Statewide Emergency Services Internet Protocol Network

Steering Committee Meeting Minutes – In Person Meeting

July 9, 2015

The Quarterly In-Person Meeting of the Emergency Services Internet Protocol Network Meeting –ESINet was called to order by Stu Davis, Committee Chair. He stated that he is very pleased to have Rob Jackson on staff as the 9-1-1 Administrator for the State.

Donna Podolak proceeded with the roll call. Committee members present were Matthew Hiscock, Edwin Humphrey, John Leutz, Jason Loree, and Thomas Robbins. Devin Babcock was in attendance for Senator Cliff Hite. It was determined there was a quorum.

Next on the agenda were the sub-committee reports. Jay Somerville, chair of the PSAP Operations Sub-Committee spoke first. The purpose of the committee is to develop standards for the ORC and any additional items that the ESINet Steering Committee gives them to do. This is a committee made up of experts in the field. After speaking with Rob Jackson, it was decided to add additional resources to more thoroughly cover all service areas of the 9-1-1 duties, i.e. fire chiefs, police chiefs, etc. It is the belief that the level of service and response is to be considered in all the work they do. By adding these folks, they will have a more well-rounded view to cover all persons involved in each step of the 9-1-1 emergency process. Jay will provide a list to the committee at the August ESINet meeting with additional names of sub-committee members. Rob clarified that the PSAP Operations Sub-Committee voting members has not be altered and still complies with the ORC, but additional input from others is all that is being added at the meetings.

Jeff Smith, Chair of the Technical Standards Sub-Committee spoke on what has been happening with them. As a point of interest, the Technical Standards Sub-Committee has not met as a full body officially, but OARnet and OIT discussions for the RFI have taken place.

Jeff recently attended the National Database Summit which spoke of a national registry of addresses from all levels of government – Federal, State and Local. NG9-1-1 is a major driver for this to be established. The National effort needs to work directly with the local agencies, and the State can help the federal and locals, but it is the local level that needs to spearhead the effort. USDOT has a report about this National Database on their website posted today.

Jeff then presented the technical Sub-Committee response to the RFI. In June of 2014, the Department of Administrative Services issued a Request For Information to assist the Ohio ESINet Steering Committee in gathering information and identifying potential solutions for building and managing an Emergency Services Network (ESINet) capable of supporting NENA i3 compliant[1] Next Generation 9-1-1 services within the State. Respondents were encouraged to familiarize themselves with Attachment A of the RFI as a minimal guide to crafting a response.

1 Any solutions provided must meet NENA NG9-1-1 requirements currently available, vendors must ensure software, equipment and/or services provided will meet NENA NG9-1-1 requirements and standards as they become available in the future.

The Steering Committee received nine responses to the RFI from the following vendors:

ATT, CBTS, CenturyLink, EmergiTech, GDIT, GeoComm, Motorola, Synergem, and TCS.

Most of the responses were extremely thorough and significantly detailed. It is apparent there has been considerable progress made in the development of software and applications to meet the NENA i3 standards as currently written. Each response provided good insight into the services and solutions available to support NG9-1-1. Most responses referred to multi-vendor partnerships to achieve NG Core services.

It was, however, not apparent to the evaluation team that the respondents thoroughly embraced the concept of state-owned ESINet or the provision of NG9-1-1 core functions as shared services as detailed in the RFI. The responses leaned heavily toward a business as usual approach favoring turnkey end to end hosted solutions relying on the vendor supplied networks and infrastructure with ESINet, NG Services and hosted CPE as a combined solution. This would have the effect of limiting the state's ability to control utilize or expand the ESINet for additional Emergency service purposes other than NG9-1-1.

Another problem with the business as usual approach was evidenced by suggestions that local government or PSAP's develop and maintain the spatial information necessary to support NG. In order for NG9-1-1 to function as a fully integrated system, it is necessary for the hierarchical components of the i3 architecture be fully implemented.

Some cost information was provided regarding complete turnkey solutions that could be used for estimating a range of costs of NG implementation. However, based on the information provided in the RFI, none of the responses was able to provide cost information on the use of state owned assets to the degree envisioned in the RFI.

The team evaluating the RFI was unable to develop a clear understanding of the level of effort that would be required by State and Local government partners to build and maintain the databases necessary to support a seamless statewide NG9-1-1 implementation, to configure software and databases and to develop and administer NG9-1-1 core services in support of local government PSAP operations.

It is a recommendation of the evaluation team that the Steering Committee engage willing participants of the vendor community in direct discussions to aid in the development of a more-detailed end-state ESINet/NG design concept. In order to move the ESINet and NG9-1-1 forward and to facilitate further discussions with the vendor community, it is recommended that the following be developed:

- A clear description of the envisioned State ESINet and its capabilities along with an executable implementation plan.

- A clear definition of any NG Core services that would be provided by the State including a description of geo-diverse data centers within the state that would house the State's NG Core services.

- A clear delineation of roles and responsibilities for state and local government partners with a description of the maintenance process for spatial information and policy routing databases to support seamless EXRF and LVF requirements for a statewide system.

Next on the agenda was the OARnet presentation given by Paul Schopis and the services OARnet could provide to establish a statewide ESINet, why it is a good fit for NG9-1-1 and their recommendations of same. A copy of the power point is attached for everyone's reference.

Rob Jackson thanked Paul for the very interesting presentation regarding network services.

There will be an ESINet Technical Summit at a location to be determined on Friday, July 17th from 9AM to 12PM. OARnet with present a technical presentation of their ESINet design and there will be technical experts from State agencies as well as experts from other local agencies who will then analyze the design and supply comments to Mr. Schopis and Rob Jackson.

Rob updated the Ohio 9-1-1 Program Office 6-month plan. The 90-day plan is complete with the exception of the Rules. The website is up and running. It is still being worked on. The web address is www.911.ohio.gov. The Ohio County Coordinator map is also updated on the site.

Rules and stakeholder comment session will take place today here after lunch.

The next step in the statewide ESINet design after the Technical Summit is expanding the Proof of Concept Pilot program with 4 counties being added.

Rob will be presenting his initial plan for auditing, training and outreach and working through the PSAP Operations Committee. All suggestions and ideas are welcome.

If anyone feels there should be any legal changes with ORC 128., please send them to Rob. Also, any additional comments concerning the Rules after the public/stakeholder comment session should be submitted so the committee can take the comments into consideration during the working session (later scheduled for July 22nd at the Riffe center at 2PM).

There will be three educational training sessions being conducted by US DHS-OEC. Technical Assistance representatives will be present on July 27 in Nelsonville, on July 28 in Marion and July 29 in Columbus. Currently over 100 people have signed up to attend.

The Public Service Announcement has been recorded and will be released for airing in September 2015. The topic is "Know your Location When You Call 9-1-1". Prior to airing, everyone will be notified in case questions arise from the airtime.

Travel for Rob has been approved to attend the NASNA, NENA and APCO conventions.

A form and letter will be sent out to County Coordinators to ask about their PSAPS and wireless calls. As of January 1, 2016 if a PSAP has more than four (a 5th one is allowed with 175,000+ population) their disbursements will be cut to 50% of what they are receiving now. There will be a letter and form forthcoming.

There is language in the recently passed budget bill regarding EMD services and the three funds that affect 9-1-1. Fund transfers can happen between funds and can be moved when necessary.

Stu Davis, Chair of the ESINet Steering Committee announced the meeting was in recess until 1:00 PM.

At 1:00 PM, the meeting reconvened. Rob explained how the open forum would be conducted. First to speak would be two scheduled speakers. There will still need to be a special meeting working session. A quorum needs to be present. Once the Rules are in final form, they will need to be voted on by the Steering Committee, which Rob is hopeful will be at the August 6th, 2015 ESINet Steering Committee meeting.

Hilary Damaser, Assistant Attorney General with the Ohio Attorney General's Office, explained the Rules process once they have been approved by Steering Committee. Once they are voted upon, they will be submitted to JCARR (Joint Committee on Agency Rule Review). JCARR takes jurisdiction for 65 days over agencies authority to write rules. They review financial sheet and any impact this would have on business. 31-40 days from filing of rule there is a public hearing. A lawyer is appointed by the agency and comments are taken. The agency submits a report with comments and response to comments. At this point, rules can be rewritten or can proceed as filed. On day 66 the final file – JCARR will put on the Monthly Meeting Agenda and consider them. They will address whether the agency has the authority and statute. At this point, JCARR will recommend to file or recommend to reject based on inconsistency of statute. If they recommend to file, it will need to go back to the ESINet Steering Committee to reapprove with a quorum vote again. Agencies then have two years to comply once the Rule takes effect.

The Steering Committee wants to make sure that all parties involved have a chance to voice their opinion on the Rules.

Jay Somerville then reviewed the process that the PSAP Operations Sub-Committee Task Force used to draft the rules for consideration. The Steering Committee requested that the PSAP Operations Sub-Committee form a task force to draft the baseline standard for rules. The PSAP Operation Task Force was and open working group which met at least six times in person and at other times on the ESInet site. The goal of the Task Force was to draft rules that would give the same level of service to all involved from the caller seeking assistance to the responder helping. When they first started, they had 30 pages of proposed rules. This was way too complex. The goal was to establish baseline standards. Everyone's input was welcome and they wanted to hear from all interested parties so the best product with the highest level of service can be produced. Rob Jackson thanked Jay and the Task force for all the work they put into this project.

The first scheduled speaker was Sheriff George Maier, Stark County representing the Buckeye State Sheriff's Association (BSSA). He thanked everyone for having him speak. He said he is representing the BSSA and the Radio and Technological Committee for Dispatching Communications and 9-1-1. The Rules were circulated to all 88 Counties in Ohio and then they were asked to respond. He is speaking on some of the concerns that he received.

- First was the minimum staffing rules. He asked that the Committee remain aware that the staffing is different in all 88 counties and take that into consideration.

- The definition of duties was a concern. Was the PSAP able to define the duties themselves?

- Minimum training standards were well received, but how will they be established in regards to 123.3309? Who will determine the topics and develop the training? The BSSA wants to be part of it.

- The original proposed number of training hours per year was 40-hours. Please keep in mind that when someone attends training that someone else needs to fill in for them.

Again, Sheriff Maier thanked the Task Force and the Steering Committee for their consideration.

Brad Brubaker with the Putnam County Sheriff's Office, 9-1-1 Coordinator and Ohio NENA Region 1 Representative spoke next.

- It was asked if a PSAP has to comply if they do not receive funding?

- Was the Staffing for Virtual or Physical PSAP's?

- Back-Up Clarification –does this mean two staff in each PSAP location or is it two dispatchers on duty? This is a source of budgetary concerns since some PSAPS only have one dispatcher. Is this restricted to 9-1-1 emergency or non-emergency?

- Will the Training be adopted from NENA or APCO or will the Steering Committee/State want their own done? This is another costly item that affects budgets.

- EMD – Emergency Medical Dispatch protocol – will APCO's be adopted or set their own or let each jurisdiction develop their own?

- Bullet Proof Glass – what will this do to infrastructure costs?

- Call Processing Software? Is it required to have CAD system? Vendors may not have ability to purchase yet. What about storage and records retention?

- GIS – Will this force each PSAP office to use OGRIP for compliance?

- ORC – Is this the only place to make changes?

- Statistical Question – what will the State do with the data?

The Steering Committee was asked to please take all these points into consideration and the Task Force was thanked for their work by Deputy Brubaker.

At this point, any additional comments from the floor were welcome.

Jack Rupp, Plain Twp. Asst. Fire Chief, stated the fire service has a standard (NFPA 1221) which drives their ISO rating. 10 % of this rating is made from this. What will the new rules do to this rates and standard? Which will take precedence?

Greg Jones, New Albany Chief of Police, had a comment about minimum staffing. He asked the Steering Committee to add a clearer definition of secondary PSAP. Does it mean two staffers on duty? Or is it another PSAP, but the secondary one. He also would like clarification on other duties? Does this mean only in the phone area? Other duties may take them to another part of the building.

Greg Strait with Worthington asked about the pass through which allows the primary to go to secondary if they can't get a direct line in? In smaller cities, as a firefighter, does this still apply?

Another comment from someone asked if the rules outlined here would supersede the Collective Bargaining Agreement rules? In this case, who would the union employee complain to if they were not happy about something occurring? DAS legal will review this comment.

There was a last call for further comments.

It was then decided that a Rule Working Session that will be a public meeting will take place on July 22 in the afternoon. All Steering Committee members present could make that time work for them. It was also discussed that August 6th is the next date for the Steering Committee Meeting and all should be present for the vote on the Rules at this time. It will be a call-in meeting.

Thomas Robbins asked that the comments received today and via email be placed under each section that it pertains to in the rules so review will be quicker to do prior to the July 22 meeting.

A motion was made by Tom Robbins and seconded by Jason Loree to adjourn.