



Ohio 9-1-1 Newsletter

May 2019

Federal 9-1-1 Grant

The 9-1-1 Program Office of the Ohio Department of Administrative Services has partnered with the Ohio Department of Commerce's Division of the State Fire Marshal to administer the federal 9-1-1 grant. All material and applications have been submitted to the federal grant administration. The Ohio 9-1-1 Program Office expects to hear back about the status of the grant by the end of June.

Ohio received the fifth largest allotment of reimbursable grant funds among the states, totaling \$4,302,976. Ohio plans to use grant funds as sub-grants to the counties for the implementation of Next Generation 9-1-1 (NG9-1-1). Once Ohio receives approval of the grant application, sub-grant applications and criteria will be sent to all county 9-1-1 coordinators. All local sub-grant applications must be coordinated with and approved by the appropriate county 9-1-1 coordinator.

2019 Ohio APCO and NENA Conference

The Ohio Chapter of the Association of Public Safety Communications Officials (APCO) and the National Emergency Number Association (NENA) held their biennial joint state conference in Sandusky on April 14 through 17. Presenters included Rob Jackson, Ohio 9-1-1 Program Administrator, and Sharon McMurray, Ohio 9-1-1 Support and Compliance Coordinator.

In conjunction with some of our partners from around the state – including Roger Hixson, NENA National Technical Issues Director; Jay Somerville, PSAP Operations Sub-Committee Chair; and Paul Schopis, Ohio Academic Resources Network (OARNet) Chief Technology Officer – we gave an update and overview on the current state of the process moving toward NG9-1-1 and the vision for the statewide system. Sharon McMurray updated attendees on the state of

the Support and Compliance Program to this point, and Rob Jackson gave an update on other 9-1-1 Program Office activities.

Support and Compliance Program Update

The Ohio 9-1-1 Program Office Support and Compliance Program, coordinated by Sharon McMurray, continues in 2019. As 2018 was an implementation phase, we are now in the first full year of the operations phase, in which all counties are required to be in full compliance with the PSAP (Public Safety Answering Point) Operations Rules set forth in OAC 5507-1.

As of May 7, 2019, 31 counties had submitted their compliance documentation for review. Twenty-six of those counties were sent their response letters from the Ohio 9-1-1 Program Office. Three counties are in the process of providing minor clarifications about their submissions, while submissions from two counties have yet to be reviewed. In addition, six of the counties found to be out of compliance for 2018 have already been able to reach compliant status for the 2019 operational phase.

Commenting on the process so far, McMurray said, “We’d like to thank all the county coordinators and their support personnel for all of their efforts in compiling the documentation and for their insightful recommendations as we continue to improve and streamline the collection process.”

FCC and National 9-1-1 Program Survey

The Federal Communications Commission (FCC) has released its annual nationwide survey to collect 9-1-1 data. As in years past, the Ohio 9-1-1 Program Office will consolidate the FCC survey and the survey from the National 9-1-1 Program to streamline the process and make it more convenient for our local partners to complete and report important statistics that help to improve the quality of 9-1-1 operations throughout Ohio and the nation, especially as we approach NG9-1-1.

In further efforts to help county 9-1-1 coordinators, the Ohio 9-1-1 Program Office will again offer the consolidated survey in two formats, accepting whichever format is easier for a given

county to complete. Be on the lookout for the survey to be released soon.

Ohio 9-1-1 Ride-Along Program: Gallia County EMS



On Sunday, May 12, 2019, Ohio 9-1-1 Administrator Rob Jackson continued the Ohio 9-1-1 Ride-Along Program by spending the day with Gallia County Emergency Medical Services (EMS).

The crews went on a variety of calls with the first responders in Gallia County. During this time, Rob was able to converse with multiple emergency medical technicians and paramedics about their daily operations in public safety and the technology they use to be as effective as possible. These discussions included how NG9-1-1 meets the needs of the first responders in the field and how it will aid in getting emergency services to citizens in need as quickly as possible.

The Ohio 9-1-1 Program Office would like to thank the shift supervisor, Paramedic Chris Barnes, and the other first responders for hosting the ride-along. Additionally, the Ohio 9-1-1 Program Office would like to thank Gallia County Deputy Director of Emergency Medical Services Keith Wilson for scheduling the ride-along.

County 9-1-1 Spotlight: Greene County

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

My name is Mindy Lane. I am the Greene County 9-1-1 Coordinator and the Communications Director for the Xenia Greene Central Communications Center. I also am the Ohio NENA District 3 Trustee. I have been with Xenia Greene Central for six years.

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

I have been working in the 9-1-1 field for 15 years, starting out as a dispatcher and working my way up through supervisor, assistant director and director positions.

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

There are three primary PSAPs in Greene County: Beavercreek, Fairborn, and Xenia Greene. There also are two secondary PSAPs in Greene County: Yellow Springs and Wright State University. Wright Patterson Air Force Base also is located in Greene County. Beavercreek provides dispatch services to the Beavercreek Police Department and Beavercreek Township Fire Department. Fairborn provides dispatch services to the Fairborn Police Department and the Fairborn Fire Department. Xenia Greene Central provides dispatch services to the Xenia Police Department and Greene County Sheriff's Office along with eight other law enforcement agencies and 10 fire and EMS agencies throughout the county. The three Primary PSAPs and the Yellow Springs Police Department are all on one radio system as well as the same CAD, records, and mobile and mapping software, which allows us to share up-to-date information instantly between the PSAPs and agencies that we serve.

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

The technology has evolved greatly over the last 15 years and is ever changing. I am excited to be a part of moving Greene County and Ohio to Next Generation 9-1-1.

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

When not at work, you can usually find me at the bowling alley, football field, basketball court, or the track watching one of my boys participate in one of the sports they love. When I get a break from all that, you can find me at home spending time with my family.



Mindy Lane, Greene County 9-1-1 Coordinator

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