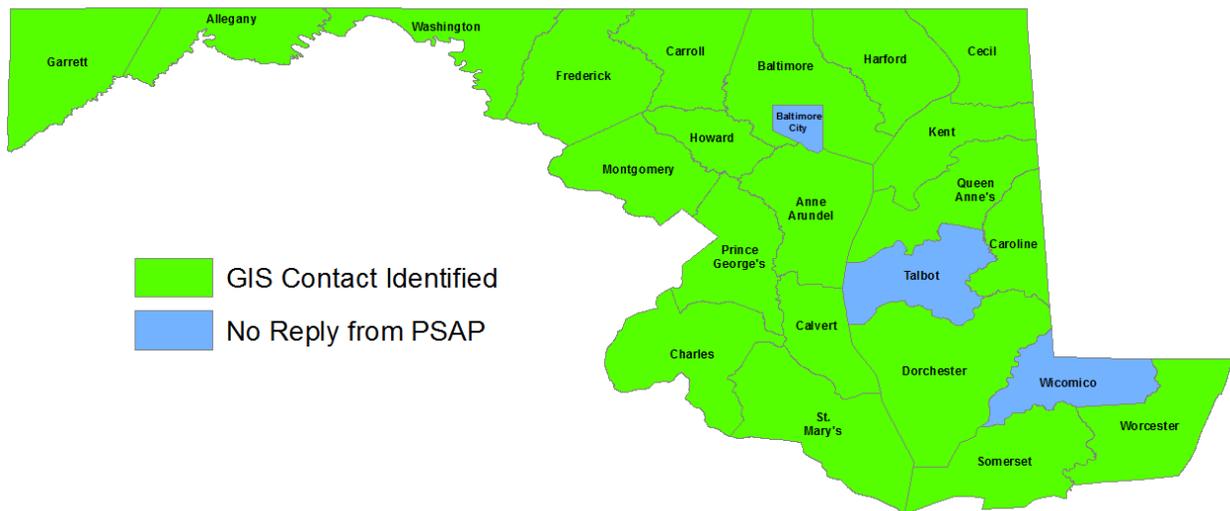


Public Safety /NG 9-1-1

Working Group FEB/MAR 17

February 2017

The Working Group continued working on contacting the PSAP Directors to identify a GIS person for each Jurisdiction. At this time there are three jurisdictions that have not sent back contact information. Please see the image below to see that status of each PSAP.



The National Capital Region (NCR) is progressing nicely with their NG 9-1-1 project. The NCR meets quarterly to have an Executive Briefing to discuss where the project is and how each of the PSAPs are progressing. I was invited to attend the meeting on February 22nd in Frederick. The following are some key takeaways from the meeting.

- NCR is using the NENA Standard
- The Centerline and Address Points have been matched against the MSAG and ALI database
 - MSAG to GIS STCL – 98% match for entire NCR
 - ALI to GIS Address Points – 92% match for entire NCR
- They are continuing to make adjustments to their data but are now moving on to Boundary issues and the creation of the PSAP Boundary Layer

March 2017

TUGIS had a big NG 911 footprint throughout the day. There was a meeting of the NG 911 Working Group in the morning following the Plenary. It was well attended with members from local jurisdictions and also state and the private sector. The main discussion points during the meeting was Border Conflicts. The Maryland jurisdictions belonging to the NCR are beginning to work on this issue and also need to discuss this with the neighboring jurisdictions that do not belong in the NCR. Robert Horne from Mission Critical Partners also discussed the fact that they have been selected by the Maryland Numbers Board to write the RFP for the rest of Maryland to move towards a solution for NG 911. Robert also mentioned the Pennsylvania is beginning to work on this issue as well. Unknown where Delaware is and West Virginia has yet to begin discussions.

Later in TUGIS we had a Panel Discussion on NG 911. This too was well attended with 25 people in attendance. The panelist were Erick Pate of Calvert County, Kathy Lewis of Charles County, Patrick Callahan of PG County, Kenny Miller of Michael Baker International, Robert Horne of Mission Critical Partners and Steve Souder formally of Fairfax, Va. and future member of the Maryland Numbers Board. The questions included GIS specific questions, private sector involvement, future legislation, funding and what do PSAP Directors feel. Key points were:

- Calvert County are beginning to look at their GIS data in comparison to the Master Street Address Guide (MSAG) and Erick is not feeling as overwhelmed as he once was when first starting to understand NG 911
- Charles County with the NCR is focusing on Border issues sees this as a major hurdle to overcome
- PG County is also beginning to focus on Border conflicts but spoke about the data editing that they went through. In the start of the project with the NCR, he was at 92% match with the MSAG and needed to get to 98%. After 2 weeks of editing, they were at 99.2% but still have issues with historical data that was either never removed from the MSAG or never updated in the GIS
- Robert Horne spoke about the NCR project and the future Maryland project. In the beginning of the NCR project, the PSAPs started at a 50% match rate to the MSAG but within a year and a little effort was able to improve to 90+%. Mission Critical Partners is writing the RFP for the Maryland project. Robert will be the GIS contact for Maryland's project.
- Kenny Miller spoke of legal and funding issues. The National 911 Office of the US Department of Transportation has \$115 Million for NG 911 funding. There are 6,100 PSAPs in the US and it is unknown how to apply or how this funding will be divided. A bill has been introduced for funding of NG 911 in Congress but it was not introduced to the House so it has failed for the time being. At the state, a bill was introduced but has been tabled for further study.
- Steve Souder gave us a look at the past, current and future status of 911. Before the Panel session, he called 911 for Baltimore County to find out if they could locate him and the result placed him on the main road outside the Towson Campus some 800 feet away from his location. Being on the University Campus, first responders may have had difficulty finding him. He also talked about the first 911 call in the US taken in 1968 in Alabama. In the future, GIS personnel have to join the 911 family and the 911 family has to accept GIS personnel into their ranks because without GIS NG 911 does not work.

Legislation Update

Below is an email updating the current legislation for NG 911 in Maryland.

Dear Public Safety Partner,

I am writing with an update on my 9-1-1 legislation, [Senate Bill 466](#), which sought to enhance and modernize our State's public safety response capabilities. As you know, I have traveled around the State, meeting with and learning from public safety answering point (PSAP) directors and other 9-1-1 experts. Thanks to guidance from many of you, we introduced a thoughtful and comprehensive proposal that would have moved Maryland towards NextGen.

Unfortunately, several aspects of the bill were set aside by the Senate Finance Committee for further study, including our hope to:

- Recalculate the 9-1-1 fee, i.e., closing the loophole in order to raise revenues to cover the increased costs associated with updating our systems;
- Provide workers' compensation to our "first-first responders" to enhance recruitment and retention of call-takers and acknowledge their contributions and stress of their jobs;
- Guarantee liability protections in cases where protocol is utilized and no special relationships exist; and
- Ensure that the Public Service Commission is engaged in the transition to NextGen911 and beyond.

What did pass the Senate unanimously last night, however, is ***a significant step in the right direction***. As amended, the bill would create a 9-1-1 Directors' Council that would offer their expertise as we move Maryland toward Next Generation systems; improve call-taking and dispatch protocol; facilitate regional collaboration; and identify new ways to more reliably measure performance. SB466 would also allow the Emergency Numbers Systems Board (ENSB) to fund operating in addition to capital costs that could help with recruitment, training, and software.

I greatly appreciate your support as we turn our focus to the House chamber. As you may know, two of my constituents died when 9-1-1 couldn't be reached; one of them ([Carl Henn](#)) is remembered in the naming of this bill. Earlier this month, emergency services were inaccessible during [two separate AT&T outages](#).

When 9-1-1 fails, people die. Let's work together to pass SB466 and move toward increased public safety.