



9-1-1 Program Office



# 2016

# Annual Report

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## **Introduction**

The following is a comprehensive report on the initiatives and activities of the Ohio 9-1-1 Program Office for the year 2016.

## **ESINet Steering Committee**

The Ohio 9-1-1 Program Office continues to work on behalf of the Statewide Emergency Services Internet Protocol Network (ESINet) Steering Committee. The Ohio 9-1-1 Program Office coordinates and organizes the monthly teleconference meetings of the committee and provides the network bridge allowing for the teleconference. Additionally, the Ohio 9-1-1 Program Office is in charge of securing physical locations for the quarterly in-person meetings of the steering committee. As the ESINet Steering Committee is the collaborative entity in regards to 9-1-1 issues at the state level, the 9-1-1 Program Office plays a critical role in acting as the operational arm of the committee, as the office is usually in charge of carrying out or organizing action decided on by the committee. The meetings and teleconferences are well attended and are critical to ensuring all stakeholders are aware of the latest information available.

## **PSAP Operations Rules**

The Public Safety Answering Point (PSAP) Operations Rules mandated by Ohio Revised Code (ORC) 128.021 were passed and adopted during 2016. The extensive process to approve these standards included an initial public comment process held during one of the ESINet Steering Committee's quarterly in-person meetings, at which stakeholders had the opportunity to provide input pertaining to the proposed standards. After this meeting, the ESINet Steering Committee convened for a special working session to address the concerns expressed during the public comment process. Following this meeting and the associated revisions to the standards, the standards were submitted to the Joint Committee on Agency Rule Review (JCARR) for review. When it was determined the initial rules package would need further revision in order to meet JCARR criteria, that package was withdrawn. With the help of the PSAP Operations Sub-Committee, the ESINet Steering Committee then made further revisions to the standards, after which the Ohio 9-1-1 Program Office resubmitted the standards to JCARR. The Ohio Department of Administrative Services (DAS) then conducted the mandatory JCARR public comment process, at which no additional comments were made. On April 21, 2016, the ESINet Steering Committee voted to formally adopt the PSAP Operations Rules. That set of standards was then officially filed with JCARR and went into effect on May 12, 2016. All PSAPs initially answering wireless 9-1-1 calls now have until May 12, 2018 to be in compliance with the standards.

## **Next Generation 9-1-1 Consultants**

In July of 2016, the State of Ohio selected L.R. Kimball and Associates, now Federal Engineering, as the state's consultants for implementing a statewide NG9-1-1 system. Shortly after the selection was made, key members of Kimball's team held a series of kickoff meetings

with ESINet Steering Committee members, the Ohio 9-1-1 Administrator, and other stakeholders to determine the proper requirements for an NG9-1-1 system and the best path forward. Since that time, the consultants have been working in a variety of capacities to move the State of Ohio toward NG9-1-1, including initial efforts in conducting an economic impact and funding study, as well as developing, distributing, receiving, and analyzing a Request for Proposals (RFP), in conjunction with State Procurement, to build and maintain a statewide NG9-1-1 system.

### **ESINet Test Pilot**

The ESINet Test Pilot Program continued in 2016. The purpose of this program is to test OARnet as the backbone on which the ESINet will be built and NG9-1-1 traffic will be transported. Morgan County has been operating on this system since July of 2014, but in 2016, the necessary work was done to enable Monroe County to join in early 2017 in order to further test the capabilities of OARnet. Thirteen additional counties are scheduled to join this Pilot Program prior to the time at which the statewide NG9-1-1 system is constructed.

### **Ohio Revised Code 128 Revisions**

With the work being done toward building an NG9-1-1 system in Ohio, many of the coming technological realities will no longer match what is written in the law concerning 9-1-1 in ORC Chapter 128. For that reason, the Ohio 9-1-1 Program Office, with the help of the PSAP Operations Sub-Committee, has been compiling comments from interested parties on potential language modifications to ORC 128, which could potentially be included as part of the legislative package needed to make NG9-1-1 a reality.

### **FCC and National 9-1-1 Surveys**

The Ohio 9-1-1 Program Office aided the Federal Communications Commission (FCC) and the National 9-1-1 Program in collecting data for their annual surveys in 2016. Different from in previous years, the FCC and National 9-1-1 Program surveys came out around the same time of year in 2016, which allowed the Ohio 9-1-1 Program Office to consolidate information from both surveys into one questionnaire that was distributed to Ohio's 88 county 9-1-1 coordinators.

### **9-1-1 Symposium**

On September 14, 2016, the Ohio 9-1-1 Program Office hosted the First Annual Ohio 9-1-1 Symposium. The event, which was co-hosted by the Ohio chapters of the Association of Public Safety Communications Officials (APCO) and the National Emergency Number Association (NENA) and was attended by 160 telecommunicators and other first responders, was held at the Ohio State Highway Patrol Academy Auditorium. Featured as part of the program were a panel discussion on text to 9-1-1, the quarterly business meeting of the Ohio APCO and NENA chapters, a presentation on the status of the National Public Safety Broadband Network (NPSBN), or FirstNet, and a keynote address from Columbus area sports broadcaster Dom Tiberi about the dangers of distracted driving and the life-saving work emergency telecommunicators

do every day. The Ohio 9-1-1 Program Office provided an update on its activity and received positive feedback concerning the symposium. As such, the Ohio 9-1-1 Program Office plans to make it an annual event.

### **9-1-1 Elementary Education Program**

In 2016, the Ohio 9-1-1 Program Office instituted a summer college intern program. Early in the year, the Ohio 9-1-1 Program Office began collecting information about what would be required to conduct such a program, as well as distributing information to universities to gauge interest from students. In May, two interns, Samantha Brown of Ohio University, and Amber Leyrer of The Ohio State University, were selected and began work on an educational curriculum designed to help teach students about how and when to use 9-1-1 to call for assistance in an emergency. The resulting program, entitled *9-1-1 with Op and Rader*, is available at [911.ohio.gov](http://911.ohio.gov) under the “Coordinator Resources” tab for download and use by local schools and public safety agencies.

### **Ohio State Fair Public Outreach**

In coordination with the Ohio AMBER Alert Advisory Committee, the Ohio 9-1-1 Program Office conducted public outreach at the Ohio State Fair, July 27, 2016, through August 7, 2016. Specifically, the two groups operated a booth inside the Bricker Building at the Ohio Expo Center, at which staff members were present during the entirety of the fair to engage with members of the public and distribute information and materials about each of these important programs. Materials distributed included informational sheets about Next Generation 9-1-1 and AMBER Alerts. Additionally, stickers and coloring sheets featuring characters from the 9-1-1 educational curriculum mentioned above were available for children, as well as child identification kits for the parents to complete in order to be prepared should a child go missing. The public outreach program at the fair was very well received and will continue for years to come.

### **Ohio 9-1-1 Newsletter and Website**

*The Ohio 9-1-1 Newsletter* continues to go out on a quarterly basis to keep the 9-1-1 community and the public informed of developments related to 9-1-1 at the state level. Additionally, the Ohio 9-1-1 Program Office website, [911.ohio.gov](http://911.ohio.gov), also provides news updates about 9-1-1 in Ohio. It also serves as a platform for sharing useful resources such as county 9-1-1 coordinator contact information, information about the ESINet Steering Committee, links to other relevant pages, and programs like the 9-1-1 elementary education curriculum.

### **PSAP Visits and First Responder Ride-Alongs**

PSAP visits around the state continued in 2016. This program is beneficial in maintaining strong relationships with stakeholders in the 9-1-1 system at the local level and allowing such individuals to contribute their valuable insight as to how an eventual NG9-1-1 system can be most beneficial. Similarly, the 9-1-1 Administrator initiated a first responder ride-along program

with local first responders. As the members of the public safety community that are physically responding to information communicated through the 9-1-1 system, the perspectives of first responders are important to take into account when planning for NG9-1-1. This will help ensure the enhanced features associated with NG9-1-1 can be fully utilized to provide citizens with the highest level of emergency services possible, while allowing first responders to do their jobs in as efficient and safe a manner as possible. Both of these programs will continue into 2017.

### **PUCO Telephone Network Transition Collaborative**

Throughout 2016, the Ohio 9-1-1 Program Office attended the various meetings of the Telephone Network Transition Collaborative, facilitated by the Public Utilities Commission of Ohio (PUCO). In particular, Ohio 9-1-1 Administrator Rob Jackson gave a presentation at the February 23, 2016, meeting on NG9-1-1 and interoperability to the group.

### **Presentations**

In 2016, the Ohio 9-1-1 Program Office made a number of presentations to stakeholders and interested parties throughout Ohio. Such presentations included the Upper Arlington senior citizens about PSAP consolidation, updates about the PSAP Operations Rules given at training sessions in Mercer and Van Wert counties, a presentation at a NENA forum, an overview of the vision for 9-1-1 in Ohio given at the Ohio Telecom Association, and other presentations made throughout the year to keep the public informed about developments related to NG9-1-1.