



# Ohio 9-1-1 Newsletter

**April 2018**

## **March 27 ESINet Steering Committee Meeting**

At the March 27 ESINet Steering Committee Meeting, the committee discussed a variety of issues related to the development of a statewide NG9-1-1 system in Ohio.

Discussion primarily centered around the concept of the universal device fee for 9-1-1. Much of this discussion was about what the fee should be to adequately cover associated costs, what associated costs would include, and how likely it would be that the fee would be acceptable to the legislature at different amounts. On this topic, the committee received input from a variety of attendees from local jurisdictions running PSAPs. Steering Committee members also addressed the limitations and challenges associated with passing NG9-1-1 legislation created by the legislative process and the associated timeline. The result of this discussion was that the Steering Committee needs more information on local funding needs to be able to make a comprehensive recommendation to the legislature. The Ohio 9-1-1 Program will develop a plan to gather the needed information.

The next ESINet Steering Committee meeting will be held at 10 AM April 24 at the Ohio Emergency Management Agency Building and Emergency Operations Center at 2855 W. Dublin-Granville Road, Columbus, Ohio 43235 in room 204.

## **Support and Compliance Educational Sessions and Trial PSAP Visits**

The Ohio 9-1-1 Program Office Support and Compliance Educational Sessions were completed between Feb. 15 and March 29. In all, eight educational sessions were completed, with 212 attendees and 107 agencies represented.

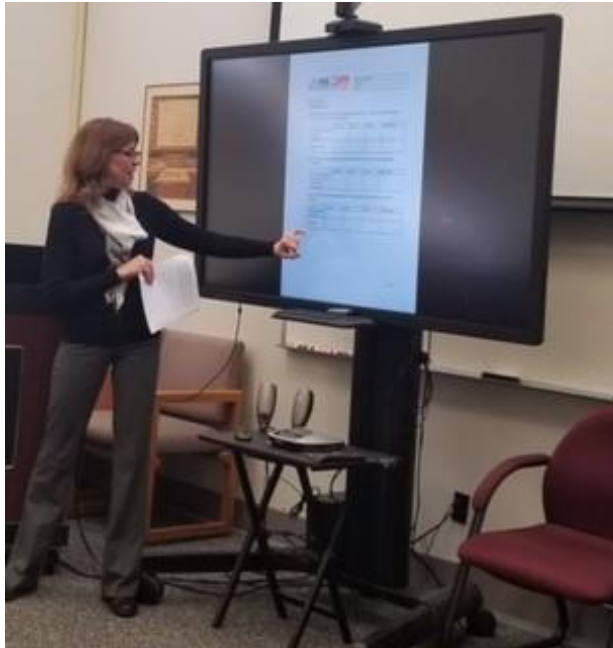
These sessions were open to county 9-1-1 coordinators, support personnel from wireless public safety answering points (PSAPs), and anyone associated with the implementation of the PSAP Operations Rules or the operation of 9-1-1 in general. The Ohio 9-1-1 Program Office was encouraged to see great turnout for each of the sessions and a high level of engagement from attendees. There was plenty of valuable feedback from participants and clarifications made based on that feedback.

The Ohio 9-1-1 Program Office would like to thank all who participated in this series of events and made it a success. In particular, the 9-1-1 Program Office would like to thank the hosting agencies for providing

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the facilities and support needed for presentations.

In addition to the educational sessions, the Ohio 9-1-1 Program Office has also conducted two trial support and compliance visits. The visits provided the 9-1-1 Program Office with a valuable opportunity to practice the process of collecting documentation, reviewing and analyzing information collected, and summarizing relevant information for report and feedback to the counties.



Picture above: Sharon McMurray conducts a Support and Compliance Educational Session in Hamilton County.

## **Save the Date – 9-1-1 GIS Webinar and other Events Upcoming**

The Ohio 9-1-1 Program Office is pleased to be offering a number of events this year.

Please save the following dates and watch for our announcements with event details:

**April 25, 2018 – GIS Webinar** – Registration will be limited to 50.

Jeff Smith, State of Ohio GIS manager, will be leading a panel of experts for the Ohio 9-1-1 GIS Webinar. The panel includes Roger Hixson, technical issues director for the National Emergency Number Association (NENA) as well as Chris Santer, a subject-matter expert from the Ohio chapter of NENA serving on the Technical Standards Subcommittee. The registration for this event will be limited to 50 attendees, so please do not hesitate to register if you are interested. If the number of registrations received exceeds 50, another webinar or a recording will be offered at a later date.

**July 25 through Aug. 5, 2018 – Ohio State Fair**

As in years past, the Ohio 9-1-1 Program will partner with the Ohio AMBER Alert Program to staff a booth during the 2018 Ohio State Fair as part of the Outreach Program. Stop by and visit us in the

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Bricker Building.

**Sept. 12, 2018 – Ohio 9-1-1 Symposium** 9 AM to 4 PM – Look for additional details coming this summer about this free event.

Join us at the Ohio State Highway Patrol Academy for a day of updates, speakers and program highlights.

## **Ohio Attends NGA’s Public Safety Communications Workshop**

The National Governors Association (NGA) recently hosted an Enhancing Public Safety Communications Governance Workshop. The workshop was held in Albuquerque, New Mexico and is one of four NGA regional workshops. Representatives from Ohio were Rick Schmahl, MARCS program director, and Rob Jackson, Ohio 9-1-1 administrator.

The NGA recognizes that to meet the needs of the drastically changing public safety communications environment, states must collaborate and break down silos. Critical public safety communications need to be transmitted seamlessly from one state to another to first responders. These workshops are part of the NGA’s plan to provide an opportunity for states to work together on their strategies for interoperability, management, and governance. In addition, attendees are developing emergency communications plans for each of their states.

The NGA workshop also included panel discussions and state breakout sessions covering a variety of topics, including: Public Safety Communications Context Setting, Future of Public Safety Communications, Case for Change/Need to Evolve and Improve, Setting the Stage for Challenges and Barriers, and Developing Actionable Plans.



**Picture above: Ohio 9-1-1 Administrator Rob Jackson (third from left) serves on a panel at the NGA Southwest Workshop with New Mexico Chief Information Officer Darryl Ackley and Wisconsin Statewide Interoperability Coordinator and Director of Emergency Communications Thomas Czaja.**

The Ohio attendees had the opportunity to network with a variety of their counterparts from Colorado, Iowa, Nebraska, New Mexico, Oklahoma, and Wisconsin. Federal participants were also available for questions, including representatives from the Office of Emergency Communications, Department of

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Homeland Security, the National 9-1-1 Office, and the Department of Transportation.

The representatives from Ohio returned from the event with valuable information that will assist in developing the state's emergency communications plan. In addition, connections were formed with representatives from other states. Ohio attendees will be working with them on an ongoing basis to improve public safety communications.

## **Ohio Collaborative Community-Police Advisory Board**

On Dec. 12, 2014, Governor John Kasich signed Executive Order 2014-06K announcing the creation of the Ohio Task Force on Community-Police Relations. The charge of the Task Force is threefold: 1) To explore the cause of fractured relationships between communities and law enforcement, 2) To examine strategies to strengthen trust between the community and law enforcement to resolve the underlying causes of friction; and 3) To provide the governor with a report with recommendations about best practices available to communities. As a result of the work of the Task Force, on April 30, 2015, Governor John Kasich signed Executive Order 2015-04K establishing the Ohio Collaborative Community-Police Advisory Board.

The purpose of the collaborative is to advise and work with the Office of Criminal Justice Services (OCJS) in the Ohio Department of Public Safety to implement the task force's recommendations, as identified in the executive order. The board reviewed training standards for law enforcement dispatching as part of the standards necessary for agency certification and adopted three of the minimum training standards identified in the PSAP Operations Rules under OAC 5507-01, listed below.

1. Obtaining complete and accurate information from callers requesting law enforcement assistance;
2. Accurately classifying and prioritizing requests for assistance; and
3. Accurately relaying information which may affect responder and/or citizen safety.

On March 8, 2018, representatives from the Ohio 9-1-1 Program Office met with Ed Burkhammer, the administrator of the Ohio Collaborative, Office of Criminal Justice Services, Ohio Department of Public Safety, who agreed to accept the documentation received by the participating agencies from the Ohio 9-1-1 Program Office validating compliance for the PSAP Operations Rules as proof to support eligibility for certification with the Ohio Collaborative. For those agencies that do not fall under, or have yet to comply with the PSAP Operations Rules, the documentation required is whatever is needed to meet the three minimum training standards listed by the Collaborative (above).

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## **Mercer County Text-to-9-1-1 Goes Live**

Mercer County Sheriff's Office Central Dispatch has announced a major step forward in emergency notification service for Mercer County residents. As of April 2, Mercer County Central Dispatch has the ability to receive text messages via 9-1-1. This service is available to cell phone users with cellular phone service provided by Verizon, Sprint, AT&T, T-Mobile and any cellular service provider who use these companies as their provider backbone. Mercer County becomes the 10th Ohio county and the 1st northwest Ohio county to provide text to 9-1-1 service.

The Text to 9-1-1 service in Mercer County is being provided by INdigital Telecom of Ft. Wayne, Indiana. As of early 2018, dispatchers have been using this service to send text messages to wireless 9-1-1 hang up callers, with great response to the outbound messages. The inbound text-to-9-1-1 capability will enable Mercer County dispatchers to have contact with those who can't make a voice 9-1-1 call. Mercer County 9-1-1 Coordinator Monte Diegel said, "This is a very exciting time for Mercer County. We are very proud to have the text-to-9-1-1 capability available to our citizens and guests. This new technology gives our citizens one more avenue in which to contact 9-1-1 if needed."

### **Contact Information**

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