



Ohio 9-1-1 Newsletter

April 2016

In this spring edition of the Ohio 9-1-1 Program Office Newsletter you will find there are a variety of actions being taken to ensure Ohio is on the right path toward implementing Next Generation 9-1-1 (NG 9-1-1). Many counties already have started their transition process to NG 9-1-1 and have a strong, reliable ESINet capable network within their jurisdiction. Some counties may just be beginning this task, while others will look to plug into the state NG 9-1-1 system for all their needs when it is implemented. No matter the current path your locality is pursuing, the eventual goal is for everyone to be connected so 9-1-1 calls can be efficiently and seamlessly processed in order to get our citizens the help they need in an emergency.

The actions include finalizing efforts to bring an NG 9-1-1 consultant on board. The estimated start date currently is early June. Assuming this timeline is met, the consultant hired will have the responsibility to not only work with state procurement to develop, distribute, receive and analyze a request for proposal (RFP), but also conduct an economic impact and funding study. The result will be a deliverable where the consultant will make a comprehensive recommendation to the ESINet Steering Committee by June of 2017 concerning a vendor, cost and funding options. The ESINet Steering committee will then discuss and make a recommendation to the legislature on a path forward.

Another action currently underway concerns the ESINet test pilot being conducted by the 9-1-1 Program Office and OARnet. An article appears in this issue concerning this effort and the recent OARnet workshop conducted on March 29.

The next ESINet Steering Committee meeting will be held Thursday, April 21 and it will be an in-person meeting. The location will be communicated as soon as possible. Items of discussion planned include the PSAP Operations Rules (see article in this issue) and a presentation by the Ohio Department of Taxation concerning collection and disbursements of the 9-1-1 fee.

I truly hope you find this newsletter interesting and informative and as always, I invite you to send submissions if you have something you would like to share on a statewide basis. Submissions can be sent to ohio9-1-1@das.ohio.gov.

Rob Jackson

Ohio 9-1-1 Administrator

PSAP Operations Rules Update

The PSAP Operations Rules that were approved by the ESINet Steering Committee on Jan. 14 are currently in the process of being approved by the Joint Committee on Agency Rule Review (JCARR). A public hearing was held March 28 in the Rhodes Tower for the purpose of allowing for public comments regarding the PSAP Operations Rules. No public comments were made at that time.

The JCARR process will continue on Monday, April 4, 2016, when JCARR will convene a meeting to consider various sets of rules, including the PSAP Operations Rules. Rob Jackson, the State 9-1-1 Administrator, as well as John Leutz of the ESINet Steering Committee and Jay Somerville of the PSAP Operations Sub-committee, will be present at this meeting to answer any questions JCARR might have regarding the proposed rules. Should JCARR approve the rules, they will be referred back to the ESINet Steering Committee. At their April meeting, the steering committee will then have the opportunity to pass a resolution to adopt the rules, which will then be officially filed. If adopted, the rules will be filed and a date will be set that starts the two-year period for agencies to reach compliance. Once this date is established, all county 9-1-1 coordinators will be notified.

RapidSOS Haven

The RapidSOS Haven app for public safety was launched nationwide on March 29, 2016. According to the company, the smartphone app allows individual phones to establish a reliable data connection to PSAPs to provide 9-1-1 telecommunicators with GPS-based location information to help them quickly request the needed emergency services in a given situation. The RapidSOS Haven app does not require PSAPs to install any new equipment or software. Due to this ongoing development, the Ohio 9-1-1 Program Office wants the 9-1-1 community to be aware that this service is active and that you may receive requests for emergency service through this app. In the event that PSAP personnel want to familiarize themselves with RapidSOS as it launches nationwide, RapidSOS has provided a training portal that can be accessed at www.RapidSOS.com/psaptraining.

OARnet Workshop

The 9-1-1 Program Office and OARnet conducted a workshop March 29 to educate key personnel within counties intending to participate in the ESINet Test Pilot Program. The test pilot is designed to test the capabilities of OARnet as the transport mechanism for 9-1-1 traffic. The workshop, which was held at the Ohio EMA building, was well attended and provided relevant information to program participants about the process, timeline, and criteria needed to

be connected to the ESINet Test Pilot Program.

After a brief introduction, representatives from OARnet gave the audience an overview of their view of NG 9-1-1 and how their broadband network can be used to provide the transport mechanism over which 9-1-1 traffic will be routed. This presentation included a high level architecture of the potential NG 9-1-1 system, as well as a review of the pilot program that has been running in Morgan County since 2014. After OARnet representatives concluded their presentation and fielded questions from the audience, the 9-1-1 Program Office distributed copies of a memorandum of understanding (MOU) to each county in attendance. This MOU will need to be signed and returned to the 9-1-1 Program Office before a county may participate in the test pilot.

2016 Ohio State Fair

In conjunction with the Ohio AMBER Alert Advisory Committee, the 9-1-1 Program Office is planning a booth at the Ohio State Fair, to be held July 27 to Aug. 7. The goal of this booth is to help educate the public about NG 9-1-1 and AMBER Alert through engaging attendees of the fair in dialogue and distributing educational material. Staff from the 9-1-1 Program Office, as well as individuals associated with AMBER Alert in Ohio, will staff the booth during the hours of the fair. Also, public service announcements for both AMBER Alert and 9-1-1 will play on a loop throughout the fair. The Ohio State Fair promises to be a tremendous opportunity for the overlapping missions of AMBER Alert and the 9-1-1 Program Office to be communicated to the public.

National 911 Profile Database and FCC Survey

During April the data collection effort for two national-level 9-1-1 initiatives will begin. The National 911 Profile Database and the Federal Communications Commission's 9-1-1 fee report questionnaire will be received by the Ohio 9-1-1 Program Office. In an effort to promote efficiency, the timing of these two data collection efforts has been adjusted so that they coincide with each other, eliminating the need for duplicative efforts throughout the year. As such, the Ohio 9-1-1 Program Office will respond to these data requests with the information it currently has available, while reaching out to our partners at the local level for relevant information needed to fully respond to each federal entity.

Participating in programs such as this is important because the information collected allows for a better picture of overall trends within the 9-1-1 community at the county, state, regional, and national levels. Participation also ensures any future federal grants can be applied; failing to participate may eliminate a county from being eligible for funding. When armed with the right knowledge, decision makers at the federal level of government can make the appropriate choices to secure necessary resources to continue to improve 9-1-1 and deliver quality emergency services to our customers in a timely, efficient, and professional manner. The Ohio

9-1-1 Program Office wishes to thank its partners at the local level for helping to provide the necessary data so these goals can be advanced for years to come.

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