

Project 43 – Broadband Implications for the PSAP

Derek Poarch, Executive Director and CEO
APCO International

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What is Next Generation 9-1-1?

- A nationwide, 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 NG 9-1-1 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.

Project 43 Mission

- 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.
- **Chair: Steve Proctor**
 - APCO Past President; 45+ Years of Public Safety Communications experience.

Working Groups

Governance

Cybersecurity

Technical

Operations

Training

Staffing

- **Chair: Tina Mathieu**
 - Executive Director, Weber Area Dispatch 9-1-1 in Ogden, UT
- **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:** To Be Named
- **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**
 - 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 staffing 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.

Thank You!

- Learn more about Project 43 and apply to join a Working Group at <https://www.apcointl.org/p43>.
 - The deadline to apply is **March 21.**