2015

Annual Report

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The Ohio 9-1-1 Program Office 2015 Annual Report

The Ohio 9-1-1 Program Office was activated as a full time office on Monday, March 23, 2015. Prior to this activation, Next Generation 9-1-1 (NG 9-1-1) and Emergency Statewide Internet-Protocol Network (ESINet) Steering Committee activity were coordinated as part of the Ohio Geographical Reference Information Program (OGRIP). The main responsibilities of the office are to coordinate and support the ESINet Steering Committee and carry out Ohio Revised Code (ORC) Chapter 128.

The following is a comprehensive report outlining the 2015 efforts, accomplishments and issues handled by the Ohio 9-1-1 Program Office in 2015.

Ohio 9-1-1 Administrator

The Department of Administrative Services, Office of Information Technology filled the Ohio 9-1-1 Administrator Position. Office operations began on March 23, 2015 and a 90-Day Plan was presented to the ESINet Steering Committee and implemented. A six-month plan followed and was implemented through December 2015.

9-1-1 Coordinator Database

Each county was contacted and a 9-1-1 coordinator database was created. The database is used to populate an e-mail group, display contact information for each county coordinator on the website and as a resource to ensure every county is represented and kept up to date on ESINet Steering Committee and 9-1-1 Program Office activity. A follow-up process has been put in place to confirm information every six months to ensure the database is kept up to date with accurate information.

ESINet Steering Committee Member Meetings

The Ohio 9-1-1 Administrator met individually with each committee member as a form of introduction and to listen to goals, positions and expectations. The meetings were positive and provided for a deeper understanding of the work that had already been done prior to 2015.

OARnet & Technical Summit

OARnet was engaged and met with 9-1-1 Program Office staff to discuss their vision. A presentation to the ESINet Steering Committee was conducted by OARnet. Subsequent discussions led to a Technical Summit involving IT specialists from Federal, State and Local organizations to analyze OARnet's initial design for an ESINet.

Association of Public Safety Communications Officials (APCO), National Emergency Number Association (NENA) and National Association of State 9-1-1 Administrators (NASNA)

Memberships in APCO, NENA and NASNA were procured. 9-1-1 Program Office staff regularly participates in national and local chapter activities and stay abreast of changes within the industry. These organizations provide a wealth of knowledge and opportunities to ensure Ohio is engaged at the national level and developing a system that will interoperate with our partner states across the nation.

9-1-1 Newsletter

A 9-1-1 newsletter has been established and distributed throughout 2015. The newsletter is used to communicate upcoming events, training opportunities and to communicate news and information regarding the ESINet Steering Committee, 9-1-1 Program Office and other interesting news to our 9-1-1 partners across the state. The newsletter has been received very well and positive comments have been received.

9-1-1 Website

The State of Ohio 9-1-1 website was created by 9-1-1 Program Office staff and is maintained throughout the year. News stories are rotated, as well as important meeting and event announcements are posted. There is an interactive map for users to determine the local 9-1-1 county coordinator contact information. Documents and other resources have also been posted to ensure communication and availability of information is open and easy to access. The ESINet Steering Committee website has been combined with the new website to create a one-stop-shop approach to Ohio's state level 9-1-1 efforts.

PSAP Operations Rules

The initial proposal for the PSAP Operations Rules, required by ORC Chapter 128, was finalized and prepared for submission to the Joint Committee on Agency Rule Review (JCARR). The ESINet Steering Committee held a public comment session and listened to a variety of comments from public safety agencies and organizations. The rules were edited to address the concerns and the rules were submitted to JCARR. JCARR identified five of the rules that needed specific criteria added and the rules were rescinded from JCARR to make the revisions. The process in continuing into 2016.

ESINet Proof of Concept Pilot

The ESINet Proof of Concept Pilot will be expanded beyond one county. Proposal submission information was distributed to all county 9-1-1 coordinators. This issue will continue into 2016.

Ohio Revised Code (ORC) Chapter 128

The ESINet Steering Committee has assigned the PSAP Operations Sub-Committee several tasks involving recommending the update or editing of language in ORC 128. These efforts continued throughout 2015 and will extend into 2016. One specific section, ORC 128.571, which dealt with PSAP limitations by January 1, 2016 was addressed by the 9-1-1 Program Office with a letter and form to ensure compliance. Considerable discussions were held and questions about the definition of the law came about. In the end, the Ohio Attorney General issued opinion 2015-035 indicating there is no PSAP limit, but rather a limit on the number of wireless PSAPs that can use state funds each calendar year. The 9-1-1 Program Office adjusted course and no funding is expected to be withheld. Meetings with the Ohio Auditor's Office will take place in 2016 to determine the best method to ensure state funding is used in compliance with ORC 128.571.

9-1-1 Public Service Announcement

The 9-1-1 Program Office worked with Ohio APCO and the Ohio Department of Public Safety (DPS) to produce a 9-1-1 Public Service Announcement (PSA). The PSA's message was "Know Your Location When You Call 9-1-1" and featured 9-1-1 Program Office staff and local first responders. The PSA distribution was funded by the 9-1-1 Program Office and Ohio APCO and purchased through the Ohio Association of Broadcasters. The PSA ran throughout the month of September. The final report showed a $6 to $1 return on investment and reported a total airing (radio and TV) of 7,300 times across the state.

9-1-1 Program Office Staff

Staff for the 9-1-1 Program Office have been brought on board. The following positions have been filled:

> **Administrative Professional 4 (AP4) *HALF** – Melissa Wulliger has been hired as the AP4. She has a work history with the Ohio Department of Public Safety in the Divisions of Emergency Medical Services and Emergency Management, as well as private sector experience. She splits her time between the Ohio 9-1-1 Program Office and the Ohio Geographical Reference Information Program (OGRIP) Office.

Research & Logistics Specialist (Part Time) – Nick Levin is contracted through Diversity Search Group as a Secretary 3 and serves 24 hours per week conducting research and program logistics (website, communication, data analysis). He is a graduate of Muskingum University with a Bachelor's Degree in Criminal Justice.

PSAP Visits

The 9-1-1 Administrator has visited 34 County 9-1-1 Coordinators at their facilities. Although three or four were visits during previous employment, the familiarity with the facility/operation is the goal, so duplication of visits was not necessary in these cases. There are a variety of operations across the state and these visits allow for face to face communication on ESINet Steering Committee and 9-1-1 Program Office activity, local 9-1-1 issues and soliciting feedback from county 9-1-1 coordinators and telecommunicators.

College Intern Program

The 9-1-1 Program Office has worked to develop a college intern program related to outreach education for elementary school students. The program will allow two Ohio University College of Education students to work through the summer to develop a presentation package on 9-1-1 education, specifically targeting K-4th grade students, which will be distributed to all Ohio schools and public safety agencies. This tool will be adaptable so teachers, law enforcement officers, firefighters, EMTs and/or public safety telecommunicators can make the presentation to educate young students when and how to properly use 9-1-1. Initial meetings have been held with Ohio University and the program will be coordinated with students from the Lancaster Branch Campus. This program will begin in the summer of 2016.

US Dept. of Homeland Security – Office of Emergency Communication - NG 9-1-1 Technical Assistance Program

Three DHS-OEC-TAP sessions were coordinated and conducted in Nelsonville, Marion and Columbus on July 27, 28 and 29 respectively. This program brought a leading expert in NG 9-1-1 deployments and technology and provided a six-hour class on implementing NG 9-1-1 systems at PSAPs. The sessions were well attended and received positive reviews.

Outreach

Made a variety of presentations at events, including CMI User's Conference, County Commissioner's Association of Ohio and several county committees.

Strategic Plan

Developed Draft of Strategic Plan and Operations Manual (internal). These will be implemented in 2016.