Next Generation 911 Work Group
Meeting Notes for December 8, 2011

ATTENDEES

- Bert Granberg
- Bill Burgess
- Curtis Pulford
- Glen Condon
- Ian Von Essen (Chair)
- Ivan Weichert
- Jeff Smith
- Joe Sewash
- John Hoshal
- Jon Gottsegen
- Kenny Miller (Co-Chair)
- Scott Sherwood
- Victoria Hansen

AGENDA

1) Introductions
2) Approval of Previous Minutes
3) Status of the Success Stories
4) Review of the existing NSGIC Geospatial Maturity Assessment (GMA)
5) Continue developing the Survey Background Document
    a. Includes discussion of existing information sources
6) Next Steps

DISCUSSION

1) Introductions

- Attendees introduced themselves as they joined the call

2) Approval of previous Minutes

- Ian has one addition that was not sent to the group
- Kenny Miller has that item
- Minutes Approved

3) Status of the Success Stories

- There was a previous call for success stories related to the Top Ten list
- Another success story just came in for Kansas from Scott Sherwood
- It will be shared with Ivan before posting
- Would like to get one for each of the items on the list
- Please consider submitting something
- Ken will send them to the group

4) Review of the existing NSGIC Geospatial Maturity Assessment (GMA)

- The GMA was demonstrated to the attendees
- The results are already available online

- Under the State Council Section (#8), there are two questions specifically related to the participation of the State 9-1-1 Boards in statewide GIS Coordination activities
- There are also specific data sections that are relevant to the needs of NG 9-1-1, including parcels, address points, road centerlines, elevation, orthoimagery, building structures, hydrography, etc.
- The GMA will be featured in the new NSGIC Web Page which is scheduled for release next Wednesday
- The link could be sent separately to the work group members if needed

5) Continue developing the Survey Background Document - includes discussion of existing information sources

- Kenny introduced the questions that have been submitted by Victoria, Martha and Bert (attached at end of these notes)
- Bert questioned the use of Zip Codes – His issue #3
- Rural dispatches may also need information for larger areas than they plan to collect information for
- Questions on the survey could become complex
- No one entity that manages this process in each state
- Martha's questions were focused on the collaboration process – vertical
- The value of using a brief survey versus a comprehensive survey was brought up
- The GMA is designed to look at the big picture for the states
- Other issues like this may have a greater level of detail than is required for the GMA – all the questions are important
- Some felt we should try to incorporate this into GMA
- Who are the correct contacts in the states and are they functioning in the coordination roles
- Surveys help raise awareness – this might be a beneficial value for our survey
- Could it simply be a 'work sheet' about preparing for NG 9-1-1
- Maybe it could be used as a tool to inform the coordinators about what they need to do
- It would be good to have "GIS as a Service" described for everyone (from Bert's questions)
- Victoria- questions are from her research of organizations
- No regulating body – county to county or state to state – is a big issue
- The questions could be reduced based on any redundancy with other surveys – e.g. GMA
- This survey was proposed for 911 administrators in the states
- How would they be able to complete the GMA? There is a provision to share the URL to the state survey so that others can complete the information.
- Bob Cobb at NENA indicated that they have not done a survey
- Scott and Vicki will be talking to Marc Berryman
- Kenny has also been talking to Berryman
- He found a 10-year old GIS document on their web page
- Marc is willing to work with NSGIC to update this document
- We need to locate volunteers to assist in this effort
- Concept of a 'work sheet' versus a questionnaire
    - Who do we send it to?
    - Do we need unique work sheets for each group?
    - May need two products – how community and coordinators would service the needs of NG 9-1-1 – the other to raise awareness of the PSAPs about GIS products
    - Cross pollination is a good idea for this effort
    - Need this to be flexible for different audiences – the key is to make this a collaborative exercise

- This could spark the different groups to come together

6) Next Steps

- We need to look at our audiences
- Get a few volunteers to look at the questions and reorganize them a little
- Scott and Vicki are willing to help on this
- Several of Martha's and Bert's questions may fit well within a business case analysis
- Some of the questions may be related to 'have you thought about business planning?"
- Prior to the next meeting, we will reorganize the questions
- We should probably run the proposed survey past other organizations like NENA to inform them, add their information needs, and make sure that we aren't duplicating effort
- We need to get at the issue of data completion – there will be costs associated with data production and filling in the gaps
- Can we craft questions to determine what those costs will be?
- Priority is to establish the dialog, but it would be good to think about the funding streams that will be needed
- Please submit any success stories to Kenny and Ian

ATTACHMENT
SURVEY QUESTIONS SUBMITTED TO DATE and discussed on today's call

Victoria Hansen

- Does your state have address points for each structure?
- Does your state have parcel centroids available?
- How are responders informed of weather conditions, road closings, construction conditions and bridge closures? Can dispatch operators make informed decisions about routing or re-routing?
- Do you currently have real-time tracking of vehicle locations?
- What, if any, additional data layers are needed to assist you in routing calls to correct PSAPs?
- What GIS data guidelines should be followed to ensure accuracy, consistency, and increased performance for emergency responders?
- How does your GIS data development and maintenance program interact with telecommunications service providers?
- Is GIS data more regionalized in your state in terms of comprehensiveness and currency?
- To what extent does your 911 system coordinate with those of Tribal governments?
- Is the State GIS Coordinator a member of the State 911 Board?
- Is your state set up for neighboring counties to exchange data or does this vary by region?
- NG 9-1-1 is very GIS-centric compared to the legacy analog system. Is your state prepared to provide a common base map to the PSAPs or will maps be developed individually at the local level?
- Does your state provide frequently-updated aerial imagery to support updated base maps and aid in call location in the PSAP?
- How do you plan to fund the work related to improving the GIS data to support NG 9-1-1?

Martha Wells

I would hope that we would get some questions about how the states exchange data with their local governments. States do not create addresses. Locals do (cities and counties). For the states to be successful in creating and maintaining statewide address databases, they will need to work out how to obtain, and maintain regularly, address data from their local governments. That's really the key, and the central issue here. At present, without standards implementation, each city or county or PSAP does it their own way, and trying to assemble data from anywhere from 3 to 1000+ counties on a regular basis, much less deal with the changes from month to month, is extremely daunting for almost every state. Don't think these questions get to that reality.

1. If the state maintains a statewide address database, is it geospatially enabled?
2. If the state maintains a statewide address database, what standards are in use for the data contained therein?
3. How does the state receive data from its local governments, and how does it share statewide address data with local governments, PSAP's, etc.?
4. What is the maintenance specification for state address data?
5. What are the metadata requirements for state address data?
6. What training is provided to the local governments in assembling, quality controlling and standardizing their address data so that they can provide a uniform, regular data feed to the State?
7. What quality control measures are incorporated into the Statewide address database? How is this documented?

Bert Granberg

1) You're going to have two lines of inquiry...a) geospatial capabilities in direct support of dispatch operations and b) processes, coordination, standards that prop up geospatial capabilities. That's ok but keeping the survey short is probably best. Also, if in doubt use free text for answers as it takes a lot of work to reduce complex questions to meaningful quantitative data. Do you have statewide address points is too vague...a more useful open ended question might be to ask about the state of address location at dispatch centers, what would make the biggest improvement in this area?

2) "Data as a service" (DaaS) should be a line of questioning (statewide, regional address locators, photography, other base maps) if just for purposes of getting people thinking about it

3) Inventorying addressing assignment zones/systems and their geographic extents is key as Zipcodes and Placenames are a very imperfect 'search zones' for address location where you have multiple addressing systems in play. We are moving toward using zipcodes and placenames on the front end user interface but back end geocoders use the system names (ie. Salt Lake County countywide addressing system).

4) Inventorying PSAP boundaries and their current and planned CAD software packages and versions is key.

5) Inventorying address data and the quality of addressing systems in areas where mail is NOT delivered is also key. If USPS can find it dispatchers, using Google can find it, whether they use their own system or Google/Bing. Very few folks outside the rural responders professional community understand than an many rural cases, the caller is still asked to meet the ambulance at the highway and direct them to the farmhouse, cabin, etc. This is a pretty compelling story.

6) Is dispatch center street data routable? What level of effort would it take to have this?

7) Painting the 'Regional' nature of dispatch now and how it might evolve further with NG911 is key. NG911 is a 'network of response networks'...data standards and sharing become even more key in the dispatching environment of the future. Don't even hint at this in the survey or publicly, but it seems like some sort of consolidation trend is probably also likely. Graphics below show current nature of 2 rural dispatch centers in Utah (which happen to be operated by the state Dept. of Public Safety). Green is PSAPs area of primary concern (think County Sheriff and/or Fire), Orange is the dispatch centers jurisdiction for Highway Patrol, and yellow is where they have identified coordination interests. Take away: much bigger data needs than primary area of concern. Very few people understand these type of regional relationships....mapping them is pretty insightful, especially for this intrinsically turf-oriented field. With NG911 failover/backup gets added to these maps.

Kenny Miller

Capture Funding limitations: answering call, dispatch, both, etc.