

A night landscape featuring a winding asphalt road that curves through a dark, forested valley. In the background, silhouetted mountains are visible under a deep blue night sky filled with stars and the prominent, glowing band of the Milky Way galaxy. The overall scene is serene and majestic.

UCA Annual Stakeholders' Meeting

911 DIVISION UPDATE

BY

MELANIE CRITTENDEN

NOVEMBER 18, 2020



Who and what
is the 911 Division??

63H-7a-302. 911 Division duties

- ▶ With the assistance of the 911 Advisory Committee, develop and recommend Minimum Standard and Best practices to Director Edmunds for public safety answering points in the state, including minimum technical, administrative, fiscal, network, and operational standards for public safety answering points and dispatch centers [in the state]; and that will result in rapid, efficient, and interoperable 911 services throughout the state.
- ▶ Annually prepare and publish a report of how well PSAPs statewide are complying with the standards and best practices.
- ▶ Investigate and report to Director Edmunds on emerging technology
- ▶ Monitor and coordinate the implementation of the unified statewide 911 emergency services network;
- ▶ Recommend rules to the executive director, for approval by the board
- ▶ Administer the program funded by the 911 account

Emerging 911 Technology

Emerging 911 Technology

- ▶ **Next Generation** 9-1-1 (abbreviated NG9-1-1) refers to an initiative aimed at updating the 9-1-1 service infrastructure in the United States and Canada to improve public emergency communications services in a growingly wireless mobile society.
- ▶ Text-2-911
- ▶ Video
- ▶ Pictures
- ▶ Concerns???- YES. 911 telecommunicators could see pictures that they aren't necessarily ready or capable of handling, thus the purpose of developing minimum standards and best practices in an effort to prepare the PSAPs for NG9-1-1.



What's been done since
NOV. 2019?

What have we done since last year?

- ▶ NOT MUCH!!
- ▶ Processed a statewide NG9-1-1 i3 ESInet, NG Core Services and Call Handling Solution RFP for Utah's PSAPs and Dispatch Centers
- ▶ Reported to the Utah State Tax Commission, the PSAPs 3 year 911 call volume
- ▶ Distributed the 911 Center Performance Report Questionnaire to the PSAPs, gathered responses and published that information to the UCA website.
- ▶ Published a RFP for 911 consultants to assist with NG911 implementation

What else have we been doing?

- ▶ Reported Utah's Annual Collection of Information Related to the Collections and Use of 911 and E911 Fees to the FCC, on behalf of Governor Herbert for 2019
- ▶ Reported quarterly financial reports to the Federal 911 Office for Utah's Federal 911 Grant for NG9-1-1
- ▶ Report weekly 911 call volume report to Bureau of EMS for COVID-19
- ▶ Followed FIVE PSAPs through their installations of their new 911 equipment
- ▶ Processed requests for PSAP reimbursements
- ▶ WAIT..
- ▶ SLOW THAT TRAIN...



UCAs NG9-1-1 RFP Process

NG9-1-1 RFP Process- history lesson

- ▶ Why a statewide system?
- ▶ What components were we looking for in the RFP, that would differ from other RFPs that PSAPs have done?
- ▶ UCA started the NG9-1-1 RFP process in 2017, first by publishing a RFP for 911 consultants to help with writing the RFP.
- ▶ The initial NG9-1-1 RFP was published in mid-2018. Due to unforeseen circumstances, UCA had to cancel that RFP in late December 2018.
- ▶ January 2019- we realized that UCA couldn't afford the cost of NG9-1-1 with the \$.09 (per phone line) 911 fee that UCAs 911 Division received.
- ▶ Legislation 2019- the PSAPs came together and supported legislation to increase the 911 fee for NG9-1-1 to \$.25 per phone line.
- ▶ UCA refined the NG9-1-1 RFP in June 2019, with a publication in September 2019, and responses received in January of 2020.

UCAs NG9-1-1 RFP Committee Assignments

- ▶ UCAs 911 Division mirrored the same process as the P25 RFP.
- ▶ Over Sight Committee: comprised of our UCA Board member, that's an expert in RFPs, a member from the Utah State Procurement Office, and our UCA legal counsel.
- ▶ Selection Committee: comprised of 5 PSAP Directors from around the state that were the only voting members through the RFP process.
- ▶ Technical Advisory Committee: comprised of the 911 Division Director, Federal Engineering Consultants, a member from the Utah Automated Geographic Reference Center (AGRC), and our UCA Board member expert in 911.
- ▶ Review of Proposals, Scoring of Proposals, Demonstrations from the top 3 proposals, and Site Visits were all done in Q1 of 2020.

Did COVID-19



slow the process?

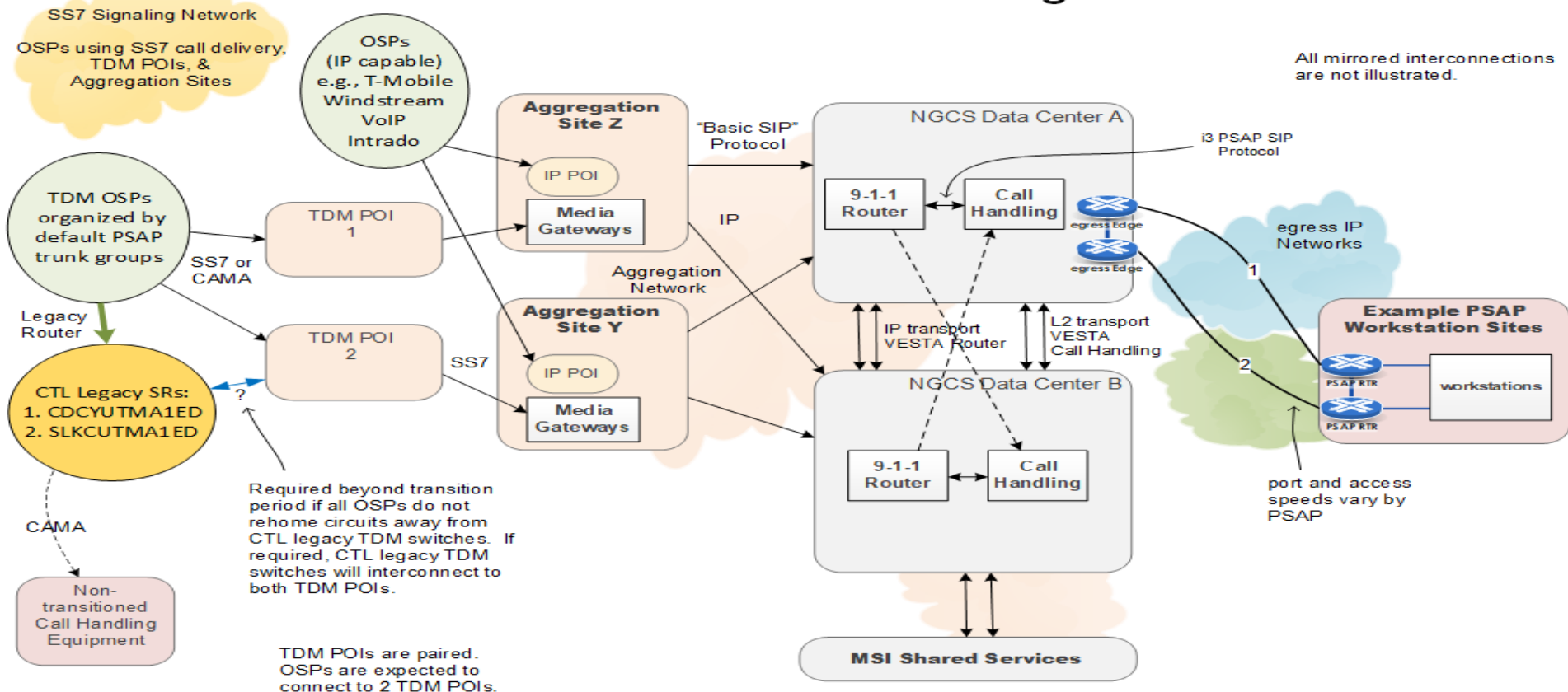
- ▶ Selection Committee, Oversight Committee, Director Edmunds, and 911 Division traveled through seven Airports in seven different cities to conduct 3 site visits in three days.
- ▶ March 11th- on the tarmac, with delays-President Trump announces across the tv screens a pandemic.
- ▶ March 12th- Governor Herbert gives direction to work from home.
- ▶ March 17th- First WebEx meeting to finalize the process of the RFP.
- ▶ March 24th-The UCA Board approved moving forward with contract negotiations with the awarded vendor: Vesta Solutions

NG9-1-1 Contract Negotiations

- ▶ COVID-19 did impact the contract negotiations, but we executed a contract with Motorola/Vesta Solutions June 2020 for 30 UCA funded Public Safety Answering Points (PSAPs), and Participating Agreements for Dispatch Centers, upon approval of the UCA director.

High Level NG9-1-1 Design- UCA

Utah Network Connectivity VESTA Router and Call Handling Services



Region 1 PSAPs and Dispatch Centers

- ▶ Region 1 PSAPs and Dispatch Centers Kick Off Call – 1st week of July
- ▶ Site Visits at SLVECC, Weber Area 911, SLC911, Bountiful PD, Salt Lake Communications (DPS) and the University of Utah PD:
2nd and 3rd weeks of July
- ▶ Weekly status meetings with the PSAPs and Dispatch Centers: started 4th week of July
- ▶ Data Center installation underway, circuit orders being performed, call handling equipment ordered and shipped

NG9-1-1 Migration Plan

NG9-1-1 Implementation Plan

Region 1 PSAPs and Dispatch Centers

Migration scheduled to complete-first of Q2 2021-126 positions total (117 UCA funded)

SLVECC- 52 positions

SLC911- 34 positions

Weber Area 911- 22 positions PSAP; 4 positions-EOC

Bountiful PD- 5 positions

Salt Lake Communications (DPS)- 7 positions

University of Utah PD- 2 positions

Greater Wasatch Multi-Node today

The Region 1 PSAPs share a Call Handling system, and are a part of UCAs legacy ESInet.

Server- Weber Area 911

Server- SLVECC

SLC911- remote access

Bountiful PD- remote access

Salt Lake Communications (DPS)- remote access

University of Utah PD- remote access

Region 2 PSAPs

Migration scheduled to complete Q2 2021: 34 positions total

Logan 911 Communications- 8 PSAP positions; 3 EOC positions

Rich County SO- 2 positions

Tooele County SO- 6 positions

Millard County SO- 2 positions

Sanpete County SO- 3 positions

Price Communications (DPS)- 6 positions

Richfield Communications (DPS)- 4 positions

Box Elder Communications (DPS)- 4 positions

Stand Alone PSAPs today

8 PSAPs that are on their own Call Handling Equipment, not connected to another PSAP.

Logan Communications, Richfield Communications (DPS), Price Communications (DPS), and Tooele County SO are a part of UCAs legacy ESInet.

Millard County, Sanpete County, Rich County, and Box Elder Communications (DPS) are the final PSAPs to add Text-2-911 services. Once they do, all Utah PSAPs will have Text-2-911 accessible to our citizens statewide.

Text-2-911 is just one component of many that NG9-1-1 offers.

Region 3 PSAPs

Migration scheduled to complete Q3 2021: 40 positions total (38 UCA funded)

Central Utah 911- 19 positions (includes Pleasant Grove, from the consolidation in 2020)

Provo City PD- 8 positions

Orem City PD- 8 positions

Springville City PD- 3 positions

Utah Valley University PD- 2 positions (if they choose to join, and upon approval by UCA's Director Edmunds to join our statewide solution)

Utah County Multi-Node today

The Region 3- PSAPs and Dispatch Center share a Call Handling system, the PSAPs are a part of UCAs legacy ESInet.

Server- CU911

Server- Springville

Provo- remote access

Orem- remote access

Utah Valley University-Orem-remote access

Region 4 PSAPs

Migration scheduled to complete Q3 2021: 30 total positions

St George Communications- 10 PSAP positions; 6 EOC positions

Kane County SO- 3 PSAP positions, 1 EOC position

Garfield County SO- 2 positions

Cedar Communications (DPS)- 6 positions

Beaver County SO- 2 positions

Dixie Area Multi-Node today

The Region 4 PSAPs share a Call Handling system, and are a part of UCAs legacy ESInet.

Server- St George Communications

Server- Cedar Communications (DPS)

Kane County SO- remote access

Garfield County SO- remote access

Beaver County SO- remote access

Region 5 PSAPs

Migration scheduled to complete Q3 into Q4 2021: 39 positions total

Layton City PD- 6 positions

Emery County SO- 2 positions

Davis County SO- 6 positions

Grand County SO- 3 positions

Clearfield City PD- 3 positions

San Juan County SO- 2 positions

Summit County SO- 7 positions

Wasatch County SO- 4 positions

Uintah Basin Communications (DPS)- 6 positions

Davis County Multi-Node today

The Region 5 PSAPs currently share a Call Handling system, and are a part of UCAs legacy ESInet.

Server- Davis County SO

Emery County SO- remote access

Server- Layton City PD

Grand County SO- remote access

Clearfield PD- remote access

San Juan County SO- remote access

Summit County SO- remote access

Wasatch County SO- remote access

Uintah Basin Communications (DPS)- remote access

**MISSION:
ACCOMPLISHED**

What to expect for regional implementation

- ▶ Kick Off Calls with the Region-introductions of the Vesta team
- ▶ Site Visits to be performed at each location
- ▶ PSAP and dispatch Center design to approve or modify
- ▶ Demonstrations
- ▶ Weekly status calls to discuss outstanding action items
- ▶ Circuit orders to be performed for each PSAP and Dispatch Center
- ▶ Policy Routing discussions to identify your back up resources
- ▶ Training for Administrators- 2 Days; Train the Trainer- 1 Day
- ▶ 1 Regional training for each group with no more than 8 people per class



UCA PSAP Reimbursements

Existing PSAP Call Handling and Text to 911 Maintenance contracts

- ▶ UCAs 911 Division recommends to Director Edmunds a reimbursement for a PSAP, upon request of a PSAP. The UCA Board approved UCA to reimburse PSAPs for their call handling equipment maintenance up and until they migrate over to the new system, as of July 1, 2020.
- ▶ Necessary items needed:
 - ▶ Request
 - ▶ Copy of invoice(s)
 - ▶ Copy of cancelled check

2020 Legislation

2020 Legislation:

SB 130, 2020:

- ▶ Requirement to recommend to the UCA Board a statewide CAD-to-CAD call handling and 911 call transfer protocol. This was completed by the 911 Advisory Committee, and handed into our board on SEPT. 30. The UCA Board board made a motion to approve this in yesterdays meeting.
- ▶ Provides for distributions from the Unified Statewide 911 Emergency Service Account to PSAPs that meet the following criteria: answers 90% of 911 calls within 15 seconds; and 95% of all 911 calls within 20 seconds; the PSAP must also have adopted and be using the statewide CAD-to-CAD call handling and 911 transfer protocol adopted by our board.

Administrative Rules

Rules

- ▶ As mentioned that process is in place for processes for application to join the NG9-1-1 and Radio system for anyone that isn't funded by UCA.
- ▶ Requests for PSAPs to add additional 911 positions and radio positions
- ▶ Use of the CAD fund



Minimum Standards & Best Practices

Minimum Standards and Best Practices

- ▶ Minimum Standards and Best Practices were established and approved by our governing board in April of 2018, reviewed and changed, with the last changes being made NOV. 2019, with the approval of our governing board. Those can be found on our website under the 911 Division tab.
- ▶ These standards are critical to getting the PSAPs ready for NG9-1-1. The basis behind it is to assure that every telecommunicator in Utah is trained to same level, and when a person needs to call 911 they have a certified telecommunicator on the other end of 911- no matter where they call from in Utah.

COVID-19 Relief fund for PSAPs

UCAs COVID-19 PSAP assistance

- ▶ UCA was very concerned about the impact to the PSAPs that COVID-19 could have on them. Director Edmunds requested a one time disbursement, COVID-19 Emergency Funds to the Utah PSAPs of \$2 Million.





FCC Federal Communications Commission

FCC PSAP Registry

- ▶ The list is in need of some clean up
- ▶ VESTA looks at this registry to compile their data
- ▶ Email sent in October- Form to fill out and send into the FCC to update
- ▶ Check your PSAP name and any agency that's located in your county and offer suggestions of what needs to be updated.

FCC

- Net 911 Act of 2008 required that FCC report to Congress annually regarding the collection and expenditure of fees or charges established by states in connection with 911 services.
- Each year a letter is sent to each states Governor around April of each year with a due date of the end of June.
- 911 Division also gets a copy of this letter and reports back with the required answers.
- Report includes state-by-state data on 911 call volumes, number of PSAPs, 911 expenditure categories, implementation of Next Generation 911, and 911 cybersecurity expenditures.
- Some data can be taken from ECaTS, other data is requested from PSAPs.

FCC Wireless E911 Horizontal Accuracy Requirements

► **Wireless carriers must provide:**

- x/y location within 50 meters OR
- Dispatchable Location (civic address, floor level, room/office/apartment number) for the following percentages of wireless 911 calls:

Date	Benchmark
2017	40 percent of all wireless 911 calls
2018	50 percent of all wireless 911 calls
2020	70 percent of all wireless 911 calls
April 2021	80 percent of all wireless 911 calls

Summary of Wireless E911 Location Accuracy Requirements: <https://www.fcc.gov/public-safety-and-homeland-security/policy-and-licensing-division/911-services/general/location-accuracy-indoor-benchmarks>

FCC Wireless E911 Vertical Accuracy Requirements

Date	Requirement
April 2021	<u>First vertical accuracy benchmark:</u> Nationwide carriers must deploy either (1) Dispatchable Location or (2) Z-Axis technology validated by testing to support +/-3 meter accuracy for 80% of calls •Deployment required in the <u>top 25</u> Cellular Market Areas (CMAs) (80% of CMA population or 80% of CMA buildings taller than 3 stories)
April 2023	<u>Second vertical accuracy benchmark:</u> Nationwide carriers must meet vertical accuracy requirements (using DL or Z-Axis w/3-meter accuracy) in the <u>top 50</u> CMAs
April 2025	<u>Nationwide vertical accuracy benchmark:</u> Nationwide carriers must meet vertical accuracy requirements (using DL or Z-Axis w/3-meter accuracy) nationwide
Non-nationwide carriers have one additional year (i.e., until 2022, 2024, 2026) to meet the above requirements	
July 2020 Z-Axis Order: https://www.fcc.gov/document/fcc-helps-first-responders-find-911-callers-multi-story-buildings-0 Petitions for Reconsideration: Oppositions and replies due Nov. 3 and Nov. 13, 2020, respectively, in PS Docket 07-114	

Kari's Law

- Requires direct dialing of 911 from MLTS without having to dial a prefix
- When a MLTS 911 call is made, system must provide notification, such as to a front desk or security office
- Who is covered: persons engaged in the business of manufacturing, importing, selling, leasing, installing, managing, or operating a MLTS
- New vs. legacy systems: law applies only to MLTS that are manufactured, imported, offered for first sale or lease, first sold or leased, or installed after February 16, 2020
- Summary of FCC regulations implementing Kari's Law:
<https://www.fcc.gov/mlts-911-requirements>

Federal 911 Office

Federal 9-1-1 Grant

- Utah awarded \$1.3 million
- This money can only be used towards upgrading to NG911 for PSAPs
- The grant is 60% FED; 40% UCA match
- Must be used by March 31, 2022

Federal 911 Office

- Created by Congress in 2004
- Part of the National Highway Traffic Safety Administration (NHTSA) and National Telecommunication and Information Administration (NTIA).
- Mission is to provide federal leadership and coordination in supporting and promoting optimal 911 services. The Federal “home” for 911 plays a critical role by coordinating federal efforts that support 911 services across the nation.
- Webinar- archived back to 2012
- Newsletter
- Documents & Tools

Resources on 911.gov

RECOMMENDED BEST PRACTICES FOR SUPPLEMENTAL 9-1-1 LOCATION DATA

The National 911 Program Next Generation 911 (NG911) Standards Identification and Review

A compilation of existing and planned standards for NG911 systems

911.gov

Washington, DC
April 2018

NG911 & FirstNet

Together Building the Future of Public Safety Communications

A GUIDE FOR STATE & LOCAL AUTHORITIES



NG911 Video

Next Generation 911



Gaining efficiencies



Adapting to the future



NG911

NEXT GENERATION 911
FOR LEADERS IN
LAW ENFORCEMENT

A GUIDE FOR LAW ENFORCEMENT OFFICIALS



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December

12

12pm EST

NG911 Planning Ahead: Helpful Checklists and Pilot Efforts

New resources and pilot efforts are constantly under development to help 911 leaders plan for and implement Next Generation 911 (NG911), which presents stakeholders with a complex set of operational, technical, security and funding choices. The FCC's Task Force on Optimal PSAP Architecture (TFOPA) Working Group 2 developed the NG911 Readiness Scorecard - a valuable tool to help ensure effective and efficient planning for the transition to NG911.

Working Group Chairman David Holl will step through the scorecard, explaining its usefulness in surveying the areas crucial to NG911.

Resources

- www.911.gov
- www.fcc.gov
- www.nasna911.org
- www.apcointl.org
- www.nena.org







THANK YOU!!

mcrittenden@uca911.org

Office: 801-840-4223

Cell: 435-640-3882