



The State of 9-1-1 | SAFE-D 2020

1

Texas is Covered 100%



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Types of 9-1-1 Administration

- Municipal Emergency Communication Districts (27)
- Emergency Communication Districts (24)
- Regional Emergency Communication Districts(3)
- Regional Planning Commissions (COGs) (21)

Emergency Communication Districts

- 1 Abilene Taylor Co. 9-1-1 District
- 2 Austin Co. Emergency Communications District
- 3 Beaver Ranch 9-1-1 Network District
- 4 Brazos Co. Emergency Communications District
- 5 Calhoun Co. 9-1-1 Emergency Communications District
- 6 Cameron Co. Emergency Communications District
- 7 Carroll Area Emergency Communications District
- 8 Dallas Area 9-1-1 District
- 9 El Paso Co. 9-1-1 District
- 10 Emergency Communications District of Elster Co.
- 11 Galveston Co. Emergency Communications District
- 12 Granger Ranch Co. 9-1-1 Emergency Network
- 13 Gulf Coast Regional 9-1-1 Communications District
- 14 Independence Co. 9-1-1 Communications District
- 15 Howard Co. 9-1-1 Communications District
- 16 Kent Co. Emergency 9-1-1 Network
- 17 Lubbock Co. Emergency Communications District
- 18 McLennan Co. Emergency Assistance District
- 19 Medina Co. 9-1-1 District
- 20 Midland Emergency Communications District
- 21 Montgomery Co. Emergency Communications District
- 22 North Central Texas Emergency Communications District
- 23 Pecos National Co. Emergency Communications District
- 24 Smith County 9-1-1 Communications District
- 25 Tarrant Co. 9-1-1 District
- 26 Texas Eastern 9-1-1 Network
- 27 Wichita/Village 9-1-1 Communications District

Municipal Emergency Communication Districts

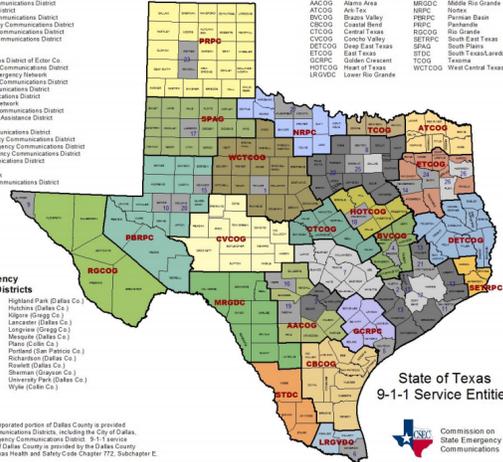
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|-----------------------------|------------------------------|
| Address (Dallas Co.) | Highland Park (Dallas Co.) |
| Arleneau Park (Denton Co.) | Irving (Dallas Co.) |
| Carroll Hill (Dallas Co.) | Longview (Gregg Co.) |
| Cooper (Dallas Co.) | Marshall (Dallas Co.) |
| Conroy (Crosby/Beckham Co.) | Longview (Gregg Co.) |
| Dallas (Dallas Co.) | McKinney (Dallas Co.) |
| De Soto (Dallas Co.) | North Dallas (Dallas Co.) |
| Denton (Denton Co.) | Portland (Denton/Parson Co.) |
| Duncanville (Dallas Co.) | Richardson (Dallas Co.) |
| Ennis (Ellis Co.) | Rowlett (Dallas Co.) |
| Farmers Branch (Dallas Co.) | Overman (Grayson Co.) |
| Garland (Dallas Co.) | University Park (Dallas Co.) |
| Glenn Heights (Dallas Co.) | Wylie (Dallas Co.) |

Note: 9-1-1 service in the incorporated portion of Dallas County is provided by Municipal Emergency Communications Districts, including the City of Dallas, and North Central Texas Emergency Communications District. 9-1-1 service in the unincorporated portion of Dallas County is provided by the Dallas County Sheriff's Department under Texas Health and Safety Code Chapter 172, Subchapter E.

Contact: Kelli Menweather, Executive Director at (512) 305-6938, or kelli.menweather@ocac.state.tx.us

Regional Planning Commissions

- | | |
|-------------------------|-----------------------------|
| ANCOC Adams Area | MROCC Middle Rio Grande |
| ATCOG Ark. Valley | NSPC Norman Basin |
| BVCOC Brazos Valley | PRPC Palo Verde |
| CSOC Coastal Bend | ROCCO Rio Grande |
| CTCOG Central Texas | SETPPC South East Texas |
| COVOC Concho Valley | SPAG South Plains |
| DETCOG Deep East Texas | STCCO South Texas/Louisiana |
| ETCOG East Texas | TCOD Tawana |
| GCRC Galveston-Crockett | WTCOD West Central Texas |
| HTCOG Heart of Texas | |
| LRGVDC Lower Rio Grande | |



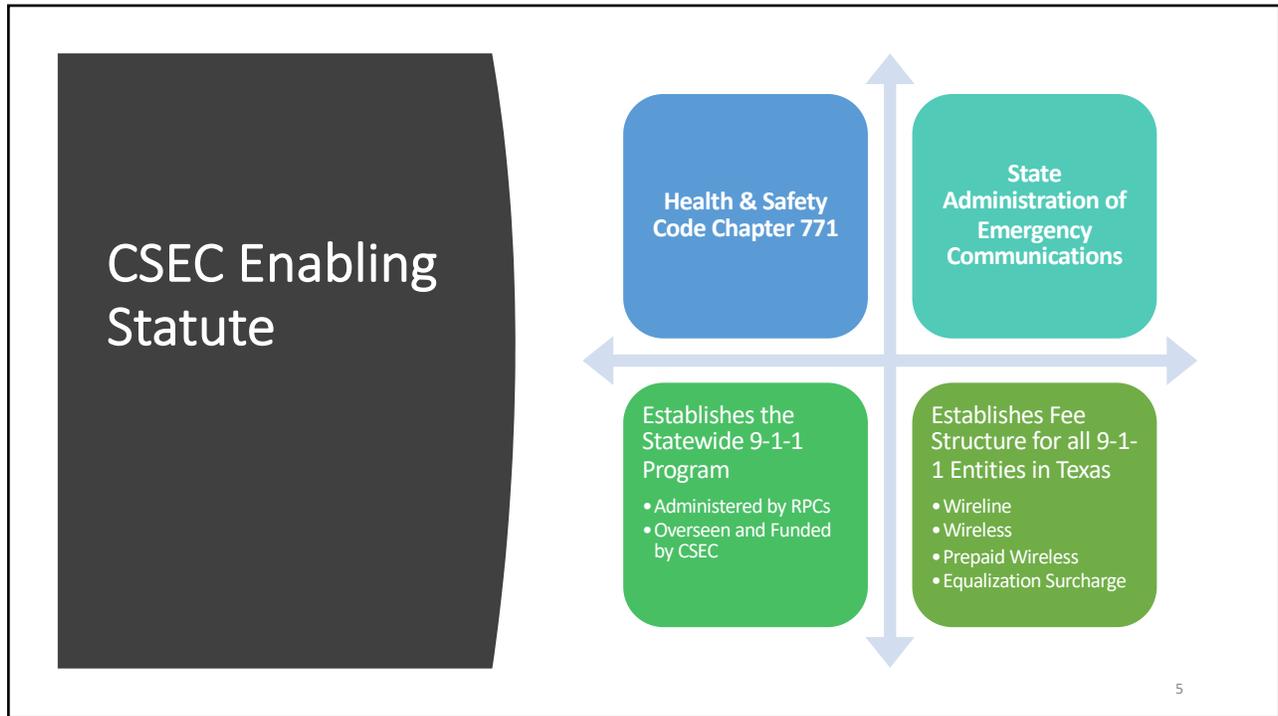
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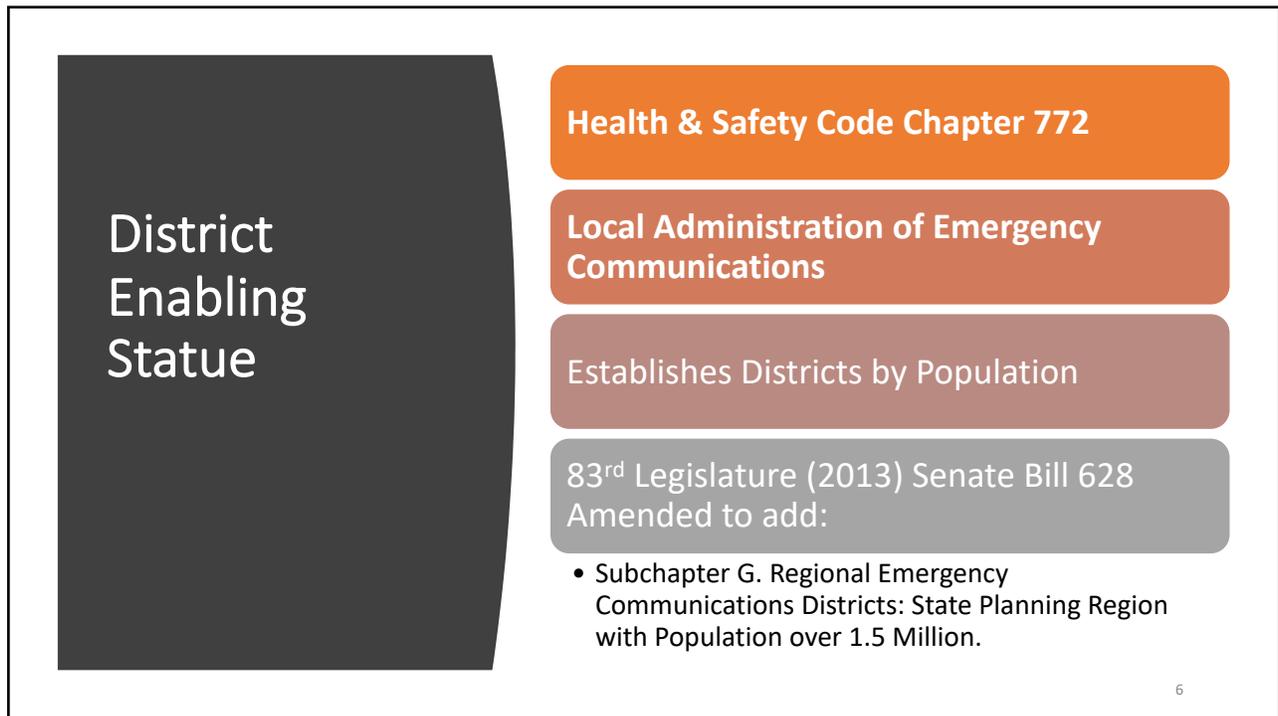
9-1-1 Entities Provide

- Administration & Budget
- Technology
- Data
- GIS
- Operations
 - Public Education
 - Training
 - Monitoring

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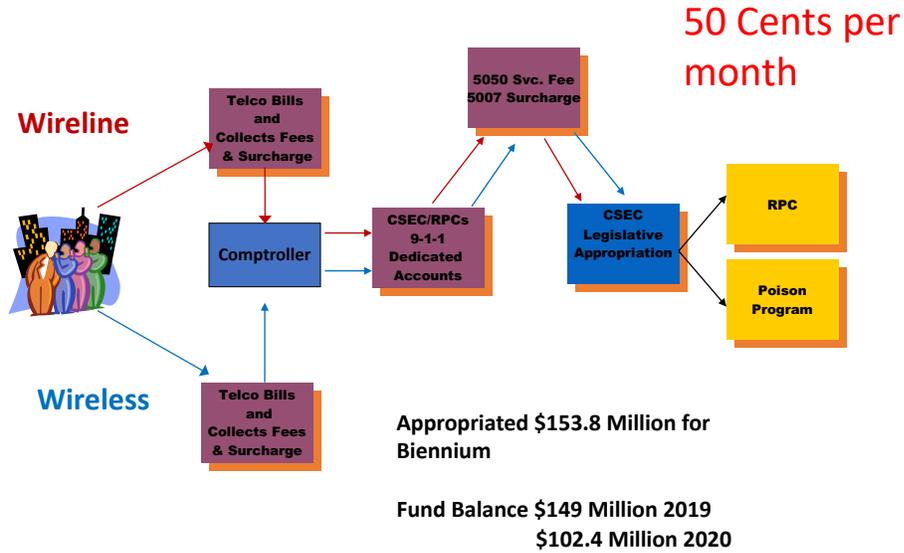


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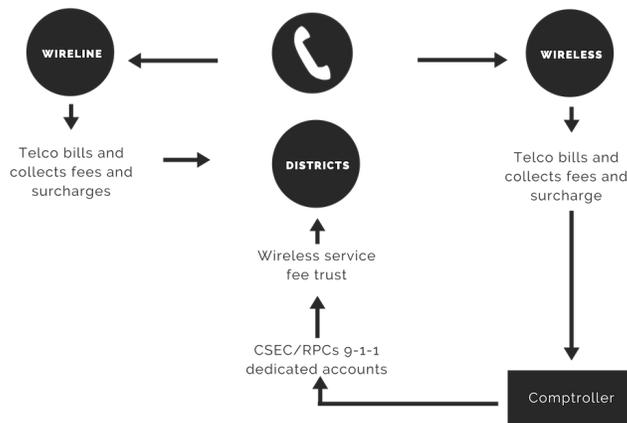
How CSEC receives funding:



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How Districts receive funding:

(different rates) per month



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Prepaid Wireless Service Fee



- Levied on prepaid wireless telecommunications service purchased by any method
- Uniform, stateside fee set in H&S Code, Chapter 771.0712
- 2% of purchase price
- Collected by seller at point of sale
- Remitted by seller to Comptroller
- Distributed to Districts monthly by population
- Amounts remitted for RPCs remain in GRD Account #5050 until appropriated to CSEC by Legislature
- Revenues allocated by CSEC to RPCs in accordance with approved regional plans

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Equalization Surcharge



- Levied on all wireline and wireless connections in all parts of state
- Does not apply to prepaid sales
- May not exceed \$0.10; reviewed & set annually by Commission, per H&S Code 771.072
- Currently set at \$0.06 statewide
- Statutorily 40% for RPC 9-1-1 Programs & 60% for Poison Program
- Supplements 9-1-1 service fee in rural RPCs;
- Districts may request surcharge from the Commission per H&S 771
- Dedicated funds for all costs of the poison program
- Collected by telephone companies & remitted to Comptroller on a statewide basis- all subscribers pay regardless of District or RPC
- General Revenue- Dedicated Account #5007

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Levels of Service

- Enhanced 9-1-1
- ADA
- GIS
- Wireless Phase I and Phase II
- Text-to-9-1-1
- Enhanced Wireless Device-Based Location
- Real Time Text (RTT)
- Integration with FirstNet
- Additional Data

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Enhanced 9-1-1

Selective Routing –
ANI (calling number) –
ALI (caller address)

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American's with Disabilities Act

- The first draft of the ADA was introduced in Congress in 1988. It was signed into law by President George Bush] on July 26, 1990.

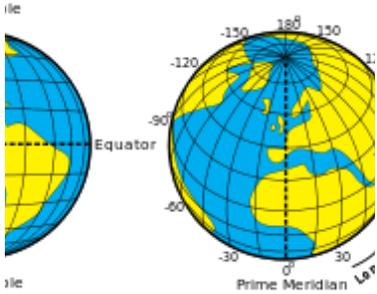
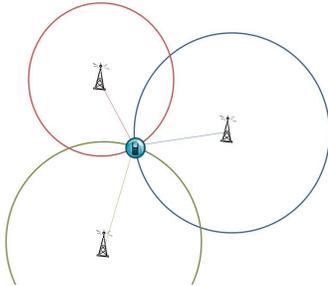


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GIS – digital mapping

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Wireless Phase I and II

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Text to 9-1-1



When someone cannot speak or it is not safe to speak, they can text to 9-1-1 in certain areas.

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Kazhakkootam 47
KARYAVATTOM
Academic Staff College,
University of Kerala...
NH 47 Bypass Rd

Enhanced Location Accuracy

- Our “best” was not good enough
 - People were dying because 9-1-1 could not find them
- FCC requirements to improve location accuracy and indoor location
 - Dispatchable Address/Civic Location
 - Utilizing Wifi & beacons to enhance tower triangulation
 - Z Axis
- In October 2018 Apple and Google launched device-based location, available free to 9-1-1 centers throughout the nation
 - Using national Clearinghouse

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Real Time Text (RTT)



Some Wireless Carriers Replacement for TTY

Digital (IP) versus Baudot tones
Voice and Data paths



Benefits of RTT

Real time or dynamic versus store and forward
Background noise



FCC approved as of December 31, 2018 so PSAPs are currently receiving RTT calls with limitations

Backwards converted to TTY with garble and not always detected

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How Does NG9-1-1 Work with FirstNet?

- Information from 9-1-1 Caller rides NG9-1-1 Network
- Goes to PSAP
- Pushing Information to 1st Responders through FirstNet

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Additional Data

- Best Location wasn't good enough
 - Tower triangulation not exact, especially indoors
 - People were dying
 - Citizens expected "blue dot" technology like on their smart phones and navigation systems
- October 2018 Apple and Google announced Enhanced Location for PSAPs
 - Free and available throughout the country
 - Clearinghouse makes data available to PSAPs

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What Have
We
Achieved
with
NG9-1-1?

Connectivity

Network Redundancy

System Resiliency

Foundation for Future
Applications and Services

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Benefits of Next Generation 9-1-1

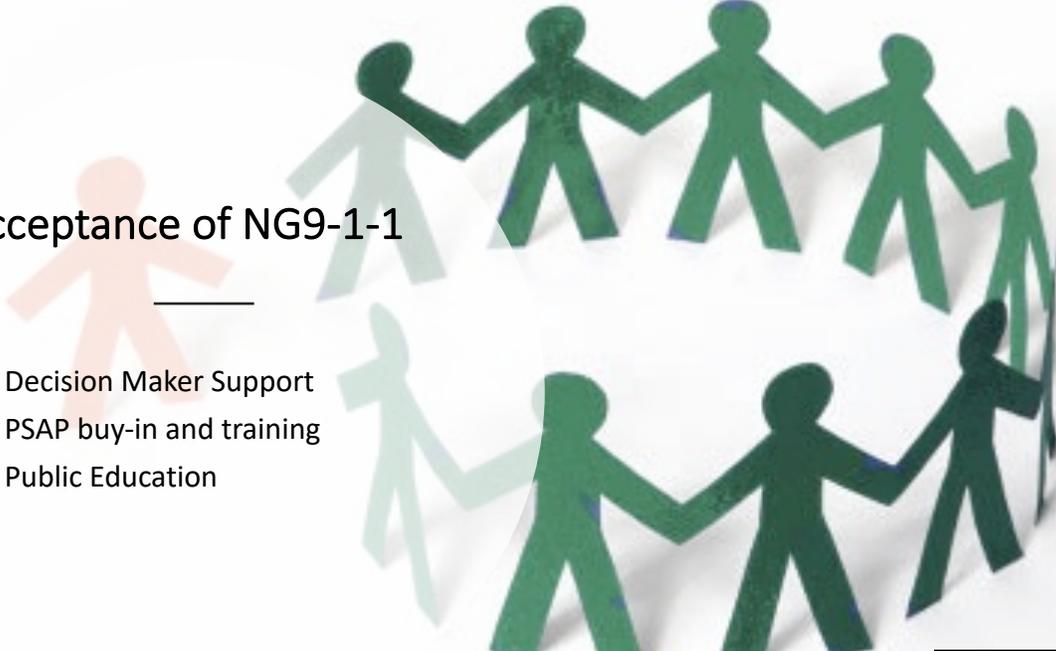
- NG is about IMPROVED 9-1-1 SERVICE
 - Meeting Citizen Expectations
- Connectivity allows for seamless transfers
- Ability to utilize multi-media
- Text to 9-1-1
 - Equal Access & When you are unable to talk
- Additional information for first responders to deliver a quicker and better response



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Acceptance of NG9-1-1

- Decision Maker Support
- PSAP buy-in and training
- Public Education



This image shows a circle of paper figures holding hands, with one figure in the center highlighted in orange. The other figures are in shades of green. The text 'Acceptance of NG9-1-1' is positioned to the left of the circle, and a list of three bullet points is below it. A small copyright notice is visible in the bottom right corner of the image area.

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Citizen Expectations and Needs

- Younger Generations
- Deaf and Hard of Hearing
- General Public with Smartphone



This image shows a group of people sitting on a couch. A woman on the left is gesturing with her hands while speaking. The other people are looking at their smartphones. The text 'Citizen Expectations and Needs' is positioned to the left of the image, and a list of three bullet points is below it.

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NEW YORK CITY'S
FIRE DEPARTMENT
JUST GOT A NEW
EMERGENCY
PHONE NUMBER.
911.



9-1-1 Public Education and Awareness

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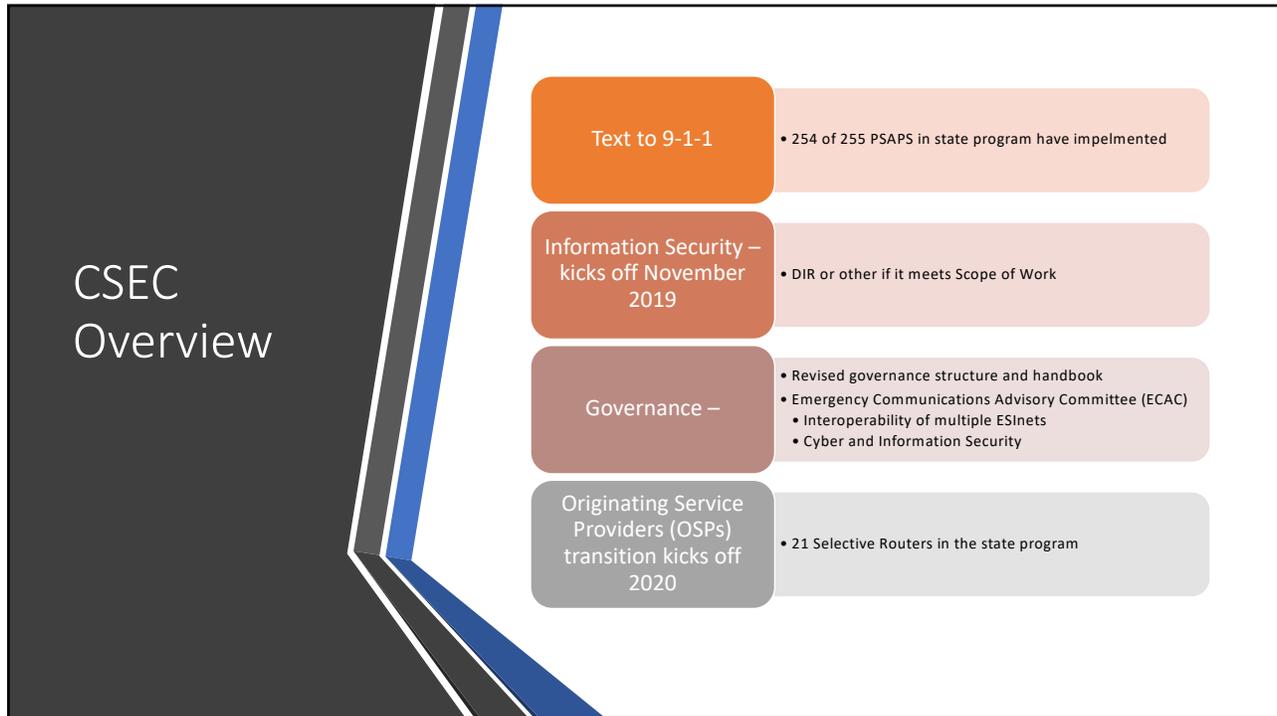
MAKE A DIFFERENCE.



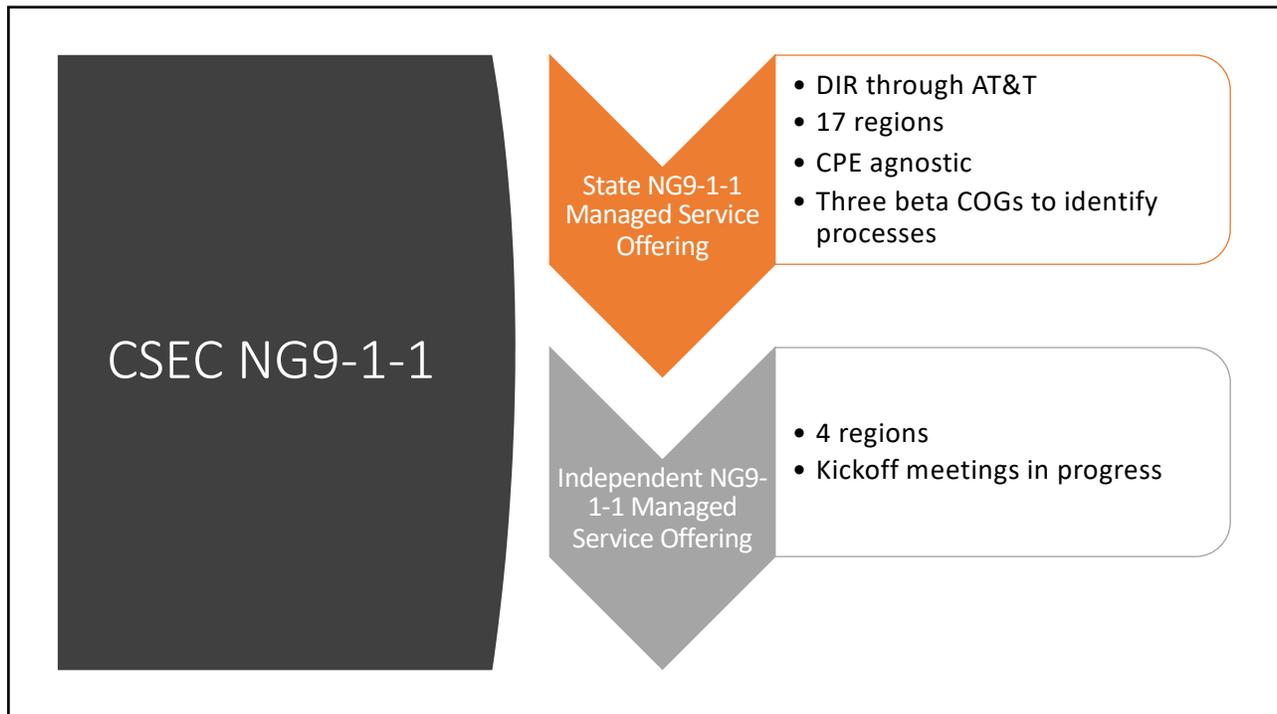
- Rip and replace infrastructure
- Analog to digital migration
- Emergency communications IP network

What Will NG9-1-1 Mean to My Public Safety Planners?

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Collaboration is Key!

- Must work with County Officials– YOU!
- Looking for Champions
- Advance planning and sharing of resources is a must!
- Committees, Standards and Successful Projects
- We are Stronger Together than Standing Alone



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Working Together to Make
NG9-1-1 A Reality

- Share Network, Costs and Services
- Communication
- Promote NG9-1-1 within membership of public safety, emergency management and state/local government organizations

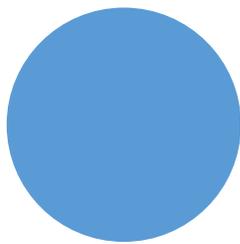
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Saddle Up Your Horses – We’ve Got Trails to Blaze!

We can't be successful without
your help in this Next Generation
Emergency Communications
Effort!



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Questions?

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