

# **NYS 911 ADVISORY COMMITTEE**

NYS PSAP Standards Update

# 911 ADVISORY COMMITTEE

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# 911 ADVISORY COMMITTEE

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**DHSES Support:** Joann Waidelich, Mark Balistreri, Tyler Lemire





# STANDARDS UPDATE

Updates to Standards:

- December 2010
- November 2015

911 Advisory Committee re-established in Spring 2019 and tasked with full review and updating of standards

# STANDARDS UPDATE

## **Caveat:**

Currently the Standards only apply to “Wireless PSAPs” as defined in law (Title 21, Chapter LX, Part 5200)

## **Committee’s Goal:**

Applies to all PSAPs



# GOALS IN UPDATING STANDARDS

- Remove Outdated “Stuff”
- Forward Looking
- Flexible and Scalable
- Vendor Agnostic
- Minimum Standards vs. Unfunded Mandates
- *(No Directive from State)*

# CHANGES IN STANDARDS

- Definition of a PSAP (Split out Primary vs. Secondary PSAPs)
- Changed “(Phone) Calls” to “Requests for Service”
- Defined Roles (Telecommunicators, Supervisors, Director-level Personnel)
- Made ICS Requirements consistent with NIMS/State



# CHANGES IN STANDARDS

- Training
  - Telecommunicators: 200 hours to 240 hours
  - Expanded up the chain (Supervisors, Directors)
  - Trainers have to be CTOs
  - QA/QI have to be certified
  - Directors certify agency compliance
  - Appendix A (Acceptable Training)

# CHANGES IN STANDARDS

- Text-to-911 by January 2021
- NG911
  - Added Z coordinate (Elevation) requirements
  - GIS Stuff
  - Connect with State ESINet (when available)



# CHANGES IN STANDARDS

- Backup Capability
  - Maintain Backup Center “capability”
  - Written COOP Plan

# NEXT STEPS

- Legal Review
- Changes? (Law, DHSES Review, Comments...)
- SIEC Board Receives
- Public Comments?
- SIEC Board Approval