Project 43: Broadband Implications for the PSAP

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APCO International

March 1, 2017

Broadband means a Paradigm shift for PSAPs
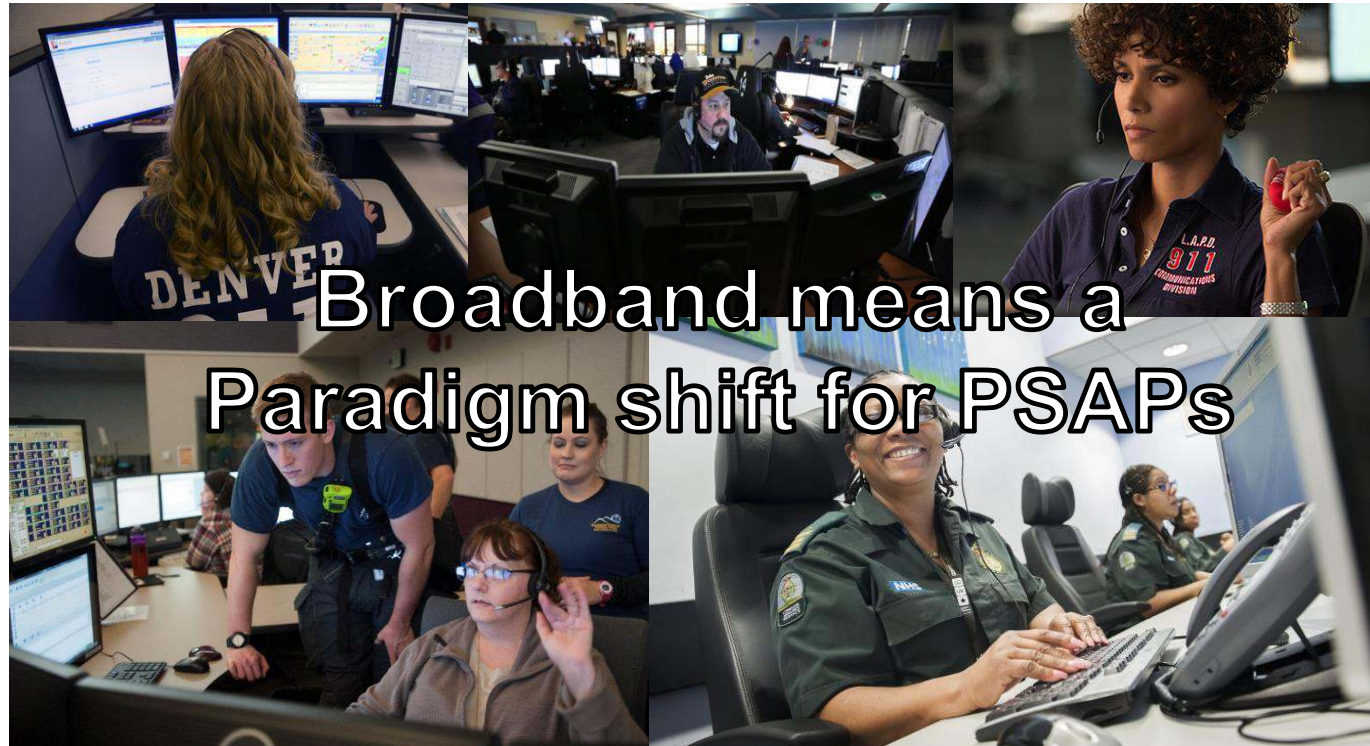
- A nationwide, consensus-driven, accredited, standards-based, all-IP emergency communications infrastructure enabling voice and multimedia communications between a 9-1-1 caller and a 9-1-1 center, and on to responders in the field.
- In an NG9-1-1 environment, PSAPs will serve as the nerve center of the new public safety ecosystem – managing data rich communications via broadband technology with 9-1-1 callers and first responders.

- Explore the impacts of broadband technology on the PSAP and provide education, guidance, and focus to PSAPs and 9-1-1 authorities for the benefit of the entire public safety community.
- Help telecommunicators, PSAPs, 9-1-1 authorities, and others to understand existing technology capabilities and prepare for evolving broadband communications technologies that will impact PSAP operations and improve support to emergency responders.

APCO Project Series

#	Title
Project 22	P/S Telecommunicator Training Courses
Project 25	Technical Standards for Digital Communication Systems
Project 27	Professional Certification Designation for PSC Professionals
Project 33	National Public Safety Telecommunicator Training Standard
Project 38	Project LOCATE
Project 40	Project RETAINS
Project 43	Broadband Implications for the PSAP

States Represented
(darker colors represent more members)

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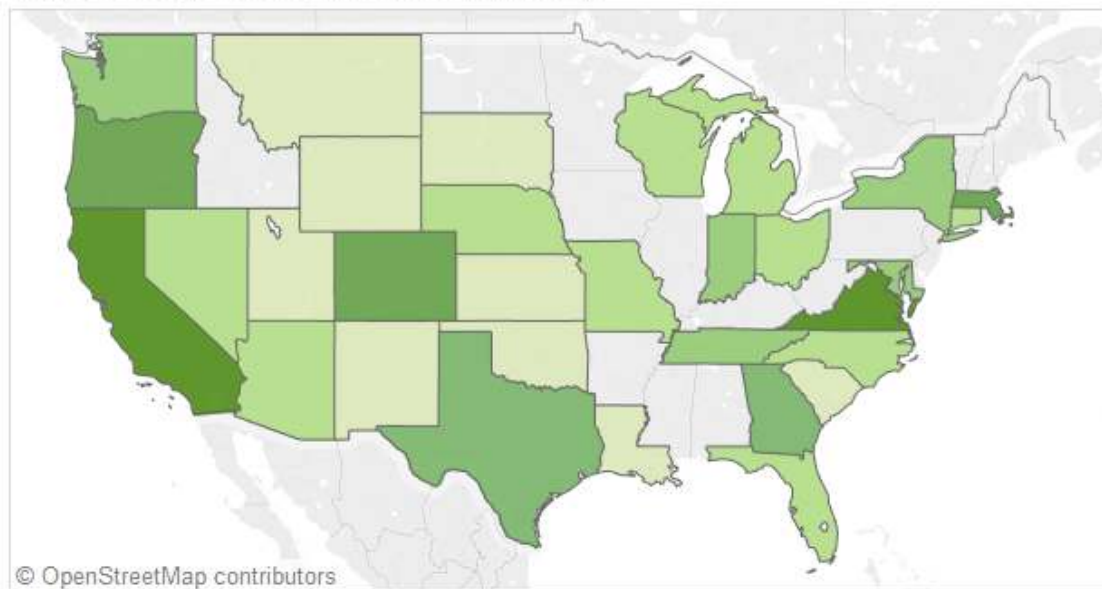
individual type

Individual Type	
n/a	3.61%
9-1-1 Coordinator	2.41%
APCO Staff	1.20%
C-level	2.41%
Consultant	7.23%
County/State Official	2.41%
Director	27.71%
Engineer/Technician	6.02%
Fire Chief	1.20%
Goverment Official	1.20%
Information Systems	3.61%
Manager	10.84%
Marketing	1.20%
Officer	1.20%
Other	3.61%
Police Chief	1.20%
Retired	3.61%
Supervisor	9.64%
Telecommunicator/Disp..	3.61%
Training and Education..	6.02%

Membership

Member Type	
Non-Member	16.87%
Associate Member	2.41%
Full Member	57.83%
Group Full	15.66%
Commercial Member	6.02%
Group Commercial	1.20%

Education

Ind Education Ext	
n/a	15.66%
associate's degree	3.61%
bachelor's degree	30.12%
doctoral degree	4.82%
high school	1.20%
master's degree	18.07%
some college	26.51%

Including representatives from ...

- Intl Assn of Chiefs of Police (IACP)
- Johns Hopkins Applied Physics Lab
- LA-RICS
- Nat'l Inst. of Standards & Technology (NIST)
- Natl Public Safety Telecomm Council (NPSTC)
- Texas A&M University

- Airbus
- Motorola
- OnStar
- Verizon
- West (Intrado)
- Zetron

Police	34.94%		NENA	50.60%
Sheriff	15.66%		NPSTC	4.82%
Fire	33.73%		IEEE	4.82%
Military	8.43%			
EMS	28.92%		Life Members	8.43%
Disaster Relief	13.25%		Senior Members	13.25%

Chair: Eddie Reyes

 Senior Law Enforcement Project Manager, Police Foundation

Scope: Identify and provide recommendations for facilitating the adoption of broadband technology capabilities related to:

- Coordination within and between 9-1-1 PSAP jurisdictions;
- Emerging liability issues to include privacy concerns resulting from the implementation of broadband technologies;
- State and local governance structures; and
- Reforms to legal and regulatory frameworks.

Chair: Stephen Williams
> Director, Emergency Communications and Citizen Services, Virginia Beach

Scope: Identify and provide recommendations regarding multiple aspects of cybersecurity related to the implementation of broadband-based technologies.

- Examine ingress and egress points to and from PSAP, between public and PSAP, and PSAP and field responders.
- Explore strategies related to physical security, network security, best practices for technical and operations personnel, and proposed modifications to existing standards for assisting PSAPs in developing a cyber defense strategy.

Chair: Mike Muskovin
   Customer Support Manager, Motorola Solutions, Inc.

Scope: Examine and provide recommendations regarding the technical implications to the PSAP of broadband-based technologies.

- Examine equipment and systems such as CAD, logging equipment, and dispatch consoles necessary to deliver and process IP-based communications and manage field resources.
- Evaluate existing consensus-based standards, best practices, and open system architectures and make recommendations for improved standards and practices.

Chair: Steve Souder

> Retired Director, Fairfax County, VA Department of Public Safety Communications

Scope: Identify and provide recommendations related to emerging policy issues and concerns occurring within PSAPs as they relate to the processing of broadband technologies.

- Develop model policy related to 9-1-1 call processing, computer-aided dispatch, records management, use of recording and retention systems, dispatch console radio systems.
- Evaluate potential policy solutions, analyze existing consensus-based standards and best practices, and recommend improved standards and practices.

Chair: Chris Fischer

> Former APCO President and Retired Executive Director, Valley Communications Center, Kent, WA

Scope: Examine the staffing expertise that will be needed to accommodate advanced communications methods.

- Examine PSAPs' ability to accept, document, transmit, and retain for evidentiary purposes texts, videos, photos, telemetry data, and more.
- Conduct a detailed comparative analysis and report on the number of staff positions needed compared to today's PSAP staffing.
- Examine the knowledge, skills, and abilities necessary for a 9-1-1 telecommunicator working in a broadband-capable PSAP.
- Consider the workforce implications of potential workload sharing between PSAPs, enhanced mutual aid opportunities, and managing the exposure to critical incidents and workforce burnout.

Chair: Mindy Conner Adams

Training Coordinator, Denco Area 9-1-1 District, Lewisville, TX

Scope: Explore and recommend training requirements needed for personnel in a broadband-capable PSAP.

- Examine issues such as increased stress associated with processing more information and exposure to live video from incidents.
- Identify methods for maintaining proficiency with rapidly evolving technology in addition to the necessary minimum training requirements for professional telecommunicators.
- Evaluate current consensus-based standards and best practices and recommend improved standards and practices.

- Working Groups are in the process of completing assigned deliverables that will serve as the basis of the final P43 Report.
- Initial scoping of the final P43 Report has begun.
- The completed report will be presented at the APCO 2017 Annual Conference in Denver in August.

Questions?

- APCO website: www.apcointl.org
- P43 website: https://www.apcointl.org/p43
- GRO website: https://www.apcointl.org/advocacy.html
- Twitter: @GRO_APCO

- APCO events: www.apcointl.org/events.html
  - May 16-17: Broadband Summit in DC
  - May 17: Public Safety Communications Leadership in Policy Awards Dinner
  - August 13-16: Annual Conference in Denver