E-911 Services Board Meeting

Work Session

February 12, 2015

Agenda

1. Welcome and Level Setting

2. Overview of the NG9-1-1 Feasibility Study

3. Implementation Strategy

4. Identified Priorities and Timeline

5. Work Session Wrap Up

Welcome and Level Setting

Statewide ESInet Benefits

- Speeds access to Text-to-911

- Enables enhanced redundancy / backup PSAP flexibility

- Improves interoperability / data sharing among PSAPs, especially for PSAP-to-PSAP call transfer

- Allows for efficiencies through centralized solutions and retiring of expensive, legacy technologies

Overview of the
NG9-1-1 Feasibility Study

Operational Feasibility

- Staffing study to support ESInet
- State contracts
- Concept of NG9-1-1 ready
- Act regionally with purchases
- Regional Advisory Council introduced
- Standards and best practices for NG9-1-1
- Performance metrics
- Situational awareness and mission continuity plans

Technical Feasibility

- Overall question to be answered:
  - State-level ESInet, regional ESInets, or regional ESInets interoperate with state-level ESInets, and other ESInets

- Implement a Geospatial Data Exchange (GDX) in conjunction with a Spatial Database Management System (SDBMS) to enable usage of best available data

- Synchronization of the MSAG with the GIS centerline and address point data

Policy Considerations

- Expanded role for state coordination and E-911 Services Board, as well as rulemaking (enforcement)
- Changes in Board representation
- Regional Advisory Council make recommendations for rulemaking
- Elimination of cost recovery and transfers
- Sustainable funding model
- Enhanced role of Regional Coordinators

Economic Feasibility

- A technology solution should be selected and a comprehensive cost estimate developed for the transition to NG9-1-1 as well as ongoing operations and maintenance costs

- Existing surcharges and taxes alone may no longer be adequate to fund both a legacy 9-1-1 system and a transition to next generation services

- PSAP Grant Guidelines

Implementation Strategy

Guiding Principles

- 9-1-1 is an essential, local/regional service

- Need to address ALL of 9-1-1 not just NG

- Full stakeholder engagement is needed

- Services must be not be degraded

- Economies need to be leveraged

- Doing nothing is NOT an option

Approach

- Report contains 141 recommendations

- Determined priority

- Identified those chronologically first

- Grouped into "themes"

- Estimated resources required

- Completion by July 1, 2016

Governance/Legislative

- Total of 58 recommendations
- 28 to be addressed in first year
- Decision maker education
- Explicit designation of 9-1-1 as essential and local service
- Role of the Board and Coordinator
- Not Board composition or Advisory Council
- Rulemaking Authority

Rulemaking

- More holistic and address the enforcement of standards

- Needs to be broader than NG9-1-1

- 9-1-1 rulemaking needs to focus on E-911 and NG9-1-1

- The Board should be responsible for enforcement to compel compliance

ESI Net Design/Pricing

- Total of 21 recommendations

- 3 to be address in the first year

- Requirements Definition

- Options Evaluation

- Request for Information

Best Practice/Standards

- Total of 10 recommendations
- 3 to be addressed in first year
- Identify and prioritize necessary best practices/standards for NG-911
- Areas of consideration
  - QA/QC for 9-1-1 system and Call Handling
  - Public Education
  - Training and certifications
  - EMD

Geospatial Foundation

- Total of 2 recommendations
- One to be addressed the first year
- NG-911 Data Standards
  - Road Centerline
  - PSAP Boundaries
  - Emergency Response Zones
  - Authoritative Boundaries
  - Address Points
- ALI/MSAG Analysis

PSAP Grant Program

- Total of 14 recommendations

- 7 to be addressed in the first year

- Require NG-911 Compatible Equipment

- Statewide Equipment Contracts

- Regional Encouragement (CPE/CAD/Logging)

Funding

- Total of 29 recommendations
- None to be addressed in first year
- Sustainability
- Collection methodology
- Rate amount
- Fund transfers
- Formulas
- Need ESI Net design and pricing first

March 12 Actions

- Direct the PSAP Grant Committee to advance Study recommendations within the FY2017 PSAP Grant Guidelines

- Direct the Policy Committee to address Study recommendations for Governance and Legislative changes

- Direct Staff to begin work on ESI Net requirements and best practice development

Priority List and Timeline

Working Outline

- Agreement on Priority List and timeline
  - Comparison to Migration and Transition Plan included in Feasibility Study
- Establish 2015 Work Plan
  - Funding analysis, RFIs, and other items
- 9-1-1 Comprehensive Plan
- Annual Report
  - Propose legislative agenda
- Master Plan

Work Session Wrap Up