



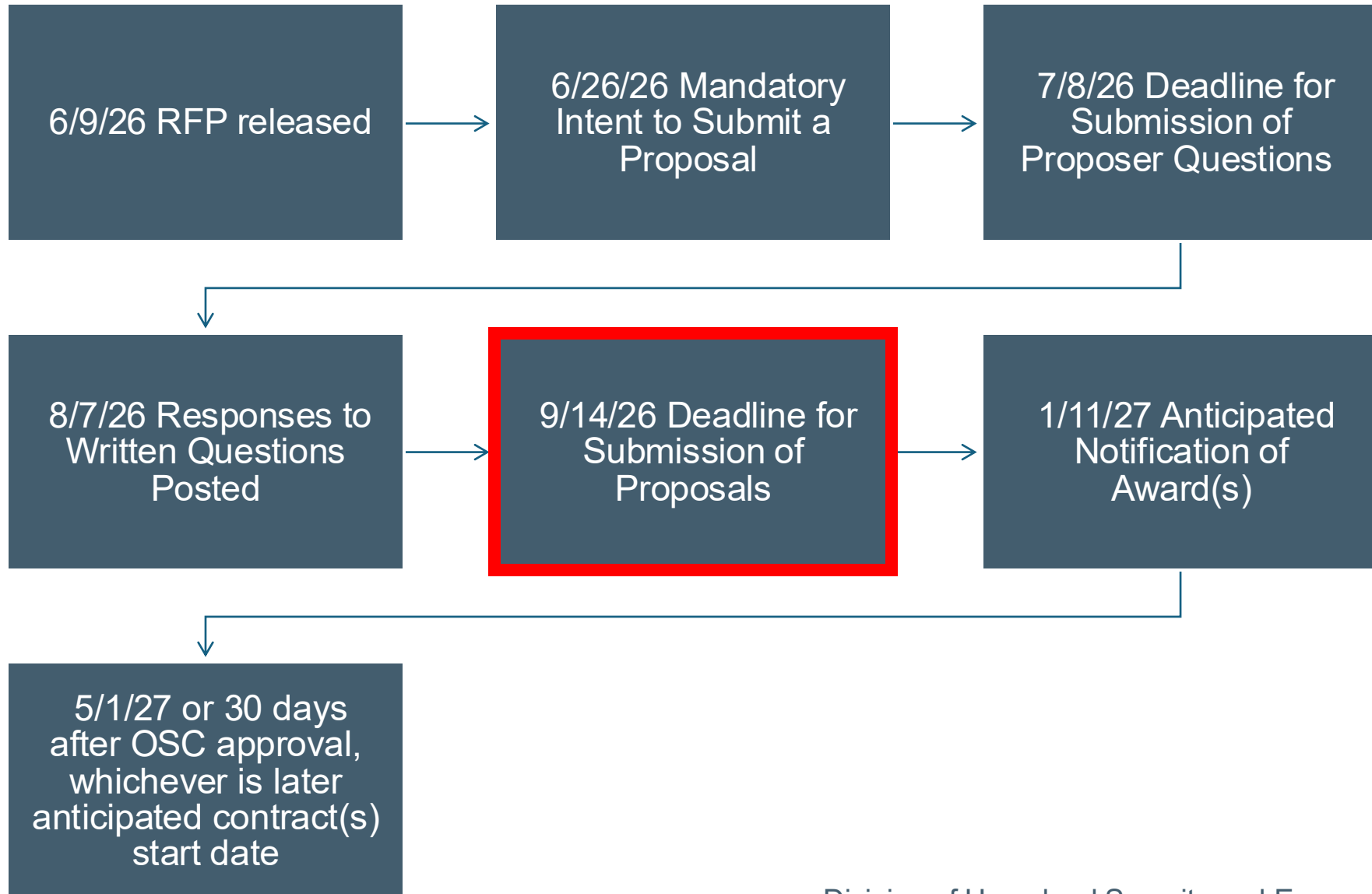
Homeland Security
and Emergency Services

OFFICE OF INTEROPERABLE AND EMERGENCY COMMUNICATIONS

OCTOBER 6, 2026

NEXT GENERATION 911 RFP STATUS

NG911 REQUEST FOR PROPOSAL (RFP) STATUS



NEW YORK STATE COMMUNICATIONS UNIT PROGRAM (COMU)

COMU PROGRAM UPDATES – 2026 CALENDAR OF EVENTS/OFFERINGS

Regional Communications Exercise (COMMEX) for WNYICC	Erie County	October 21, 2026
State Sponsored Regional Incident Tactical Dispatcher (INTD) Training Course	Putnam County	October 26 - 29, 2026
State Sponsored Regional Auxiliary Communications (AUXCOMM) Training Course	Ontario County	November 7-8, 2026
State Sponsored Regional Communications Unit Leader (COML) Training Course	Ulster County	Nov 30-Dec 03, 2026

Offerings (In Planning)

State Sponsored Regional Auxiliary Communications (AUXCOMM) Training Course	Broome County	SUMMER/FALL 2026
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Regional exercises for Erie DHSES, Colonie Police Department, Nassau County and Westchester County have been requested, and discussions are being had for planning.

Course or Exercise Requests: oiiec.training@dhSES.ny.gov

The 2027 Schedule of Events and Offerings is in progress
OIEC will offer a COMT and INTD course at the SPTC in 2027

PROGRAM UNIT UPDATES

NATIONAL WARNING SYSTEM (NAWAS)

FEMA runs the National Warning System (NAWAS)

- This is basically a party line (circuit) between Federal, state and local endpoints
- In New York, there are 3 types of circuits
 - Federal – FEMA, NWS, NYS Watch Center
 - State – State Watch Center, NWS, “hub” counties
 - Local – several different local circuits, connecting a regional “hub” county to several “spoke” counties.
- This network has slowly been shrinking as the phone companies turn off copper phone circuits. Many counties have lost their NAWAS circuit. Often this occurs with little or no notice.
- FEMA has been working on a “NAWAS 2.0” plan for several years. Phase 1 will replace the Federal circuit endpoints with IP phones and the capability of cellular and satellite redundant backhaul.
- We are supposed to see Phase 1 at the Watch Center at some point. Phase 2 and 3 would be the State and Local circuits, however they have not been funded yet by the Federal government, so timeframe is unknown.

Please start thinking about the capability to, and desire for, some type of phone or radio “connection” between counties, NWS and the State Watch Center.

What would you want it to do (if anything)? Simple can be better!

We have phone, radios, email, etc. Are there enough diverse options now, or do we need something dedicated? Hardened?

Are there others that should be on this connection?

CITIZEN ALERTING COMMITTEE

Last meeting
July 15th

Next meeting
October 14th

Membership is
open to any
county

NATIONAL EMERGENCY ALERT SYSTEM (EAS) TEST

- FEMA will conduct a nationwide test of the Emergency Alert System (EAS)

November 17th, 2026 at 2:20pm

This will be an **EAS test only**, which means it will go out to radio, TV, satellite radio, cable. Message will state it is only a test and no action is required.

It will **NOT** go to cell phones (not a WEA test).

Backup date is December 3rd.

INTEGRATED PUBLIC ALERT & WARNING SYSTEM (IPAWS)

- If you are an alerting authority, remember to conduct your monthly IPAWS proficiency testing.
- Pre-design (draft) messages ahead of time for scenarios.
 - Work with your PIO and leadership to gain approval of these templates.
 - Understand the approval process and timelines. Do people have alternate approvers or authorization to skip if no response?
 - Accuracy (and consistency) of information is critical, but time is also critical.
 - Do you know who else in your county can alert? College campus alert systems? Let your “neighbors” know if you are sending an alert.

STATE AGENCY COMMUNICATIONS COMMITTEE

Last meeting
July 15th

Next meeting
October 14th

Upgrades and
new systems

Radio
programming
and use
agreements

911 UNIT UPDATES

NEW(ISH) MEMBERS

- Phillip McGeough has been promoted to Radio Engineering Manager (911 Unit)
- Peter Illenberg has joined our team as of September as the Administrative Specialist 2
- Noah Adams is an Excelsior Fellow

911 PSAP CALL FAILURE SUBMISSION FORM

911 PSAP CALL FAILURE FORM

- This form allows PSAPs to notify DHSES of communications service disruptions that impact 911 call delivery. If your PSAP is experiencing an issue and has opened a ticket with your service provider, please use this reporting mechanism to provide situational awareness to DHSES
- **Reporting issues to DHSES using this form should be in addition to contacting your service provider. DHSES cannot assume responsibility for issues within the control of your PSAP or your service providers.**
- This information will help assist DHSES maintain a list of issues that have/are occurring throughout the state and assist in conversations with service providers/DPS/Executive level/SIEC
- This is going to become a grant requirement in the next RFAs



Homeland Security and Emergency Services

911 PSAP Call Failure Report

This form allows PSAPs to notify DHSES of communications service disruptions that impact 911 call delivery. If your PSAP is experiencing an issue and has opened a ticket with your service provider, please use this reporting mechanism to provide situational awareness to DHSES.

REPORTING ISSUES TO DHSES USING THIS FORM SHOULD BE IN ADDITION TO CONTACTING YOUR SERVICE PROVIDER. DHSES CANNOT ASSUME RESPONSIBILITY FOR ISSUES WITHIN THE CONTROL OF YOUR PSAP OR YOUR SERVICE PROVIDER.

1. If you are part of a County Level PSAP, please select your County of representation from dropdown list:

-- Please Select --

2. Has your agency submitted an Incident Ticket with your vendor for this issue? *

☐ Yes

☐ No

FEMA Region 2 RECCWG Survivability, Sustainability, and Interoperability
10:00 AM to 11:00 AM

3. Contact Information *

First Name

Last Name

Title

Email Address

4. Please fill out the table below with as much information as known: *

	Date of Call Failure:	Time of Call Failure (ET):	Type of Call Failure (Wireline Wireless, VOIP, etc.,)	Affected Phone Number (if known)	Phone Company (if known)	Long Distance Provider (if known)	Current Status (Success or Failure)	What was the problem experienced? (Dead-air, disconnection, no ring, no dial-tone, etc.,)
1.								
2.								

NG911 GIS GAP ASSESSMENT

GIS GAP ASSESSMENT

Purpose: NYSTEC will assess the GIS programs of each of the 58 jurisdictions to evaluate their geospatial readiness against NYS and NENA standards, as well as industry best practices.

- Scheduling of assessments will be conducted by NYSTEC, OIEC in coordination with the jurisdiction's availability.
- Deliverables/What to expect:
 - Readiness interviews with each jurisdiction (**will be conducted virtually**)
 - Jurisdiction responsibility – Coordinate proper individuals to be present in this assessment
 - Individuals include 911 Director/Coordinator/Supervisor, GIS lead(s), 911 Addressing Authorities (if applicable), and any other individual you deem appropriate to attend (e.g., ITS, Planning, Real Property, etc.). DHSES OIEC, NYS ITS Geospatial Services Office, Mission Critical Partner SMEs.

GIS GAP ASSESSMENT

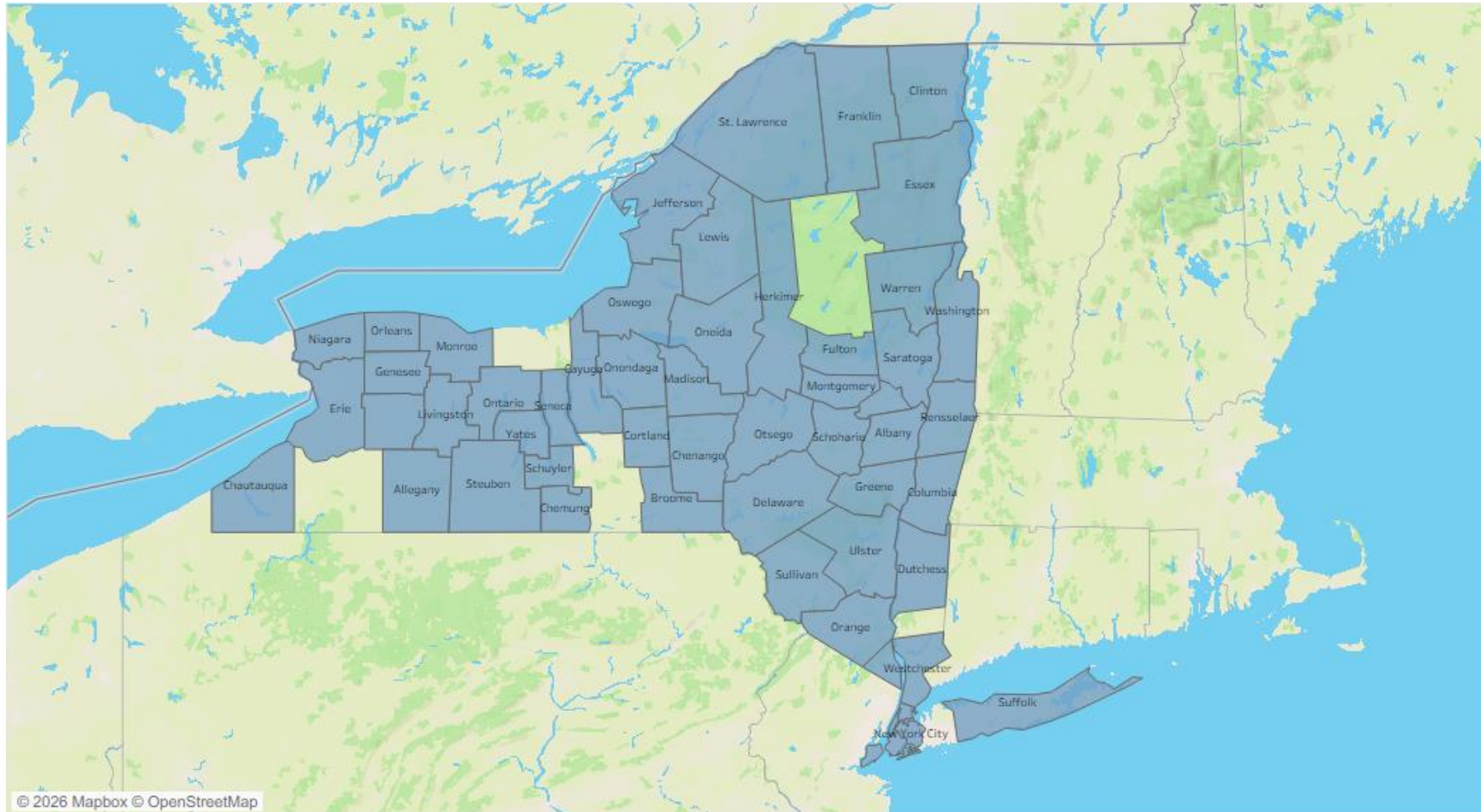
- What will be assessed:
 - Specifics on GIS programs within your jurisdictions:
 - Technology
 - Staffing
 - Data Readiness (high-level GIS data and schema review, match rates between Site Structure Address Points (SSAPs) and ALI, Road Center Line (RCL) data and MSAG
 - **Jurisdiction responsibility: This will require each jurisdiction to acquire a copy of legacy tables and share them with the project team.**
 - Training
 - Funding
 - At the conclusion, a statewide GIS report will be developed (summary of NYS jurisdictions interviewed and State program capabilities)
 - **Each jurisdiction will be provided a report**
- Final presentation will be conducted for the GIS Working Group

911 PSAP & GIS FALL 2025 ASSESSMENT DATA REVIEW & (UPDATE)

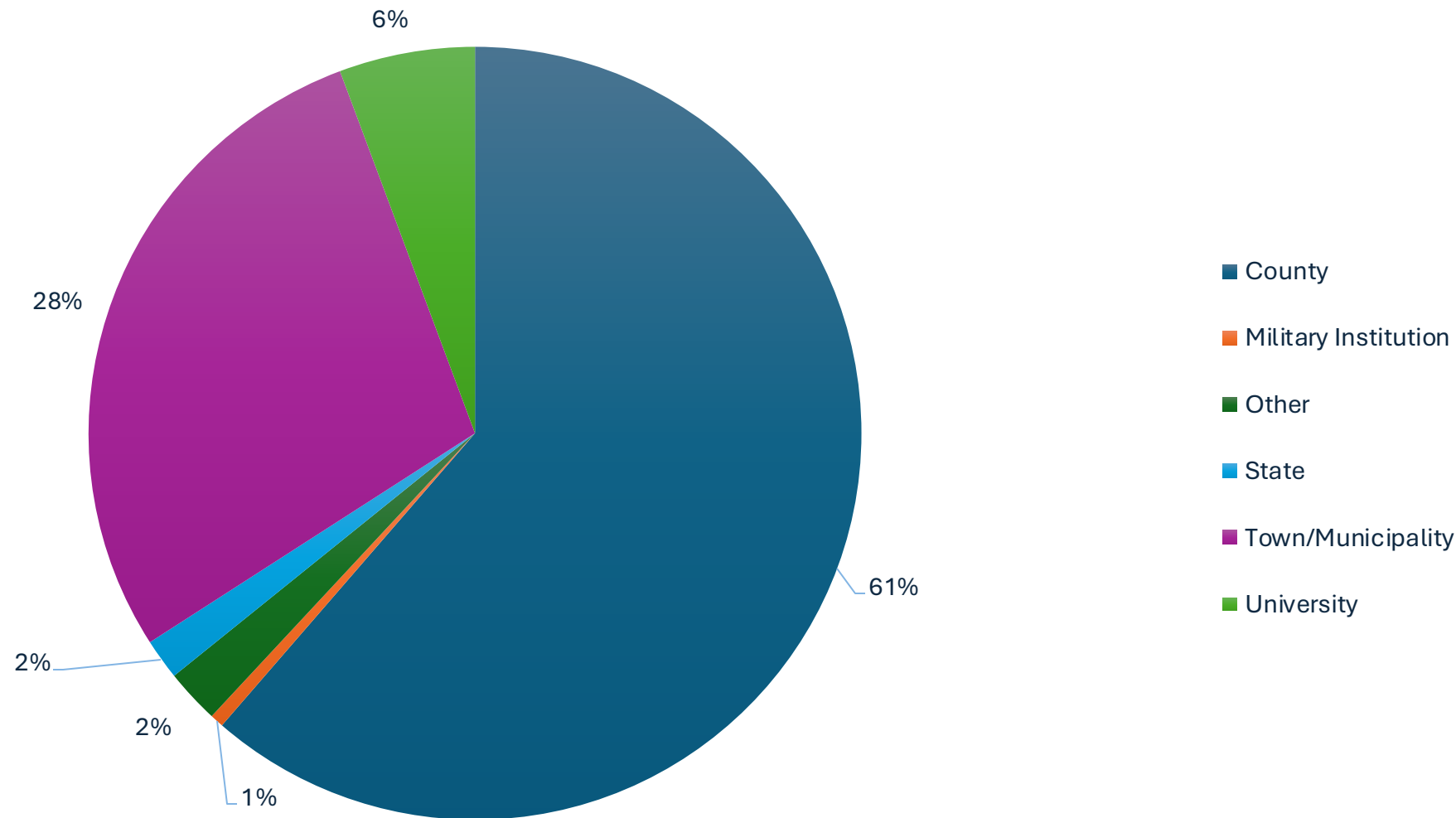
***ALL DATA IS SELF REPORTED**

COMPLETED ASSESSMENT REVIEW SESSIONS

- 51 Counties represented

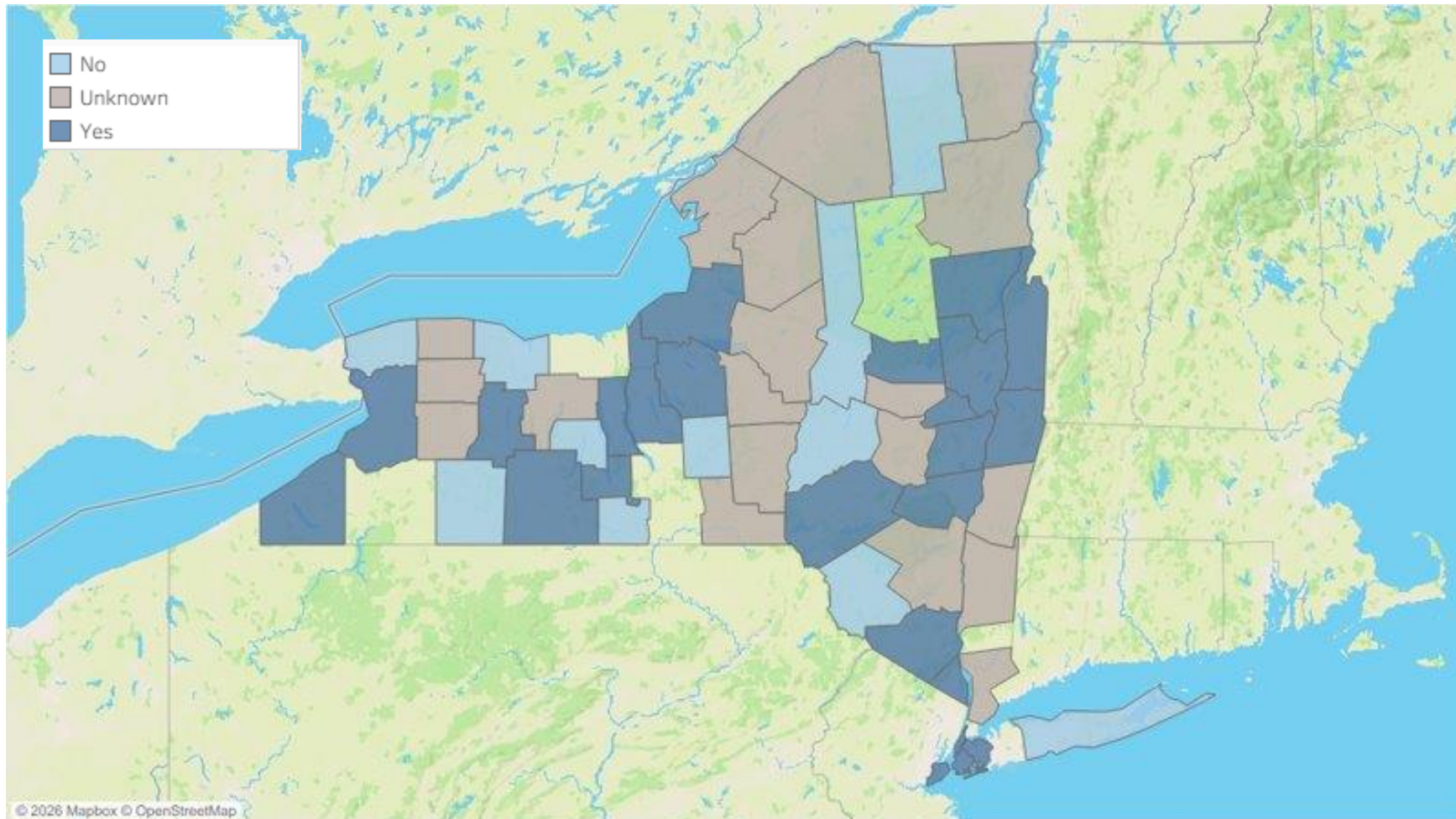


WHICH ENTITY MANAGES THIS PSAP LOCATION?



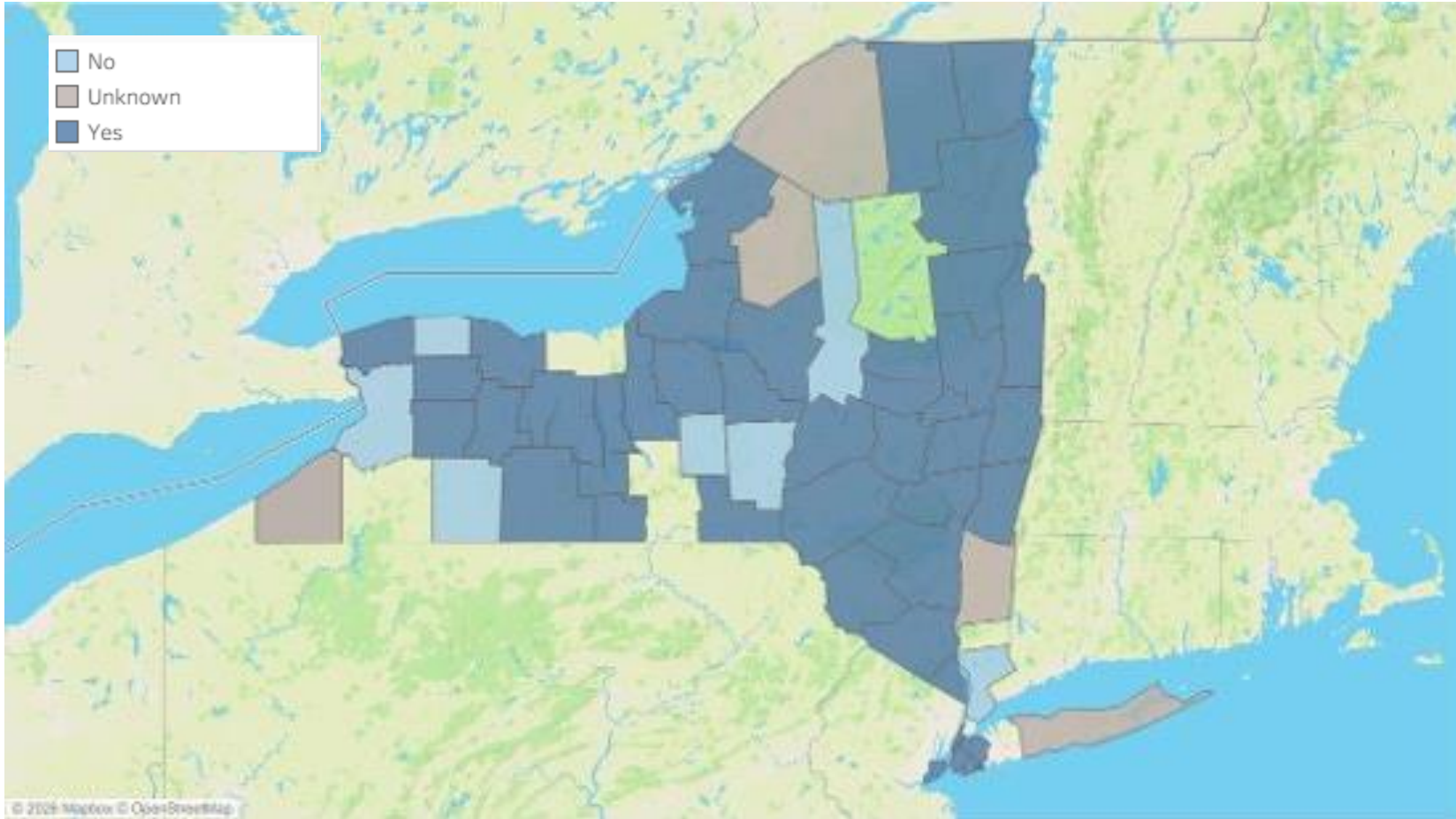
NETWORK INFRASTRUCTURE & CYBERSECURITY PROTOCOLS

- 41% of Counties Reported Meeting Network and Cybersecurity Standards



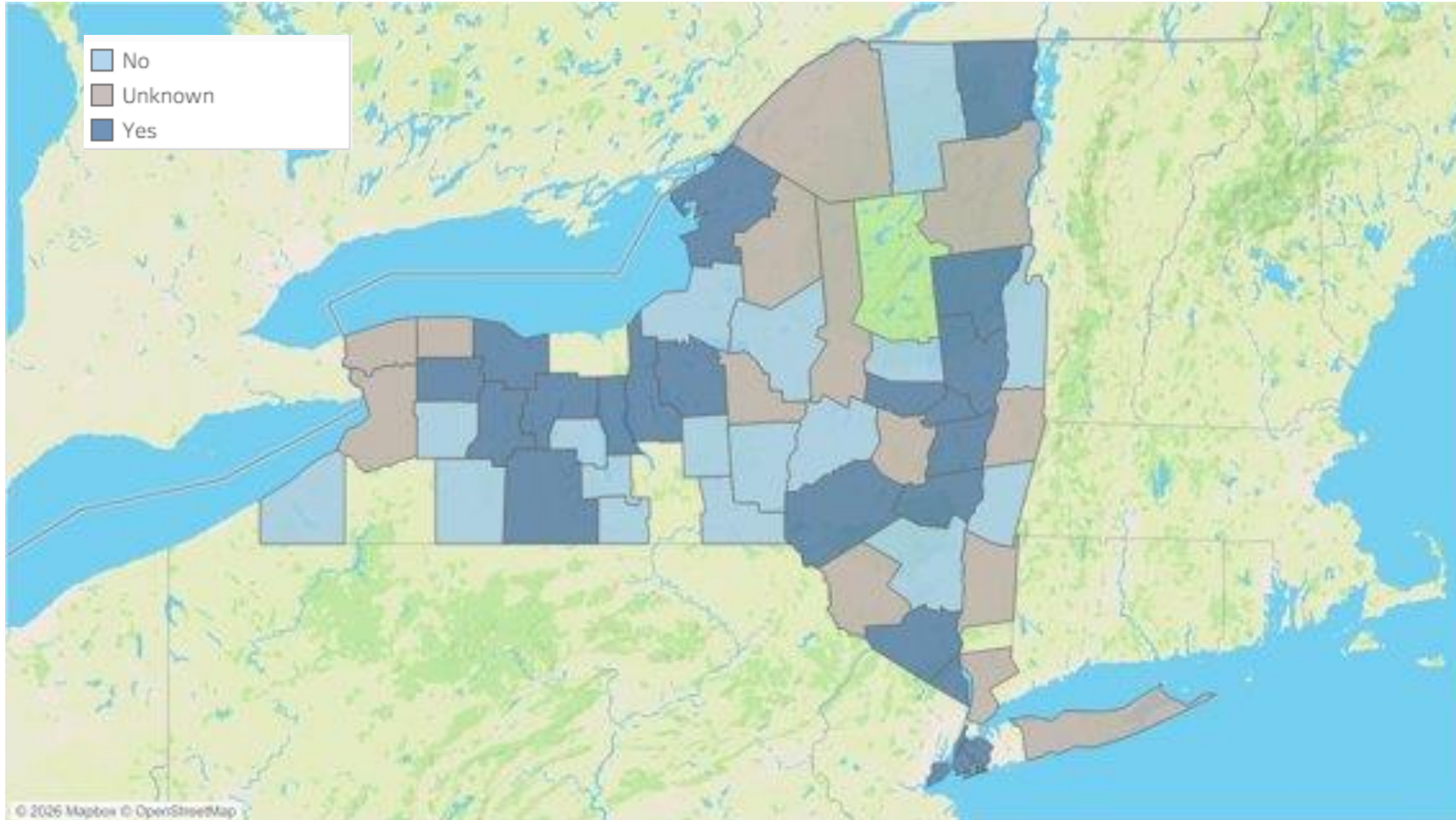
HAS YOUR AGENCY IDENTIFIED EXISTING VULNERABILITIES IN 911 SYSTEMS?

- 75% of Counties Reported Having Identified Vulnerabilities



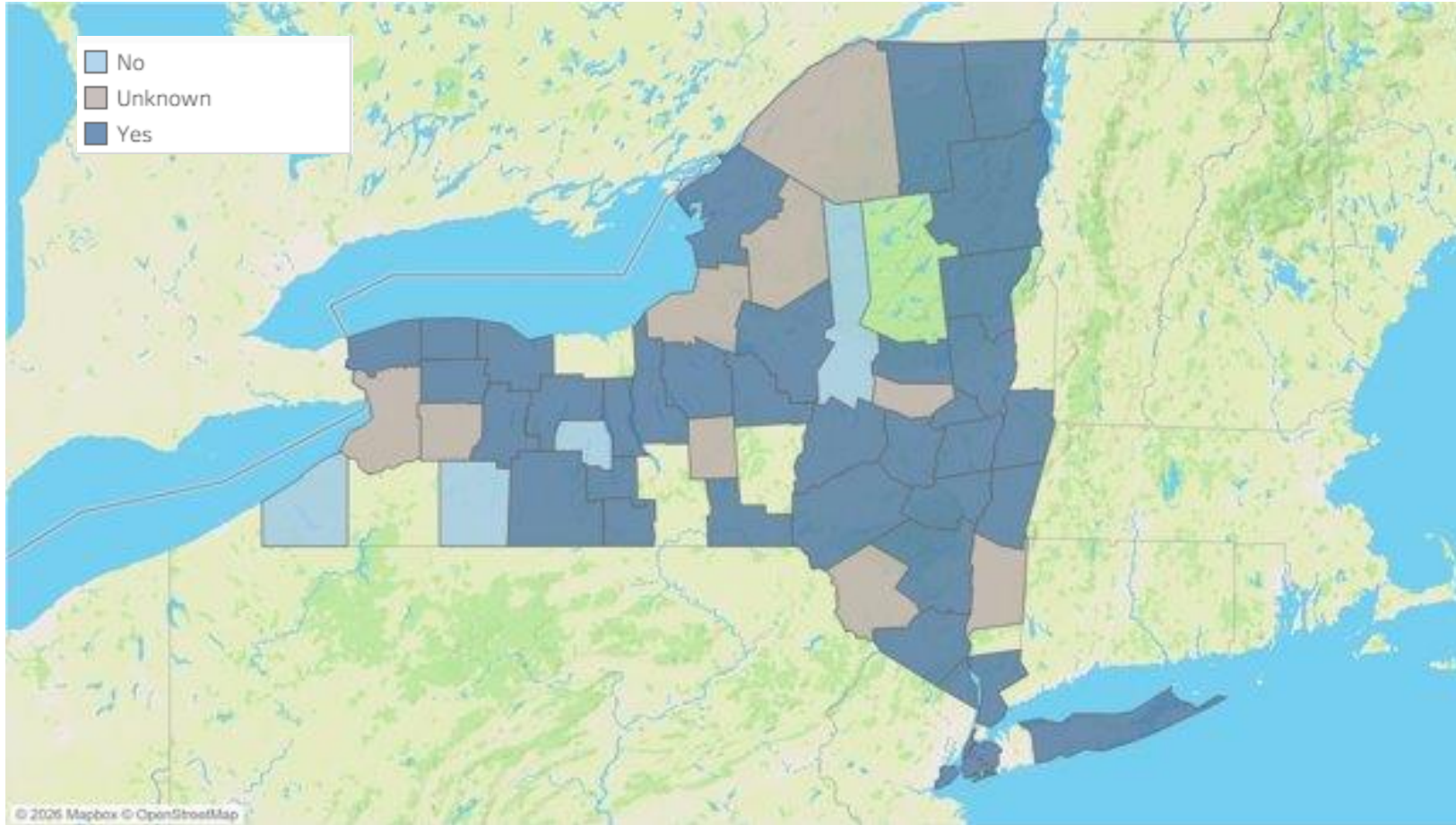
HAS YOUR AGENCY CONDUCTED A RISK ASSESSMENT OF THE 911 SYSTEM?

- 39% of Counties Reported Having Completed a Risk Assessment



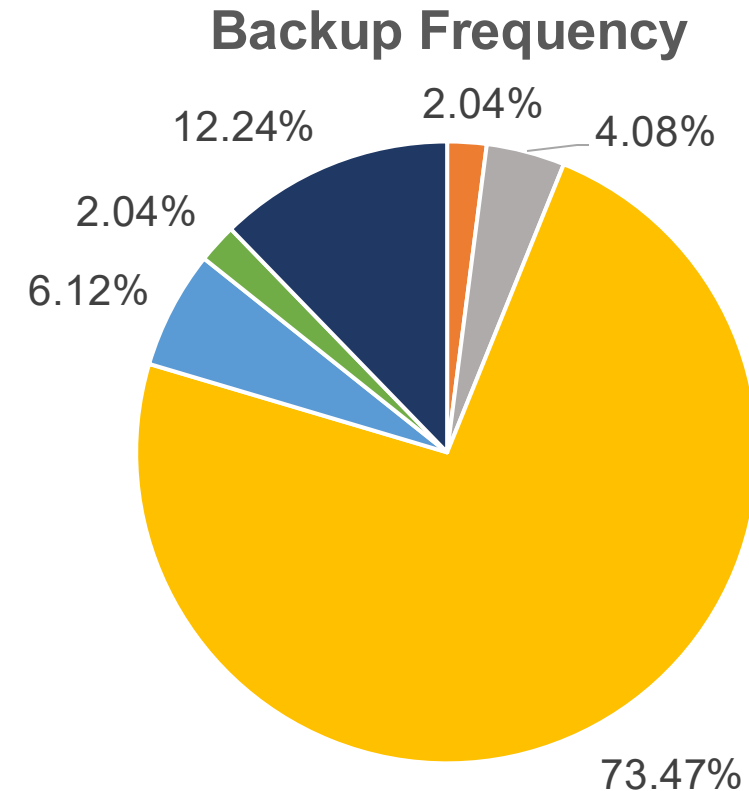
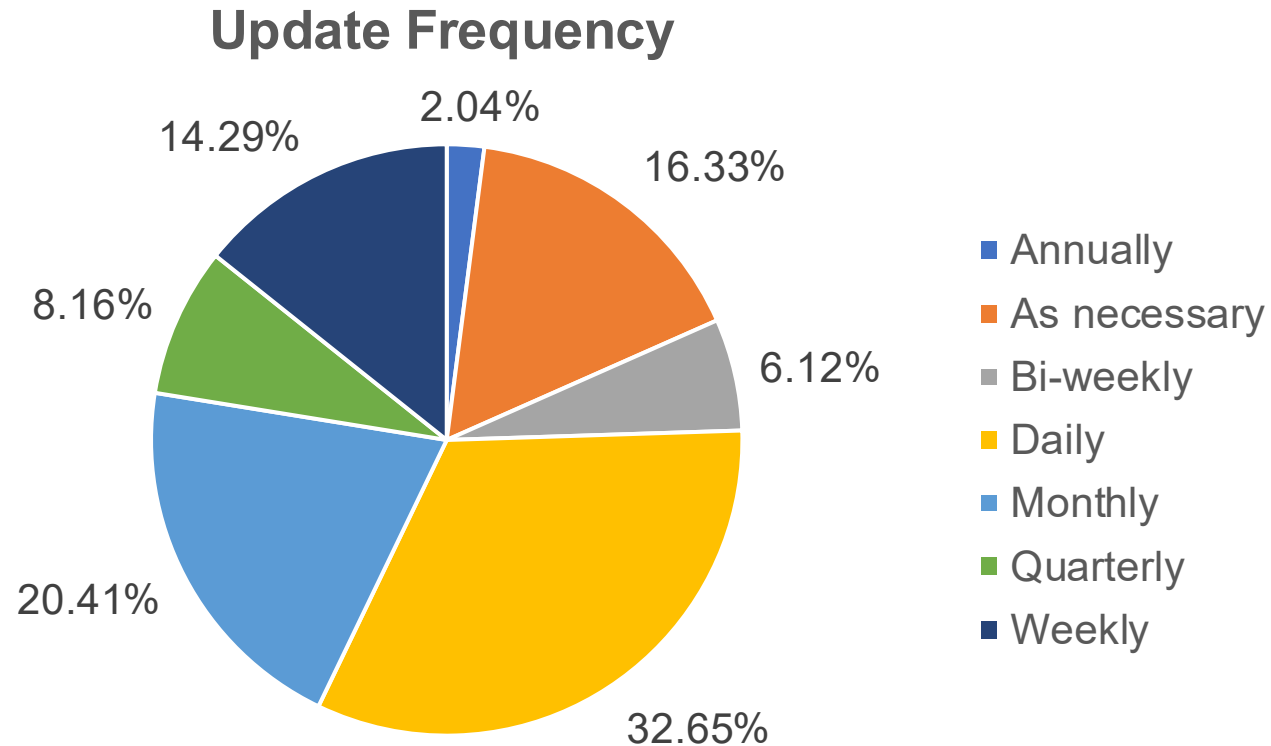
HAS YOUR AGENCY ESTABLISHED SECURITY CONTROLS?

- 73% of Counties Reported having Established Security Controls

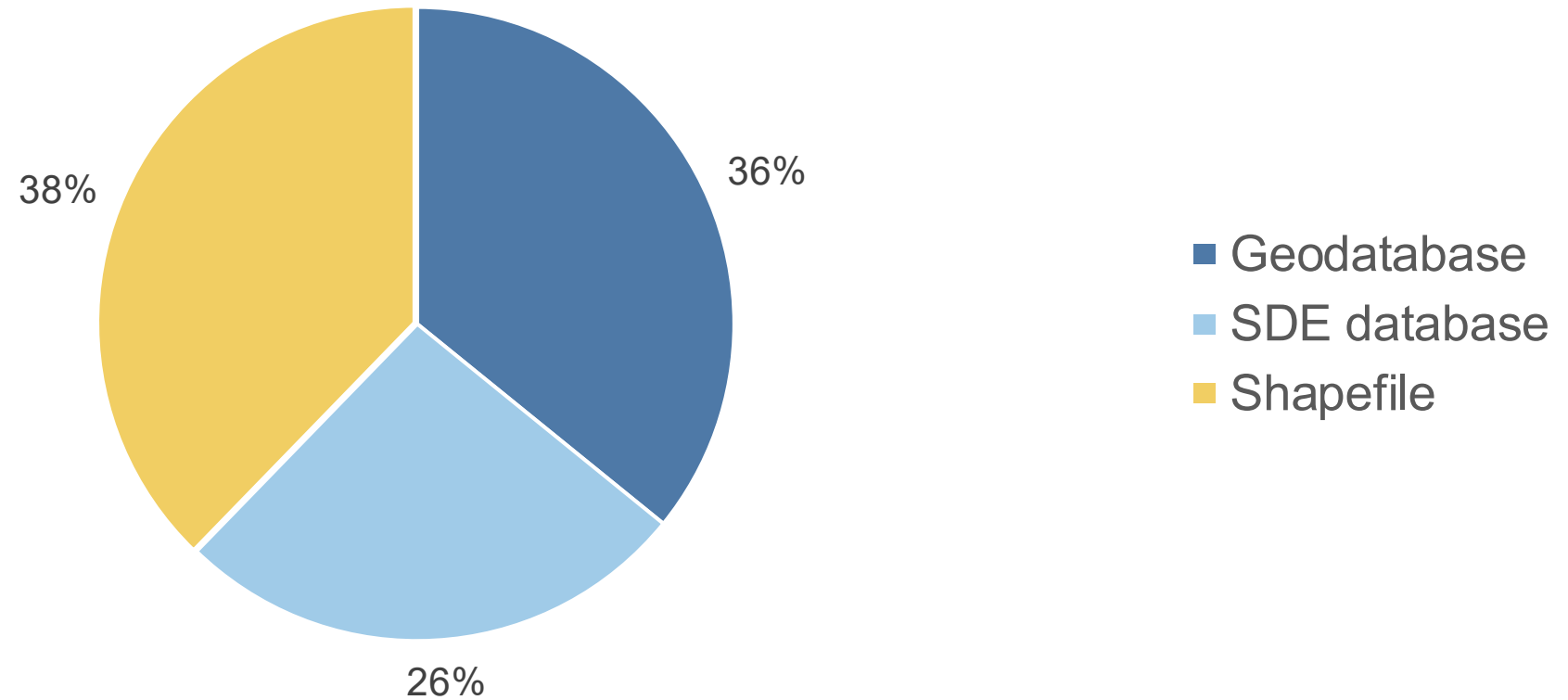


SPATIAL DATA MAINTENANCE

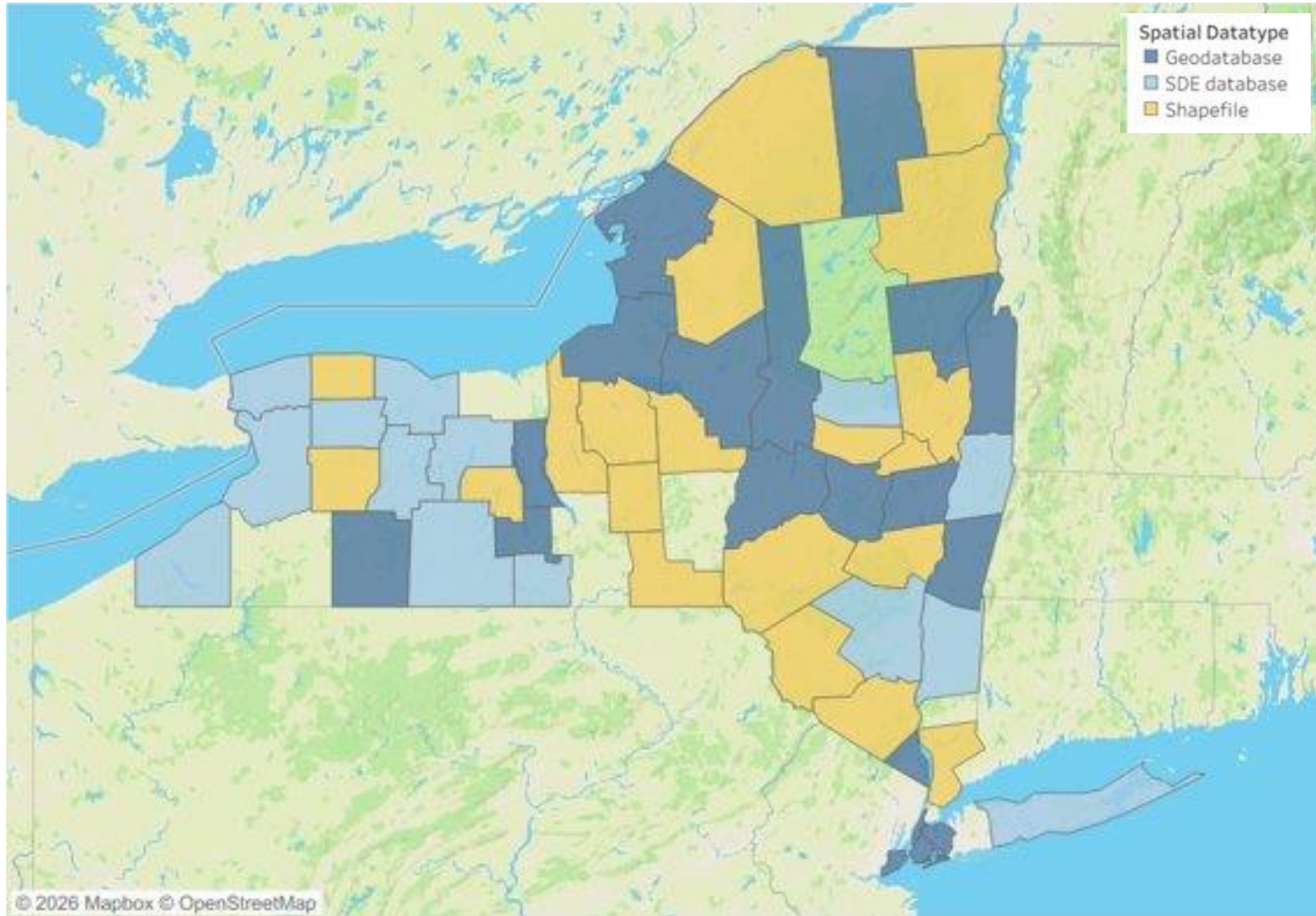
- 98% of Counties Reported Maintaining Spatial Data and Backing up that Data Regularly



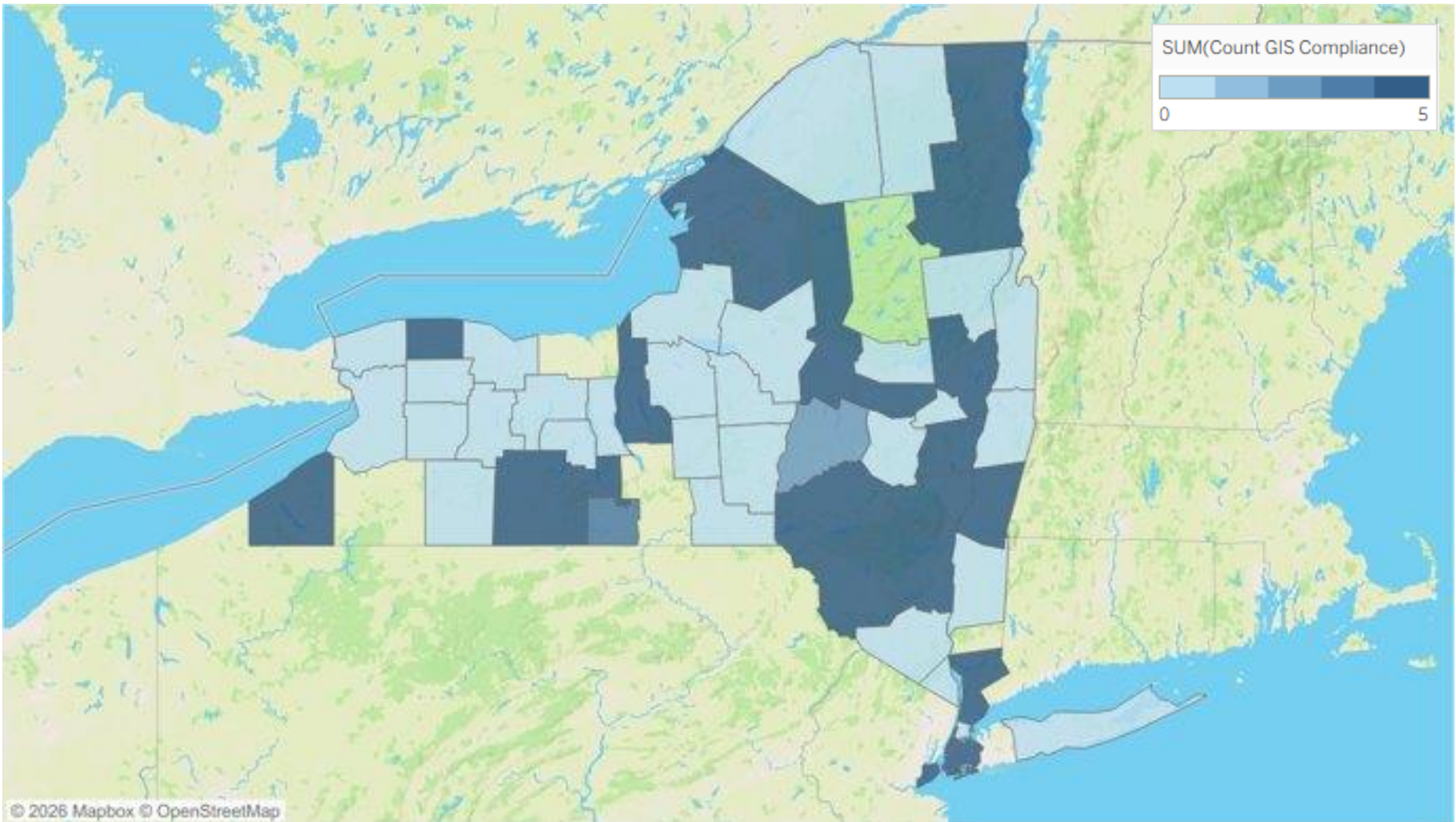
SPATIAL DATA TYPES



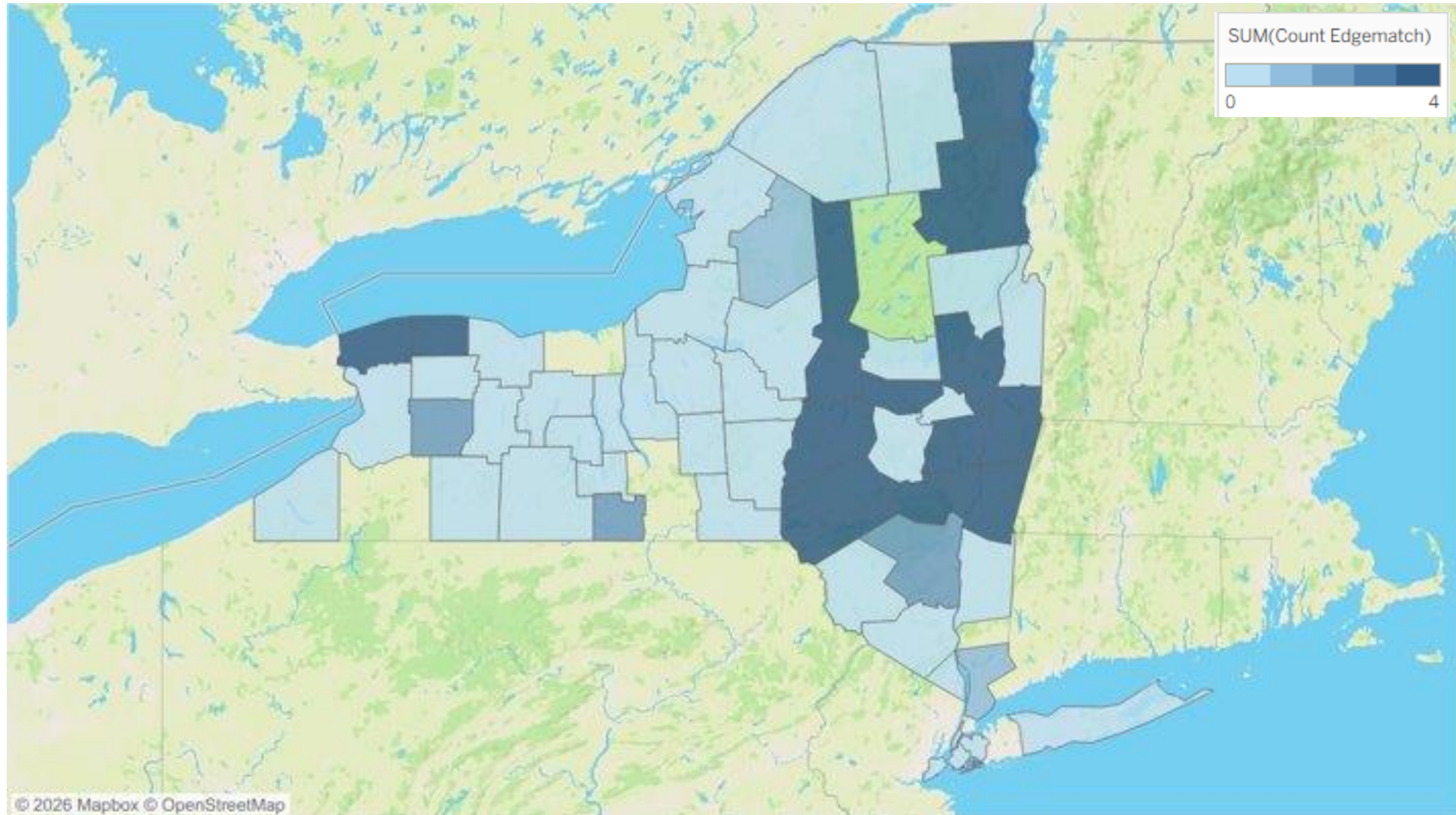
SPATIAL DATA TYPES



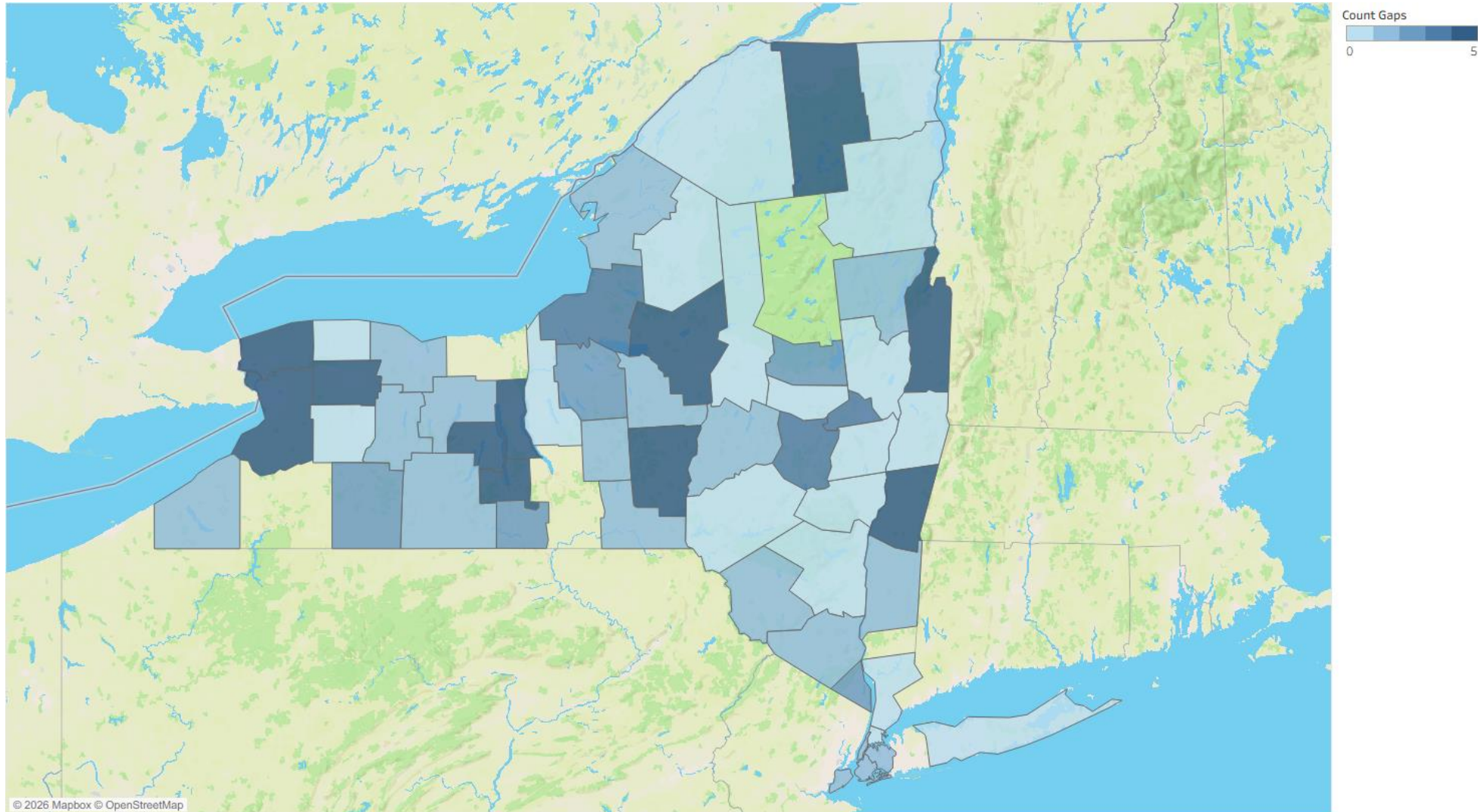
GIS COMPLIANT BOUNDARIES



GIS LAYERS EDGEMATCHED TO NEIGHBORING COUNTIES

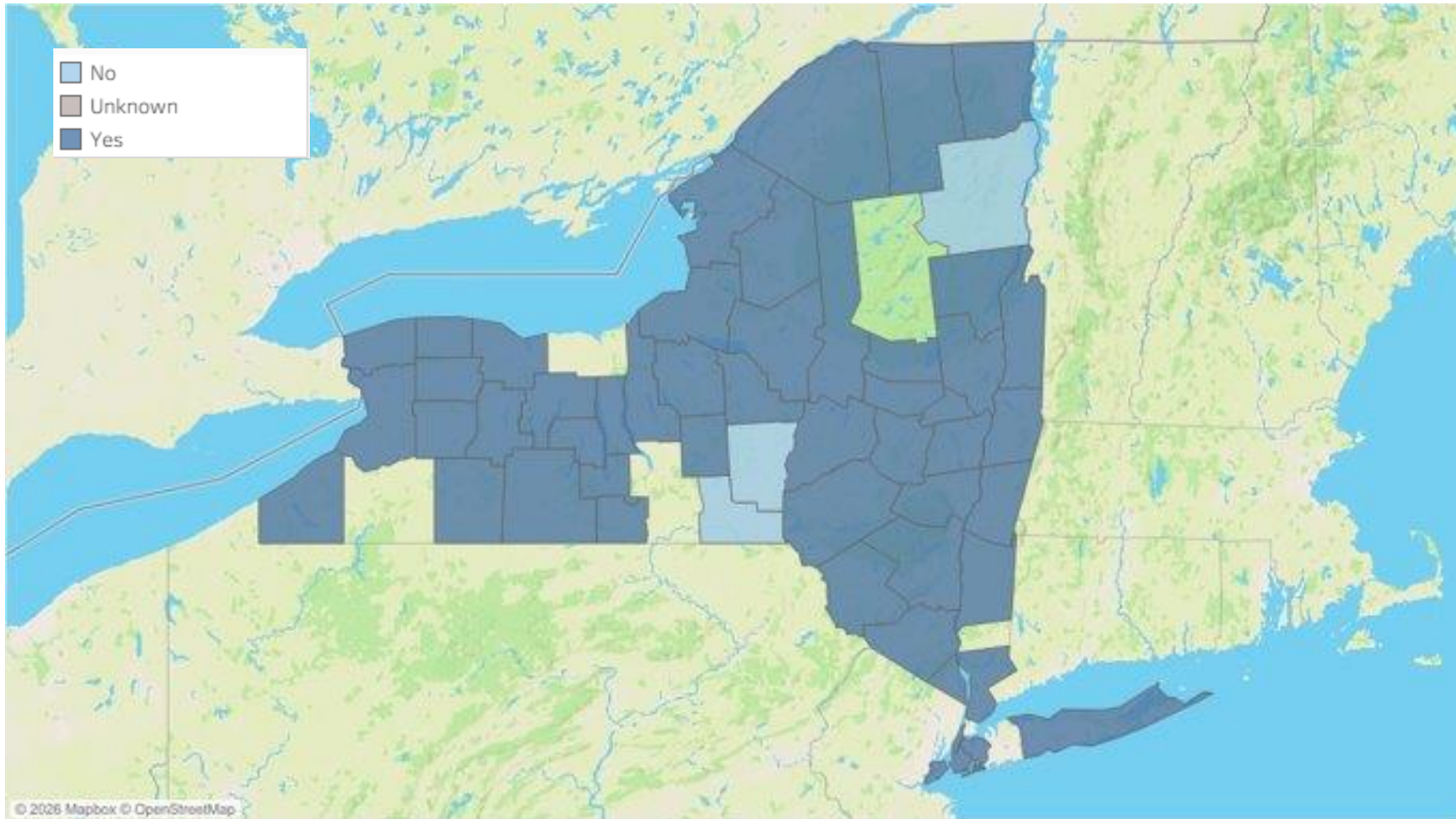


GAPS & OVERLAPS IN GIS COMPLIANT BOUNDARIES



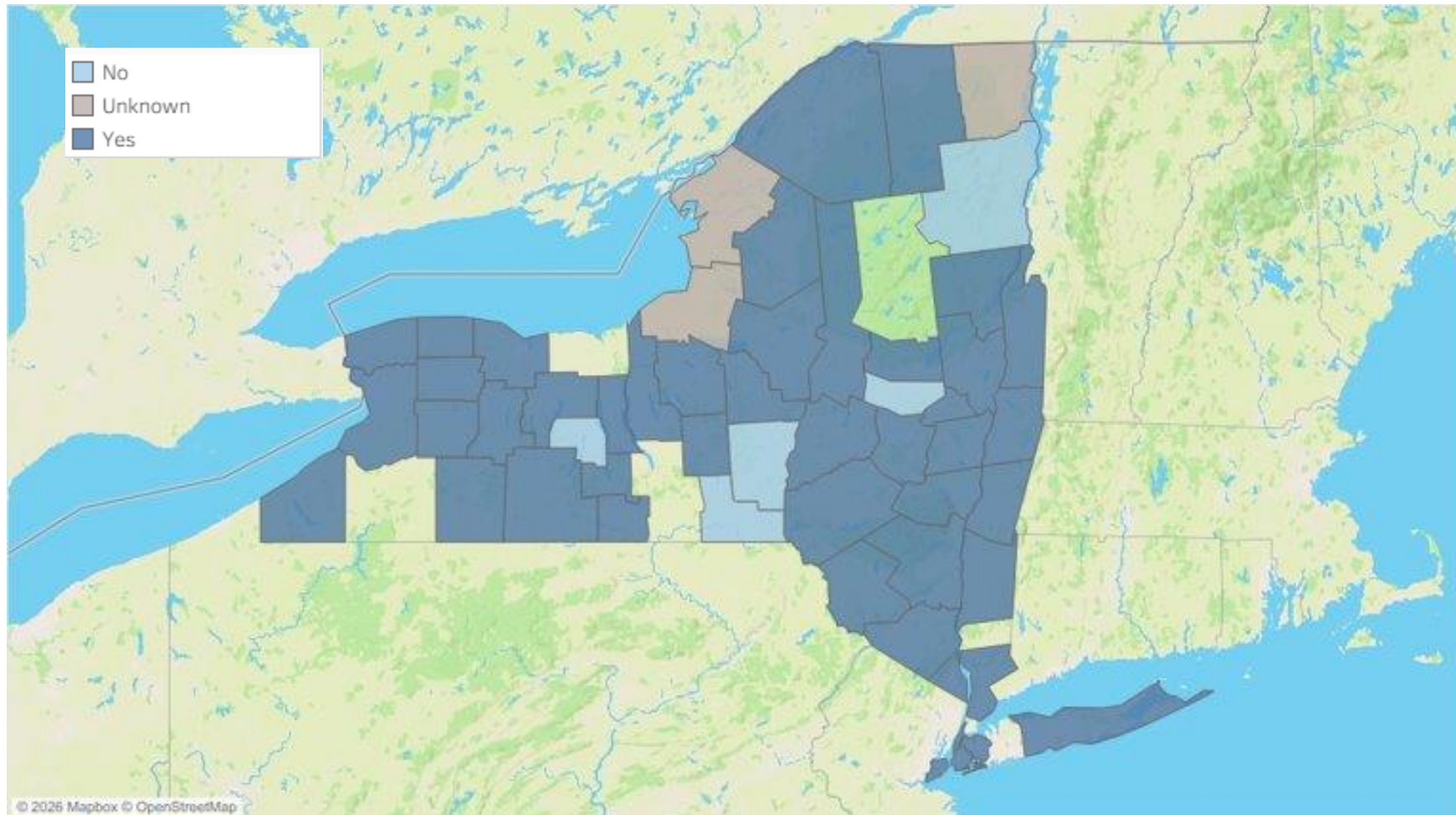
CALL HANDLING EQUIPMENT (CHE) COMPLIANCE

- 94% of Counties reported that they are CHE compliant



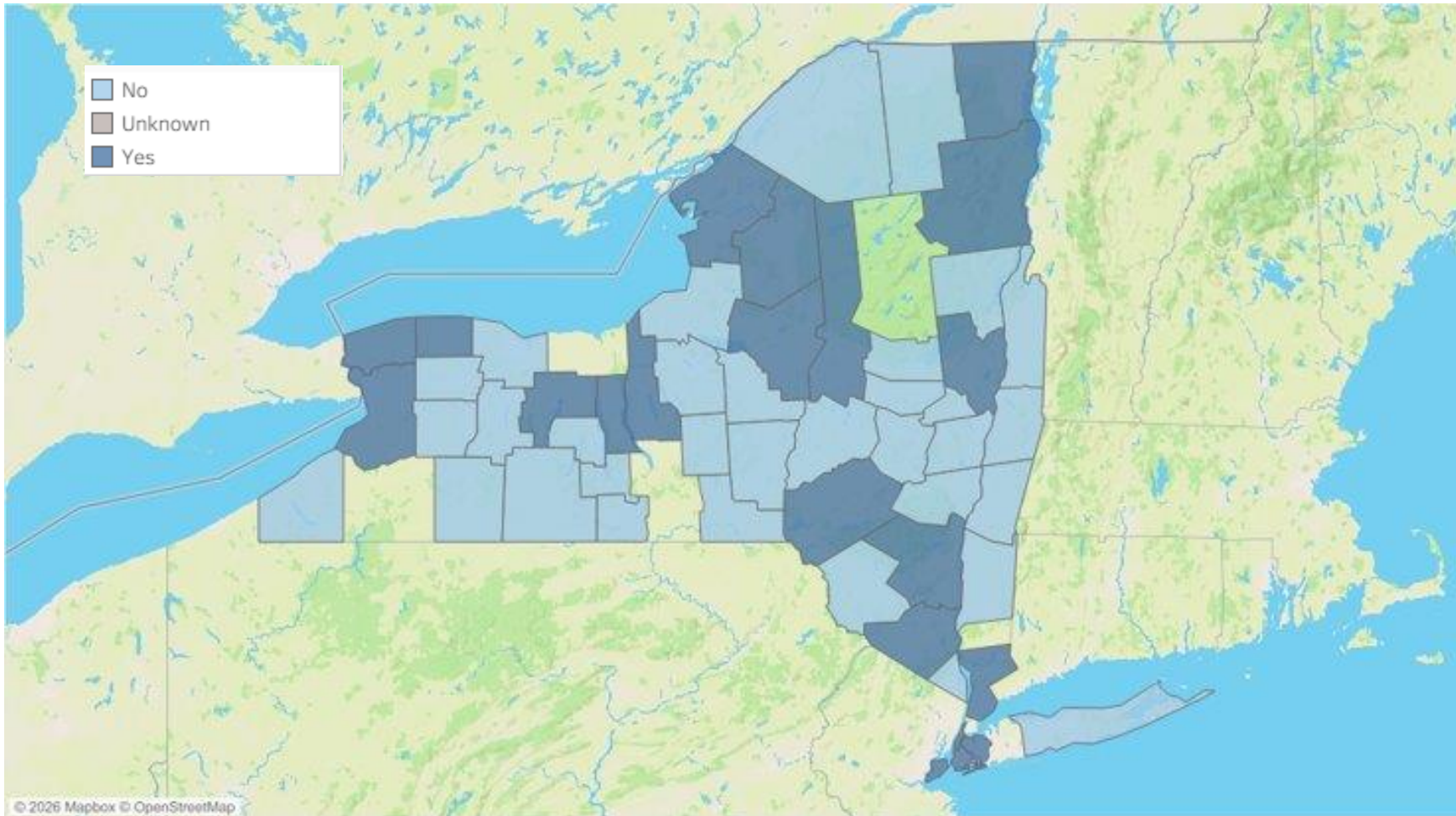
CHE CERTIFIED BY VENDOR

- 85% of Counties are certified by a vendor



DATA CREATION OF STANDARD OPERATING PROCEDURES (SOP)

- 35% of Counties Reported Having Clear Data Creation Practices



STATE INTEROPERABLE AND EMERGENCY COMMUNICATION BOARD UPDATE

Last meeting July
22nd

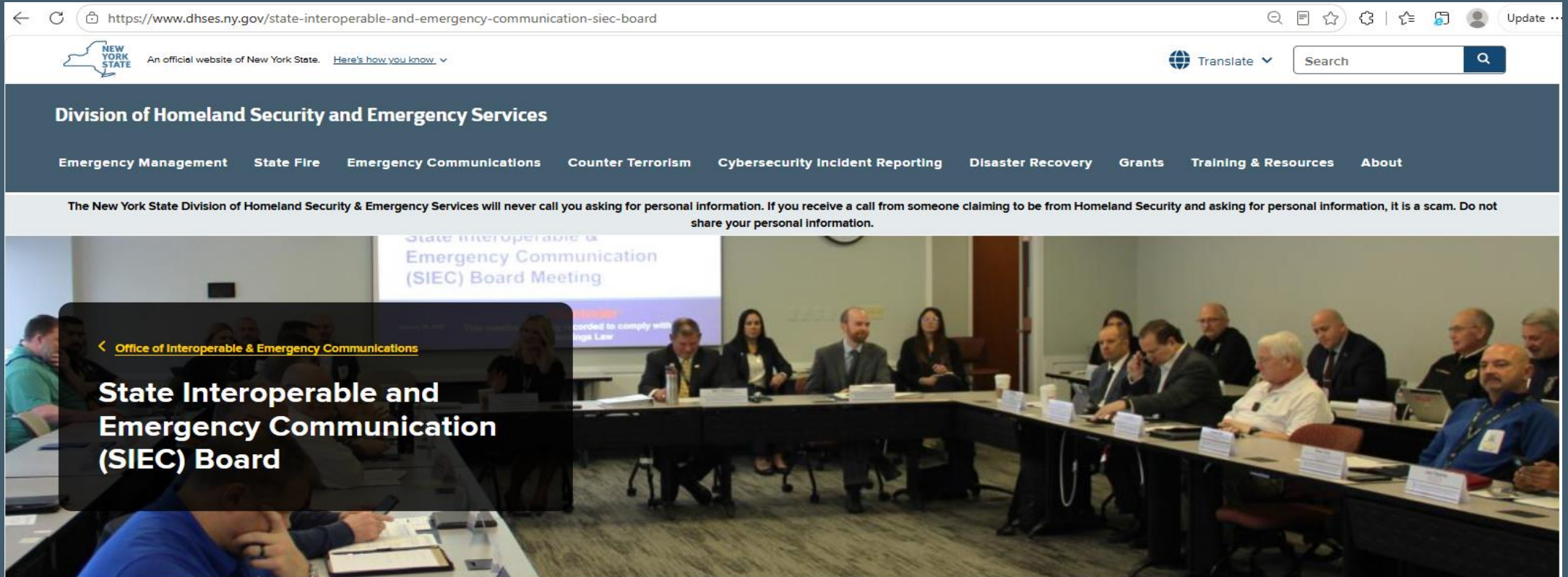
Next meeting
October 21st

Approved NYS
NG911
Governance Policy

Approved Variance
Requests

Approved In-house
training programs,
Entry-Level
Training Programs

Advised of new
process for In-
house CTO training
programs



On our website is a list of approved PSAP trainings including:

- In-House Training Programs
- Entry-Level Training Programs
- Communication Training Officer (CTO) Programs (coming soon)

These approved training programs can be used by any agency who must comply with the wireless PSAP standards

NEW YORK STATE NEXT GENERATION 911 GOVERNANCE POLICY

NYS NG911 GOVERNANCE PLAN

- New York County Law Article 6-A establishes the State Interoperable and Emergency Communication Board's roles and responsibilities
- Intended to be a high-level overview of governance policy and procedures for NG911 and the SIEC board statutory duties
- Describes the process for approval of a policy or plan
- Stakeholders will be connected to the statewide NG911 system must comply with the policies established by the SIEC board
- Transition will be most effective through consistent communication, coordinated planning and sustained collaboration among stakeholders
- Describes each of the Committee, Working Groups, Subcommittees roles and responsibilities
- Policies, procedures, rules and regulations provide essential structure and support effective management of the 911 system

NYS NG911 GOVERNANCE PLAN

- Entities who chose to connect to the statewide system must adhere to the policies and regulations associated with the system
- These policies, plans and regulations are being developed in a uniform and coordinated manner, utilizing the established hierarchical framework to ensure appropriate stakeholder input, broad acceptance, and statewide compliance

Cybersecurity
Plan

ESInet
Interconnectivity
Policy

Minimum
equipment
technical
standards

Change
Management
Policy

Call Routing best
practices

Call
Processing/Call
Transfer Policy

NYS NG911 GIS
Data Model

Address Point
data
development and
sharing workflow

GRANTS

Next Generation 911 (NG911) Grant Program

- Contracts have been developed

ESInet Readiness Grant Program

- Contracts have been developed

SFY2024 & SFY2025 SICG-Targeted

- Contracts have been developed

SFY2025 & SFY2026 PSAP Operations

- Awards released and contracts have been developed

SFY2025 & SFY2026 SICG Formula

- Awards released and contracts have been developed

- Questions regarding grants contact grant.info@dhses.ny.gov

911 ADVISORY COMMITTEE

Last meeting
September 1st

Review of documents
from Working
Groups/Subcommittee
process

Verizon notifications

Review of:
Communications Plan
Local Address Ordinance
Overflow Routing Policy
Text-to-911 Policy

Next meeting
November 4th

NEXT GENERATION 911 WORKING GROUP

Last meeting
September 23rd

Meeting cadence
almost weekly

Reviewing
documents from
subcommittees

NG911 ESInet
Interconnectivity
Policy

TECHNICAL SUBCOMMITTEE

Last meeting
September 15th

Next meeting
October 20th

NG911 Acceptable
Use Policy

NG911 Access
Control Policy

OPERATIONS SUBCOMMITTEE

Last meeting
September 17th

Next meeting
October 15th

Inter-PSAP Call
Transfer Policy

Developing survey
to conduct gap
assessment for
policies within
PSAPs

GIS WORKING GROUP

Last meeting
September 14th

Next meeting
November 16th

Finished approval of
Local Addressing
Ordinance template

Introduced NYS
NG911 GIS
Strategic Plan

Updates given
from OIEC

GIS POLICY SUBCOMMITTEE

Last meeting
September 28th

Next meeting
October 26th

Been meeting
almost weekly

Working on NYS
NG911 GIS Data
Model

MANY THANKS TO ALL INVOLVED!!

911 Advisory Committee

Chris Fish (Chair)

Steve Gordon (Co-Chair)

Lisa Sears

Rob Barbera

Frank Riccobono

Tim Morris

Julie Corn

Brian LaFlure

Glen Gosnell

Next Generation 911 Working Group

Eric Day

Kelly Donoghue

Scott Roman

DPS

Lisa Sears

Chris Fish

Marc Kasprzak

NYS ITS

Tim Morris

Julie Corn

Dana Smith (Co-Chair)

Kevin Pooley

Adam Feuer

Steve Gordon

Mike Postel

Alex Rau

Rich Bialkowski

Amber Letko

John Halaychik

Everett Erichsen

Tim Hardy

John Munson

GIS Working Group/GIS Policy Group

All participants!

Kelly Donoghue

Spencer Tibbles

Bryan Goodrich

Chris Stroud

Dana Petty

Steve Carr

Lisa Casey

Santhosh Balakrishnapillai

Emily Fenner

Keith Ducett

Operations Subcommittee

Derrick Helms

Glen Gosnell

Brian Dunican

Kevin Pooley

Joe Plummer

Mark Deisenroth

Kristopher Rodger

Tim Hines

Peter Hendrickson

Lisa Sears

Technical Subcommittee

Glen Gosnell

Steve Gordon

Brian Dunican

Kevin Pooley

Joe Plummer

Kristopher Rodger

Mark Deisenroth

Max Dougal

Adam Feuer

Romel Sookdeo

Joseph Gauthier

Cory Leymeister

Justin Allen

**NEW YORK STATE COUNTY LAW
ARTICLE 6-A, SECTION 329,
CERTIFICATION OF COMPLIANCE WITH
BOARD STANDARDS**

NYS COUNTY LAW ARTICLE 6-A, SECTION 329

1. *Local public safety answering points.*

- a) *Each operator of a local public safety answering point shall affirmatively certify biennially that such local public safety answering point complies with the standards promulgated by the board pursuant to subdivision four of § 328 (Powers and duties of the board); provided, however, that the operator of a local public safety answering point operated within or by a county with a population of more than one million or a local public safety answering point servicing a city with a population in excess of one hundred thousand according to the federal decennial census of two thousand which received wireless 911 calls on or before the effective date of this article must only affirmatively certify that such local public safety answering point complies with the standards promulgated pursuant to paragraph (a) of subdivision four of § 328 (Powers and duties of the board). Such certification, together with a list of all service suppliers and wireless telephone service suppliers which provide 911 service to such local public safety answering point is subject to paragraph (b) of subdivision four of § 328 (Powers and duties of the board), a statement of the jurisdictional protocols utilized by public safety agencies within the 911 service area for the provision of emergency services, shall be transmitted to the chairperson of the board.*

NYS COUNTY LAW ARTICLE 6-A, SECTION 329

- Procedure outlining what steps are needed by the PSAPs has been created
- Applies to all local government operators of a PSAP that is responsible for receiving and answering emergency calls from wireless telephone service providers and the Division of State Police
- All local and state PSAPs designated to receive wireless emergency calls are required to certify their compliance with the State Minimum Standards minimally
- This process ensures ongoing adherence to operational, technical, and training standards outlined for effective emergency communications within the State of New York

PROCESS TO CERTIFY

In letter format,
certification of
compliance and
any accompanying
documentation



Letter contain
authority of
PSAP/Superintendent
of State Police



Confirmation of
designation to
receive and initially
answer emergency
calls from wireless



Formal statement to
full compliance with
core standards (Part
5200, 5201, 5202,
5203, 5250)

Accompanying Documentation

For Local PSAPs: a comprehensive list of all service providers and wireless telephone service suppliers that provide 911 service to all respective PSAPs overseen by the operator.

For PSAPs subject to 5250 – if questions of jurisdiction arise, the authority must submit copies of written agreement(s) utilized by participating law enforcement agencies.

COMPLIANCE WITH SECTION 5250.3

- These agreements must, at a minimum, include and provide for:
 - Participating Agencies: A complete list of all participating law enforcement agencies
 - Closest Unit Dispatch: If the PSAP has authority to do so, a designated method of providing for the dispatch of the closest police unit, which may be via AVL, indirect polling, direct polling
 - Transfer Method: A clear method of transferring 911 requests for service to the proper agency or jurisdiction
 - Other Method: A requirement that the dispatch and transfer methods are used for all 911 requests and all other emergency requests received by any other means
 - Annual Review: A provision requiring the agreement be reviewed at least annually to ensure the most efficient procedures are being used
 - Investigative Jurisdiction: A provision stating that all investigative duties shall be conducted by the law enforcement agency having ordinary investigative jurisdiction in the area, regardless of which agency initially responded to the emergency
 - Dispute Resolution: A clear procedure for resolving all disputes among the parties relating to the operation of the protocol, which may include referral to a designated joint body

REVIEW AND DETERMINATION PROCESS



CONSEQUENCES OF NON-COMPLIANCE AND CORRECTION PLANS

- OIEC will notify authority in writing of failure to comply, detailing reasons and specifying necessary corrective actions to take determined by the SIEC board
- Initial Plan of Correction:
 - Authority is expected to submit a plan of correction within 120 days of notification of the initial failure to comply
- Revised Plan (if necessary):
 - If the board deems the initial plan unsatisfactory, a revised plan must be submitted within 30 days to OIEC to be presented to the SIEC board at the next practical meeting
- The board, through OIEC, will monitor plans for compliance. Failure to adhere to an approved plan, or failure to submit an acceptable plan may lead to ineligibility to receive grant funding



Homeland Security and Emergency Services