



OHIO PROGRAM OFFICE
DEPARTMENT OF ADMINISTRATIVE SERVICES

Ohio 9-1-1 Newsletter

December 2019

2019 Ohio 9-1-1 Symposium



Massachusetts SWIC Melissa Nazzaro presents lessons learned from the 2018 Merrimack Valley Gas Explosions.

The Ohio 9-1-1 Program Office held the Third Annual Ohio 9-1-1 Symposium on Sept. 18 at the Ohio State Highway Patrol Academy. This year's program was very successful, attracting more than 120 registered attendees and featuring diverse presentations from speakers on topics related to 9-1-1 and emergency communications.

Introductory remarks were made by State of Ohio Chief Information Officer Ervan Rodgers, staff from the Ohio 9-1-1 Program Office and the Ohio State Highway Patrol Academy. The first presentation of the day was from Sherry LeVeque of OnStar. Sherry updated symposium

attendees on advancements in in-vehicle emergency communications and safety measures developed and implemented by OnStar, including the availability of emergency medical dispatch from trained OnStar technicians. In addition, the capability of OnStar to perform vehicle slowdowns in the event of a stolen vehicle or other situation, and soon-to-be released mobile OnStar application that will further aid people in vehicles in obtaining emergency services also were introduced.

Next, there was a brief update from Rick Schmahl, Director of the Ohio Multi-Agency Radio Communication System; Janet Boland, President of the Ohio Chapter of the National Emergency Number Association (NENA); and Lydia Frey, President of the Ohio Chapter of the Association of Public Safety Communications Officials (APCO).

They introduced the next speaker, Massachusetts Statewide Interoperability Coordinator (SWIC) Melissa Nazzaro. Nazzaro spoke to attendees regarding a major emergency involving a series of gas explosions that affected the Merrimack Valley area of Massachusetts in September 2018. She stressed the importance of interoperability and information sharing among emergency service providers throughout a region during such an emergency. Nazzaro highlighted what worked well and lessons learned.



2019 Recipients of the Ohio 9-1-1 Distinguished Service Award

Matt Franke and Roger Hixson are presented with their awards. Pictured are (from left) Jay Somerville, Lydia Frey, Matt Franke, Roger Hixson, Rob Jackson, and Ervan Rodgers.

The next presentation was a brief update from Ohio 9-1-1 Administrator Rob Jackson about what the Ohio 9-1-1 Program Office has been doing and other 9-1-1 related developments from throughout Ohio.

At the conclusion of this update, Matt Franke, Butler County 9-1-1 Coordinator and PSAP Operations Subcommittee member, and Roger Hixson, former NENA National Technical Issues Director and current Technical Standards Subcommittee member, were presented the Ohio 9-1-1 Distinguished Service Award for 2019 by Rob Jackson and Ervan Rodgers and past honorees Jay Somerville and Lydia Frey. This award honors their outstanding work promoting NG9-1-1 in Ohio.

In the afternoon, Greg Dixon of Solacom Technologies gave a presentation on 9-1-1 and the Amish Community. Greg informed the group that Ohio now has the largest population of Amish communities in the United States, and that emergency service providers need to be aware of their presence in the public when responding to calls for help. Greg gave a detailed portrait of life in the Amish community and a number of important considerations for first responders and telecommunicators to be aware of, particularly if they happen to operate in an area with a large Amish population.

The Ohio 9-1-1 Program Office is grateful to the Ohio State Highway Patrol Academy for hosting this event as in years past, to the Ohio Chapters of APCO and NENA for their participation, and to all of our presenters and attendees who helped to not only make the event a success, but who continue to partner with our office to bring NG9-1-1 to Ohio.

Be on the lookout for a survey coming from our office soon regarding this year's symposium and potential changes to the symposium for future years!

Federal 9-1-1 Grant

In August, the U.S. Department of Transportation and the U.S. Department of Commerce announced a series of grants in excess of \$109 million intended to help public safety answering points (PSAPs) upgrade to NG9-1-1. The State of Ohio received \$4,302,976 of that total. The Ohio 9-1-1 Program Office has partnered with the Ohio Department of Commerce Division of State Fire Marshal and has now set up a process to distribute funds to counties and local entities through sub-grants.

Sub-grant applications were distributed to all 88 county 9-1-1 coordinators in Ohio on Oct. 2. Counties and local entities are able to develop their own proposals to receive sub-grants for the purposes of moving toward NG9-1-1. For guidance on this sub-grant application process, please see the Frequently Asked Questions (FAQ) document under the "Resources" tab on 911.ohio.gov. For those counties or municipalities intending to apply for a sub-grant, applications are due to the Ohio 9-1-1 Program Office by 5 p.m. Dec. 31.

ESINet Steering Committee Member to Retire

Tom Robbins, Public Safety Director of the City of Marion and long-time member of the ESINet Steering Committee, is set to retire after more than 40 years of public service.

Robbins has been involved with 9-1-1 and the ESINet Steering Committee since its inception, and has been instrumental in moving Ohio toward NG9-1-1. The Ohio 9-1-1 Program Office wishes him well in his future endeavors and thanks him for his many years of dedicated public service!



Tom Robbins, retiring City of Marion Public Safety Director and ESINet Steering Committee Member

Support and Compliance Update by Sharon McMurray, Support and Compliance Coordinator

As the 2019 Operational Phase year comes to a close, 97% of Ohio counties have submitted their PSAP Operations Rules compliance documentation. Seven counties are making minor adjustments after receiving clarifications on what is needed and the final 3% are expected to be received by Dec. 31. We would like to thank all the county coordinators and all of their many support personnel for their diligence and cooperation with the Ohio 9-1-1 Program Office staff. Happy Holidays to you all!

9-1-1 Coordinator Corner: Welcome New Coordinators

The Ohio 9-1-1 Program Office would like to welcome the newest 9-1-1 coordinators from across the state. Welcome to Sgt. Troy Bricker as the new coordinator in Coshocton County and Mike Banks as the new coordinator in Summit County. We look forward to working with both of these individuals along with the rest of our local partners and know they will do a great job in helping to provide quality 9-1-1 service to Ohio residents!

County 9-1-1 Spotlight: Columbiana County



Brian Rutledge, Columbiana County 9-1-1 Coordinator

What is your name, job title, what agency do you work for, and for how long?

Brian Rutledge, 9-1-1 Coordinator, Columbiana County, 3.5 years

How long have you been involved specifically with 9-1-1?

I've been in this position as 9-1-1 Coordinator for almost 4 years now. I worked part-time as a 9-1-1 dispatcher in 2000 and 2001, and I've been a firefighter/EMT for almost 27 years.

Give us a brief description of how 9-1-1 operates locally in your county.

Columbiana County is one of the NG9-1-1 Pilot Project Counties and our NG9-1-1 system has been running live since September 2017. As with many 9-1-1 systems in the state, our system was reaching the end-of-life stage and the pilot project provided us with a great opportunity to

update it. Columbiana County has five PSAP's spread out across the county and each one is responsible for their own dispatcher wages and benefits. The county maintains the 9-1-1 system and all the connectivity to each of those locations with dedicated fiber lines for not only 9-1-1, but the county-wide CAD system so there's interoperability between all. Our 9-1-1 office makes sure that each of the PSAPs are meeting all the state requirements to operate a 9-1-1 center and also monitors the dispatchers for their continuing education training and meeting the state requirements.

What is your favorite part of being involved with 9-1-1?

I've always enjoyed working as a first responder and providing help to those in need. I've been able to continue that working as a 9-1-1 coordinator as I work alongside all the different agencies and the great responders in our county. It's also the fact that every day is different and there's always something do to that keeps you busy and on your feet.

What might your staff or other county 9-1-1 coordinators be surprised to learn about you?

There's not much that the staff here doesn't know about me, but like so many in this industry I really enjoy getting away for some quiet time. I like to spend what little bit of free time I do find camping with the wife and family. If not camping, I'm busy coaching my twin 11-year-old boys in the many sports they play.

DAS Twitter Account

Be sure to follow the Ohio Department of Administrative Services' Twitter account (@OhioDAS) to keep up to date with all of the great news in State government!

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