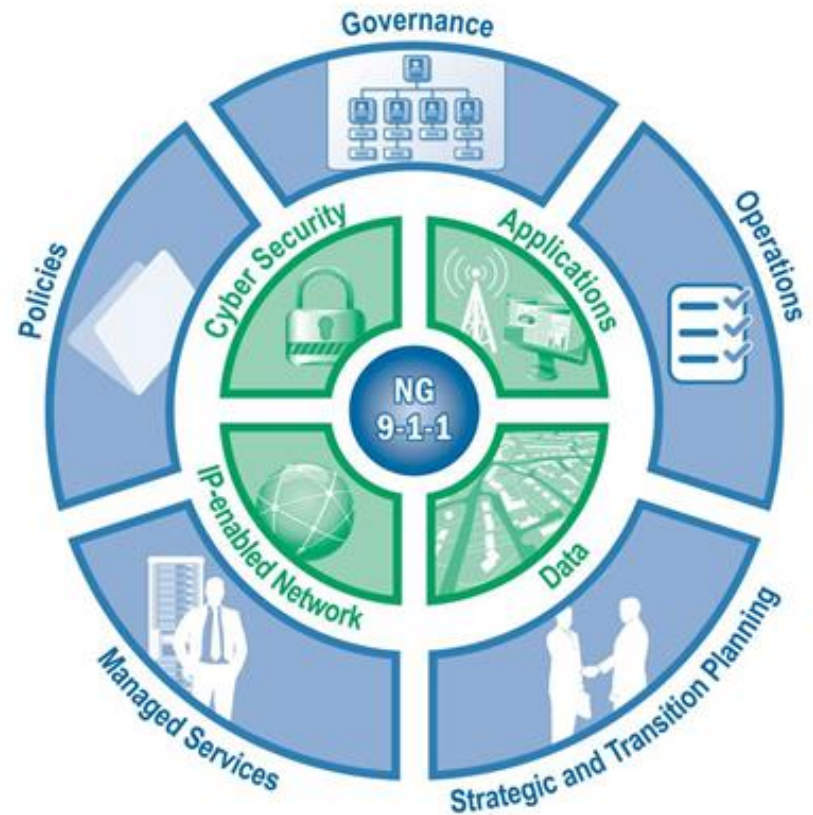


Community Resilience from a 9-1-1 Communications Perspective

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Topics

- Text-to-9-1-1
- NextGen 9-1-1 (NG911)
- Public Safety Answering Point Preparedness
- Recommendations for the Public

Text-to-9-1-1

- Approximately 500 PSAPs are capable
- Interim Solution: Oregon Beta Test – Portland area this summer
- Typical Texts: Suicide threats, rolling violence, DUII, deaf and hard of hearing community
- Challenges: Location accuracy, language translation
- Limitations: pictures and video, group text messaging, roaming, areas not covered
- Text-to-9-1-1 is not NG911

NG911 Background

- NG911 is an Internet Protocol (IP)-based system that allows digital information (e.g., voice, photos, videos, text messages) to flow seamlessly from the public, through the 9-1-1 network, and on to emergency responders.
- 9-1-1 calls will move from an analog network to a digital, IP network.
- OEM 9-1-1 Program is reviewing telephony equipment at each of the 43 Oregon PSAPs.

Workload

- PSAPs will receive new information sources...
 - Pre-positioned and dynamic video
 - Web-based telephony (Skype, etc)
 - Map-based aps
 - Crowd-sourced images
 - Social media pages and video
- The hearing impaired community wants video with sign language communication to be available.

Who should analyze all this data?

- PSAP staffing levels are already a concern
- “If PSAPs accept the videos, they may very well be accepting the liability that goes with it.” – Canadian Interoperability Technology Interest Group (CITIG)
- “It is anticipated that budgets may need to increase by as much as 30%” – CITIG
- Early impact is likely minimal; however, once it is widespread it is expected to grow.

Operations

- The Future PSAP
 - PSAP Fusion Center or data sifter?
 - Social media mining
 - Social media external communications
 - Internet, media, and data analytics and validation
 - Video surveillance
 - Situational awareness
 - Analytics visualizations

Criteria for Consideration

- Does the data enhance officer safety?
- Does the data visualize life-safety issues?
 - How is data prioritized?
 - Is it a “need to have” or “nice to have”?
 - Immediate assessment required?
 - Collected or dispatched?
 - Dynamic data collection, or point-in-time collection?
 - Storage requirements?
- Operational protocols need developing
- Additional training for 9-1-1 staff will be required

Future Costs

- FirstNet – connection and monthly fees TBD
- Access and recording streams of data
- Computer Aided Dispatch interfaces with data
- Logging recorders and storage facilities
- Cyber security detection and response systems
- PSAP staffing

NG911 Recap

- Parts of the US are beginning this process, and will provide many lessons. (Oregon is in very early stages of planning for NG911.)
- Data will be processed differently than telephone calls are handled today
- There will be costs in varied forms from implementation of NG911

9-1-1 Center Preparedness

- PSAP Evacuation Plans and Exercises
- Employee Preparedness
- Tactical Dispatch and Telecommunicator Emergency Response Taskforce (TERT)
- Resource Sharing and Policy Development

Recommendations for the Public

- Know where you are when you call 9-1-1
- Be prepared for disasters
- Recognize cell phone network limitations
- Use social media to contact friends/family
- Call in a true life/death emergency
 - Not to confirm information (Did we just have an earthquake?)

Thank you!

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