress   ● 6 Not Started

⊖

Issue

Integrity of 911 Funds	4 Tasks +
Funding of Nationwide Resources	4 Tasks +
Funding for Jurisdictional NG911 Planning and Implementation	2 Tasks +
NG911 Knowledge Transfer and Planning Guidance	2 Tasks +
Policy Conflicts	2 Tasks +

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BUSINESS/GOVERNANCE GOAL

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14 Total Tasks: 🟢 1 Complete 🟡 7 In Progress 🔴 6 Not Started

Issue

Integrity of 911 Funds   4 Tasks —

TASK NAME	STATUS	DESCRIPTION
Business 1 Concretely define what constitutes eligible spending of 911 funds.	🔴 **Not Started** **Task Gap:** A nationally accepted definition has not been drafted. **Ownership Gap:** Ownership of the task has not been assigned.	Task is not started however, some background work that informs this task has been completed. The FCC annual fee report and state filings, such as Virginia and Pennsylvania, contain language to complete the task. A national-level agency or ANSI standards body should accept ownership to produce and vet the document with stakeholders.
Business 2 Identify financial inefficiencies and other issues regarding current spending approaches.	🟡 **In Progress** Topic has been well-documented in numerous reports. **Ownership Gap:** Ownership of the task has not been assigned.	A national-level agency or organization should accept ownership and draft a synopsis of the inefficiencies as identified in recent reports. Task completion should be within reach as the document should not require a stakeholder approval process.
Business 3 Develop a nationally accepted definition of the term, "fee diversion."	🔴 **Not Started** **Task Gap:** A nationally accepted definition has not been drafted. **Ownership Gap:** Ownership of the task has not been assigned.	Task is not started however, some background work that informs this task has been completed. The FCC annual fee report and State filings such as from Virginia and Pennsylvania contain language to complete the task. A national-level agency or ANSI standards body should accept ownership to produce/vet the document with stakeholders. Should be drafted in conjunction with Business Task 1 above.
Business 4 Develop an adequate and sustainable jurisdictional financial model that includes clear funding and spending guidelines.	🟡 **In Progress** Topic has been well-documented in numerous reports. **Ownership Gap:** Ownership of the task has not been assigned.	Model language from States such as Virginia, Pennsylvania, and Minnesota provide the necessary content for this task to be made ready for sharing with stakeholders. A national-level agency or ANSI standards body should accept ownership to produce/vet the document with stakeholders. **Requires prior completion of Business Tasks 1 and 3.**

BUSINESS/GOVERNANCE GOAL

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DATA GOAL

Support the enhancement of 911 services by establishing technical and operational data solutions that support cross-jurisdictional and nationwide situational awareness, information sharing, and predictive data analysis.

7 Total Tasks: 🟢 0 Complete 🟡 4 In Progress 🔴 3 Not Started

OPERATIONS GOAL

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CROSS-CUTTING GOAL

Facilitate education and knowledge transfer on an ongoing basis.

1 Total Task: 🟢 0 Complete 🟡 0 In Progress 🔴 1 Not Started

TECHNOLOGY GOAL

Stimulate adoption and enable implementation of NG911 technology by promulgating NG911 open standards and establishing means by which emerging technologies can be validated for compliance and security.

15 Total Tasks: 🟢 3 Complete 🟡 3 In Progress 🔴 9 Not Started

⊖

Issue

NG911 Interconnection Components	6 Tasks +
Nationwide Cybersecurity	3 Tasks +
Carrier Migration and Delivery Standards	2 Tasks +
Validation, Verification, Testing and Evaluation of NG911-Relevant Functions and Systems	4 Tasks +

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TECHNOLOGY GOAL

Stimulate adoption and enable implementation of NG911 technology by promulgating NG911 open standards and establishing means by which emerging technologies can be validated for compliance and security.

15 Total Tasks: ● 3 Complete ● 3 In Progress ● 9 Not Started

Issue

NG911 Interconnection Components — 6 Tasks

| TASK NAME	STATUS	DESCRIPTION
Tech 1 Design, implement, and operate nationwide interconnected ESInets.	● **Not Started** **Ownership Gap:** Ownership of the task has not been assigned.	This task has not had tangible progress.
Tech 2 Design, implement, and operate a national forest guide.	● **In Progress** NENA has announced that it is releasing a contract for a vendor to implement and operate a national forest guide.	NENA has developed the standards for the Forest Guide, and has announced the plan to select a vendor to implement and operate a national forest guide.
Tech 3 Design, implement, and operate a nationwide PSAP registry.	● **Complete**	NENA Enhanced PSAP Registry Beta Version was launched in October 2019.
Tech 4 Design, implement, and operate a nationwide GIS data store.	● **Not Started** Standards and limited activities to gather data, such as NEAD. **Ownership Gap:** Ownership of the task has not been assigned.	Task is not started however, some background work that informs this task has been completed. Efforts to date focus on the National Emergency Address Database (NEAD) and not a nationwide GIS data store. GIS standards are developed. February 14, 2020, the NEAD administrator notified the Federal Communications Commission (FCC) that NEAD had been fully decommissioned.
Tech 5 Design, implement, and operate a nationwide ICAM capability.	● **Not Started** Standards developed. **Ownership Gap:** Ownership of the task has not been assigned.	Task is not started however, some background work that informs this task has been completed. The Federal Identity, Credential, and Access Management (FICAM) Architecture provides an enterprise design. There are no initiatives to date for a national-level implementation.
Tech 6 Design, implement, and operate a nationwide cybersecurity capability, such as Emergency Communications Cybersecurity Center (EC3).	● **Not Started** Standards developed, but technology needs testing. **Ownership Gap:** Ownership of the task has not been assigned.	Task is not started however, some background work that informs this task has been completed. The National Institute of Standards and Technology (NIST) Cybersecurity framework provides the basis for an architectural design. There are no initiatives to date for a national-level implementation.

For additional information and resources please visit:

www.911.gov

Q & A Period

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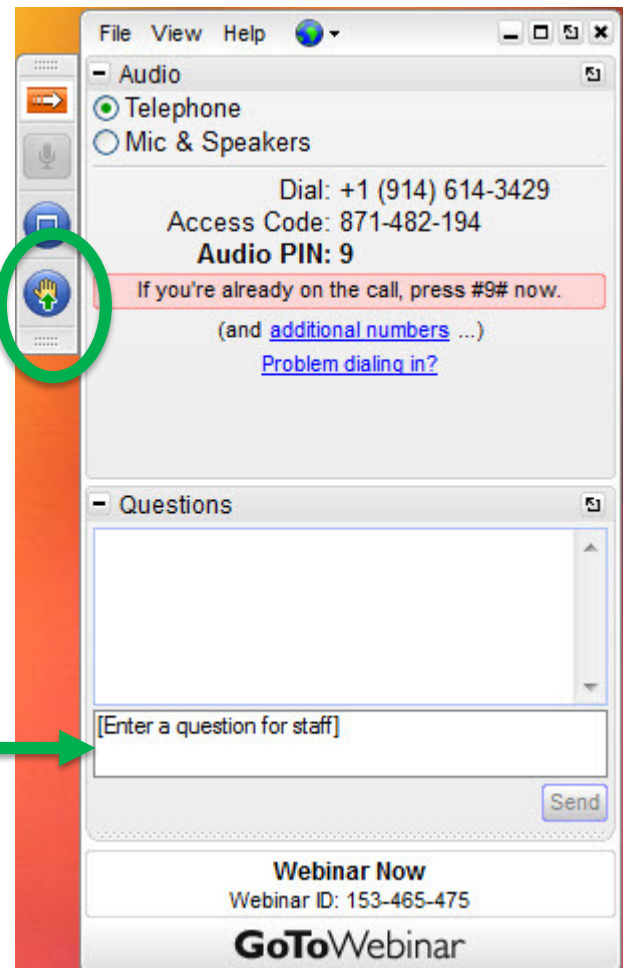
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About Maine's System

○ The Public Utilities Commission's Emergency Services Communication Bureau (ESCB) has statewide responsibility for implementing and managing 911

   ○ Manage Contract for 911 services
      ○ All PSAPs are connected to the one system and all have common PSAP CPE

   ○ Responsible for training of all call takers on 911 equipment, Emergency Dispatch Protocols, Emergency Fire Dispatch Protocols, and Basic Dispatcher—3 weeks of training, every other month

   ○ Training facility is a fully operational PSAP off our NG911 system and is housed within the Maine Criminal Justice Academy

   ○ All training was at the Academy until the middle of March 2020 when all our worlds changed due to COVID.

   ○ This is our story

Distance Learning
NOT
Distanced Learning

What Platform to Use?

◦ The best one that will suit your needs!

  ◦ Look at what the platform offers and compare that to what you need to achieve during class
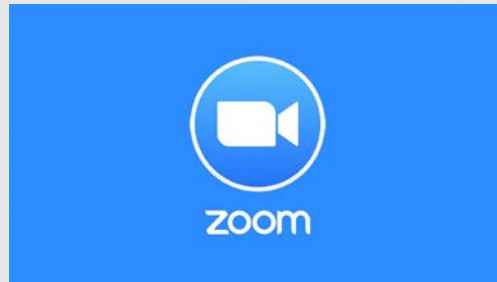
ACCESSIBILITY

◦ How will students be able to access the class?

◦ Will they need to install a program?

◦ Can they simply use a URL internet link?

◦ How will students understand what they need to do to gain access?

◦ Who will troubleshoot technical problems?

◦ Will IT departments have restrictions that prohibit use?

SECURITY

◦ How secure is your platform?

◦ Does your platform require or have the option of password protection?

◦ How will you handle unauthorized people entering the virtual classroom?

◦ Can you remove unauthorized/

unwanted people?

ENGAGE YOUR STUDENTS

◦ It is the responsibility of the INSTRUCTOR to keep class entertaining and engaging

◦ Work does not feel like work if the delivery of material is fun or at least interesting

◦ Delivery of the material must captivate the student

◦ Taking breaks is still important (You can lose track of time easily in a remote setting)

◦ If nobody volunteers to participate then people will

have to be volun-told; Pick random students to

answer questions

◦ Require webcams to be used during class
  ◦ Webcams help with accountability
  ◦ Webcams can help gauge if a concept was received or missed
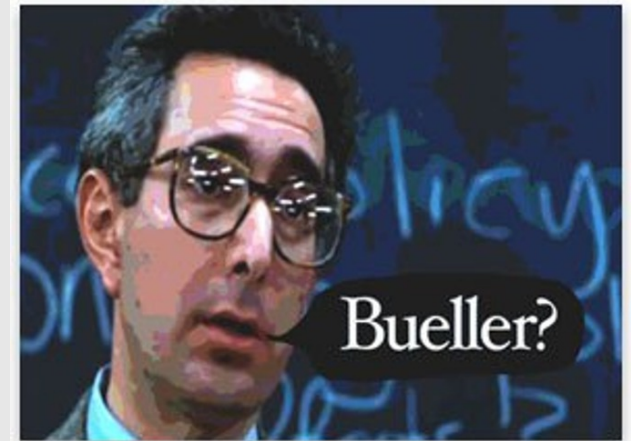
ACCOUNTABILITY

◦ No excuses for being late in remote learning environments (Cannot claim you were stuck in traffic)

◦ It is OK to put ownership on the students!

◦ Be clear and upfront with expectations for the course

ACCOUNTABILITY
is the glue that ties
COMMITMENT
to **RESULTS**

TOOLS AND RESOURCES AT YOUR FINGERTIPS

◦ Require students to keep their webcam on (mentioned twice, but really important)

◦ Microphones are essential, Headsets are even better!

◦ If a student's mic does not work, have them call in to the platform phone bridge

◦ Take advantage of streaming video and audio clips to supplement class material

◦ Create polls to engage the student and receive

instant feedback

◦ Pay attention to comments or questions in meeting chat

◦ Technology can and will fail, always have a backup plan

NEVER COMPROMISE INTEGRITY

◦ There is a difference between being flexible and being taken advantage of

◦ Do not hesitate to tell a student to return next session if they cannot meet the minimum requirements

◦ Be respectful, patient and understanding; Everyone is on a learning curve with remote learning

◦ Make sure you are teaching in a quiet environment free from distractions and expect the same of your students when they are in a learning environment

REMOTE LEARNING CANNOT REPLACE EVERYTHING!

- There is no substitute for in-person instruction

- Not everyone is a remote learner

- Some classes cannot equate or even come close to hands-on interaction (EQUIPMENT TRAINING)

- Remote learning has many advantages (cost savings, time travel, convenience) but sometimes it is not always a practical option

- Perform an assessment to see if remote learning can provide the same level of service as in-person
  - If you determine that modifying instruction to a point an inferior result is required, abandon the remote learning process

HOW DID THE ESCB DO IT?

ESCB VIRTUAL TRAINING PROGRAM FOR *NEW HIRES*

- **With the exception of NG911 equipment training, all training has been transitioned to virtual**
- Week 1: Remote Emergency Telecommunicator Certificate (ETC) Course
  - Monday through Friday @ 8 hours per day. Microsoft Teams.
- Week 2: Remote Emergency Medical Dispatch (EMD) Course
  - Monday through Saturday @ 4 hours per day. GoToTraining (Vendor controlled)
- Week 3: Remote Emergency Fire Dispatch (EFF) Course
  - Tuesday through Friday @ 4 hours per day. GoToTraining (Vendor controlled)
- Week 4: Remote ProQA Protocol Software Training
  - Monday @ 4 hours. Microsoft Teams.

  Protocol exams are done online through a program called NetExam. Students receive results instantly.

ESCB VIRTUAL TRAINING PROGRAM FOR *QUALITY ASSURANCE*

◦ Universal Material days – Required within 6 months of class per Vendor
  ◦ Monday & Tuesday @ 4 hours per day. GoToTraining.
◦ Emergency Fire Dispatch Quality Assurance (EFD-Q)
  ◦ Wednesday & Thursday @ 4 hours per day. GoToTraining.
◦ Quality Assurance Review roundtable discussion
  ◦ Friday @ 4 hours. Microsoft Teams.
◦ Emergency Medical Dispatch Quality Assurance (EMD-Q)
  ◦ Monday & Tuesday @ 4 hours per day. GoToTraining.

Protocol exams are done online through a program called NetExam. Students receive results instantly.
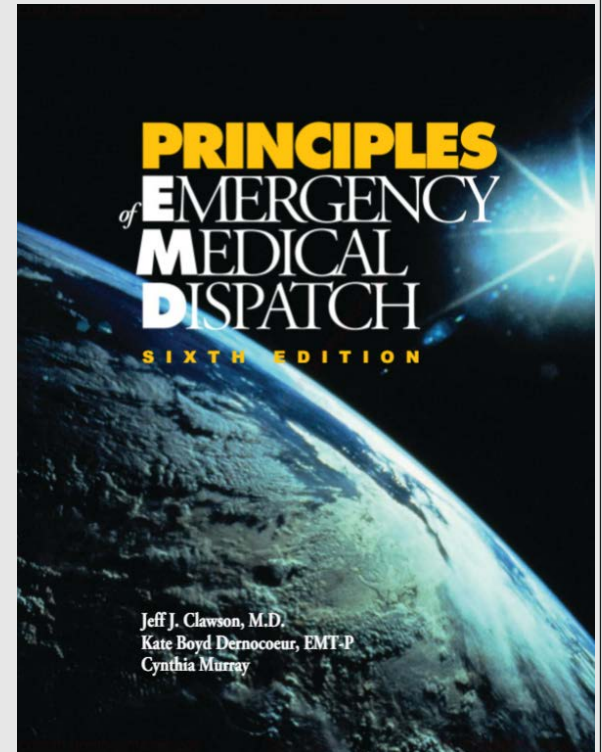
REMOTE ETC

◦ 12 chapters are covered in this 40-hour course

◦ Guest instructors are allowed to teach and navigate the PowerPoint presentations on their own PC

◦ An internet link was sent to the students to access the class with instructions and expectations

◦ Check Your Progress homework is reviewed at the beginning of each day, going around the "room" asking people to share their answers on the chapters covered on the previous day.

◦ Students are given PowerPoints without video and audio files as a backup plan in case internet connection fails at their site.

◦ Breakout "virtual" rooms are created so that classmates can have discussions among their group, just like we do during in-person ETC class.

REMOTE EMD

○ 24-hour class taught in 4-hour blocks

○ Vendor uses a separate platform - GoToTraining

○ Students must be registered with the vendor

○ Once registered, the student can add the class to their cart

○ Emails will be received from the vendor regarding the courses they are registered in

○ Students must sign up at a separate site (MIMEO) to receive their digital materials

○ Digital materials are through a web sign on, students can take and save their notes through this platform

○ The exam is taken online through NetExam

○ The vendor offers a "Homeroom" session that students can optionally sign up for if they need extra time to practice


PRINCIPLES of EMERGENCY MEDICAL DISPATCH
SIXTH EDITION

Jeff J. Clawson, M.D.
Kate Boyd Dernocoeur, EMT-P
Cynthia Murray

REMOTE EFD

◦ 16-hour class taught in 4-hour blocks

◦ Vendor uses a separate platform - GoToTraining

◦ Students must be registered with the vendor

◦ Once registered, the student can add the class to their cart

◦ Emails will be received from the vendor regarding the courses they are registered in

◦ Students must sign up at a separate site (MIMEO) to receive their digital materials

◦ Digital materials are through a web sign on, students can take and save their notes through this platform

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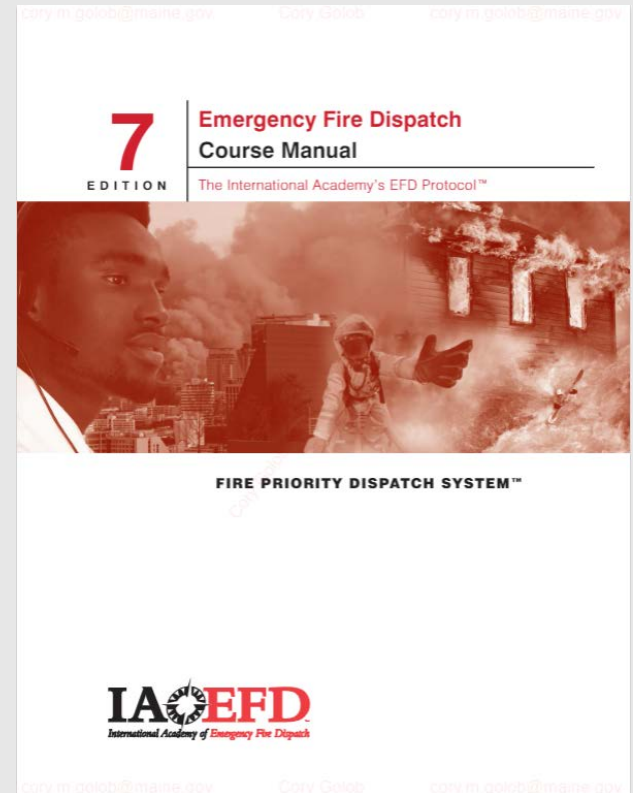
REMOTE PROQA

◦ 4-hour class for two disciplines – EMD & EFD

◦ Microsoft Teams – Must have program downloaded for this training

◦ No Exam, hands on practice only

◦ First portion is layout of program and understanding the function

◦ Second portion is having students go through various scenarios using software

◦ Students are given remote control access to operate the software
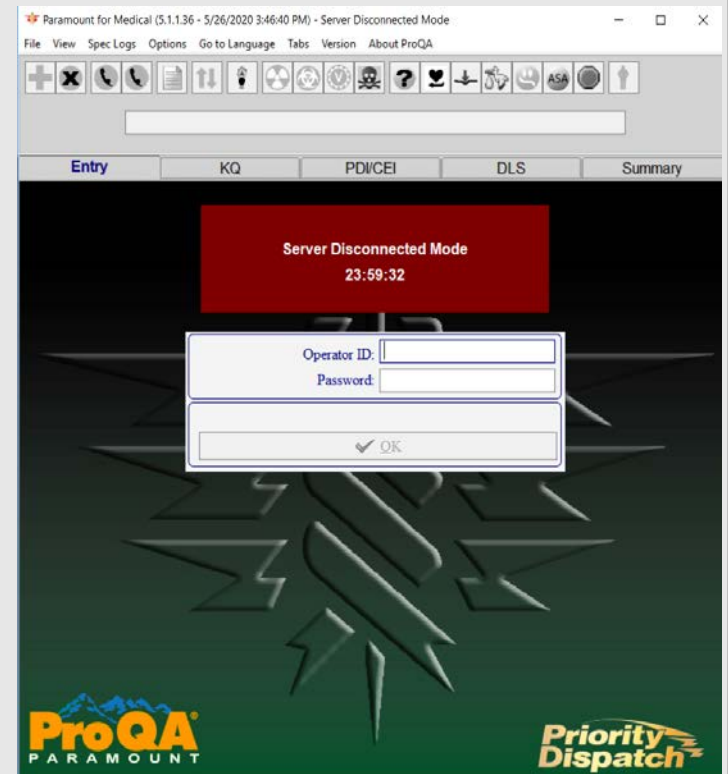
THANK YOU FOR YOUR TIME

Please contact me if you have any questions:

cory.m.golob@maine.gov

Work Cell: 207-441-8308

Future Webinars

- Tuesday, January 12, 2021

- Tuesday, March 9, 2021

- Tuesday, May 11, 2021

- Tuesday, July 13, 2021

- Tuesday, September 14, 2021

- Tuesday, November 9, 2021

- To register, visit:
  https://attendee.gotowebinar.com/register/1693316487360151824

- Previous State of 911 webinars are available at:
  www.911.gov/webinars.html

National 911 Program

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