

# 9 STEPS TO **NG9-1-1**

A FRESH LOOK TO HELP YOU CREATE  
YOUR **PLAN FOR NEXT GENERATION.**  
CLEAR THE FOG!

## CLEAR THE FOG!

**PSAPs ask us all time – how long is getting to NG9-1-1 supposed to take? How do I plan? How can I measure the return on my investment?**

This document offers a new way to think about implement NG9-1-1 and is based on the popular series offered to PSAPs called The 9 Steps to NG9-1-1. The series was developed based on the comments from many of you about how to move from where you are today to the i3 environment in a way that makes sense for your center and your budget.

### Overall Objective of the 3-Part Series

- Provide PSAPs the information to develop a manageable strategy and a clear path to NG9-1-1
- Break the overwhelming aspects of full Next Generation 9-1-1 (NG9-1-1) into logical steps
- Define the discrete phases that must occur with identifiable activities and benefits
- Identify how investments can be timed with measureable service improvements
- Pinpoint how the preliminary steps naturally progress into full deployment
- Spotlight how each step can deliver incremental value and builds on previous investments

### End Result

PSAPs walk away with not just a plan to implement NG9-1-1, but a plan that includes the necessary activities they need to accomplish with each step. This is essentially a mini course in creating a customized plan for your NG9-1-1 center.

### The information in the following pages offers

1. The checklists from each session which are simple tools help you plan for NG9-1-1 and for budgeting upcoming changes.
2. The recordings from each of the sessions so you can get your questions answered live.

Our goal is to make the migration to NG9-1-1 as easy for you as possible and help you “clear the fog.”

For more information please contact us [VESTAMarketing@Airbus-DSComm.com](mailto:VESTAMarketing@Airbus-DSComm.com). We love hearing from you.

## 9 STEPS to NG9-1-1

Each step delivers incremental value and builds on the previous step and previous investments.

- 1) 9-1-1 Equipment Migration – NG9-1-1 Ready
- 2) Level 1 Data – Text-to-911
- 3) Selective Router Replacement – Carrier Transition, Tabular Routing
- 4) Enhanced Policy Routing Capabilities – Regional
- 5) Inter-PSAP System Communications
- 6) Level 2 Data, Medium Bandwidth
- 7) GIS Services
- 8) Geospatial Routing
- 9) Level 3 Data

*CLICK BELOW to listen to recorded webinars*

[\*\*Part 1 – Steps 1-3\*\*](#)

[\*\*Part 2 – Steps 4-6\*\*](#)

[\*\*Part 3 – Steps 7-9\*\*](#)

# 9 STEPS TO NG9-1-1

## YOUR CHECKLIST FOR THE FIRST 3 STEPS

### THIS CHECKLIST COVERS THE FIRST 3 OF THE 9 STEPS TO NG9-1-1

**Step 1** - 9-1-1 Equipment – Get NG9-1-1 Ready

**Step 2** - Text-to-9-1-1 – Level 1 Data

**Step 3** - Selective/Router Replacement – Carrier Transition - Tabular Routing

#### 9-1-1 EQUIPMENT

**Will the 9-1-1 equipment to which you are migrating be able to handle all forms of multimedia –**

- Receipt, Display, Tag, Centralized saving, Share (transfer, conference, dispatch), Security
- Not sure
- Need more information

**Does the 9-1-1 equipment to which you are migrating allow for work flows that will have the flexibility to support new, optimized SOPs (Standard Operating Procedure) for Multimedia?**

- Yes
- Not sure
- Need more information on this

**Will your 9-1-1 equipment be capable of sending, receiving, processing EIDD (Emergency Incident Data Document) when available?**

- Yes
- Not sure
- Need more information

#### TEXT-TO-9-1-1

**Is your current 911 system capable of receiving and processing calls directly from the TCCs (Text Control Centers)?**

- Yes
- Not sure
- Need more information

**Does your 9-1-1 equipment offer integrated SMS so that management of Text-to-9-1-1 calls mirrors how you handle voice calls, thereby making the process easier for agents?**

- Yes
- Still investigating the Text-to-9-1-1 solution we want
- Need more information

**Have you developed, tested and trained on your SOP for Text-to-9-1-1?**

- Yes
- No
- Need more information

**Have you defined your public education plan and timing to announce Text-to-9-1-1 to your community?**

- Yes
- No
- Need more information

**Are you aware of the process and forms to file with the FCC and carriers when you are ready to implement Text-to-9-1-1?**

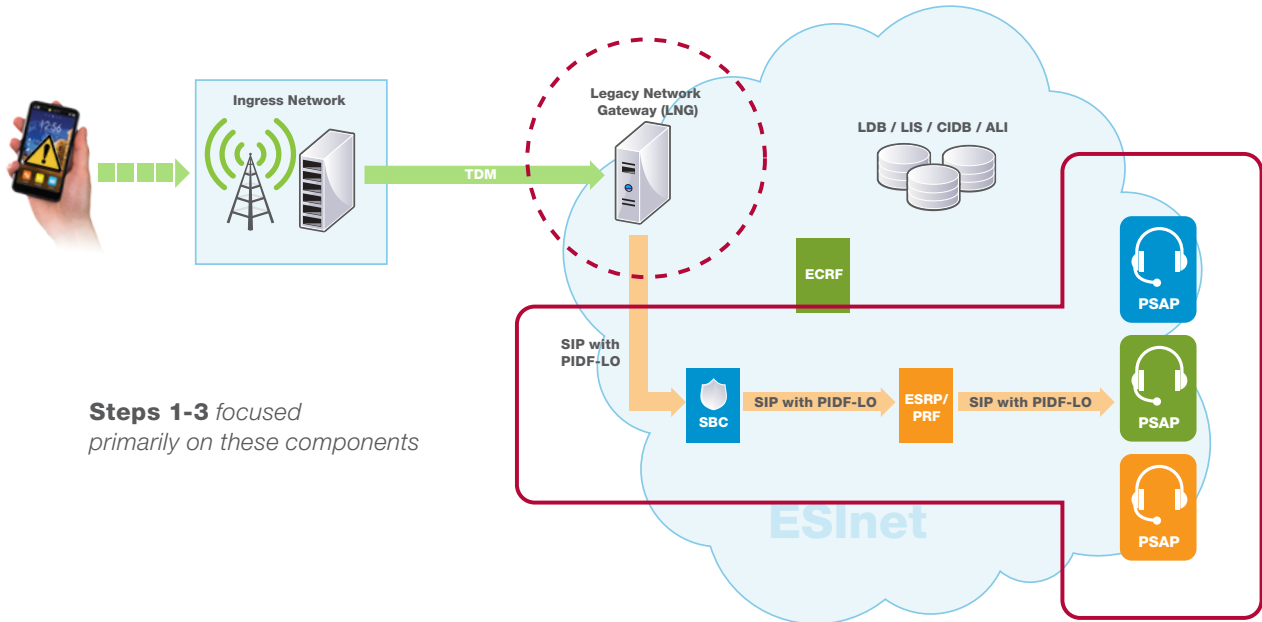
- Yes
- Not sure
- Need more information

#### USE THIS CHECKLIST TO HELP YOU IDENTIFY:

- The steps to NG9-1-1
- Where you have gaps
- Where you need more information
- What your team needs to consider

[\*\*CLICK HERE\*\*](#) for a glossary of terms to help you.

# 9 STEPS TO NG9-1-1 / STEPS 1-3



## SELECTIVE/ROUTER REPLACEMENT – CARRIER TRANSITION, TABULAR ROUTING

One of our recommendations on the webinar is to first deploy an Geospatial upgradeable ESRP (Emergency Services Routing Proxy) utilizing Tabular Routing while new procedures are defined and while GIS Data is remediated for use in geospatial routing. This approach is using the same ESRP NG Core Service in a IP transitional routing configuration replacing many legacy analog Selective Routers still in place today. Have you considered this approach as a first step?

- Yes
- No
- Need more information

Have you thought about who provides the current analog Selective Routing functions for your PSAP today and the impact this has on your operations?

- Yes
- No
- Need more information

Are there any IP based selective routers in your area and do they have the selective routing capability to migrate you to NG9-1-1?

- Yes
- No
- Need more information

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# 9 STEPS TO NG9-1-1

## YOUR CHECKLIST FOR STEPS 4-6

### THIS CHECKLIST COVERS STEPS 4 - 6 OF THE 9 STEPS TO NG9-1-1

**Step 4** - Enhanced Policy Routing Capabilities – Regional

**Step 5** - Inter-PSAP System Communications

**Step 6** - Level 2 Data, Medium Bandwidth Images and Video Files

**STEP 4 - ENHANCED POLICY ROUTING – FOR REGIONAL SYSTEMS** – Looks at the activities to support data sharing, rules-based call distribution, and call-taker flexibility with the interconnection of Regional ESInets. The result is you gain increased system resiliency and disaster planning flexibility within your regional system.

**Have you thought about the policy management routing rules you will need in a regional system? This includes cross-agency cooperation and authority guidelines; security – which includes network and the physical configuration of access control and change logging.**

- Yes
- Not sure
- Need more information

**Have you looked at your process to design, document, test, and train on policy implementation for enhanced policy routing – either in-house, or contracted professional services?**

- Yes
- Not sure
- Need more information on this

**For a regional system have you looked at cost sharing opportunities?**

- Yes
- Not sure
- Need more information

**Have you decided on equipment ownership / space ownership; how you will handle operations, maintenance and response?**

- Yes
- Not sure
- Need more information

### STEP 5 - INTER-PSAP SYSTEM

**COMMUNICATIONS** – Looks at the activities you will need to implement to transfer data between i3 ready PSAPs. The result is you have new options for communication across Regions and can overcome the traditional limitations, e.g., Cross-LATA \*code transfers

**Have you thought about the common policies you will need between PSAPs you will transfer/share data with? For example:**

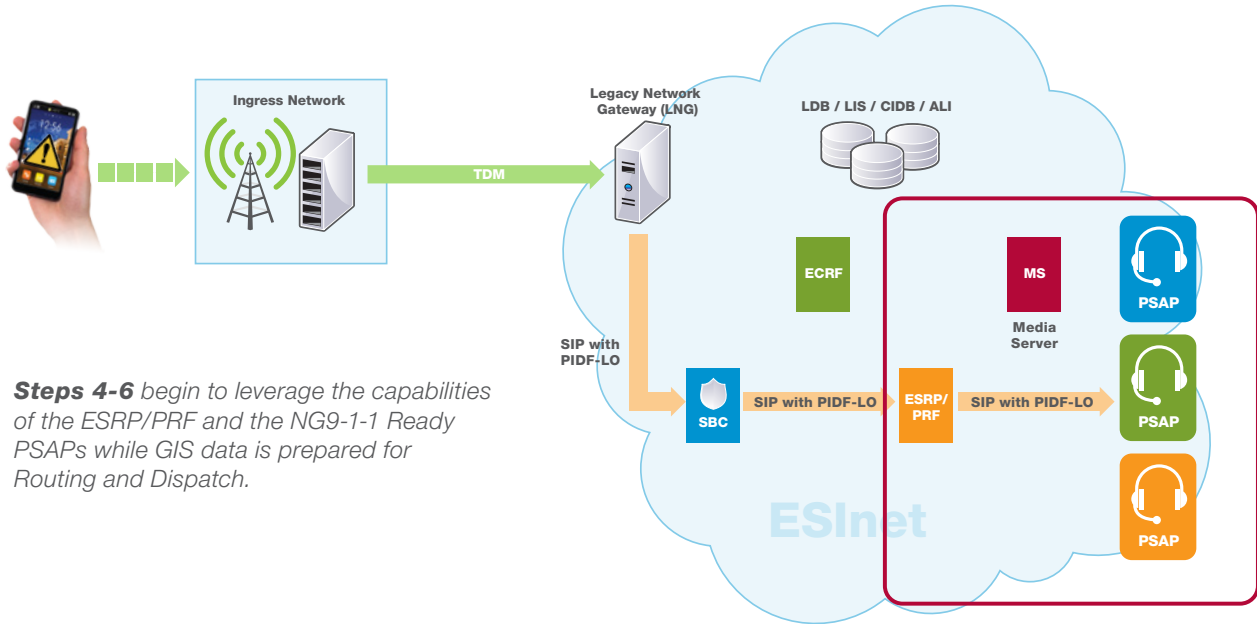
- **Consultative transfers – when and how to engage alternate agencies and jurisdictions?**
- **Blind’ transfers (e.g. Animal Control)**

- Yes
- Not sure
- Need more information

**Have you considered the common training you will need between PSAPs for data sharing? For example, how you will interpret and utilize new forms of data?**

- Yes
- Not sure
- Need more information

# 9 STEPS TO NG9-1-1 / STEPS 4-6



*Steps 4-6 begin to leverage the capabilities of the ESRP/PRF and the NG9-1-1 Ready PSAPs while GIS data is prepared for Routing and Dispatch.*

## STEP 6 - INTEGRATED LEVEL 2 MULTIMEDIA -

Looks at how to support the receipt, access and distribution of images and/or video files. When you complete the activities for Step 6, you benefit from improvements in emergency assessment, decision making, and communication with First Responders.

**Have you decided your policy regarding who will have access to view images and/or video files?**

- Yes
- No
- Need more information

**Have you considered how you will handle the network design for high- bandwidth multimedia control and distribution to avoid duplication and mitigate networking costs?**

- Yes
- No
- Need more information

**Have you developed your Standard Operations Procedures for accepting images/videos? This could include your processes and policies for distributing the data to other agencies, first responders and even the media.**

- Yes
- No
- Need more information

**Have you considered your communications plan and how you will launch the announcement to your community that the PSAP can now accept images/videos?**

- Yes
- No
- Need more information

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# 9 STEPS TO NG9-1-1

## YOUR CHECKLIST FOR STEPS 7-9

### THIS CHECKLIST COVERS STEPS 7 - 9 OF THE 9 STEPS TO NG9-1-1

**Step 7** – GIS

**Step 8** – Geospatial Routing

**Step 9** – Integrated Level-3 Multimedia (Streaming Video)

**STEP 7 – GIS** – Required for the implementation of Geospatial Routing and Dispatching. It represents a significant new set of standards and SOPs (Standard Operations Procedure). Data preparation is the major task required and it is not one-time. It is an ongoing activity that requires management and updates. ***If you haven't started this activity, it's time.***

A baseline to help you get started is the NG9-1-1 Preparedness Report which describes how to evaluate the GIS data layers for completeness and accuracy against the ALI/MSAG. NENA 71-501 - [Synchronizing Geographic Information System Databases with MSAG & ALI Information](#).

**Have you conducted a NG9-1-1 GIS Audit to review current GIS data maintenance processes and workflow?**

Yes

Analyzed the recommended adjustments to increase efficiency

Reviewed impact to or from neighboring jurisdictions data

Established process for ensuring data accuracy after the MSAG is discontinued

Not sure

Need more information

**Have you begun GIS Data Normalization which is the conversion of current data to NG9-1-1 standards (one time) or built a model for continuous export in the NG9-1-1 format?**

Yes

Not sure

Need more information on this

**Have you conducted a Public Safety GIS Audit, which goes beyond NG9-1-1 and review of ALL available data layers and sources available for use within the PSAP?**

Yes

Not sure

Need more information

**STEP 8 – GEOSPATIAL ROUTING** – Required for direct Location Information reporting of mobile originating devices, e.g., PC's, Web services, WiFi connected devices, Network Cameras. With Geospatial Routing you gain full implementation of GIS-based routing vs. Tabular. This is the culmination of executing the Geospatial Services in Step 7.

*NOTE: Our recommendation is to implement Geospatial Routing over time while continuing to use Tabular Routing. This provides you the opportunity to conduct area-by-area transition – perhaps by LATA boundaries; allows refinement and validation of your GIS processes in a more controlled situation; allows for focused data clean-up – all with greater budget control.*

**Have you developed the process for provisioning authoritative GIS data to the ECRF & LVF?**

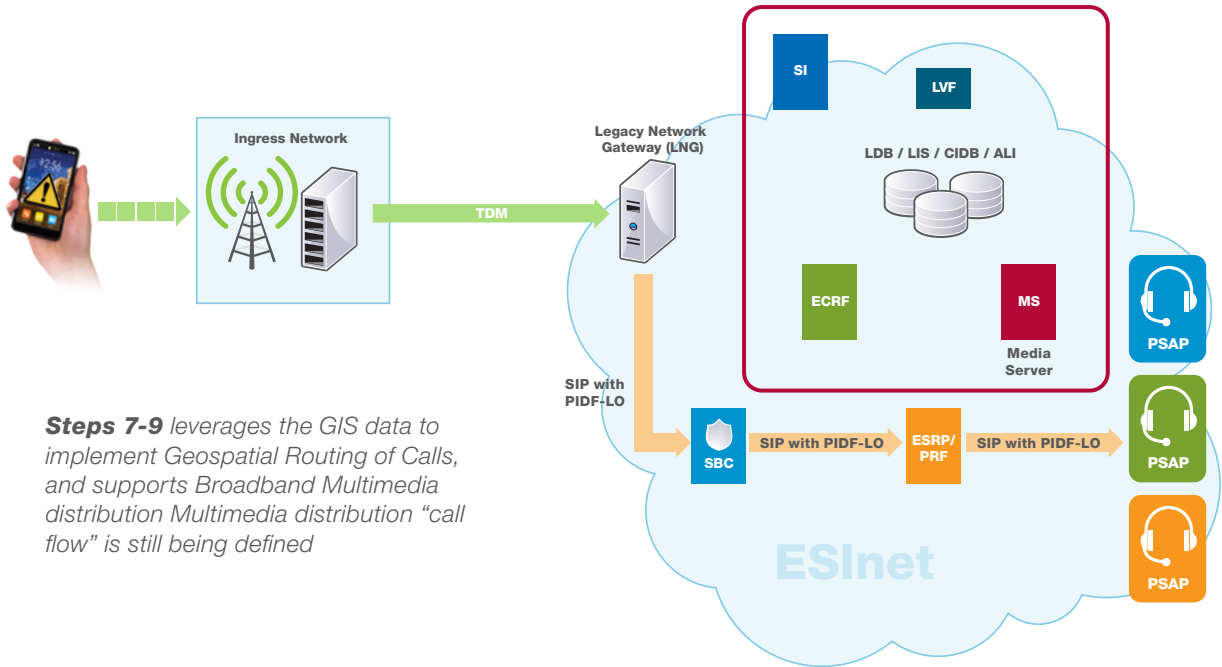
Yes

Validation of accuracy and consistency with neighboring jurisdictions data

Not sure

Need more information

## 9 STEPS TO NG9-1-1 / STEPS 7-9



*Steps 7-9 leverages the GIS data to implement Geospatial Routing of Calls, and supports Broadband Multimedia distribution Multimedia distribution “call flow” is still being defined*

### STEP 8 – GEOSPATIAL ROUTING (CONTINUED)

**Have you begun the staffing and cross training necessary to implement NENA-STA-005 - NENA Standards for the Provisioning and Maintenance of GIS data to ECRF/LVF?**

- Yes
- Not sure
- Need more information

**Have you developed practices for GIS data discrepancy management according to the NENA-STA-XXX - NENA Next Generation 9-1-1 Data Management Standard (draft)?**

- Yes
- Not sure
- Need more information

**STEP 9 - INTEGRATED LEVEL-3 MULTIMEDIA (STREAMING VIDEO)** - Enables real-time viewing of incidents where device feeds offer the ability for video streaming and CCTV interfaces as well as support for future multimedia applications. This includes high bandwidth – live video and real-time, data-intensive applications.

**Have you developed, tested and trained on your SOP for Images/Videos?**

- Yes
- No
- Need more information

**Have you defined the communication plan and timing for your community for streaming video?**

- Yes
- No
- Need more information

**Have you considered how you will handle archiving videos for chain-of-evidence?**

- Yes
- No
- Need more information

**Have you created the processes and policies for distribution of streaming video with other agencies, first responders, the media?**

- Yes
- No
- Need more information

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