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NG 9-1-1 Transition Planning

Reports and Recommendations

21 November 2013

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Agenda

- Scope of Work
- Summary of each report
 - Public Safety Answering Points Models (Consolidation Report)
 - ESInet Technical and Operational Requirements
 - Funding Review
 - Framework for the Management of the Ohio State-Level ESInet
- Questions



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Scope of Work – Consolidation Report

- Data Collection
 - PSAP Survey
 - 5 Regional Consolidation Town Hall Meetings
 - PSAP visits across the state (Large, medium and small)

- To assist the ESInet Steering Committee in transition planning for NG9-1-1.

- Part of the planning process is to provide a consolidation model that determines an “optimum” number of PSAPs for Ohio.



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Scope of Work – Consolidation Report

- Determine an “optimum number of PSAPs statewide
- Optimum PSAP numbers are typically are based on call volume, geography, existing relationships, staffing & technology.
- Low survey response (48%) limited Kimball’s access to typical criteria. Number of PSAPs based on:
 - Number of PSAPs with extremely low call volume
 - Number of PSAPs that staff only 1 or 2 positions
 - The apparent number of call transfers



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Consolidation Report Recommendations

- The schedule for PSAP consolidation found in ORC § 128.571 be removed.
- The State should determine its role and work with local governments to implement it.
- Exercise caution when making changes to emergency communications statewide. Both 9-1-1 call taking and dispatch functions must be considered.
- Changes that increase the number of 9-1-1 call transfers should be avoided.



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Consolidation Report Recommendations

- Use approximately 93 consolidated PSAPs as a long-term goal for PSAP reduction statewide (county-based plus large cities)
- The State should require PSAPs wishing to provide NG9-1-1 services to:
 - Meet minimum staffing requirements of two on duty at all times.
 - Meet minimum training standards for call takers and dispatchers
 - Provide EMD either directly or through another agency
 - Consider funding incentives for consolidation efforts that are in keeping with the State's overall service level goals
 - Restrict access to the ESInet to primary PSAPs only



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Consolidation Report Recommendations

- Conduct a mandatory statewide audit of primary and secondary PSAPs to benchmark levels of service currently being.
- Wireless 9-1-1 calls should be routed directly to the appropriate PSAP to reduce the transfer of 9-1-1 callers.
- The State should revisit the current surcharge amount and consider bringing it in line with other states to enable:
 - Increased funding for primary PSAPs to attain the state required service levels
 - Implement a consolidation fund to award grants to PSAPs undertaking consolidation initiatives



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Scope of Work - ESInet Technical and Operational Requirements

- Develop ESInet technical & operational requirements
 - Based on NENA i3 Standards
 - With input from:
 - The Technical and Operations Subcommittees (conference calls)
 - PSAPs across Ohio (focus group meeting)
 - OARnet



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Recommendations - ESInet Technical and Operational Requirements

- The State of Ohio should move forward with setting up agreements for an ESInet backbone for Statewide connectivity, as well as procuring NG9-1-1 core functionality to promote the migration to NG9-1-1 Statewide
- The ESInet Steering Committee should lead the charge in creating a NG9-1-1 transition plan and cost analysis
- The State will need to decide what core functionality it will be providing out to the PSAPs via the network backbone



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Progress - ESInet Technical and Operational Requirements



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Progress - ESInet Technical and Operational Requirements

Proof of Concept Phase

- Complete a Proof of Concept plan
- Conduct a pilot project
- Complete test reports
- Complete lessons learned log

Implementation Phase

- Carry out the transition plan




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Scope of Work – Funding Review

- Kimball reviewed State-provided statutes and regulations that make up the State’s current fund distribution
 - Identify alternative models for funding distribution
 - Analyze funding information provided through the survey
 - Identify inefficiencies in the current distribution method



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Cost of 9-1-1 in Ohio


	Wireless Funds Expended	All Other Funds Expended [^]	Bill and Keep [*]	Total 9-1-1 Cost As Reported
2010	\$30,831,575	\$191,624,106	\$6,390,197	\$228,845,878
2011	\$30,630,133	\$186,066,238	\$6,390,197	\$223,086,568
2012	\$27,926,004	\$196,156,376	\$6,390,197	\$230,472,577

^{*}The Bill and Keep number reported by the Ohio Telecom Association for 2012 was utilized as an estimate for 2010 and 2011.

[^]Funds as reported, expenses not projected for those PSAPs not responding to survey.



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- ### Recommendations – Funding Analysis
- In order to provide the most adequate long-term funding source for 9-1-1 into the future, funding mechanisms should meet the following criteria:
 - Be technology, vendor and competitively neutral;
 - Be used only for their intended purposes and should not be re-allocated at the state or local level for non-9-1-1 purposes.
 - Be easy to understand and administer
 - Be fair and equitable to all individuals and devices capable of accessing the current and future 9-1-1 network.
 - Be stable, and therefore not require frequent legislative adjustments.
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Recommendations – Funding Analysis

- One statewide fee for any device that can access 9-1-1
- The fee should be based on the cost of providing services approved by state
- Kimball strongly encourages Ohio to procure key functionality at the state level
- Once the network is in place another distribution study should be performed



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Recommendations – Funding Analysis

- 9-1-1 Funds should be used for:
 - Administrative & staffing costs for Ohio 9-1-1 Department
 - Capital expenditure fund for future network upgrades
 - Key network functionality procured at state level
 - PSAP costs such as
 - 9-1-1 Network
 - 9-1-1 Equipment & Equipment Maintenance
 - GIS & GIS Maintenance
 - Telecommunicator Training Standards & Certification
 - Emergency Back Up Equipment



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Scope of Work - Framework for the Management of the Ohio State-Level ESInet

- Recommend an ESInet Governance Framework that will facilitate:
 - interconnection with the new ESInet
 - the operation of the ESInet
- ESInet Management Framework is based on the needs and statutory framework of Ohio
- Kimball obtained input from Stakeholders throughout the creation of this document:
 - Focus Group Meeting with PSAP representation from across the state
 - Bi-weekly conference calls with stakeholders



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Scope of Work - Framework for the Management of the Ohio State-Level ESInet

- The document recommends a Management Framework for the governance of the State-level ESInet for optimal health and security
- Recommendations are limited in scope to the management of the State-level ESInet
- The recommended management structure was designed to fit within the current ESInet Steering Committee structure, but it does not address the other, non ESInet related, functions of the current structure.



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Recommendations - Framework for the Management of the Ohio State-Level ESInet

The Framework recommends the roles and responsibilities of each governance participant:

- **ESInet Steering Committee – Policy Level**
 - Provide the strategic vision and policy level direction for the State-level ESInet
 - Approve policies, procedures and plans for the ESInet that are developed and recommended by Office staff and the Technical Subcommittee with input from the Operations Subcommittee on policies that require local operations input.



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Recommendations - Framework for the Management of the Ohio State-Level ESInet

- **Technical-Standards Subcommittee – Procedural Level**
 - Advise Office staff on the development of policies, procedures and plans necessary for the operation of the ESInet
 - Recommend policies to the ESInet Steering Committee for approval
 - Advise the ESInet Steering Committee on technical matters, as needed
 - Seek input from the Operations Subcommittee on those policies that require local operations input



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Recommendations - Framework for the Management of the Ohio State-Level ESInet

- **Public-Safety-Answering-Point-Operations Subcommittee**
 - Advisory
 - The existing Operations Subcommittee should advise the Technical Subcommittee and the ESInet Steering Committee on policies and procedures that require local operations input



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Recommendations - Framework for the Management of the Ohio State-Level ESInet

- **Office of the State 9-1-1 Administrator – Operational Level**
 - It is recommended that this Office be organized under the State Chief Information Officer
 - Manage the day-to-day operation of the ESInet
 - Develop the policies and procedures for the ESInet in conjunction with the Technical Subcommittee
 - Implement policies and procedures
 - Update the ESInet Steering Committee, Technical and Operational Subcommittees on the daily technical functions of the ESInet and advise on any needs of the ESInet



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Conclusion

- The State of Ohio is taking proactive steps in the direction of NG9-1-1
- These four reports are important tools to help Ohio move forward in the planning process
- NG9-1-1 also involves building collaborative, cooperative operational and institutional arrangements and relationships that are fundamentally different from what exists today; building those relationships takes time
- All parties – legislative, executive, and operational – must work together and commit to the process



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Questions?



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