



Nevada 911 update

NEVADA PUBLIC SAFETY COMMUNICATIONS

COMMITTEE MEETING- June 6th 2016

Nonie McCandless-Member 911 sub-committee

Training & Admin Supervisor Douglas County 911 Emergency Services

Pat Irwin-Member 911 sub-committee

State of Nevada EMS Rep II



Thank You!

Lou Amell-Chair 911 sub-committee

Barbara Brabenec-Member

Matt McCarthy-Member

Karen Stout-Member

Janell Woodward-NDEM Staff

Kelli Anderson-NDEM Staff

Rick Martin-NDEM Staff

Andy Gagliardo-NDEM Staff

Samantha Ladich-DAG Rep

Sharon Counterman-Support to Committee

Primary Committee Tasks

- **Current status of 911 System in NV**
- **Research the Future of NG911**
- **Funding the position**
- **Legislative Issues that affect the position**
- **Develop roles and responsibilities**
- **Job Classification**
- **Recommendations for the position**
- **Review State 911 Coordinator job descriptions**
- **Final Recommendations Report**

No 911

- Can still dial 911 at a user level on a land line
- Wireline calls are routed to a 7-digit phone number
- Has no way to identify user unless caller ID is attached
- No ability to ID cell phones
- Gets a busy signal when all lines are full

Who has no 911 today?

Elko County

State of Nevada Highway Patrol

1. Elko, Wendover, Owyhee, BLM, Highway Patrol
2. McCarran International Airport

Basic 911

- Same Wireline, analog, circuit switched technology, CAMA trunks
- Has not changed in more than 40 years
- Not evolved as quickly as modern, digital communications.
- Will become increasingly expensive and difficult to maintain traditional circuit-switched infrastructures (Technology is being abandoned)
- 911 calls from a landline show the telephone number called from for the dispatcher. May include mapping solution, in-house or tied to a LEC provided data base from MSAG records.



Who has Basic 911 today?

Lincoln County, Esmeralda County, and White Pine County

Enhanced 911

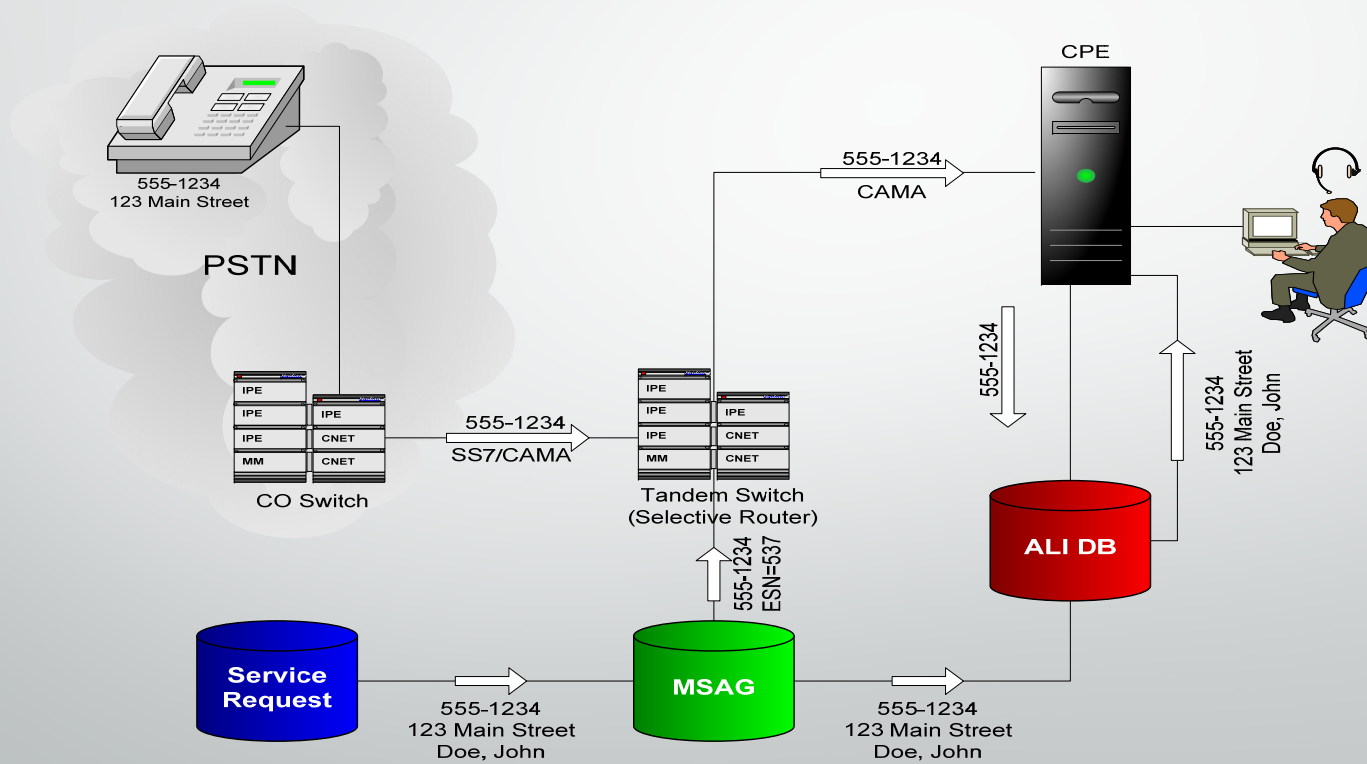
- 911 show a telephone number and an address with mapping
- 911 from a cell phone shows number and location with degree of confidence
- Same Wireline, analog, circuit switched technology
- Has not changed in more than 40 years
- 911 has not evolved as quickly as modern, digital communications
- Will become increasingly expensive and difficult to maintain traditional circuit-switched infrastructures (Technology is being abandoned)



Who has Enhanced 911 today?

Pershing County, Lander County, Carson City, Mineral County, Douglas County, Lyon County, Churchill County, Eureka County, City of Mesquite, Nellis AFB, US Department of the Interior(Lake Mead), North Las Vegas, Las Vegas Fire and Rescue, City of Henderson, Boulder City

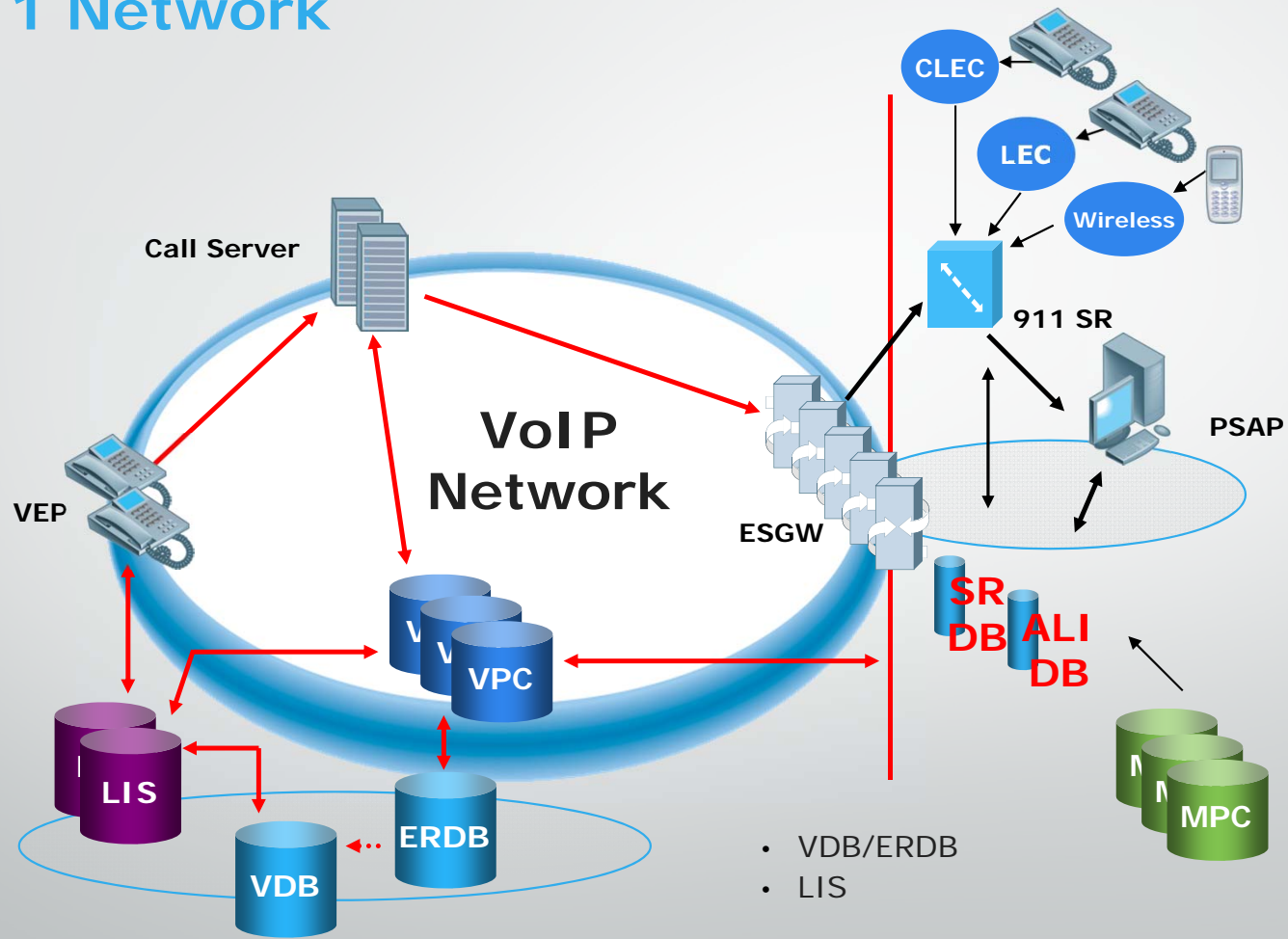
Existing Enhanced 911 System



Acronyms

ERDB	Emergency Routing Data Base
ESGW	Emergency Services Gateway
ESI Net	Emergency Services IP Network
LIS	Location Information Server
MPC	Mobile Position Center
MSC	Mobile Switching Center
SSP	System Service Provider
VDB	Validation Data Base
VEP	VoIP End Point
VPC	VoIP Positioning Center

911 Network



Why Next Generation 911

- Faster Call set-up time
- Increased quality of service
- More robust feature functionality
- Sharing across PSAP and Public Safety jurisdictions
- Supports voice, data, text, image, video and multimedia applications on a secure, robust network



Federal Communications Commission
Washington, D.C. 20554

March 25, 2016

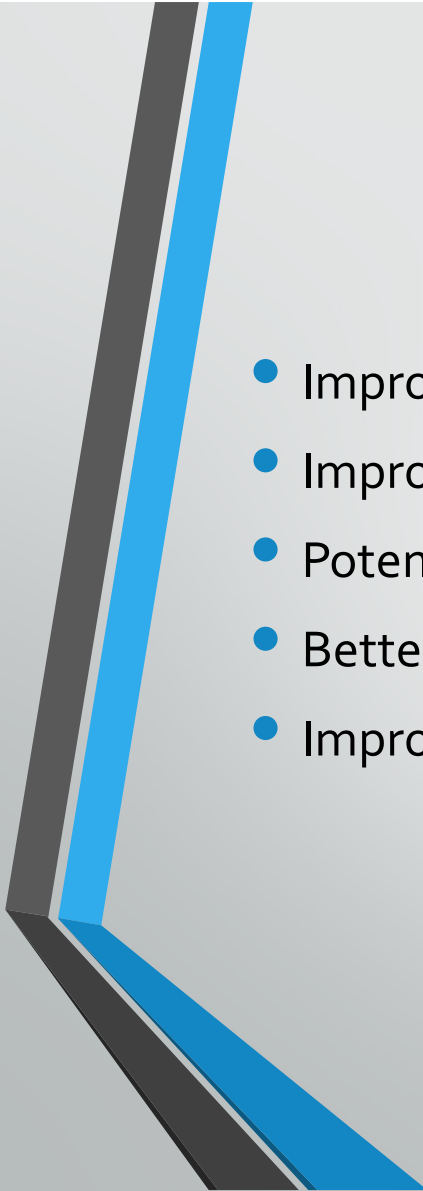
The Honorable Brian Sandoval
State of Nevada
Capitol Building
Carson City, Nevada 89701

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DE JOR

Dear Governor Sandoval:

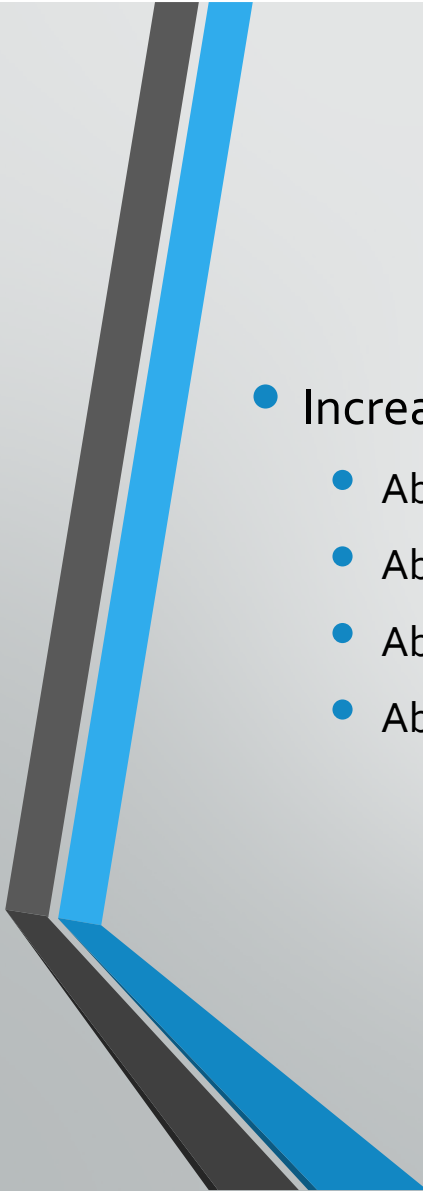
I am pleased to provide you with a copy of the Consolidated Final Report and Recommendations (Report) of the Task Force on Optimal Public Safety Answering Point (PSAP) Architecture (Task Force). The Report provides detailed guidance and recommendations that could contribute significantly to accelerating the nation's transition to Next Generation 911 (NG911). You may also download the report at <https://www.fcc.gov/about-fcc/advisory-committees/general/task-force-optimal-public-safety-answering-point>.

The Federal Communications Commission (Commission) formed the Task Force a year ago to develop recommendations on how PSAPs can optimize their security, operations, and funding as they migrate to NG911. It brought together many of the nation's leading experts on 911 and NG911, including




Ways NG911 Can help your agency

- Improved Officer Safety
- Improved Efficiency
- Potential Cost Savings
- Better Access for Special-Needs Communities
- Improved Public Safety



Ways NG911 Can help your agency

- Increased data available to the PSAP
 - About the Caller
 - About the incident
 - About sharing data with other PSAPs and first responders
 - Ability to have Data sharing with all Public Safety and Public Service Departments



Who has is NG911 ready today?

Las Vegas Metro (Can accept Text), Storey County (Can accept Text), Washoe County (Sparks, Reno REMSA) can except text, Nye County but needs ESINet, and Humboldt County but needs ESINet

Emergency Services IP network (ESInet)

- Used to converge technology
- Is not NG911 but is the foundation on which NG911 will be built
- Provides support for
 - Call Routing
 - Transport
 - Cyber Security
 - Interoperability

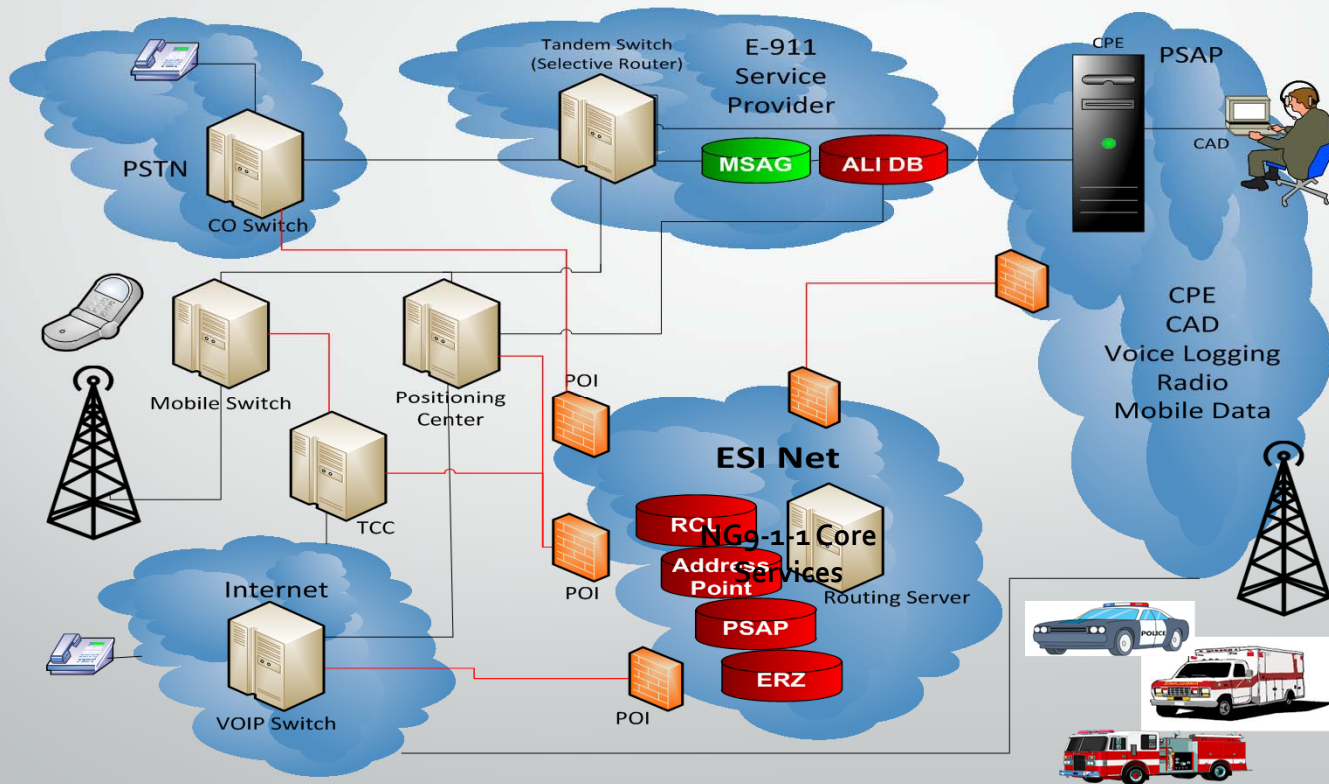
Emergency Services IP network (ESInet)

- May be County/City, Region or state-wide
 - Connect to neighboring jurisdictions
 - Expand Mutual Aid
 - Sharing of Applications and Systems
 - Can create cost efficiencies
 - Can increase response effectiveness

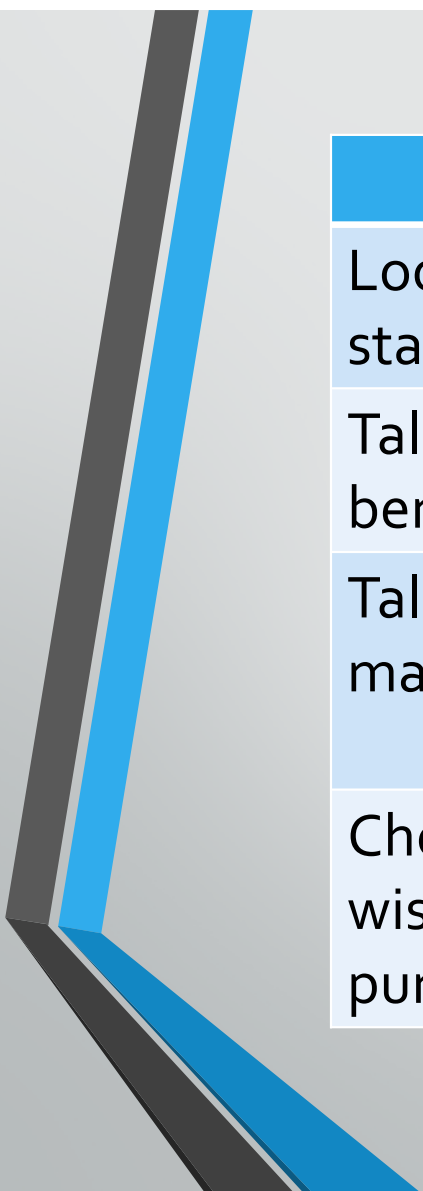
Emergency Services IP network (ESInet)

- Host or provide access to numerous shared services between PSAPs
- Support interoperability
- Enable wide information dissemination and queries for emergency incident
- True redundancy
- Direct control of alternate routing for continuity of operations
- Disaster routing

911 based on National Guidelines



Today's Systems	Tomorrow's Systems
40 year old legacy technology Difficult to adapt to change Proprietary	Future oriented Plug and Play Based on open standards
Analog Fixed – dedicated	Digital Dynamic – interoperable
Primarily voice Limited data capability	Advanced data capability Text, images, video
Local access Limited transfer and backup	Long distance access Expanded transfer and backup



Dos	Don'ts
Look to the future with state guidance	Think you can go alone
Talk about the potential benefits of NG911	Avoid conversations about technology
Talk to others who've made the transition	Miss the change to speak up about what your agency needs
Choose NG911 vendors wisely as part of a State purchasing RFP	Trust everyone who says they're "Next-Gen-compliant"

Questions?



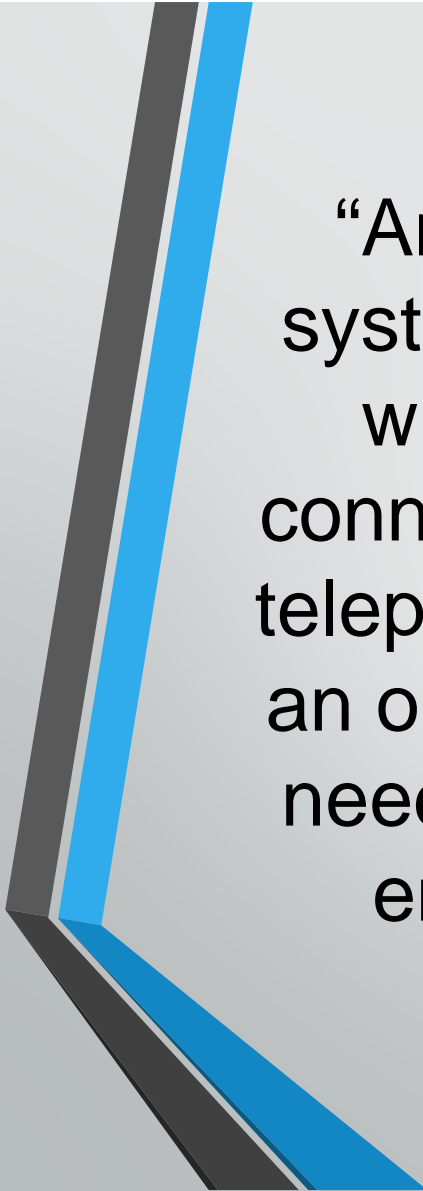


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Why a Statewide 911 Coordinator

- Counties currently are unable to support significant changes in the delivery of Enhanced and NG911.
- NV is currently ineligible to receive Federal 911 funding and some current CPE systems are Manufactured discontinued. (We are only 1 of 2 states ineligible)
- A common Statewide ESINET is needed for interoperability and 911 success
- Current 911 systems will be at risk of being incompatible with new technology
- No state support during an outage or process to track outages



“Americans expect an accurate, reliable 911 system to access emergency services. Callers who dial 911 from a landline telephone are connected to a 911 call center where the caller’s telephone number and address are displayed on an operator’s screen. This critical information is needed to send firefighters, paramedics, or law enforcement officers quickly to the correct location” *excerpt from NCSL website*

Funding Concerns

- **Wireless**
 - Subscribers may increase then plateau or decrease
 - Shifting from wireless to VOIP or prepaid
 - Long-term funding outlook may not be sufficient
- **Wireline**
 - Customer numbers predicted to decrease
 - Funds are insufficient for current operations
- **VOIP**
 - Collection is a challenge
 - VOIP customer numbers are small
- **Point of Sale (prepaid)**
 - No monthly contracts
 - POS transactions continue to increase
 - Retail POS legislation needed
 - Unknown if funds will be sufficient

Summary

- Create a Statewide 911 Coordinator position that will be a full-time State employee.
- The position will be the Single Point of Contact for the State of Nevada for statewide 911 coordination.
- The position will report to the Director of Public Safety
- The position will track and monitor all reportable outages statewide and support local escalations for repair and 911 restoral with LEC and 911 providers
- NRS language will need to be changed to create permanent funding for the state of Nevada position and the ESINet, as well as provide a higher level of local support for CPE at the county and city PSAP level, as well as connections to the ESINet.
- Provided statewide grant opportunities similar in fashion to SERC grants for LEPC's with all fund not committed to the ESINet or its maintance.

Summary

- Change the surcharge amount from .25 to .75 cents for wireline and wireless, add VOIP and any internet phones to the billing structure.
- Add a 3% 911 fee to be charged to the consumer for any point of sale or recharge of minutes.
- Add a fee of .05 cents to all Hotel/Motel and RV nightly stays
- Ensure that no more than 5% of the funds collected be used for administrative fees.
- Create language in the NRS that would limit the possibility of stripping the funds for other state budget deficits which would cause the loss of Federal 911 support



Questions?