

ADDITIONAL DATA REPOSITORY (ADR) & LOCATION ACCURACY

THE DEPARTMENT OF PUBLIC SAFETY COMMUNICATIONS
THE OFFICE OF EMERGENCY MANAGEMENT
THE DEPARTMENT OF INFORMATION TECHNOLOGY

BACKGROUND

- The concept of a pre-notification system for 9-1-1 has been discussed at various times over the last couple of years by the Board and various advocacy groups
- In June 2016 the Department of Public Safety Communications (DPSC) was asked to look into the feasibility of this type of system and present our findings at the Public Safety Committee meeting in December

OVERVIEW

- Additional Data Repository (ADR): a vendor maintained customer profile data repository.
- The ADR could be used by DPSC to be able to provide more information to first responders (especially involving silent 9-1-1 calls).
- The Office of Emergency Management (OEM) could use it for notifying residents who have self identified with a functional need
- Location Accuracy: we seek through commercially available technology to improve location information received through cell/smart phones during 9-1-1 calls
- We would look to have the program implemented in FY 2018.

Current Data Repository Concept - Fairfax Alerts

Fairfax Alerts notification system – Access & Functional Needs subscription

- Subscription total: 2379 (with at least one identified functional need as of 12/9/2016)
- Twelve (12) A&FN subscriptions (below) available for emergency preparedness notifications
- Subscription specific notifications can be sent with Poll questions/answers

Vision Impairment/Blind

Refrigerated Medicines Required

Mobility Impairment

Hearing Impairment

Language Interpreter Needed

Dialysis Required

Mental/Cognitive Condition

Service Animal Required

Life-Sustaining Equipment Required

Homecare Assistance Required

Supplemental Oxygen Required

Speech Impairment

Fairfax Alerts notification system

Specifics:

- Cloud based system for easy sign-up - (70,000 users in entire system)
- Receive alerts for 5 geographic locations such as home, work, etc.
- Weather, traffic and emergency alerts
- Customized alerts as set by user (up to 10 devices)
- Emergency planning resident identification for pre, during & post notifications
- NCR regional notification system – used by eighteen (18) localities

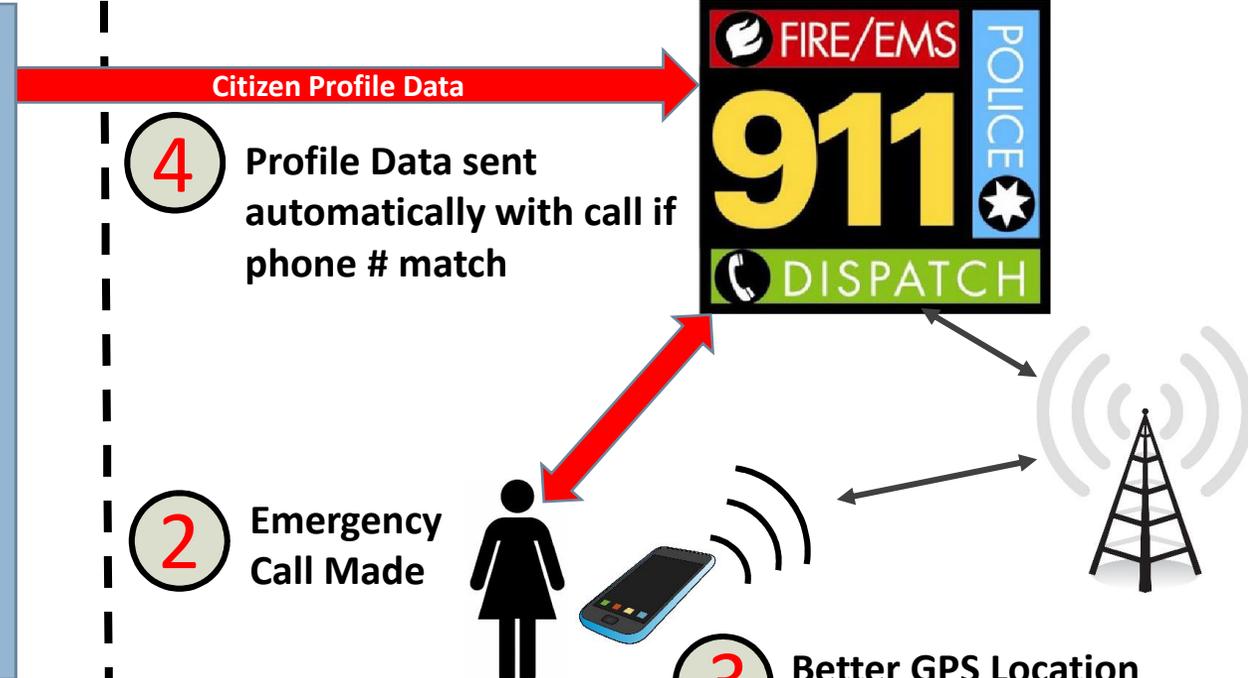
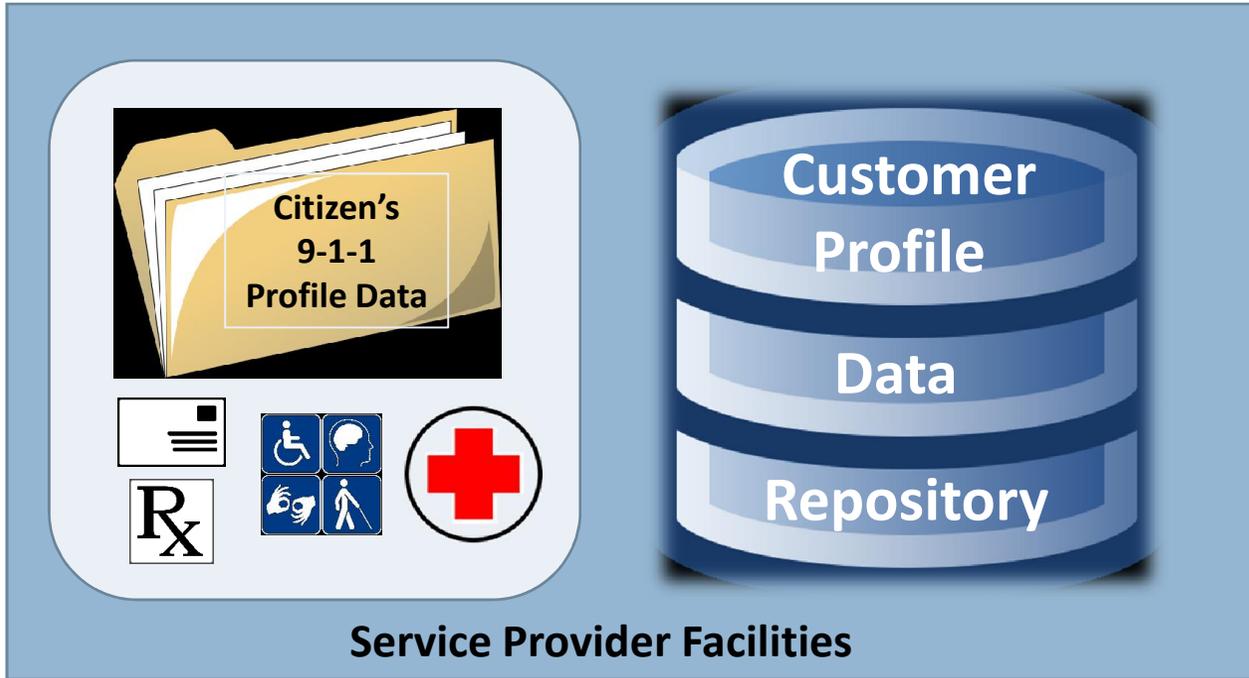
Goals of ADR

- For persons with notable health issues (diabetes, heart disease, seizure disorder) the County would like to have the most complete medical history information made available to the 9-1-1 call taker for dissemination to the EMT.
- For persons with critical functional needs (oxygen requirements, sight or hearing or mobility limitations, etc.) the County desires to enhance all means of providing the most complete information to the 9-1-1 call taker at the time of an incoming call to 9-1-1 or during times of emergency management planning.

Additional Data Repository (ADR) Concept

Activity and Data provided Before an Emergency Call

Activity During and Before an Emergency Call



- 1 • Caller profile data provided to a service provider for storage and update at provider location before an emergency
- Caller profile data is made available from the provider to a 9-1-1 center call taker at the time an emergency call is made

- 2 Emergency Call Made
- 3 Better GPS Location Data sent from phone
- 4 Profile Data sent automatically with call if phone # match
- 5 Office of Emergency Management Functional Needs Reporting

LOCATION ACCURACY DATA

- Since the advent of the cell phone, location accuracy has been a challenge for the 9-1-1 community. The current 9-1-1 systems are not equipped with the technology to accurately pinpoint the location of a cell phone caller.
- Congress has mandated that by 2024 commercial cellular companies provide accurate cell phone location to Next Generation 9-1-1 technology infrastructure, a future implementation currently in planning stages.
- Location technology already exists in smart/cell phones, and can be captured today via a commercial ADR smart application, then transmitted real-time to 9-1-1 call takers at the time of a call.

POINTS TO CONSIDER

- There is a significant cost associated with this program. Until a program has been identified exact funding requirements are unknown.
 - However, preliminary estimates begin at \$200K and rise substantially. This would also require reoccurring annual funding for this program.
- Historically low registration rates for these types of programs: On average registrations run approximately less than 1- 5% of the population
- Anticipated impact on how calls are processed in the 9-1-1 Center. If an individual can respond by voice or text to the dispatcher, calls will be screened in accordance with current practices regardless of whether or not a program is in place. These programs are designed solely for the “Silent” caller.

THE PATH FORWARD

- Request for Proposal (RFP)
 - The Department of Public Safety Communications (DPSC) and OEM have worked together to develop a DRAFT list of requirements for the RFP. An example of some of the requirements:
 - The ability to enter ADR and Special Needs data in a single, or streamlined, solution/portal
 - Have multi-language presentation to users
 - Requirements for regular validation by the user of their data
 - Costing model – County vs. user service?
 - Integration into current systems (9-1-1 system, Computer Aided Dispatch system and Everbridge (Fairfax Alerts))

Request for Proposal

- DPSC consulted with the Department of Procurement and Material Management (DPMM) and the Office of the County Attorney (OCA)
 - Value of the RFP
 - involved agencies and other appropriate parties would evaluate and score the RFP responses
 - The acceptable vendors would be required to demonstrate their products to include a clearly defined plan to meet the County requirements
 - We would require responding vendors to provide up to date usage data related to locations using their solution

CONCLUSION

- If the Board supports this concept we would seek to release the RFP in early 2017
- Questions?