

Overview

# NCTCOG 9-1-1 PROGRAM

# Strategic Plan - Funding

- ◆ Create Strategic plan every biennium
- ◆ Budget provided to Legislative Budget Board – part of appropriations even though 9-1-1 is a dedicated fund
- ◆ Legislators appropriate funding – 24% cut this biennium (2012-2013)

# Organizational Structure

- ◆ Director of Community Services & RTC
- ◆ 9-1-1 Program Manager
- ◆ Technical Team & Supervisor
- ◆ Operational Team & Supervisor
- ◆ Admin Assistant & Fiscal Analyst

Organizational Chart & Contact List provided

# Program Priorities for Biennium

- ◆ Maintain Integrity of Existing 9-1-1 System
  - ◆ 24% cut limited to new projects, public education, all capital equipment and administrative costs.
    - ◆ No voice recorder reimbursement
    - ◆ Much more limited supply of public education items
- ◆ Implementation of Multi-Node Project (funded 2011)
- ◆ Implementation of Next Generation 9-1-1 ESInet (Emergency Services Internet Protocol network) Project (funded 2011)

# Next Generation 9-1-1 **Vision**

An evolved, fully-functional, Next Generation 9-1-1 system that is accessible **anytime, anywhere, from any device.**



# The State of 9-1-1 in Texas

- ◆ Current State of 9-1-1
  - ◆ Different Levels of service with different administrations
    - ◆ Districts, Municipal Districts & COGs
- ◆ Limitations of 9-1-1 Today
  - ◆ Connectivity (can't transfer calls to neighboring 9-1-1 entities with data)
  - ◆ Access for hearing/speech impaired,
  - ◆ Lack of contingency options in a disaster scenario due to the vulnerability of tandems being a single – point-of failure
  - ◆ Not meeting public expectations

# What We Have Now. . . Different Levels of Service

## ◆ Wireline

- ◆ Most Reliable Location Technology
- ◆ Selectively Routed to Correct Answering Point
- ◆ Provides Call Back Number and Address

## ◆ Wireless Phase I

- ◆ Provides Call Back Number
- ◆ Provides Carrier Info and Tower Location

## ◆ Wireless Phase II

- ◆ Provides Call Back Number
- ◆ Carrier Info & Tower Location
- ◆ Approximate Location based on X & Y Coordinates
- ◆ Accuracy Requirements vary by technology used, and are under review by the FCC
- ◆ 73% of Counties Covered – 91.5% of Population

## ◆ VoIP

- ◆ IP calls to geographically appropriate PSAP using existing 9-1-1 network
- ◆ Provides Call Back Number and Registered Address

# What is NG9-1-1 and Why Should We Care?

- ◆ What is Next Generation 9-1-1?
  - ◆ Emergency communications IP network, ability to accept contact from all devices, able to utilize multi-media
- ◆ Why do we need Next Generation 9-1-1 and why do we care?
  - ◆ Meet expectations and solve limitations

# It's Not Just 9-1-1 Anymore!

- ◆ With technology available today –we are moving to an Emergency Communications Network & System We will be sharing networks, bandwidth and data.
- ◆ Need to foster partnerships and leverage what we can do for one another. We need CHAMPIONS!!!!
- ◆ Policies & SOPs need to be developed. . .

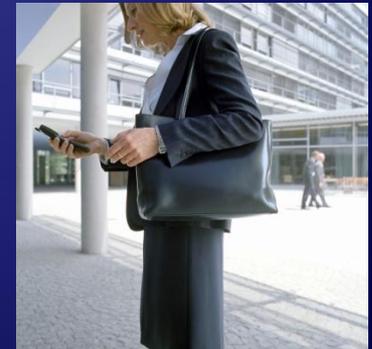
# Why is it Time for NG9-1-1?

- ◆ Resolving Infrastructure Limitations
- ◆ Equal Access for Hearing Impaired
- ◆ More Functionality
- ◆ Increased Data Sharing with PSAPs, and other emergency service providers & responders
- ◆ Need for National and International Interoperability
- ◆ Increased disaster response options
- ◆ Prepare for Unpredictable Future Services
- ◆ ANY DEVICE, ANY TIME, ANYWHERE. . .



# NG9-1-1 Motto

ANY DEVICE, ANY TIME,  
ANYWHERE!



# Any Device

## Person Initiated:

- ◆ Video or Photo from Cell Phone
- ◆ Text Messaging/Instant Messaging

## Non-Person Initiated:

- ◆ Highway Cameras/Security Cameras
- ◆ Alarms
- ◆ Sensors
- ◆ Personal Medical Devices
- ◆ Telematics
- ◆ Consumer Electronics in Cars

# Any Time

- ◆ Interoperability
- ◆ Disaster Planning
- ◆ Special Events Call Management
- ◆ Overflow and Alternate Routing
- ◆ Rights Management
- ◆ Data Management

# Anywhere

- ◆ Location Determination
  - ◆ Civic address, IP address and X,Y
- ◆ IP-based or compatible devices will send their location as part of the emergency call or text message.
- ◆ Passing Info to First Responders
- ◆ Virtual PSAP
  - ◆ Dynamic Staffing
  - ◆ Disaster Call Management

# IP Networks Supporting

## NG9-1-1

- ◆ County, regional, state, national
- ◆ Link together as a network of networks, nationally and beyond
- ◆ Security issues must be addressed
- ◆ Expanded data access
- ◆ NCTCOG will be the only ESInet in the state upon implementation – IP network has been up since 2008
- ◆ NCTCOG participating in CSEC FOA – state level ESInet trial, but it will be turned down in September 2012 due to lack of appropriations

# Major Issues for NG9-1-1 Migration

- Funding evolution
- Policy evolution, jurisdiction issues
- Standards and technology development
- PSAP/Emergency response operational modifications
- Leadership at all levels of government
- Wide-ranging education needs
- Regulation & Legislative changes

# NG9-1-1:

## Jurisdictional Issues

- Federal – Coordination, Development and Deployment
  - Coordinate National 9-1-1 Initiatives/Standards
  - Fund Research & Development of NG Technologies
  - Fund Initial Deployment of Critical Infrastructure (tie federal grant funding to meeting national requirements)
- State/Regional – Manage and Deliver
  - Manage Infrastructure with Strong State E9-1-1 Coordination Function
  - Deliver Calls and Data to the PSAPs
- Local – Data and Service
  - Develop and Maintain Local Data
  - Provide Emergency Services

# Stakeholders in Transition

- ◆ General public – emergency callers
- ◆ 9-1-1 Authorities/State 9-1-1 agencies
- ◆ Local PSAPs and other emergency response agencies
- ◆ Emergency Management on local, state and national level
- ◆ Local/State/Federal Governments
- ◆ Public safety and industry organizations – APCO, NENA, CTIA, etc.
- ◆ Other related associations and organizations
- ◆ **YOU!!!!!!!**

This will require significant cooperation!

# What's In It For Me?

- ◆ Knowledge is Power & we Need Champions!
  - ◆ Officials need to start planning for community wide implementation of NG
    - ◆ 9-1-1 may be the foundation, with the ability to add other players down the road
  - ◆ Officials need to start planning for the financial impact of NG
  - ◆ Officials need to understand staffing issues that they will be faced with in the near future
  - ◆ 9-1-1 needs to work with Emergency Management on planning efforts and establish partnerships

# Working Together To Make NG9-1-1 A Reality

- ◆ Understand that underlying network/technology needed for NG9-1-1 is also needed for ALL emergency communications (high bandwidth voice, data, video)
- ◆ Promote policies that jointly support 9-1-1 and emergency communications as one “emergency response enterprise”
- ◆ Encourage federal and state homeland security policy to include NG9-1-1/emergency communications
- ◆ Help/encourage coordination of all efforts and stakeholders within states
- ◆ Facilitate/participate in NG9-1-1 development and trials

# Working Together To Make NG9-1-1 A Reality

- ◆ Assist efforts to update statutes and regulations to enable NG9-1-1 (state and federal)
- ◆ Help secure funding for NG9-1-1 (state/federal)
- ◆ Education: Promote NG9-1-1 within membership of public safety, emergency management and state/local government organizations
  - Publications and meetings

# Saddle Up Your Horses – We've Got Trails to Blaze!

- ◆ We can't be successful without your help in this Next Generation EMERGENCY COMMUNICATIONS EFFORT
- ◆ Contact Name and Info:  
**Christy Williams, ENP**  
North Central Texas Council of Governments  
[cwilliams@nctcog.org](mailto:cwilliams@nctcog.org)