



OHIO PROGRAM OFFICE
DEPARTMENT OF ADMINISTRATIVE SERVICES

Ohio 9-1-1 Newsletter

November 2018

2018 Ohio 9-1-1 Symposium



Chief Ralph J. Portier presents "Dying in Blue" to the attendees at the 2018 Ohio 9-1-1 Symposium. [Photo credit: Nick Levin]

The 2018 Ohio 9-1-1 Symposium, held Sept. 12 at the Ohio State Highway Patrol Training Academy, was a success. This year's program included a variety of presentations including information on the Ohio 9-1-1 Support and Compliance Program, RapidSOS NG9-1-1 Clearinghouse, Ohio Alerts Program, Multi-Agency Radio Communication System (MARCS) and FirstNet, the Delaware County Automatic Emergency Defibrillator Registry Program and a special presentation entitled "Dying in Blue" from Groveport Police Chief Ralph Portier.

Following opening remarks, the program began with the presentation of the 2018 Ohio 9-1-1 Distinguished Service Award and the Ohio 9-1-1 Award of Excellence (see below). At the conclusion of these awards, members of the Ohio 9-1-1 Program Office gave updates on a wide array of topics. Ohio 9-1-1 Administrator Rob Jackson updated the group on recent activities of the Emergency Services Internet-Protocol Network (ESINet) Steering Committee, specifically in regard to the Ohio Revised Code (ORC) Chapter 128 revision process (see below). Support and Compliance Coordinator Sharon McMurray then gave an update on the Support and Compliance process, indicating how many counties had submitted information and been reviewed. McMurray stated that the vast majority of counties were in compliance with the rules, some would require a few minor tweaks to get into compliant status, and an

extreme minority of counties would not meet the 2018 requirements.

Following the Ohio 9-1-1 Program Office update, Michael Martin, chief executive officer of RapidSOS, gave a presentation about the [NG9-1-1 Clearinghouse](#), the advantages it provides, and the different options currently available for leveraging this technology. These include the fully integrated version of the NG9-1-1 Clearinghouse as well as RapidLite, which provides much of the same functionality through a web-based login service.

Next, Dispatcher Manager Lydia Frey and Staff Lieutenant Craig Cvetan of the Ohio State Highway Patrol and Director Brent Currence of the Ohio Attorney General's Missing Persons Unit gave a presentation on the Ohio Alerts Program. This program, overseen by the Ohio AMBER Alert Advisory Committee, oversees all AMBER Alerts, Endangered Missing Child Alerts, Endangered Missing Adult Alerts, and Ohio Blue Alerts issued in the state. Frey, Cvetan, and Currence provided a condensed version of a training they provide throughout the state to educate telecommunicators on what to do in the event that one of these alerts is issued.

MARCS Director Rick Schmahl then updated attendees on the current state of MARCS and FirstNet in Ohio. This was followed by a presentation from Director Pat Brandt, Delaware County 9-1-1 Coordinator on the Automatic Emergency Defibrillator Registry Program currently being used in Delaware County.

Finally, Chief Ralph J. Portier of the Groveport Police Department gave a version of his presentation "Dying in Blue" specifically tailored for public safety communications professionals. This presentation was informative, moving, and well received by attendees, as Chief Portier highlighted many of the mental and emotional challenges that public safety communications personnel and first responders face as a result of the demanding jobs they do.

Overall, the 2018 Ohio 9-1-1 Symposium was well-attended and a highly successful event. The Ohio 9-1-1 Program Office is grateful to the Ohio State Highway Patrol for the use of its facilities at the training academy and to all who helped make this event a beneficial one for the 9-1-1 community in Ohio.

2018 Ohio 9-1-1 Distinguished Service Award

The ESINet Steering Committee and the Ohio 9-1-1 Program Office were pleased to present the 2018 9-1-1 Distinguished Service Award to four individuals: Ohio Department of Public Safety Director John Born, Colonel Paul Pride of the Ohio State Highway Patrol, Assistant Director Joe Montgomery of the Ohio Department of Public Safety, and Dispatcher Manager Lydia Frey of the Ohio State Highway Patrol. Each of these individuals has been instrumental in aiding the Ohio 9-1-1 Program Office in a variety of programs benefitting 9-1-1 in Ohio.

Specifically, the Ohio Department of Public Safety and Ohio State Highway Patrol have contributed by providing meeting sites for the ESINet Steering Committee and 9-1-1 Program Office, aiding in producing a public service announcement, partnering in operating an informational booth at the Ohio State Fair,

providing remote parking to Ohio 9-1-1 staff around the state, assisting in evaluating candidates for positions with the Ohio 9-1-1 Program Office, as well as providing many other means of assistance.

Although these individuals were the formal recipients of the award, and rightly so, these awards are indicative of a larger partnership not only between the Ohio Department of Public Safety and the Ohio 9-1-1 Program Office, but among these agencies and the public safety and 9-1-1 community at-large throughout the state. The Ohio 9-1-1 Program Office is deeply appreciative of the aid of these individuals and their agencies in helping to promote 9-1-1.



Rob Jackson (left) and Jay Somerville (right) flank the recipients of the 2018 Ohio 9-1-1 Distinguished Service Award. From left: Ohio Department of Public Safety Director John Born, OSHP Col. Paul Pride, and OSHP Dispatcher Manager Lydia Frey. Assistant Director of Public Safety Joe Montgomery (not pictured) also received the award.[Photo credit: Nick Levin]

Jeff Smith Retires



(Left) Ohio 9-1-1 Program Office Staff present Jeff Smith with the Ohio 9-1-1 Award of Excellence. (Right) Ohio Chapter of APCO President Satoru Persons and Jay Somerville recognize Jeff Smith on behalf of APCO. [Photos by Jay Somerville and Nick Levin respectively]

Ohio OGRIP Manager Jeff Smith has retired after many years of service to the State of Ohio and the cause of 9-1-1.

Jeff has been involved with Next Generation 9-1-1 (NG9-1-1) in Ohio from the very beginning, lending his expertise in a variety of subjects to the mission of bringing the best possible 9-1-1 service to the citizens of Ohio. Specifically, Jeff served as the Chair of the ESINet Steering Committee's Technical Standards Subcommittee. In this role, he has been critical in helping define the exact specifications and needs for the future statewide NG9-1-1 system from a technical perspective. In addition to his duties as Ohio OGRIP Manager and Technical Standards Subcommittee Chair, Jeff has personally been a great resource to the Ohio 9-1-1 Program Office whenever questions or issues of a technical or even administrative nature arise. In fact, prior to the establishment of the Ohio 9-1-1 Program Office and creation of the position of Ohio 9-1-1 Administrator in 2015, Jeff essentially performed many of the duties now handled by the program office on top of his other responsibilities.

In recognition of his years of dedication and service, Jeff recently was honored at the 2018 Ohio 9-1-1 Symposium. First, he was presented with the Ohio 9-1-1 Award of Excellence by the Ohio 9-1-1 Program Office and ESINet Steering Committee. After that, the Ohio Chapter of the Association of Public Safety Communications Officials (APCO) presented Jeff with an award in honor of his outstanding record of work and contribution to 9-1-1.

Needless to say, Jeff has been an incredible resource to the 9-1-1 community in Ohio and continues to be an outstanding example of a humble and dedicated public servant. Not only his tangible contributions, but also his mere presence will be missed. The Ohio 9-1-1 Program Office wishes Jeff well in his retirement and whatever the future holds for him.

ESINet Steering Committee Finalizes ORC 128 Recommendation

At its Aug. 30 meeting, the Ohio Statewide ESINet Steering Committee voted to finalize a set of recommendations to the legislature for revision of ORC Chapter 128.

Specifically, the committee approved a motion that would recommend imposing a universal access fee of \$.25 for a two-year period, during which time the actual revenue from collections will be analyzed and compared to costs. At that point, the steering committee will have options to adjust the fee within prescribed limits.

Additionally, the committee approved a motion that would recommend a six member county 9-1-1 program review committee (formerly county 9-1-1 planning committee). The proposal would slightly adjust the makeup of the planning committee.

Finally, the committee voted to seek legislative drafting of the core proposal and two amendments discussed above. This marks the end of a long process of discussions and proposed revisions to the ORC at the level of the ESINet Steering Committee and its subcommittees. The Ohio 9-1-1 Program Office is grateful to all who offered input throughout the course of this process.

New Area Code Coming to Ohio

In a resolution dated Aug. 8, the Public Utilities Commission of Ohio (PUCO) stated that Ohio will soon have a new area code associated with phone lines. Specifically, due to the exhaustion of the “937” area code currently serving western and southwestern Ohio, a new “326” area code will be instituted in the region currently associated with the “937” area code. Permissive seven-digit, ten-digit, and eleven-digit dialing will begin on Aug. 10, 2019. Mandatory ten-digit and eleven-digit dialing will begin February 2020. This development will be something to keep an eye on for public safety communications personnel and administrators moving forward in order to ensure that all Ohio citizens are capable of getting the help they need in an emergency.

County 9-1-1 Spotlight: Tuscarawas County

The Ohio 9-1-1 Program Office is pleased to begin a quarterly profile piece that will highlight our local partners in 9-1-1 from around the state of Ohio. For this initial profile, we reached out to Tuscarawas County 9-1-1 Coordinator Ryan Lawrence.

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

Ryan Lawrence, communications lieutenant & 9-1-1 Coordinator, Tuscarawas County Sheriff's Office. I was hired into my current position in February 2017.

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

I started as a communications officer for the Coshocton County Sheriff's Office in June 2007. They had transitioned from a DOS-based system to a Windows CAD system. Also, Enhanced 9-1-1 Wireless Phase 2 had been implemented along with a new mapping system. Deputies needing to call into dispatch could no longer dial 9-1-1 to save minutes on their cell phone plan because technology would now send that call to the proper PSAP Emergency Phone.

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

In 1993, Tuscarawas County implemented 9-1-1 countywide with the County Commissioners maintaining the 9-1-1 Center. Later, the 9-1-1 Center merged with the Sheriff's Office Dispatch Center to become what we are today. Our 9-1-1 Central Dispatch Center is operated and maintained by Tuscarawas County Sheriff Orvis Campbell. We're the Primary PSAP and receive all 911 calls for service within the county. 2 Secondary PSAPs are located at local Police Departments. In 2017, our Center received approx. 24,000 Emergency 9-1-1 calls, with over 75% being Wireless calls. We operate with approx. 17 Telecommunicators, 3 Communications Sergeants, and 1 Communications Lieutenant.

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

As much as I love all of the new technology being engineered for use by public safety, my favorite part of 9-1-1 is definitely the people—on both sides of the phone. Being able to help someone during one of their worst times, even if it's just talking with them, gives a sense of meaning not always found in other careers. The teamwork displayed by coworkers when the big storm hits and everyone in the county calls 9-1-1 shows the dedication of our people in this profession.

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

I enjoy being outdoors and hiking in National Parks! While in Yosemite NP, I climbed and

conquered Half Dome. Recently, I started playing disc golf, which gives me all of those same frustrations as regular golf, only cheaper!



Tuscarawas County 9-1-1 Coordinator Ryan Lawrence

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