



OHIO PROGRAM OFFICE
DEPARTMENT OF ADMINISTRATIVE SERVICES

Ohio 9-1-1 Newsletter

December 2020

Message from the Administrator:

COVID-19 has hit the state, nation and world hard and everyone has made significant adjustments in their work environments to meet the challenges. Frontline 9-1-1 telecommunicators in the state's 9-1-1 centers have made great strides to ensure safety and service to the public have remained a constant. The Ohio 9-1-1 Program Office salutes the frontline 9-1-1 workers who make many sacrifices each day to help ensure public safety in their respective local areas.

Administratively, work environment changes have taken place to many other areas within the 9-1-1 industry. For our part, the Ohio 9-1-1 Program Office staff has been working from home and handling business online. I want to take the opportunity to thank our staff, Melissa Wulliger and Sharon McMurray, for all they do and for their efficiency in making the transition seamless.

Although there have been a few missed issues of the Ohio 9-1-1 Newsletter while more important activities were addressed with the change in work environment, we are back on track and are pleased to catch everyone up with this December 2020 edition. Please enjoy and we sincerely hope for everyone to have a safe and pleasant holiday season as we head to a close of 2020.

Sincerely,

Rob Jackson, Ohio 9-1-1 Administrator

Communication and Monthly Statewide PSAP Teleconferences

During the COVID-19 initial spread, as suggested by several local county coordinators, the Ohio 9-1-1 Program Office partnered with Ohio APCO and Ohio NENA to begin hosting weekly statewide PSAP teleconferences. During the initial height of the pandemic, the teleconferences became an important forum to share information, news, and best-case scenario templates for county coordinators and PSAP managers.

As the pandemic became more commonplace, although still a crisis, the statewide PSAP teleconferences became monthly and continue to allow information sharing and educational presentations. Not only do county 9-1-1 coordinators and PSAP managers have the chance to share common issues and solutions, the teleconferences have brought about presentations from the Indiana State 9-1-1 Administrator, National Association of State 9-1-1 Administrators Executive Director, and the Critical Infrastructure Security Agency Regional Representative. In addition, the National 9-1-1 Coordinator is scheduled to attend in December.

The Ohio 9-1-1 Program Office thanks Ohio APCO and Ohio NENA for your continued partnership.

Continuing Important Communication Outside of the State of Ohio

In 2017, Ohio started a group called the Midwest 9-1-1 Regional Collaborative. This group consists of 9-1-1 Administrators from all states bordering Ohio -- Indiana, Kentucky, Michigan, Pennsylvania, and West Virginia -- and other interested states in proximity including Wisconsin, Illinois, and Minnesota. This group holds teleconferences three to four times a year to discuss interoperability and border issues. The discussions are very informative, and this year was no exception, especially with COVID-19 affecting us all. Alongside Ohio, participating State Administrators provided very informative discussions regarding COVID-19 and progress updates on the incorporation of NG9-1-1. Keeping border lines of communication open is not only beneficial for Ohio but all surrounding states.

Emergency 9-1-1 Wireless Calls Tested Around Ohio

The Ohio 9-1-1 Program Office conducted location testing in five counties in 2020. Staff traveled to Clermont, Clinton, Darke, Ashtabula, and Crawford Counties and made test 9-1-1 calls from a variety of locations. In this real-world test, the following aspects of 9-1-1 and emergency response were tested:

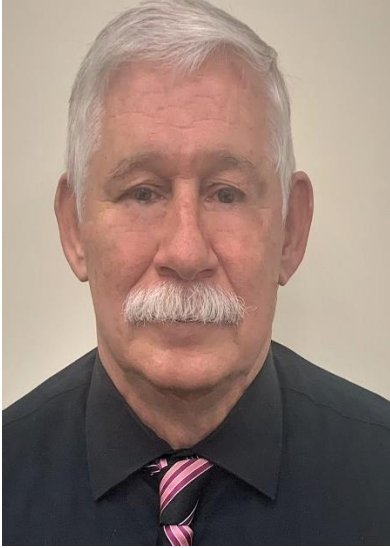
- Wireless 9-1-1 coverage
- 9-1-1 voice and location information
- Ability to process the information to a real-world dispatchable location
- Ability to communicate this information to first responders in the field
- Ability of first responders to process the location information and physically find the caller

The staff used cell phones from two carriers and an unregistered cell phone with battery power to make the calls. At the conclusion of the testing, each county received a report including a map of calls and the disposition, which allow them to show system performance, risk mitigation, and to address issues where needed.

Ohio is a beautiful state and throughout these travels, our staff enjoyed interacting with PSAPs and first responders and seeing the beautiful sites in the various counties.

County 9-1-1 Spotlight: Clermont County's John Kiskaden

What is your name, job title, what agency do you work for, and for how long? *My name is John Kiskaden, Director of Clermont County Department of Public Safety Services. I have been there since Dec. 7, 2009. Prior to becoming the Clermont County DPSS Director, I worked for the Union Township Police department for 26 years. I started as a dispatcher and became the Director of their communications center and secondary PSAP site.*



*John Kiskaden
Clermont County 9-1-1 Coordinator*

How long have you been involved specifically with 9-1-1? *I have been involved with 9-1-1 since its inception in the 1980s. I worked as a dispatcher in another agency when 9-1-1 was introduced. I remember going door-to-door to certain addresses to verify which dispatch center would receive their calls. There are many interesting stories involving the beginning of 9-1-1, one is how some homes, the front room was in one jurisdiction and the back of the house in a different one. The decision where their calls went was ultimately made based on where they paid their property taxes.*

What is your favorite part of being involved in 9-1-1? *My favorite part has been watching how much 9-1-1 has evolved over the years. The continuous advancements in technology from Phase I to Phase II. Improved location services, like Rapid SOS, Text-to-911. I cannot even imagine where it will be in five years.*

Please provide a brief description of how 9-1-1 operates locally in your county: *9-1-1 also created consolidation within the county. Several agencies had their own dispatchers for police and fire separate of the Sheriff's dispatch. These agencies were forced to give up their dispatch location because of staffing and the cost of implementing 9-1-1 was too expensive to remain independent. In 1983, The Sheriff's Office took over dispatch services for the county with the exception of Union Township who started their own dispatch center, which includes the Union Township Police, Withamsville Fire, and North Union Fire Departments. The City of Milford and City of Loveland border with Hamilton County; they went with Hamilton County Dispatch for 9-1-1 services. In 1988, 9-1-1 was implemented in Clermont County and Union Township. The Clermont County Sheriff gave up control of the dispatch services to the Clermont County Board of Commissioners. In 1989, the Clermont County Communications Center was opened. We still operate today with Clermont County as the Primary PSAP and Union Township Police Department as the secondary PSAP in the county.*

What might your staff or other county 9-1-1 coordinators be surprised to learn about you? *I have been in public safety since 1977, and I am not what you might call a shy person. Therefore, I think there is nothing surprising left to learn about me.*

Thank you John Kiskaden for your service!

9-1-1 Coordinator Corner - Welcome New Coordinators

The Ohio 9-1-1 Program Office would like to acknowledge new 9-1-1 coordinators from across the state. Welcome John Spahr, Seneca County; Valerie Taylor, Fayette County; Amy Collins, Champaign County; Christy Astorino, Logan County; Daniel Young, Portage County; Brandi Frisbie, Williams County; Jeremy VanDine, Athens County; Shelly Secoy, Wyandot County; and Alicen Limestoll, Ashtabula County.

We look forward to working with all of the new 9-1-1 coordinators and are grateful for everyone's continued support and dedication in providing quality 9-1-1 service to Ohioans!

Ohio 9-1-1 Program Office
Riffe Center, 19th Floor
77 S. High St.
Columbus, Ohio 43215
(614) 728-2114
Ohio9-1-1@das.ohio.gov



Mike DeWine, Governor
Jon Husted, Lt. Governor
Matt Damschroder, Director



QUESTIONS ABOUT COVID-19?

Visit CORONAVIRUS.OHIO.GOV

OR CALL 1-833-4-ASK-ODH FOR ANSWERS

Published by the Ohio 9-1-1 Program Office