



Northwest Michigan 911 CONNECT

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Welcome!

Ed Boettcher, Commissioner, Antrim County

The first call to 911
was placed

Basic 911
Copper Circuits
Analog Technology



1968

1980's

Wireless E911

Phase I
Phase II



1990's



2000's

Implementation of NG911
Technologies

Telematics, Voice of IP,
Texting, Video, ESInet
deployment,



2010 +



Enhanced 911 (E911)

Automatic Number Identification
ANI
Automatic Location Identification
ALI

Concepts for the Next
Generation 911 Technologies
(NG911)

GIS is the foundation



911 – Who do we serve?



Northwest Michigan Regional Impact
(6) 911 Centers and (8) Counties

2012

45,197 Wireline 911 Calls

98,415 Wireless 911 Calls

269,453 Non-Emergency Calls

269,920 CAD Events Dispatched



911 Policy Direction

Tim Smith, CLEAR



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Michigan's
Official
Web Site

Recommendations on a System Plan for NG911 for Michigan

*The CLEAR NG911 Working Group
Updated briefing
February 25, 2014*

The Group Members

Public Safety:

- Jeff S. Barnes, Workgroup Chairman, Public Safety ED
- Gary Rosema, Sheriff, Ottawa County
- Kriste Etue, Director, Michigan State Police
- Chief Deputy Michelle Young, Kent County Sheriff's Department
- Rich Miller, LARA - State Fire Marshall
- Dale Gribler, Sheriff, Van Buren County, Chair – State 911 Committee

Technical Expertise:

- Eric Swanson, Michigan Department of Technology, Management & Budget, Director - Center for Shared Solutions
- Bradley Stoddard, Michigan Department of Technology Management & Budget, Director - Michigan Public Safety Communications System

911 Administrators:

- Harriet Miller-Brown, Michigan State Police, State 9-1-1 Administrator
- Tim Smith, Ottawa County 9-1-1, Director
- Robert Bradley, Charlevoix, Cheboygan, and Emmet County 9-1-1 (CCE), Director
- Patricia Coates, Oakland County – CLEMIS Administrator
- Pamela Matelski, Michigan State Police, Communications Manager
- Lisa Hall, Midland County 9-1-1, Director

The Working Group's Mission

Formulate recommendations for improving Michigan's public safety communications systems including the implementation of Next Generation 911 (NG911) and the vision for improving communications, interoperability, and information sharing between public safety agencies statewide.

The Workgroup's Guiding Principle

“Start with a blank sheet of paper and design the best solution that improves the safety of the public.”

An Overview of NG911, Public Safety Communications Evolution, and Convergence

- NG911 is opening doors for innovation beyond the 911 network between the caller and the PSAP.
- Concept of Public Safety Ecosystem.
- At a national level, the country is seeing a convergence in public safety communications:
 - Development of Emergency Services IP-based Networks (ESInets)
 - FirstNet and the National Public Safety Broadband Network
 - Public Safety Land Mobile Radio Systems
 - Virtual PSAPs that can serve regardless of physical location
- Interoperability becomes more than just voice-based radio systems:
 - CAD – Computer Aided Dispatch
 - RMS – Records Management System
 - PSAP telephony – Public Safety Answering Point telephony

Role of interoperability becomes critical in NG911 and Public Safety Broadband becomes paramount

Interoperability will be redefined and identified in statute:

Ability of emergency responders to work seamlessly with other systems or products without any special effort and refers to the ability of emergency response officials/public safety agencies to share information via voice and data signals on demand, in real time, when needed, and as authorized utilizing any number of technology sources such as but not limited to 911 services, radio communications, and/or public safety broadband.

Governance

What governance model would best facilitate Michigan's movement toward NG911?

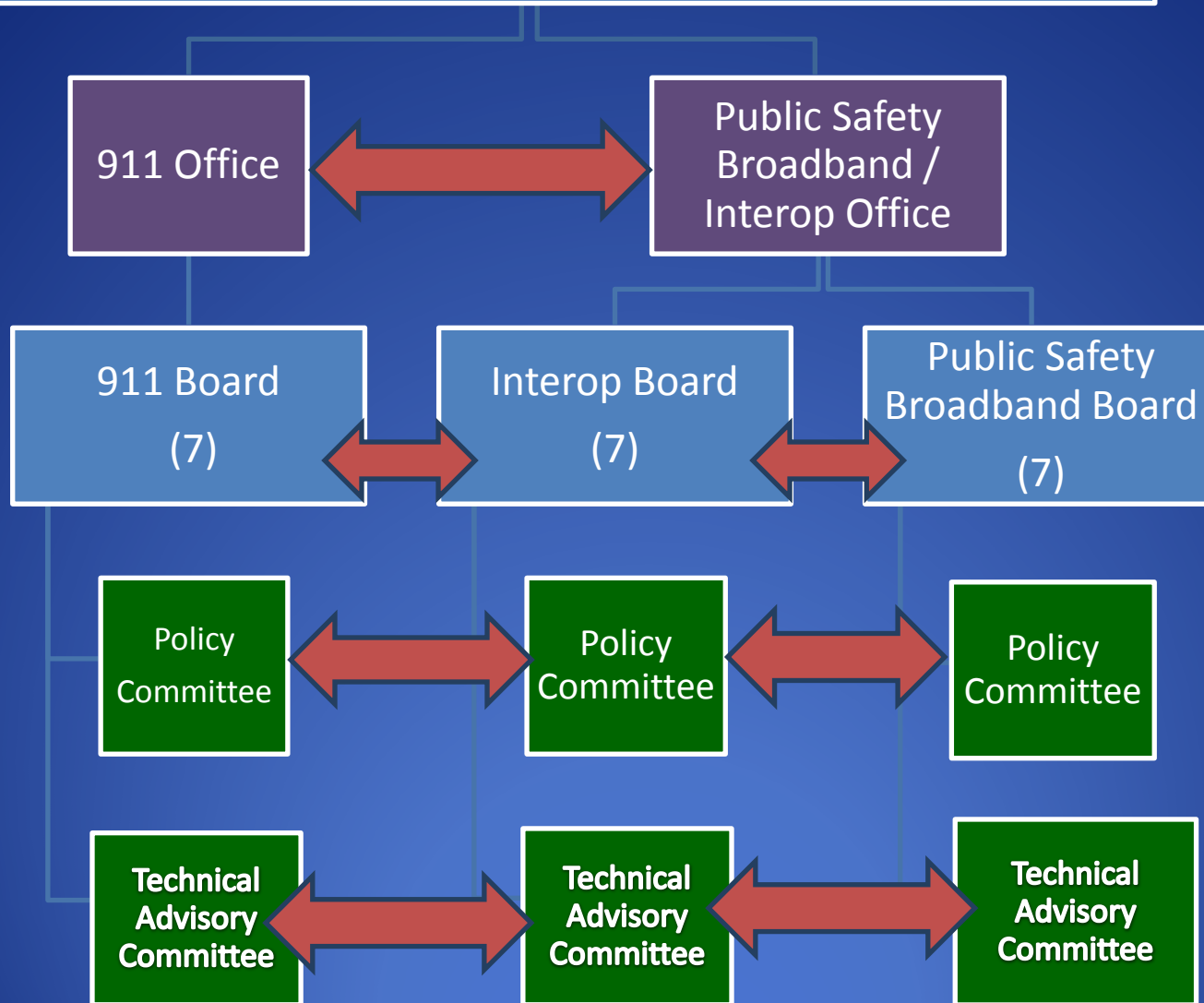
What system will utilize resources in the most effective way possible, both financially and operationally?

Emergency Communications Commission

A new structure with a broad governing board that encompasses public safety communications should be established. Its mission and authority would include:

- *Develop long term strategies for public safety communication*
- *Design, procure, and enter into agreements*
- *Manage interconnections between the ESInets*
- *Set system standards and request information*
- *Oversee the remittance and use of 911 funds*
- *Tie state-based funding to compliance to standards and meeting deadlines*
- *Set systems in place to promote and facilitate effective interoperability between public safety agencies*

Emergency Communications Commission



Emergency Communications Commission

13 Members:

- Department of Technology Management and Budget (DTMB)
- EMS / Community Health
- Public Safety Appointee from the Governor's Office
- Michigan Association of Chiefs of Police (MACP)
- Michigan Association of Counties (MAC)
- Fire Representative
- Michigan Department of Transportation (MDOT)
- Emergency Management Representative
- Michigan Sheriffs Association (MSA)
- Michigan State Police (MSP)
- Representative from the 911 Board under the ECC
- Representative from the Public Safety Broadband Board under the ECC
- Representative from Interoperability Board under the ECC

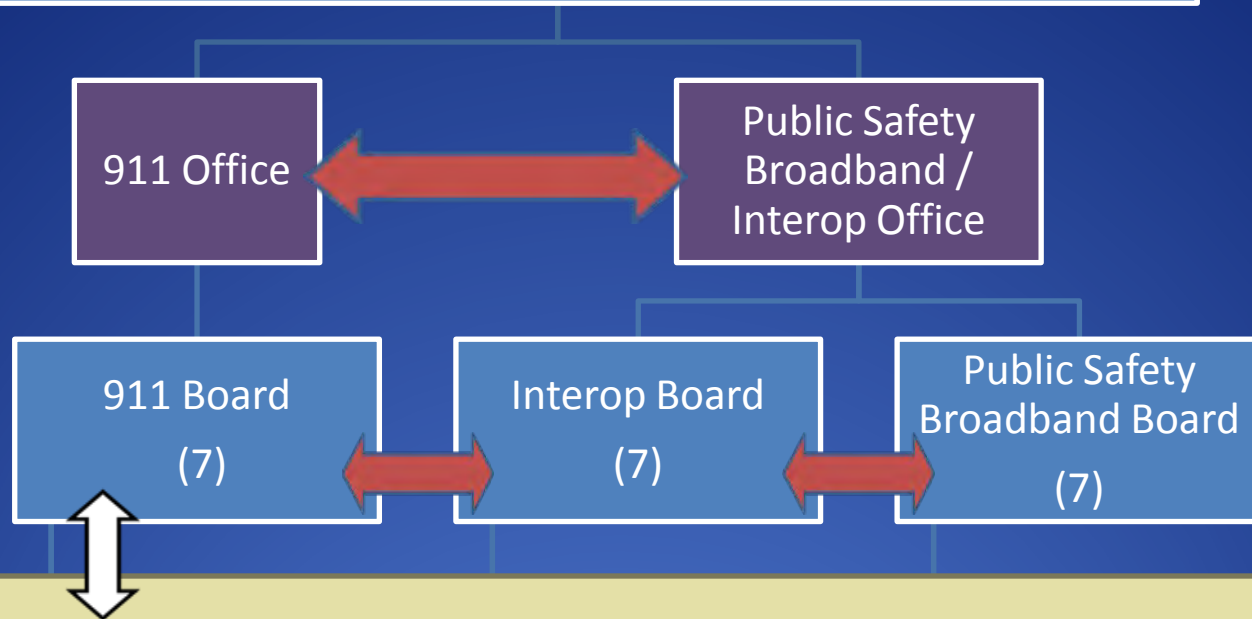
Appointments are a mix of statutorily defined positions, appointed positions and ECC advisory board selections.

Emergency Communications Commission

Advisory Boards

- This Emergency Communications Commission (ECC) would be served with three core advisory committees . One for 911, one for Interoperability, and one for Public Safety Broadband.
- These core boards serve as authoritative advisory boards to the ECC.
 - The 911 Board would be served by the State 911 Office.
 - The Interoperability Board would be served by the Interoperability/Public Safety Broadband Office.
 - The Public Safety Broadband Board (PSBB) would be served by the Interoperability/Public Safety Broadband Office.
- Staffing at the three board levels would support the technology and policy for migration to statewide NG911, interoperability, and public safety broadband.
- Proposed membership of the three core ECC advisory boards would be as follows:

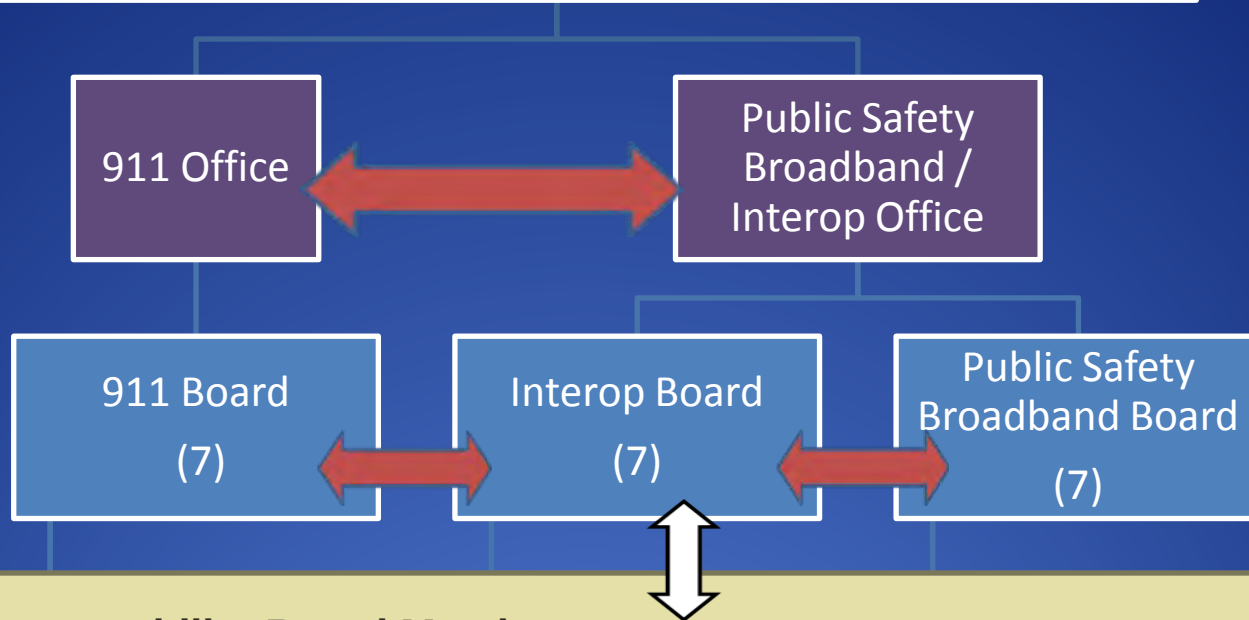
Emergency Communications Commission



Proposed 911 Board Members:

- Michigan Chapter of National Emergency Number Association (MI-NENA)
- Michigan Chapter of the Association of Public Safety Communication Officials (MI-APCO)
- Michigan Communications Director Association (MCDA)
- Representative from a 911 Authority or County Administered Public Safety Answering Point (PSAP)
- Representative from a Michigan State Police managed PSAP
- Representative from a Police Department managed PSAP
- Representative from a Sheriff Department PSAP

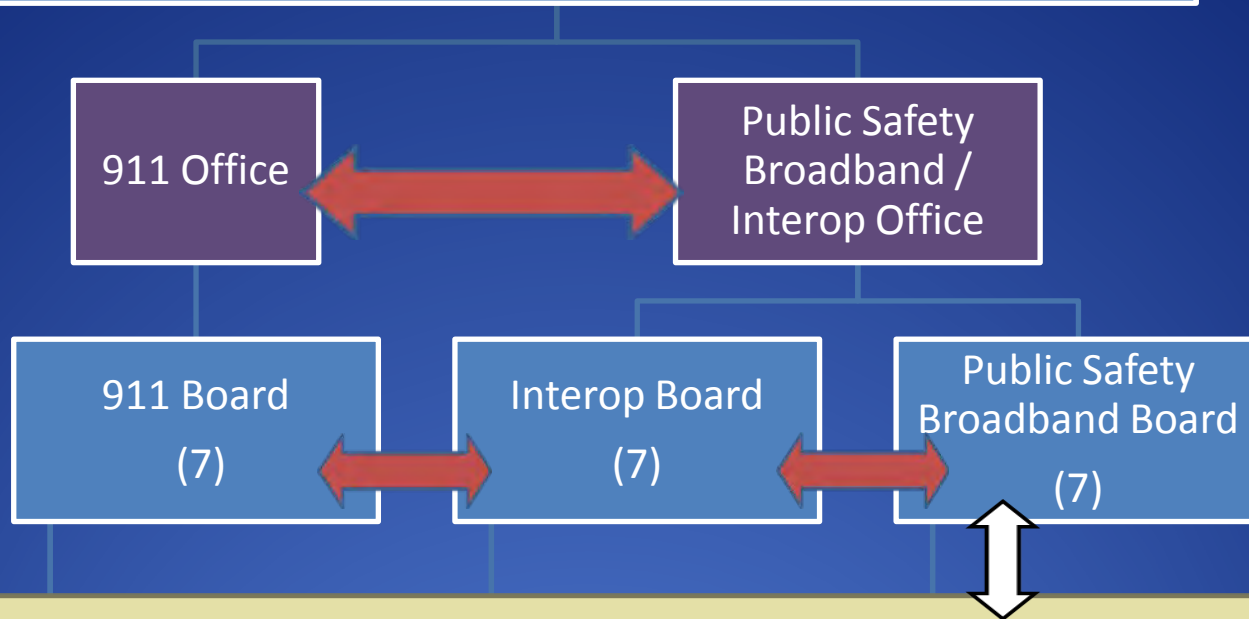
Emergency Communications Commission



Proposed Interoperability Board Members:

- Three Regional Interoperability Board representatives
- Region 21 representative
- Michigan Chapter of the Association of Public Safety Communication Officials (MI-APCO)
- Representative from a Michigan Public Safety Communication System user (MPSCS) agency
- Representative from the Michigan Public Safety Communication System office

Emergency Communications Commission



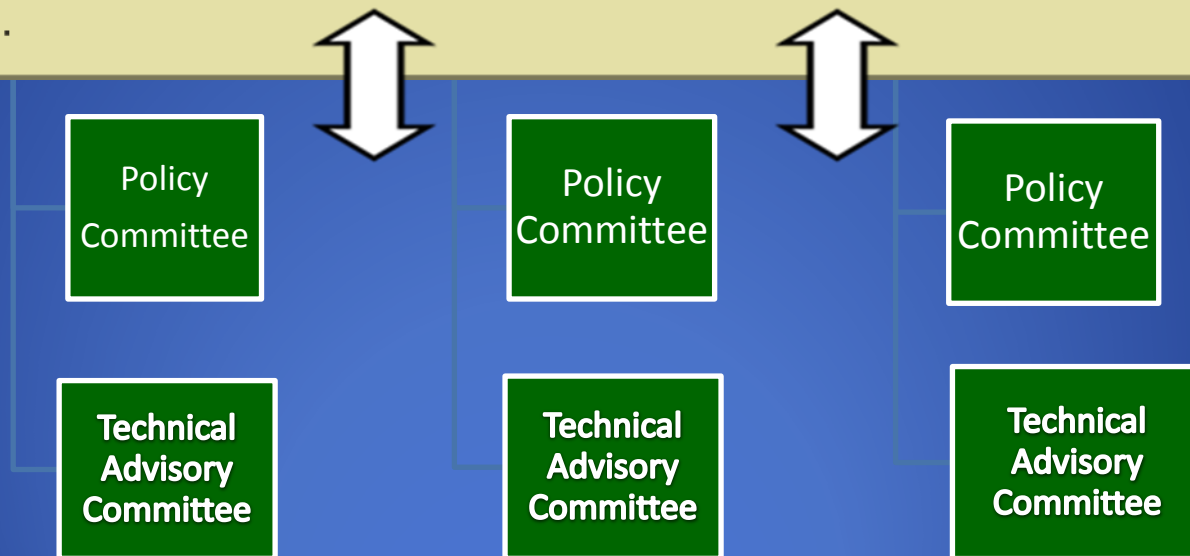
Proposed Public Safety Broadband Board Members:

TBD: The primary role of the Public Safety Broadband Board (PSBB) will be to advise the ECC on state policy, strategy, management and funding recommendations based on the policy and developments by the FirstNet Authority for the nationwide FirstNet network. All public safety broadband policy, funding directions, management approaches, user requirements, business and technical processes in Michigan will be developed under the direction of the ECC and the guidance of the PSBB members to address the issues and opportunities in Michigan.

Emergency Communications Commission

Support Committees - Policy and and Technical:

There would be some overlapping membership on each of the committees. These advisory committees would be structured with membership of nine (9) members and would include industry representatives and resources such as the GIS Technical Advisory Committee, the existing State 911 Committee (SNC) Subcommittees, and other existing working committees should also be leveraged.



Funding Model Recommendation

Key Question: *Should the current 911 fees and surcharge mechanisms remain in place?*

- **Local 911 Surcharges?** Yes, there should be no changes to local surcharge or millage language.
- **Technical Surcharge?** The technical surcharge should be eliminated over time (as was done with wireless cost recovery) and a common network fund should be created (similar to the cost recovery for wireless Phase I and II). The common costs of the legacy network would be paid out of this fund as would the new NG911 network.
- **State 911 fee?** Yes, but modify the amount and distribution formula.

Funding Model Recommendation

Changes in the State 911 fee:

- Proposed amount changes the .19 to .25 and reallocates the distributions.
- The distributions would:
 - Keep the counties whole to the current State 911 distributions
 - Increase PSAP Training Fund
 - Be stable to MSP PSAPs
 - Increase 911 Office funding (with restructure and additional duties)
 - Remaining for creation IEIN Fund

Funding Model Recommendation

IEIN Fund: The remaining funds would be designated for the creation of the Innovation/Efficiency/Interoperability/NG911 Fund. Which would be reserved for:

- Grants for CPE, hosted remote solutions, and other technologies defined and approved of by the ECC
- Grants for Efficiency Efforts/Regional Plans
- NG911 network costs
- Common legacy network costs
- Statewide public safety interoperability

Statutory protections would need to be in place to prevent re-appropriation and unauthorized use.

- Excess funds above the distributions to counties, PSAPs, 911 Office, and MSP would be put into the IEIN Fund
- Any annual carryover would follow IEIN Fund

Funding Model Recommendation

Additional Funding Factors:

- Counties would be left whole relative to their current distributions from state.
- There would need to be a plan developed and a mechanism in place to partner for costs to bring in networks/ESInets currently being developed.
- The ECC would have the authority to modify the distribution levels with statutory biennial reporting requirement to the Legislature its process of evaluating and setting the distributions.



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Questions or Comments?



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Break
(restrooms down hall to left)

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NETWORKS and CONNECTIVITY

Thom Sumbler, PFN (Peninsula Fiber Network)

David McCartney, PFN (Peninsula Fiber Network)

Eric Hartman, INdigital Communications

Peninsula Fiber Network

Presentation to

Northwestern Michigan NG 911 Group

Planning Session – NG 911 Network

Thom Sumbler
Sales and Business Development

Dave McCartney
PFN General Manager

February 25, 2014



PFN and INdigital Partnership

- PFN is a “facilities based telecommunications service provider” serving The Upper Peninsula and Northern Lower Michigan and the Northern Wisconsin markets
- PFN is a joint venture between two local exchange provider companies
 - Hiawatha Communication Inc
 - Baraga Telephone Company
 - Both companies in business for over 100 years
- The PFN network is supported by apx 40 engineering and operations staff
- PFN and INdigital partner to provide NG 911 service
 - PFN network, LEC and regulatory experience
 - INdigital engineering, software and management services
- *PFN and INdigital names are used here for illustrative purposes*



ESRP – NextGen Selective Router

- PFN will be providing the NextGen Selective Router function ([ESRP](#)) for all 15 counties in the UP beginning in April 2014
- We have partnered with INdigital to provide this service
- INdigital currently provides the NextGen 911 Selective Router for the state of Indiana.
- INdigital will provide the engineering, software and management services to PFN
- In addition to call routing, the NextGen Selective Router will provide;
 - Texting service for 911
 - Video over text delivery
 - Premium services – (OnStar, etc)





About: NG9-1-1

Peninsula Fiber Network

Eric Hartman - INdigital telecom

What is NG9-1-1?

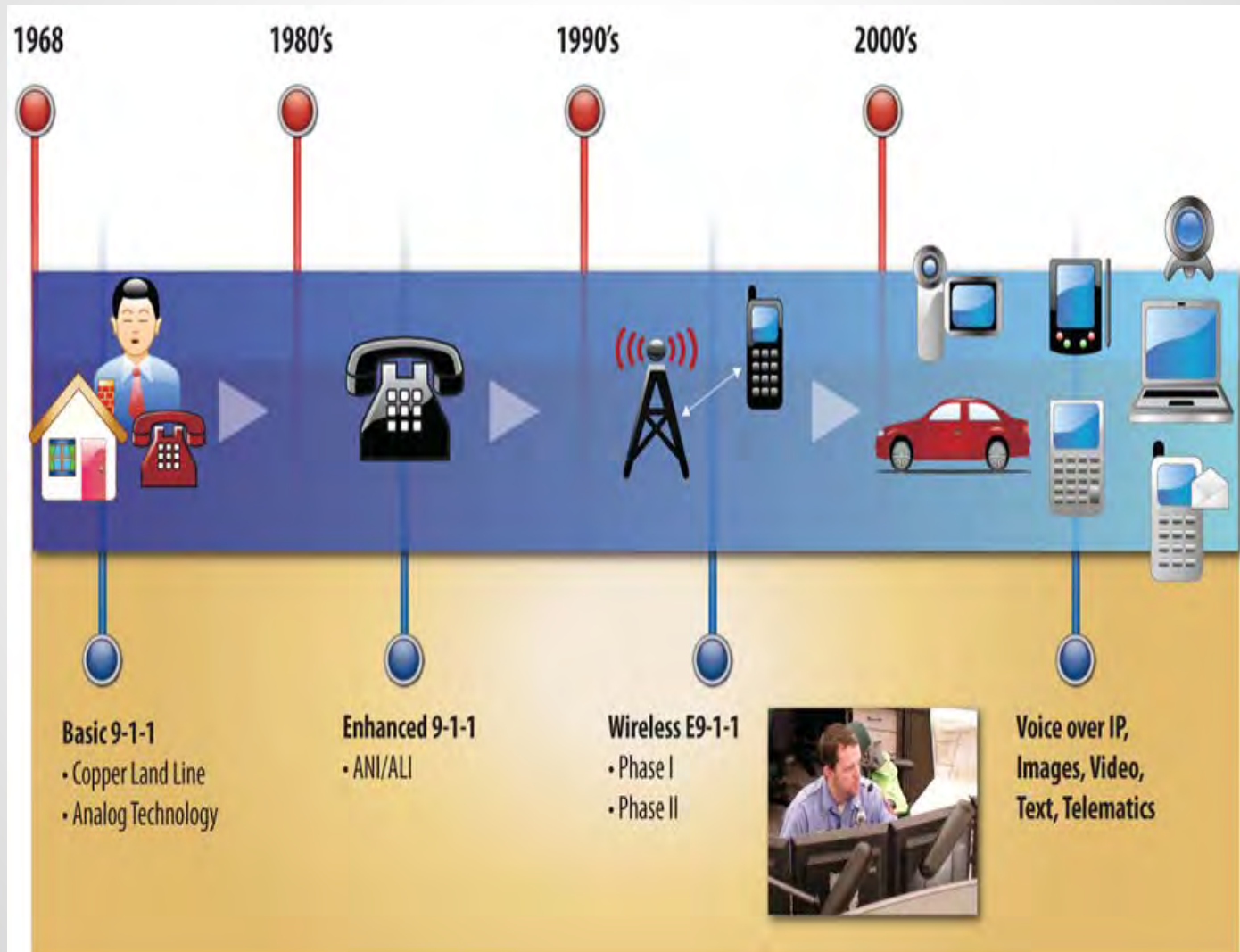
NG9-1-1 is an initiative to update E9-1-1 service for the US and Canada to work with today's types of mobile devices like the iPhone, Android and other emerging technologies

Concepts of NG9-1-1

Goals:

- improve access for public initiated emergency calls to meet individual needs (e.g. deaf, speaking impaired)
- improve performance when calling 9-1-1 from a wireless device (location and other data)
- enable the public to transmit text, images, video and non-voice content to the 9-1-1 center
- redundancy, resiliency, and survivability by FCC order

Today's E9-1-1 system is outdated



NG9-1-1 analogy



It takes more than buying a new TV to make it HD

What makes NG work ?

- IP Network between the PSAP, the Originating Service Provider, and the 911 System Service Provider
- Database: (a) GIS data, (b) legacy tabular
- updated PSAP operations
- PSAP training
- project and transition planning

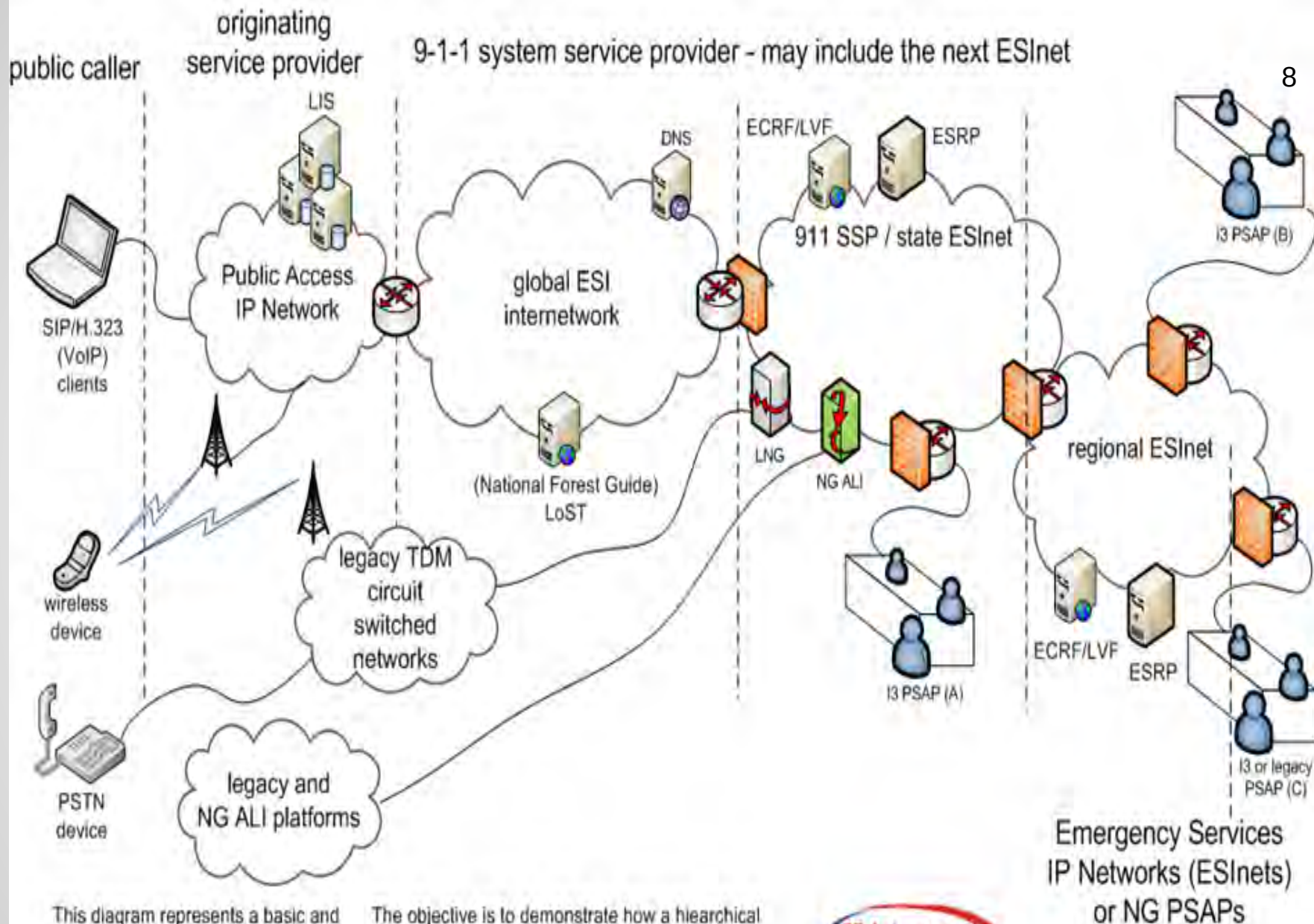
What makes NG work ?

- IP Network between the PSAP,
the Originating Service Provider and the

NG9-1-1 Golden Rule:
has to support everything
it already does today
project and transition planning

Network Map





This diagram represents a basic and TDM transitional NG9-1-1 architecture.

The objective is to demonstrate how a hierarchical distribution of functional elements facilitate a public caller's ability to be routed to the proper PSAP.



a glimpse

of the future today

Indiana

245 calls

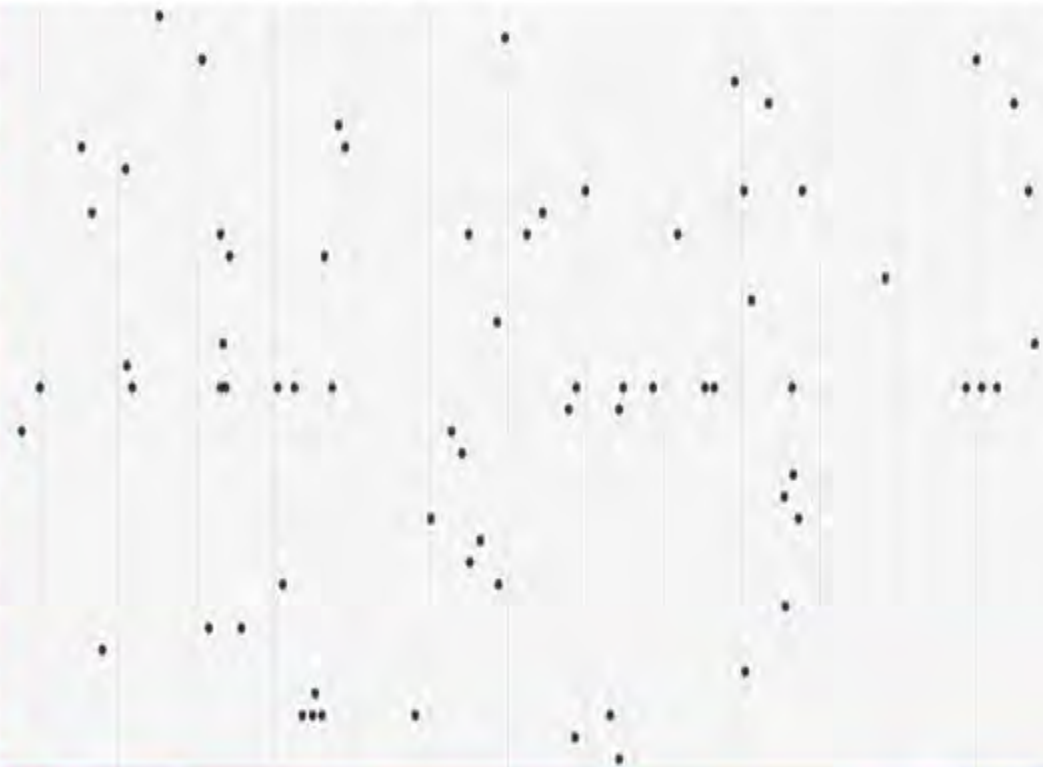
PSAP Locations

Timeline of WE9-1-1 calls

Playing back: 56%



- Anderson PD
- Carmel PD
- Cass
- Clark
- Dearborn
- Decatur
- Delaware
- Dubois
- Elkhart
- Evanville
- Gary PD
- Grant
- Greene
- Hamilton
- Harrison
- Henry
- Highland PD
- Indy MECA
- Indy PD
- Jackson
- Johnson
- Lagrange
- Laporte
- Lawrence PD
- Merrillville PD
- Mishawaka PD
- Monroe
- New Albany PD
- Posey
- Putnam
- South Bend PD
- St John PD
- Tippecanoe
- Wayne
- Whiting PD



1:37:32pm

1:24:00pm

Powered by [digitaltelecom](http://digitaltelecom.com) Phone: (877) 469-2010

Calls to WE9-1-1 per minute

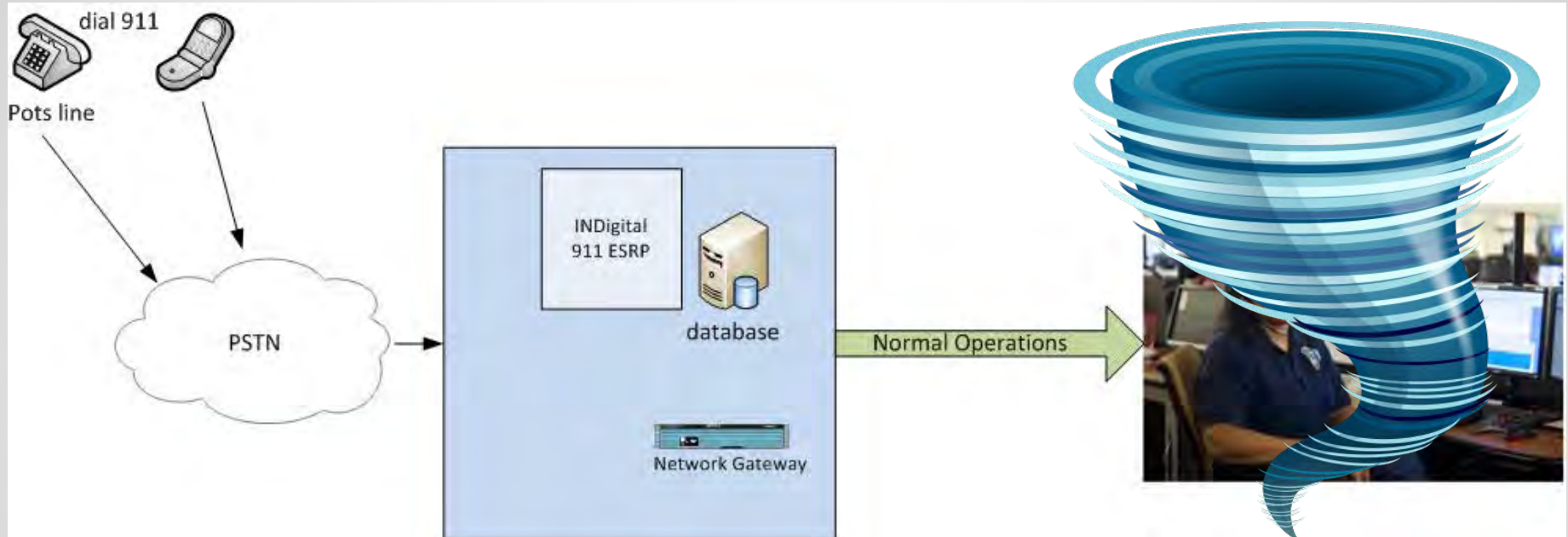
[back to the intro](#)



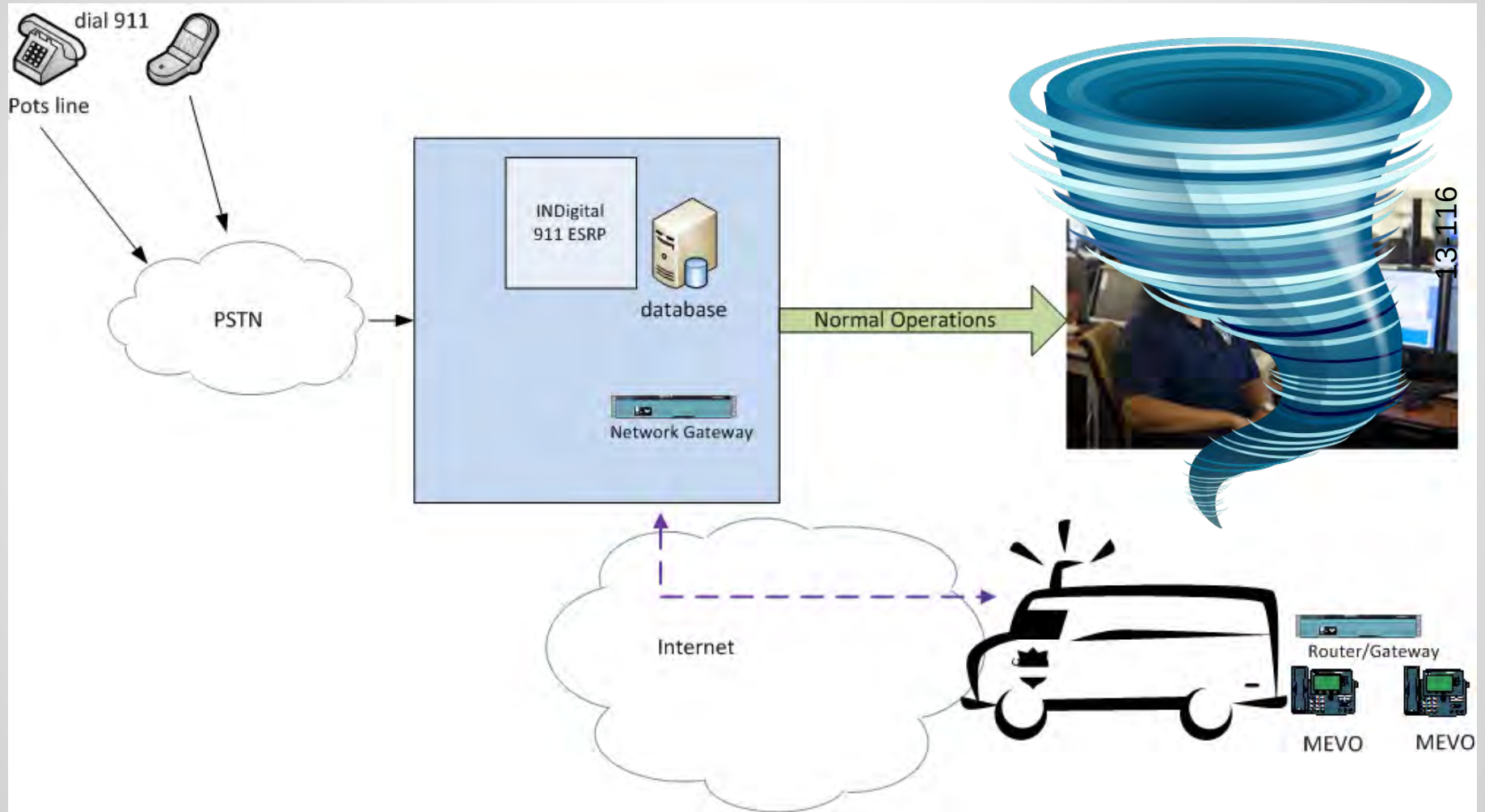
MEVO – emergency backup PSAP



normal operations



emergency operations









a glimpse of the future, today

The image displays two screenshots of the TextTTY web application, illustrating its functionality for emergency services.

Left Screenshot: Global statistics

- Page title: Global statistics
- Large green button: 911
- Text below button: Click to answer
- Red button: Dialline
- Left sidebar: teXTTY, Dialogs, Control panel, New dialog, Chat history

Right Screenshot: SMS-911

- Page title: SMS-911
- Map showing location: 9100 Leesburg Road, Fort Wayne, IN 46818, USA
- Location received: 9100 Leesburg Road, Fort Wayne, IN 46818, USA (lat: 41.115637 lon: -85.25987999999998)
- Chat log:
 - cwysong: What is your emergency? (SENT @ 16:31:55)
 - cwysongT: Someone has broken into my house! (RECEIVED @ 16:32:19)
- Input field: 911: |Type here, use enter to send text.
- Status bar: Logged in as cwysong | From 911 Connected To 911 Connected | version: 1.4.0 Settings Logout

NG 911 Regulatory Position

- The NWM 911 counties have the authority to control their 911 traffic
 - Who manages / provides the service and routing
 - How it is implemented
 - These decisions are made at the county level
- The carriers sending traffic will be responsible to connect to the NG 911 ESRP's provided by PFN / INdigital
- The State has been reasonably supportive of the UP 911 effort
- The UP 911 implementation will be complete prior to your implementation
 - It will serve as a model for this implementation
 - Clearing the pathway with the state and carriers



Regulatory Requirements

- The Fed now requires that the overall NG 911 network be *“redundant, resilient and survivable”*
 - *No longer self-policing due to failures experiences in disasters like Hurricane Sandy*
 - *A “Derecho” as referred to in FCC 13-158 “Improving 911 Reliability and Continuity of Communications Networks, Including Broadband Technologies”*
- Any carrier providing NG 911 capability must certify that they are providing *“Redundancy, Resiliency and Survivability” as anticipated by the above FCC order*
- Each county or group of counties must ensure that the provider’s network for NG 911 will conform to this requirement
 - PFN will provide certification complying with this requirement



3 Primary Components

- There are essentially 3 primary components to a NG 911 Implementation
- PSAP Components
 - CAD (Computer Aided Dispatch)
 - PSAP Call presentation and management system
 - Digital recording system to include text, video, On-star
 - May be grant fundable
- CAD and Administrative Transport Network
 - Connection between the PSAP's for CAD
 - Large Ethernet circuits (mapping, connection to database, virtualization)
 - May be grant fundable
- ESRP (NG Selective Router) and Related Network
 - Providers cost is recovered through the technical pools



NG 911 Implementation Costs

- Grant funding for the much of the county's portion of the system and components appears to be available
 - The UP 911 Authority demonstrated this and will discuss their experience
- PFN will work with the NWM 911 Group to fit costs for much of the fixed Transport Network to your budget parameters
 - Balance of CAPEX and OPEX to fit your funding mechanisms as needed
- The majority of the NG 911 network itself will be recovered through the “Technical Pool”
 - These Funds are currently collected on landline and mobile telephone bills
- The NG 911 implementation will be mostly *cost neutral* to the counties
 - Some increase possible to the mobile users due to the amount of service they require
 - (ie: texting, video over text, etc)



County Approval Process

- PFN is available to meet with each county in conjunction with their emergency manager to present the NG 911 concept
 - Individual county official meetings
 - Present to the county commission meeting (5-10 min preso)
- Each county should have a 911 resolution in the county records
- If the county chooses to adopt NG 911, 3 items are required
 - County commission approval
 - Adopt a [resolution modifying each county's existing 911 resolution](#) to name PFN as the new NG 911 service provider for that county (PFN to provide form for this)
 - Issue a “Letter of Authorization” to the carriers notifying them of the change to the PFN NG 911 ESRP for 911 routing (PFN to provide form for this)
- PFN and INdigital will manage the rest of the process



PFN Contact

**Thom Sumbler
Sales and Business Development
Peninsula Fiber Network
1901 West Ridge Street, Suite 2
Marquette, MI 49085
906 387 6617 (Off and Cell)**





Northwest Michigan 911 CONNECT

Upper Peninsula Collaboration

Gary Johnson, Marquette County Central Dispatch
Tim McKee, Chippewa County Central Dispatch

UP 911 Authority's Virtual Consolidation Project

Providing 9-1-1 Services in the Upper Peninsula

Gary Johnson ENP, Manager
Marquette County Central Dispatch

Tim McKee, Director
Chippewa County Central Dispatch

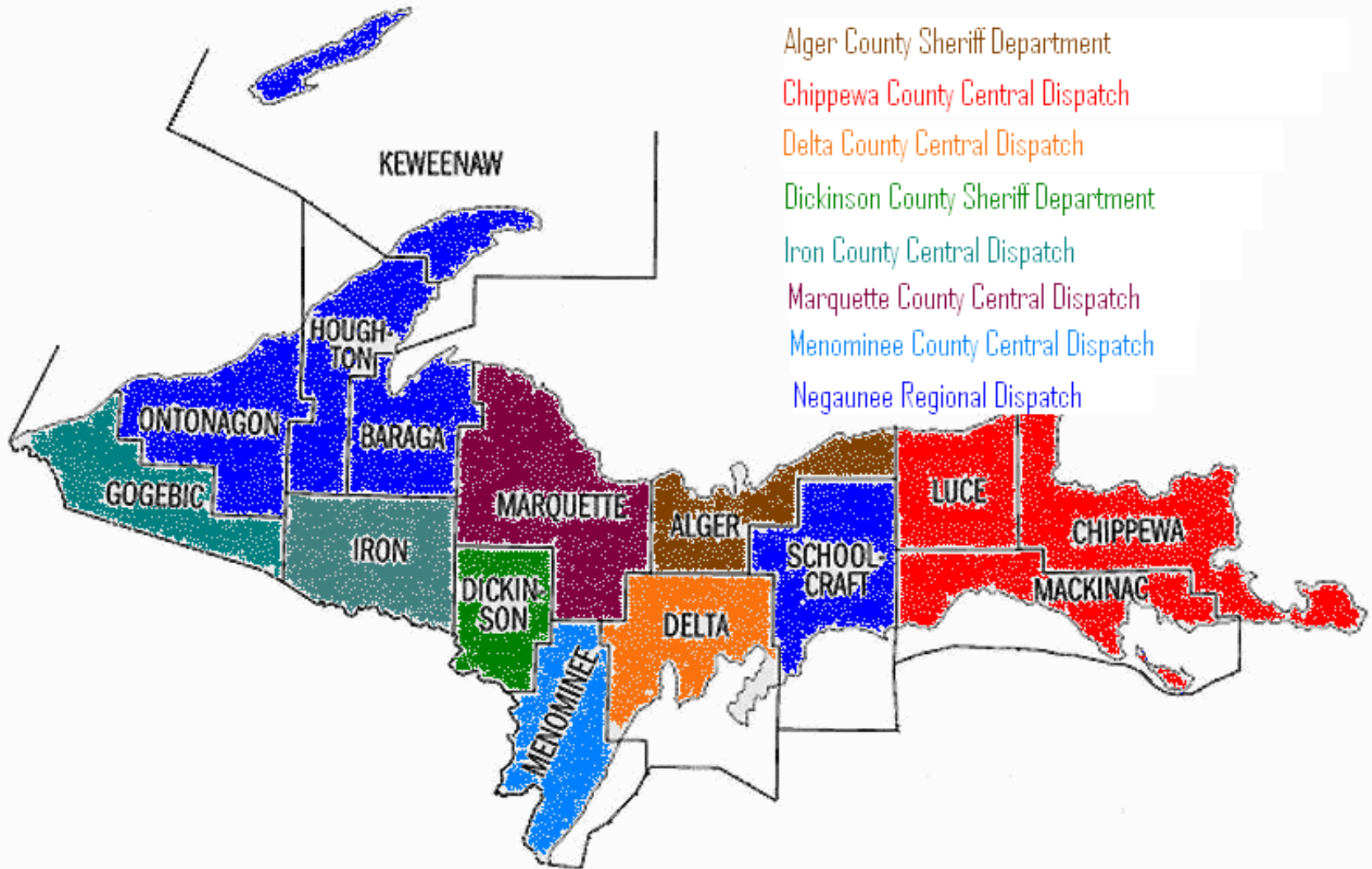
Today's Agenda

- Project Background
- Where we are - Today
- Where are we going

Project Background

- Discussions began in 2006
 - 9-1-1 Funding Legislation
 - Dispatcher Training Standards
 - Desire to Share Equipment & Maintenance Costs
 - Grants
 - Equipment reaching or past life-cycle
- Consolidation thinking....Why a Virtual Consolidation?

PSAP'S Today



PSAP CAD's Prior to Project

- Alger – No CAD
- Chippewa – Positron CAD – old
- Delta – RMS – New World – Non-specific
- Dickinson – No CAD
- Iron – No CAD
- Marquette – Plant CAD
- Menominee – No CAD
- Negaunee – Plant CAD

PSAP CPE Prior to Project

- Alger – Positron
- Chippewa – Positron
- Delta – Positron
- Dickinson – Motorola
- Iron – Positron
- Marquette – Plant
- Menominee – Positron
- Negaunee – Plant

Grant Funding

- 2008 The Region 8 Homeland Security Board was awarded a PSIC Grant for our Virtual Consolidation Project
- Grant Award \$1,625,028
- Our Grant proposal included the formation of an Authority to provide governance for the project

UP 911 Authority

- Formed using the Urban Cooperation Act
- Upper Peninsula Commission on Area Progress (UPCAP) provides staff to oversee Authority
- All Fifteen Counties are members
- Each County Board appoints a Representative
- The Authority owns equipment, seeks grants, signs contracts

UP 911 Authority Agreement

- UP 911 Authority is responsible for coordinating and providing a variety of services to the Participating Municipalities with respect to 911 emergency call answering and service dispatching within the Upper Peninsula of Michigan.

Objectives of UPA

- Increase coordination & efficiencies
- Financial stability and local control
- Promote economies of scale
- Promote standardization & Interoperability
- Regional commitment to members that they will be served
- Back each other up

Region 8 Dispatch Consolidation and Connectivity

- Additional grant funding secured
 - \$ 387,480.00 PSIC Grant
 - \$ 250,000.00 COPS Tech. Grant
 - \$ 42,500.00 HSGP Planning Grant
 - \$ 321,888.00 County Contributions
(Needed for cash flow)
- \$2,626,788.00 Total Funding

Project Implementation

- Authority hired a consultant – PSC Alliance to assist in project implementation
- Developed RFP for shared CAD
- Separate RFP developed for Network Connectivity
- Seven vendors provided bids for the CAD in August of 2010
- Three vendors provided bids for the Network

Project Implementation

- Bids were reviewed by the Consultant and the Technical Committee from the Authority
- CAD System was awarded to Sungard Public Sector – OSS I CAD
- Network Connectivity was awarded to the Peninsula Fiber Network (PFN)
- Negaunee Regional Dispatch chose not to participate in the project

CAD System

- Primary server cluster located in Chippewa County Central Dispatch Center
- Disaster Recovery/Back-up server cluster located in Marquette County Central Dispatch Center
- Twenty one workstations at seven UP PSAP connected to the servers
- Total of 295 agencies Dispatched
 - 96 Law
 - 76 EMS
 - 123 Fire

42 U

1 U
1 U
2 U
2 U



MQCDOSSI (Services Workstation)

UPOPS (OpCenter Server)

UPDC1 (domain controller)

Tape Backup

UPBACKUP (Backup Server)

KVM Monitor

UPMSGSW (Stratus 2600
Site ID 22664)

UPCAD (Stratus 5400
Site ID 22667)

UPS

Chippewa
County

42 U

1 U
4 U
4 U
2 U
2 U



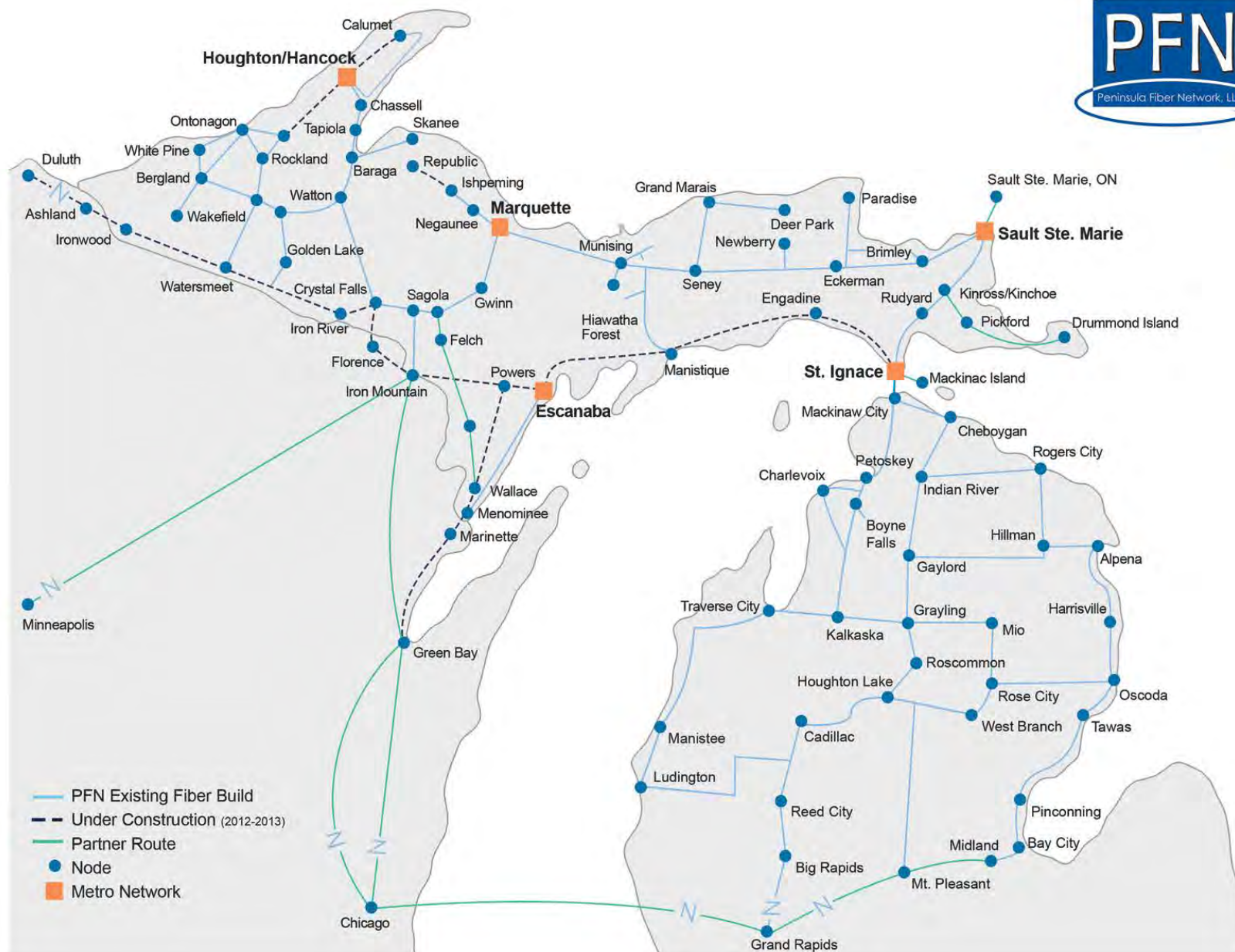
KVM Monitor

UPMSGSW (Stratus 2600
Site ID 22664)

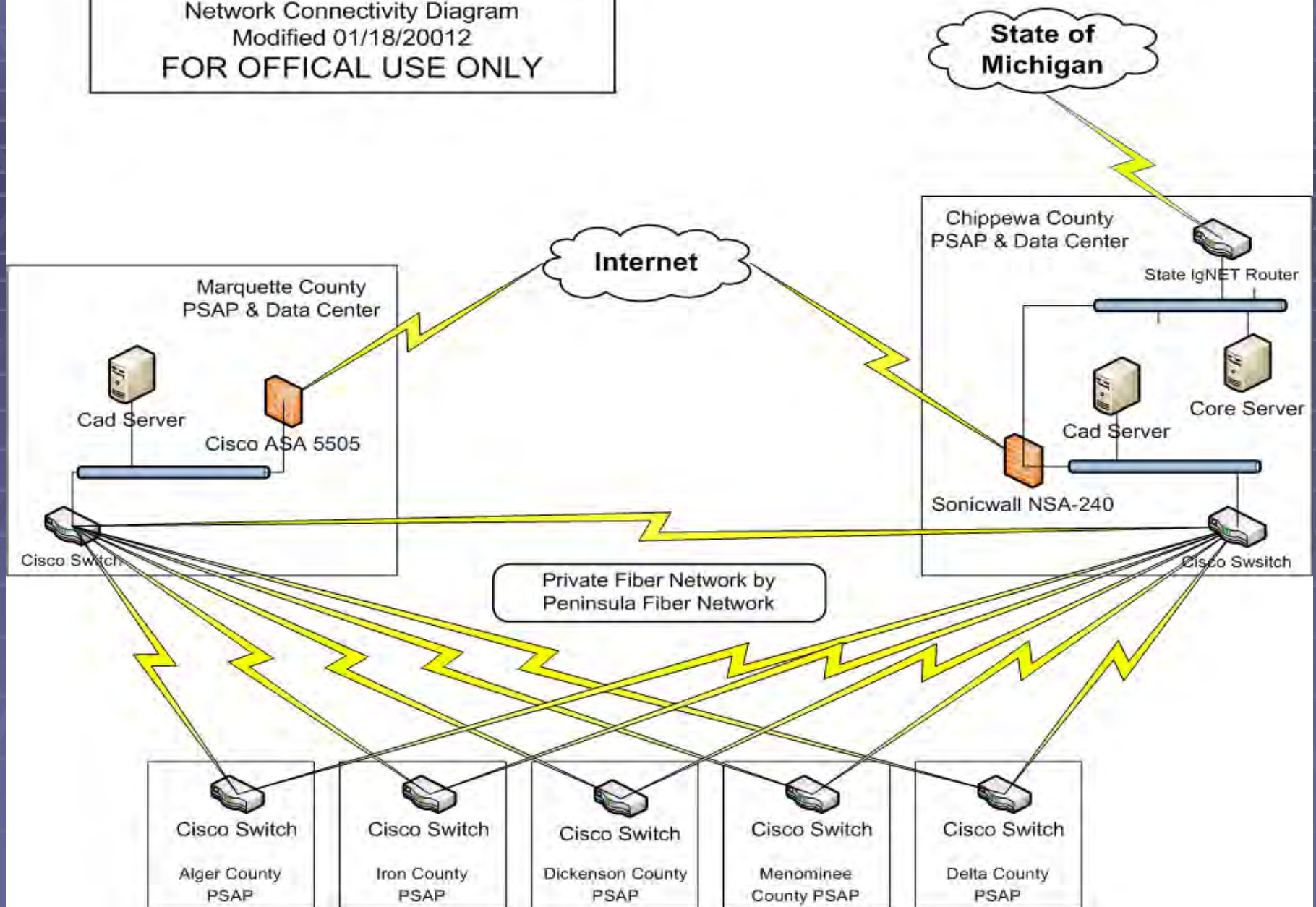
UPCAD (Stratus 5400
Site ID 22667)

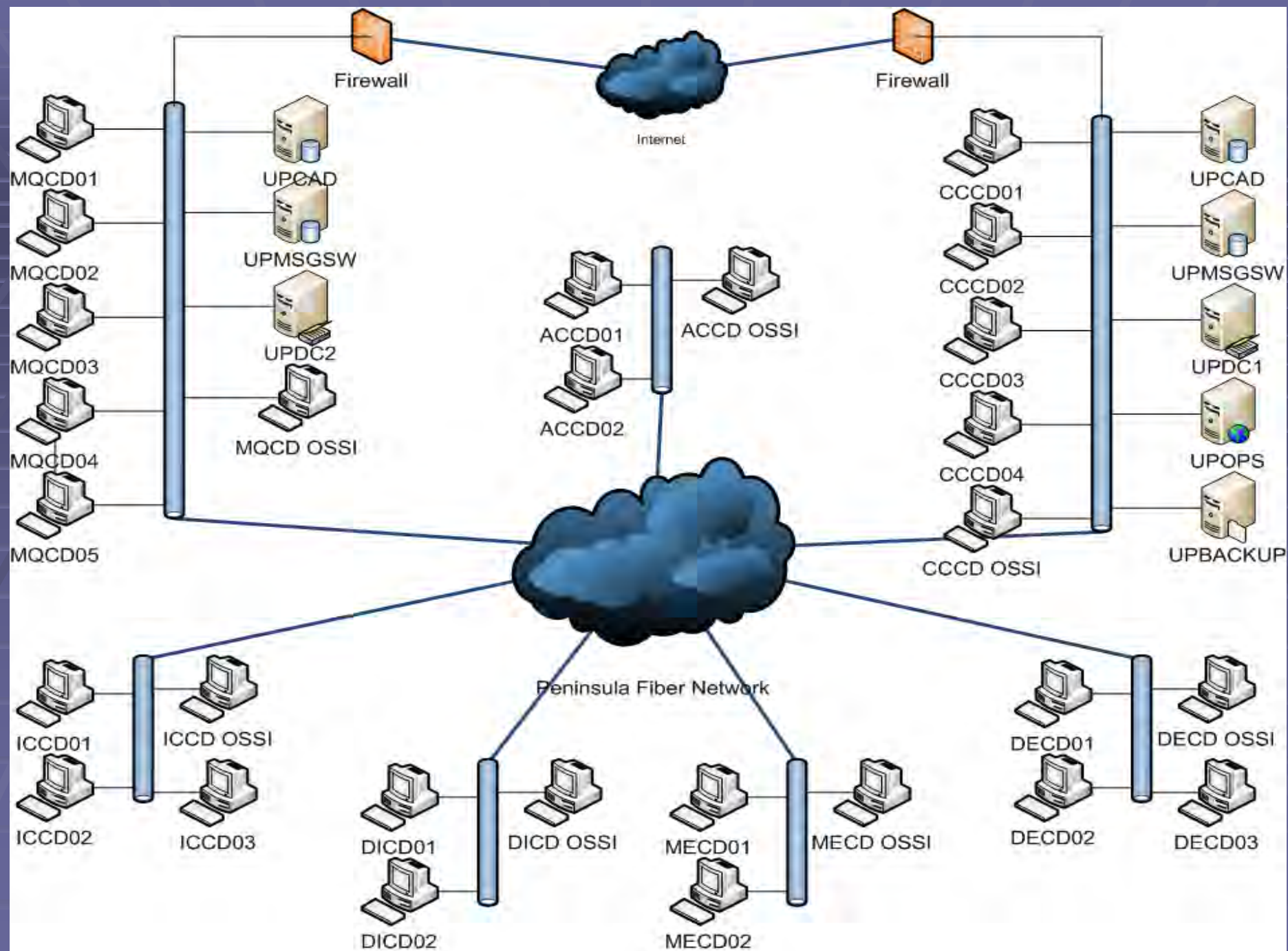
UPS

Marquette
County



UP 911 Network Diagram
Network Connectivity Diagram
Modified 01/18/20012
FOR OFFICAL USE ONLY





Next Generation CPE

- Once CAD & Network projects were awarded enough grant funding remained for purchase of CPE
- RFP developed
- Three vendors submitted bids
- Intrado Inc. was awarded the contract for the Viper system
- Six of the seven PSAP received the CPE, Iron County had an existing Viper system
- Negaunee Regional has purchased an Intrado Viper system that is connected to the UPA network

Total Expenditures

■ \$789,000	CAD
■ \$352,000	Network
■ \$940,000	911 CPE
■ \$230,000	Consultants
■ \$2,311,000	Total

Project Status Today

- Ten Counties – serviced by seven PSAP share a CAD system, Fiber Network, and have common CPE
- Negaunee Regional is using Motorola CAD. They are connected to the other PSAP on the Fiber Network and use the common CPE
- Use of common SOP & best practices through CAD Work Group

Project Status Today

- Cost Sharing formula developed by the UP Authority based on number of workstations
- UP Authority is the contract holder & owner of equipment
- Memorandum of Understanding with CCE Dispatch Authority. CAD to CAD connection, Common CPE, and network connection

Future

- Continue working with PFN on the Expansion of the UP Fiber Network to include the TrollNet
- Next Generation 911 IP Telephone network
- LEIN through redundant LGnet connections
- Standardized Emergency Medical Dispatching
- Promote Minimum Dispatcher Training Standards
- Promote standard policies and protocols
- IP Radios (CGAP Grant request)
- IP Recorders
- Promote future consolidations

Questions ??

Gary Johnson ENP, Manager
Marquette County Central Dispatch
180 US 41 East
Negaunee, MI 49866
Phone (906) 475-1196
Email gjohnson@mqtco.org

Tim McKee, Director
Chippewa County Central Dispatch
4657 West Industrial Park Dr.
Kincheloe, MI 49788
Phone (906) 495-7488
Email tmckee@chippewacountymi.gov



Northwest Michigan 911 CONNECT

Collaborating Neighbors for Networks of Emergency Communications & Technology

Lunch

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Northwest Michigan 911 CONNECT

THE FUTURE TECHNOLOGY TRENDS of 911

Nicole Pianalto, Intrado, Inc.

Good Afternoon

February-25-2014

How we got here.....1968



Early 1980's...Sony Cordless Phone - CAMA



Freedom.....Motorola DynaTAC 8000x



Bag Phone



Today



Introducing
Samsung GALAXY S5
*unofficial concept

intrado®

Telematics

BMW ConnectedDrive

Uconnect

SYNC



Powered by **Microsoft**

OnStar
by **GM**

HUGHES
TELEMATICS, INC. A Verizon Company



| **entune**

HondaLink



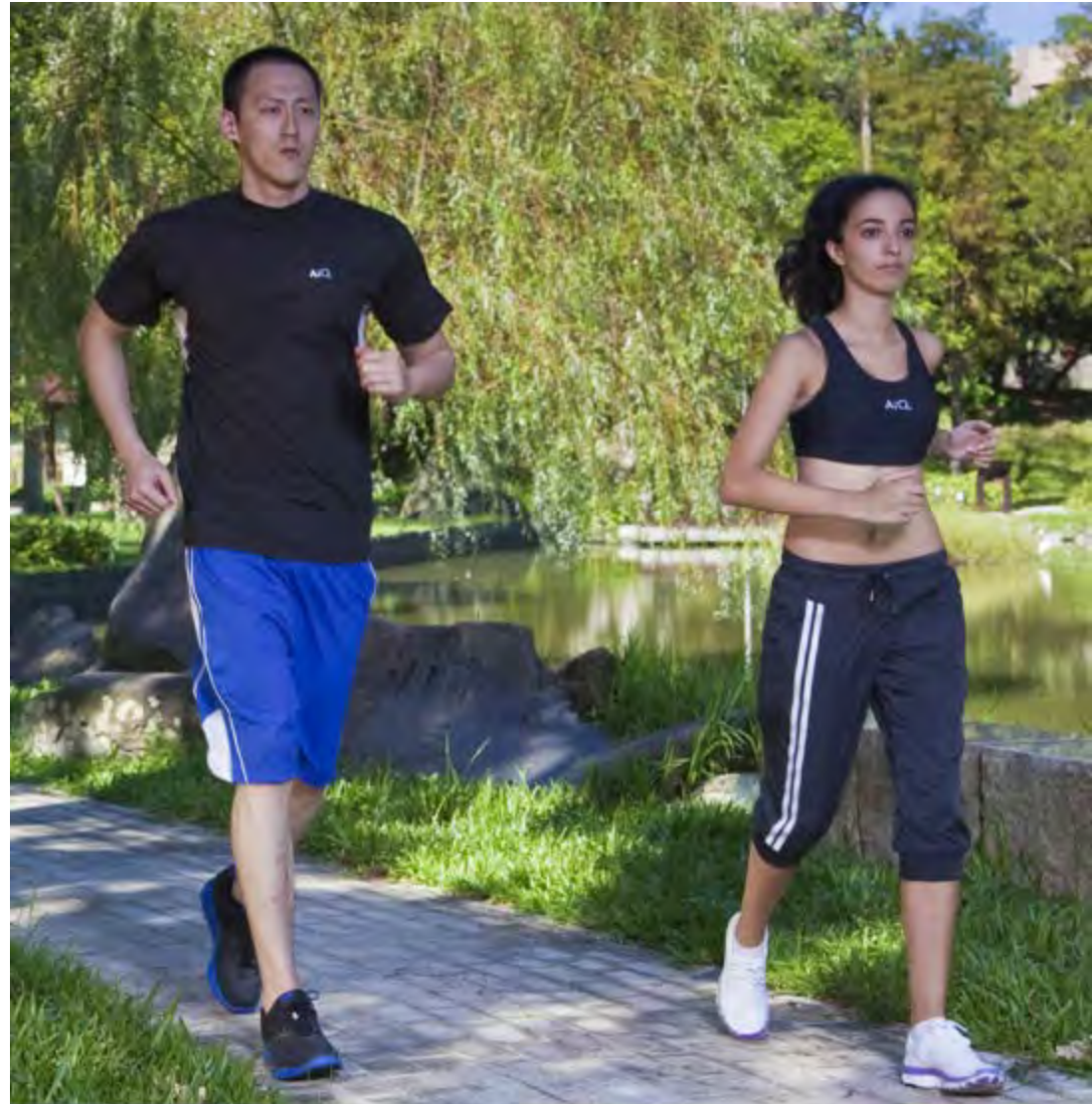
LEXUS ENFORM

intrado

Wearable Tech

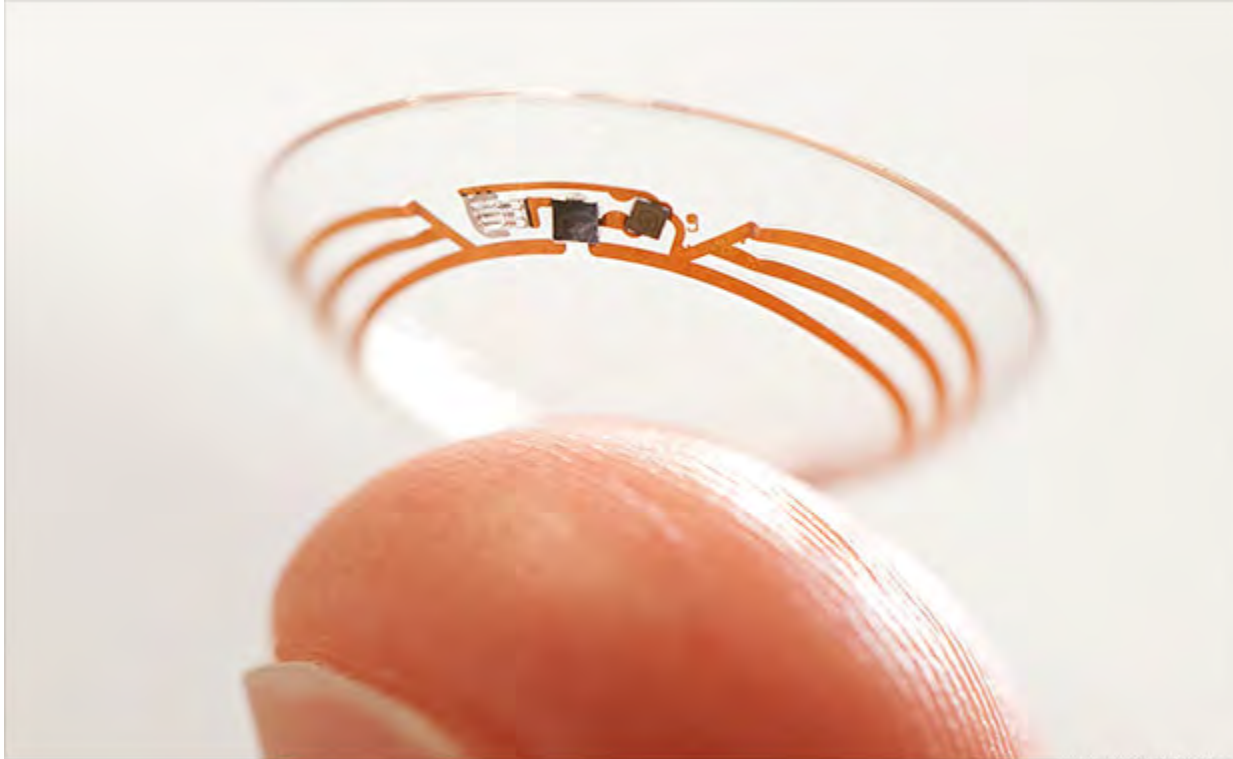


Medical Wearable Tech



Intrado®

Medical Wearable Tech



COURTESY: GOOGLE

Receiving Texts



....just sayin'



Are Pictures Worth a Thousand Words?



Interoperability



Graphics by Dept of Homeland Security, Office of Emergency Communications

Data Apps

Smart911 Information

Phone #: (111) 111-1111 Ticket #: 274 Last Updated: 4 Dec 2009

Summary People Houses Other Map View

< Previous Person Next Person >

Personal

Name: Sam Smith
Alerts: Sam: Hearing disabled

Photo



Physical

Hair: Brown
Eyes: Blue
Gender: M
Age: 6
Height: 4' 0"
Weight: 45 lbs

Medical

Allergies: Food Allergies(Mild)
Rescue Help: Hearing Impaired

Residence

Home [10 Main St - Ocala, FL - 34432](#)

Smart911

Smart911 Information

Phone #: (111) 111-1111 Ticket #: 274 Last Updated: 4 Dec 2009

Summary People Houses Other Map View

Sam: hearing disabled

First	Last	Sex	Age	Medical	Rescue	Photo	Alerts
Joe	Smith	M	42				
Jane	Smith	F	35				
Sam	Smith	M	6				
Albert	Brown	M	91				

House Address

Home	10 Main St - Ocala, FL - 34432
Beach Condo	20 Waterfront - Panama, FL - 32302

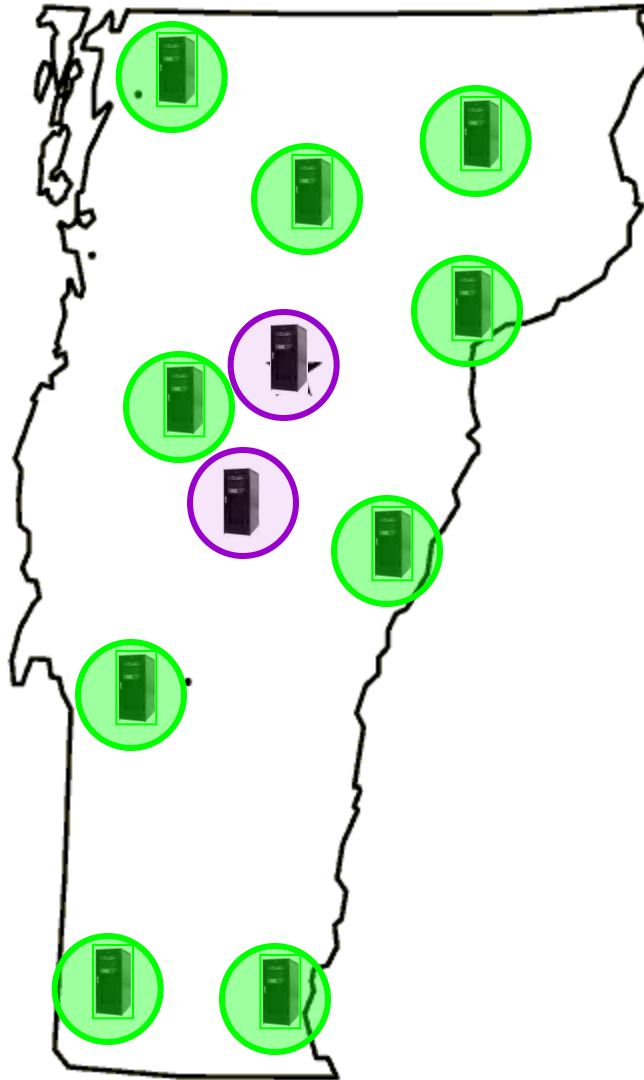
* Phone number of incoming call is associated with this person's Android phone

Smart911

How Do We Make All This Work?



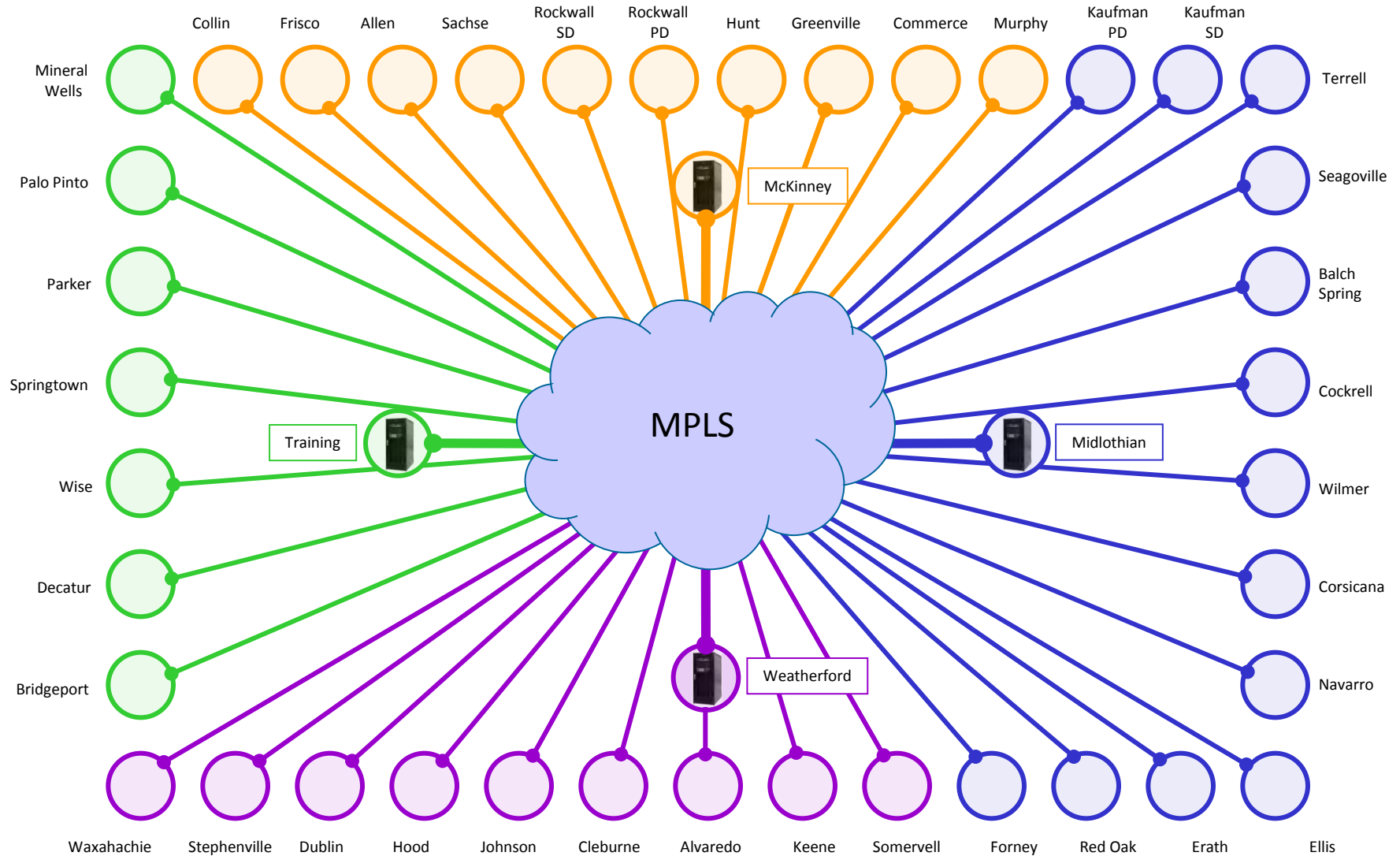
Equipment Sharing - State



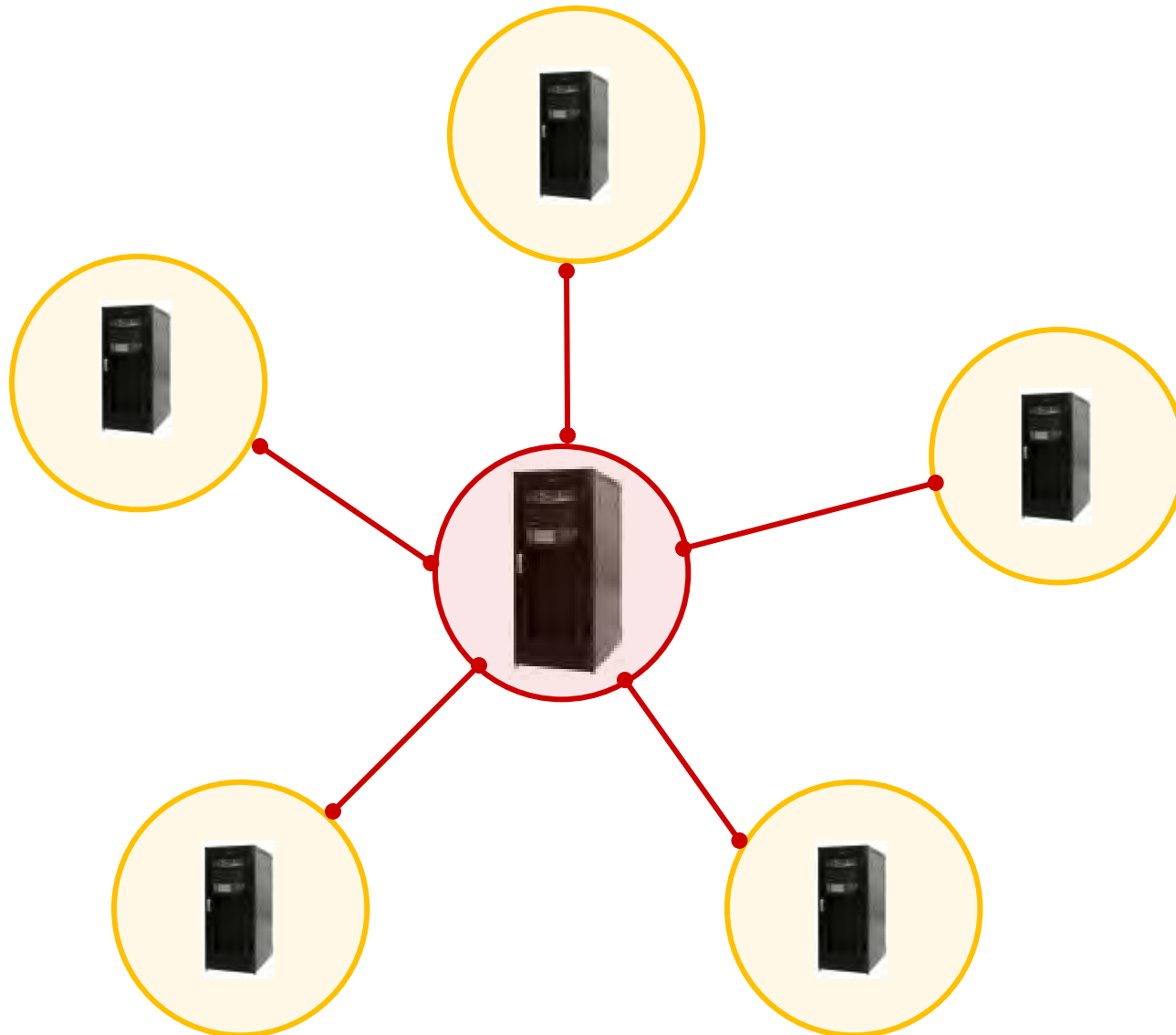
Equipment Sharing - State



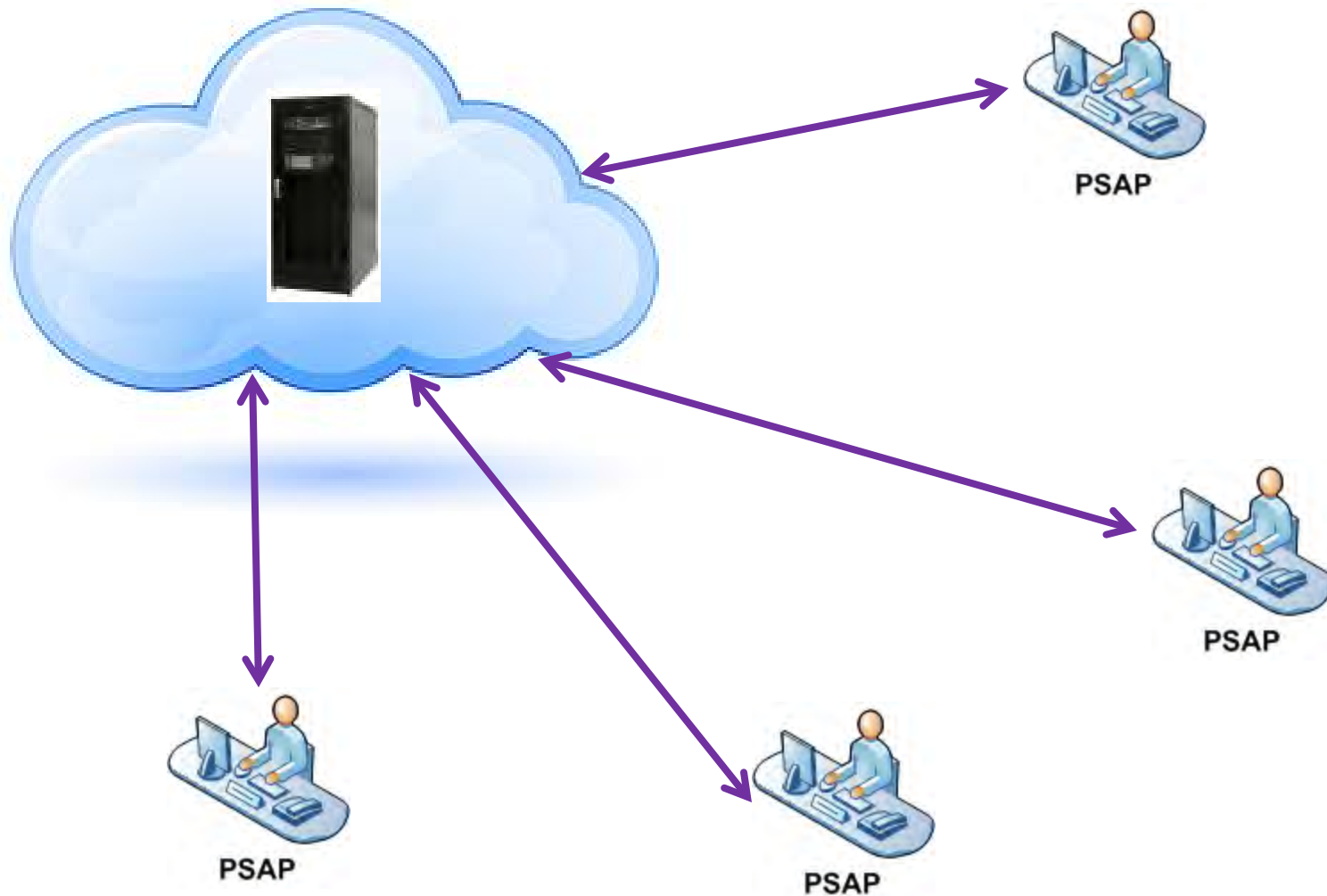
Equipment Sharing - Regional



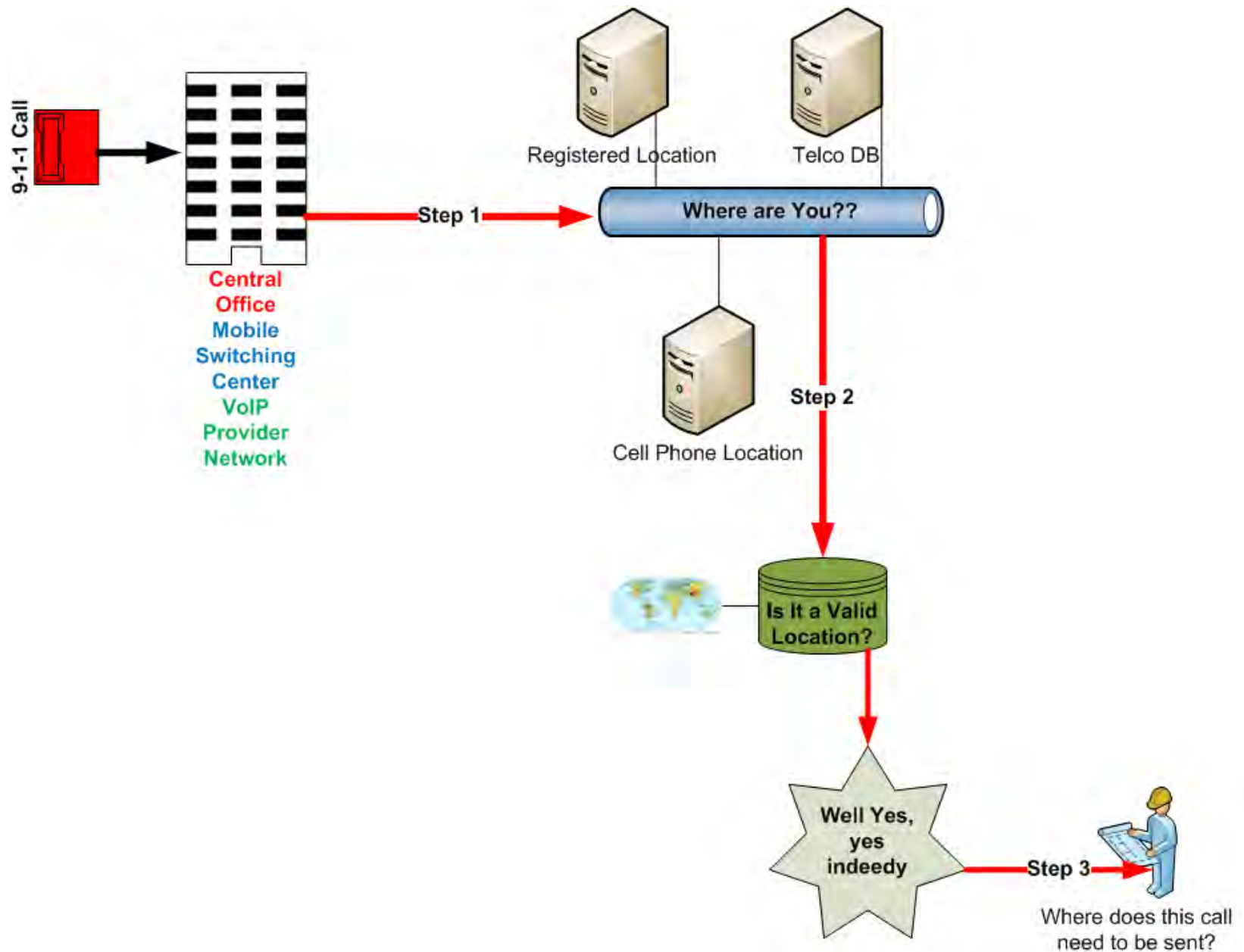
Host and Remotes



9-1-1 equipment and network as a Service



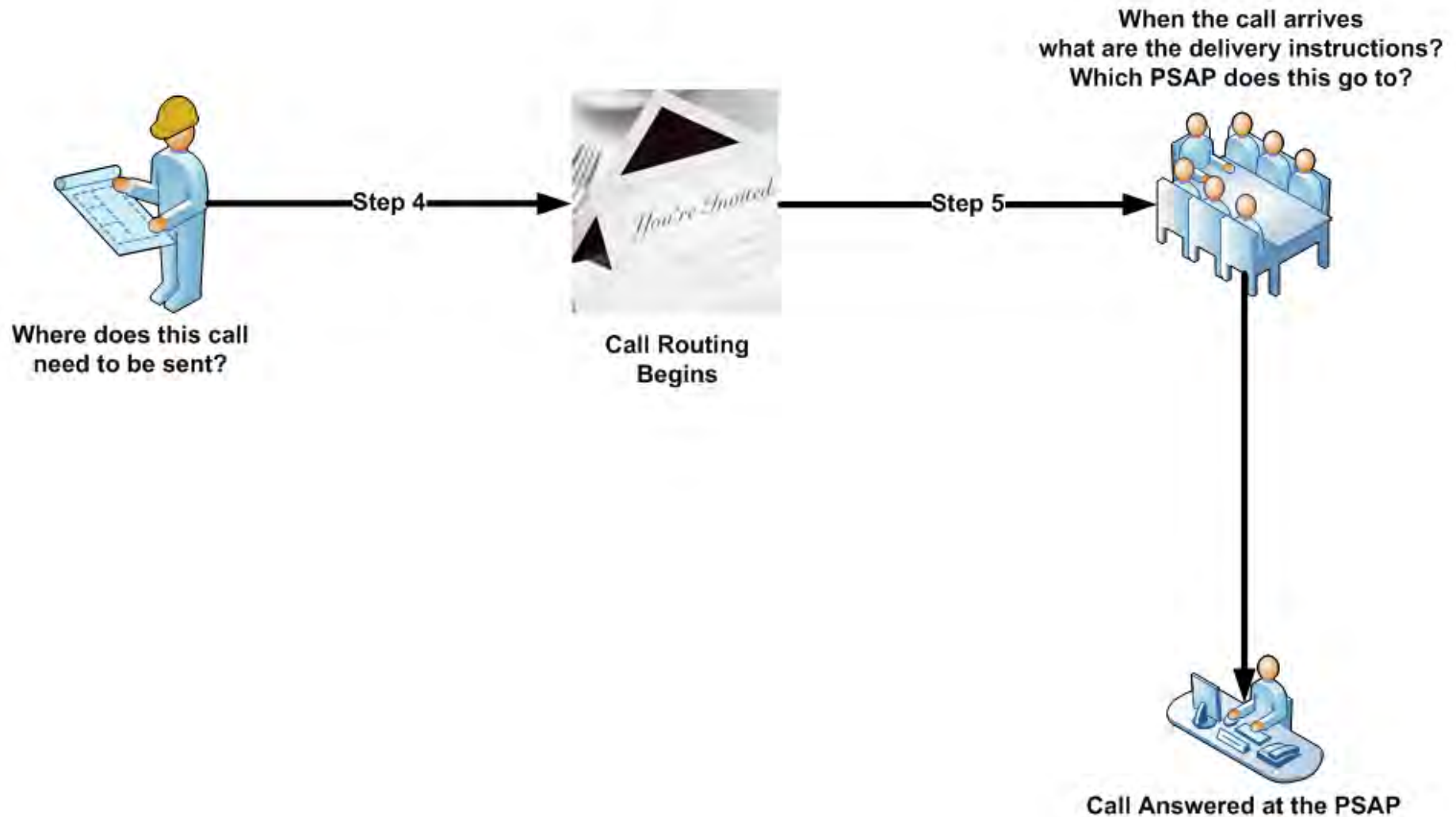
Next Gen and i3



Next Gen Step 6



Next Gen Step 7



Remember this....



The Future



Intergraph - I/Dispatcher [NOVO]

Workstation Unit Event Info View Inquiry Tools Database Videog AVL Help

New Update Cancelled **Overdue** Unit Alarm Background Broadcast Ev (6) SS (1) Beware Messages (0) Video

Active 1 - I/Dispatcher Event Information

Info Create Update Select Stacked: prev Next Remarks: ^Alarm LVL 1

Location: 201 YORK ST LOUISVILLE: @YORK TOWER APARTMENTS

Type: 10-36 - ROBBERY Cross Streets: S 2ND ST S 3RD ST

Sub: Add: 16:09:02

Agency	R	P	LOI Until	Area	Group	Event Number	Add:
Police	Y	1	03/21/14	4	METRO	P1300208	Disp: Enr: Arrv: Trasp:

Caller: Phone: Map Grid: F13 Fire Box: 334 Tow: STATE COLLISION

Address: Call Src: PHONE

* Notifications *

PREMISE HAZARD Informer Supp Info Cross Ref Unit Info Chronology Under Control Print Sys Com R-Chl: 2 Tac-Chl:

Pending Events

LAW 1 FIRE 0 MEDICAL 0 ALL 1												
~	S	A	P	Time	Event Number	Event Type	Sub Type	Location	R-Chl	Alarm Lvl	Tac-Chl	SS
#	P	1		06:04:09	P1300208	10-36		201 YORK ST LOUISVILLE: @YORK TOWER APARTMENTS	2	1		1

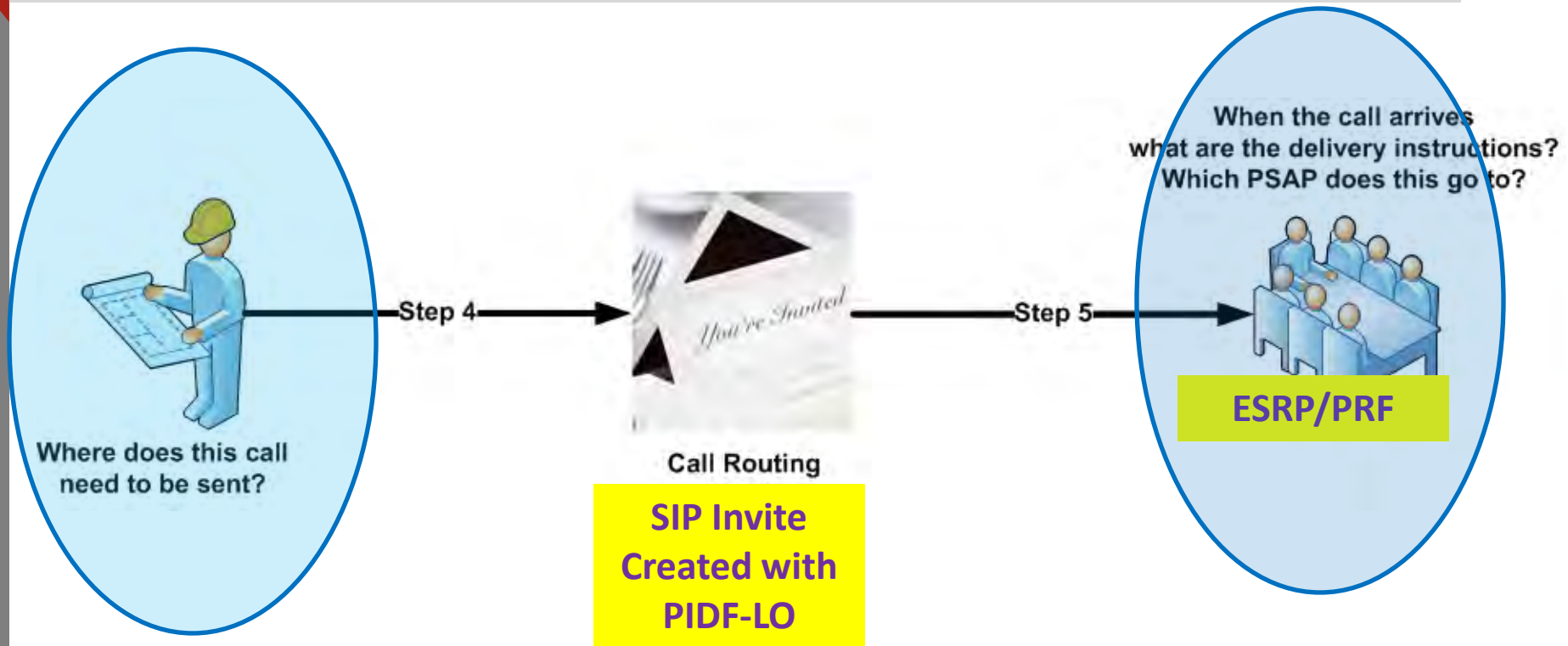
Bar... Run... Units... Eve... 16:14:33 PM



Integrated Call Control



Getting Started



GIS Data and Services

Getting Started

- Interagency Agreements
- Planning for Network and Equipment Upgrades
- Community Outreach and Awareness
- **In Short.....exactly what these folks are doing**

Just to help.....









Northwest Michigan 911 CONNECT

MOVING FORWARD INTO THE FUTURE

Q & A discussion with the day's speakers



Northwest Michigan 911 CONNECT

Wrap-Up

Elaine Wood, CEO,
Northwest Michigan Council of Governments

Presentations & follow-up information available at:
nwm.org/911connect



Northwest Michigan 911 CONNECT

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