

RHODE ISLAND DEPARTMENT OF PUBLIC SAFETY



RI E911 UNIFORM EMERGENCY TELEPHONE SYSTEM DIVISION 2019 ANNUAL REPORT



Gina M. Raimondo, Governor

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Director's Message

Colonel James M. Manni, Superintendent of the Rhode Island State Police and Director of Public Safety, gave me the privilege of becoming his Director of RI E911 services effective September 1, 2019. The support that he and his command staff have given me, and this agency is remarkable. I thank them for their leadership as well as the great team in the budget office, legal department, human resources and all other professionals in Public Safety. We share a vision to make RI E911 the best possible agency in support of the citizens of Rhode Island and those who visit us.

Despite working in various facets of public safety to include law enforcement, campus safety and security, emergency management and the academic programs to support law enforcement; the mission, method and dedication of those in the position of "first response" to your 9-1-1 calls for service remained behind a curtain.

The nearly 50 men and women who comprise the work force of this agency are some of the most dedicated and competent professionals who I have had the privilege to serve alongside. The uncertainty of their next call along with unknown outcomes is part of the stress of their responsibilities. I had the pleasure of meeting some retired members of the organization and learned from them that it is after retirement that many of their suppressed calls can never be "unheard."

A priority for 2019 and what must become a lifetime commitment of RI E911, is training, education and support through peer counseling. A comprehensive program for Mental Health & Wellness is being developed. This must include current agency professionals, retired members, and the entire Rhode Island dispatch community with whom they connect. While police, fire, and EMS front line services deserve the status and gratitude of first responders, it is the unsung heroes on the phone and behind the scenes who deserve equal respect and support.

During my first few months, we conducted a ground-up assessment of policy, procedures, and a review of technical network design which is known as a "Discovery." Our technical staff with the collaboration of the RI State Police MIS division were able to correct some cybersecurity issues that are essential in a mission critical environment like ours.

What is most exciting is the anticipation of what is yet to come. We expect to work toward a standard of federal cybersecurity known as CMMC. We can be the first 911 center in the country to earn that level of security certification and accreditation. This might take a while, but we are confident that this will protect the Public Safety Answering Point (PSAP) and protect the data and information.

All agency members have earned FEMA certifications in IS100 and IS200 so that we can become eligible for certain federal grants and partnerships. Our supervisors have been supported with management and leadership training along with additional schools and opportunities. Some members have also been provided with HAM Radio training and certifications so that they can operate the equipment and technology in the PSAP.

Governor Gina M. Raimondo appointed members to complete the roster of the newly reconstituted RI E911 Advisory Commission. Colonel Manni provided the welcoming remarks and offered thoughts about our expectations during the inaugural meeting of that Commission. We will continue to value the professional experience of all Commission members as we shape policy and earn their support for legislation and funding when needed.

There is mutual trust that exists between our agency and other professional organizations such as the RI Association of Fire Chiefs, the Rhode Island Police Chiefs Association, the Rhode Island League of Cities and Towns, the Rhode Island Emergency Management Agency along with many other fine state agencies and organizations. It is this relationship that will help guide the future needs of what I will call "9-1-1 as a Service." We are proud to recognize the motto of our host agency "In The Service Of The State" but we also know that our technology makes 911 service unique. We want to be known as not just the ubiquitous and unknown space that you call for help when you dial 9-1-1. We want to educate everyone about the various services and products that can be developed through shared resources, technical solutions, data mining, advanced predicative analytics and as-yet developed technology.

Thank you to the citizens and visitors to our great state for all the confidence you have in our staff to assist you at your most crucial moments in life. My most profound thanks to members of this agency who take those calls and find you the best help.

INTRODUCTION

The idea of a national emergency telephone number is not a new one. England has been using 999 nationwide since 1937. Other European countries have been using universal emergency numbers as well, including Belgium (900), Denmark (000), and Sweden (9000).

In this country, the need for such a number was first discussed in 1958 by the International Association of Fire Chiefs who recommended that a single, nationwide fire reporting telephone number be adopted. By 1967, the President's Commission on Law Enforcement and the Administration of Justice and the President's Commission on Civil Disorders were expressing interest in a national telephone number for reporting all types of fire, medical and law enforcement emergencies.

In 1973, the three-digit number "9-1-1" was established as our national emergency telephone number. Implementation of this service was, however, left to state and local governments. By 1977, several states had passed legislation mandating implementation of 9-1-1 statewide, and several major cities had established 9-1-1 program as well. Today, 9-1-1 is the primary emergency number serving most of the population of the United States.



RHODE ISLAND HISTORICAL BACKGROUND

Planning for Rhode Island's Enhanced 9-1-1 system began in 1978 with the appointment of a 15-member legislative commission to study the feasibility of adopting a uniform emergency telephone system (9-1-1) statewide. In 1984, the commission submitted its final report after 27 meetings, five public hearings and extensive study of the subject. The commission recommended the implementation of an enhanced 9-1-1 uniform emergency telephone system with one statewide public safety answering point (PSAP).

In 1984, based upon the recommendations of the commission, the General Assembly established the Enhanced 9-1-1 Uniform Emergency Telephone System Authority. The Rhode Island Enhanced 9-1-1 Uniform Emergency Telephone System went online November 21, 1988.

In 1989, the corporate existence of the 9-1-1 Authority was terminated, and the Division was transferred to the Executive Department of state government. In 1996, the 9-1-1 Division was transferred from the Executive Department to the Department of Administration. In July 2008, the 9-1-1 Division was transferred from the Department of Administration to the Department of Public Safety and is now hereby known as the RI E911 Uniform Emergency Telephone System Division (E911, E 9-1-1 or E-911).



GOVERNANCE AND OVERSIGHT

In 2008 the Rhode Island General Assembly passed Article 9 of House Bill 7390 to reorganize many functions of state government. The major focus of this reorganization was to bring several law enforcement and criminal justice agencies previously under the Department of Administration under one organizational structure. This re-structuring created the Department of Public Safety.

The goal of the consolidation of these agencies is to assure the provision of professional services, enable the most efficient and effective use of the state's public safety resources, allow for the consolidation of the communications, training, and operating procedures of these agencies, and protect the lives and promote the safety of the citizens of the state.

The legislation named the Superintendent of the Rhode Island State Police as the Director of the Department of Public Safety. Accordingly, all directors of these agencies report to the Director. The Director is appointed by, reports directly to, and serves at the pleasure of the Governor.

A statutory Advisory Commission acts in an advisory capacity to the Director. Its composition and function are described in Section 39-21-4, General Laws, State of Rhode Island:

- **39-21-4 Advisory Commission.** – (a) There shall be an E 9-1-1 Uniform Emergency Telephone System Advisory Commission consisting of fourteen (14) members to be appointed in the following manner: five (5) of the members shall be: the Director of the Department of Health or his or her designee, the Fire Marshal or his or her designee, the Colonel of the Rhode Island State Police or his or her designee, the State Telecommunications Director or his or her designee, and the Administrator of the Division of Public Utilities and Carriers or his or her designee; three (3) members shall be appointed by the Speaker of the House: one of whom shall be a member of the House of Representatives, and one of whom shall be a representative of the Police Chiefs' Association, and one of whom shall be a representative of the telecommunication services provider that is the primary provider to the E 9-1-1 PSAP; three (3) members shall be appointed by the President of the Senate; one of whom shall be a member of the Senate, one of whom shall be a representative of the Fire Chiefs' Association, one of whom shall be a representative of the wireless telecommunication industry; and three (3) members shall be appointed by the governor: two (2) of whom shall be representatives of the public, one of whom shall be representative of the Rhode Island League of Cities and Towns.
 - (b) Members of the Commission shall serve five (5) year terms, except for ex officio members.
 - (c) The Advisory Commission may make such recommendations and give such advice to the Director of the division as it deems appropriate.

RI E911 was pleased to announce the re-establishment of the Advisory Commission which had not met for several years. Below is the agenda for the meeting held on January 13, 2020. Once the minutes of the meeting are approved at the next quarterly meeting they will be posted to our website at the following: RI911.RI.GOV

ADVISORY COMMISSION MEETING NOTICE AND AGENDA

The next and first meeting of the E 9-1-1 Uniform Emergency Telephone System Advisory Commission will be held on **MONDAY, JANUARY 13, 2020**, from **12:00 p.m. to 2:00 pm** in the **Colonel Stone Conference Room located at the Rhode Island State Police Headquarters/ Department of Public Safety Building, 311 Danielson Pike, North Scituate, RI 02857**. Please advise if you are unable to attend.

- Welcome and Introduction
 - Remarks by Colonel James M. Manni
- Review of controlling statute
 - Mission
- Discussion about pending issues/technologies
 - Emergency Medical Dispatch
 - CAD/RMS
 - Next Gen 9-1-1
 - ExecuTime Software
 - Carousel Discovery Outcomes
 - Virtualization
- Budget/Personnel
 - Overall budget and surcharge
 - Staffing
 - Current
 - Hiring Process
 - Retention
- Tour of PSAP
- New Business
- Old Business
- Scheduling of Meetings
- Adjournment

ORGANIZATION

The Rhode Island Department of Public Safety is composed of the Rhode Island State Police, the Rhode Island Municipal Police Training Academy, the Rhode Island E 9-1-1 Uniform Emergency Telephone System, the Rhode Island Capitol Police, the Rhode Island Division of Sheriffs, the Department of Public Safety Central Management Office, and the Public Safety Grants Administration Office. The department is responsible for the administration of all police and public safety affairs for the State.

RI E911 Uniform Emergency Telephone Agency like many agencies is comprised of Administration and Operations.

The Administrative staff consists of the Director, Principal Project Manager, Project Managers, Administrative Support Specialist and Database Coordinator. The Administrative staff leads and supports the agency and all executive functions.

The Operations staff consist of Supervisors and Telecommunicators whose primary objective is to provide a simple and expeditious way for Rhode Island residents and visitors to request assistance in an emergency by dialing "9-1-1" on traditional landline telephones and on wireless cellular telephones. Those requests are received in a central statewide communications center and are transferred to the appropriate local public safety and emergency medical response units for rapid response.

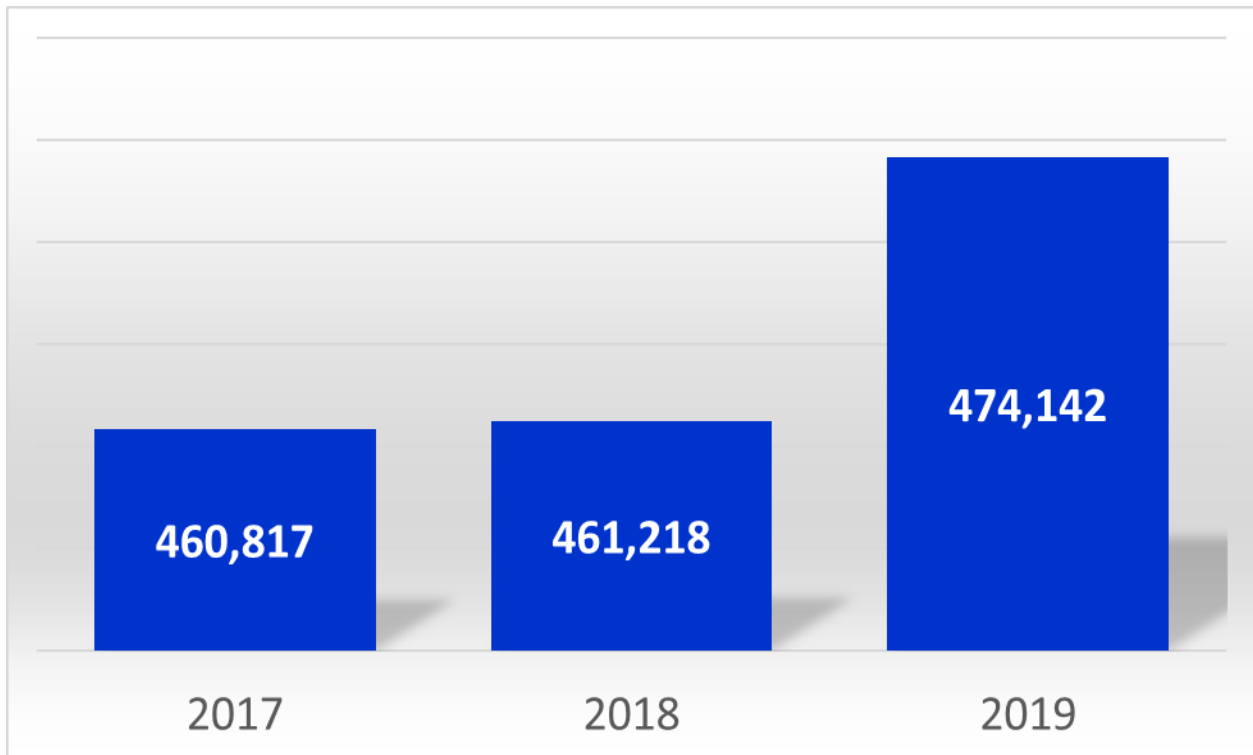


2019 OPERATIONAL STATISTICS

Call volume reports are generated weekly, quarterly, semi-annually and annually through the combined efforts and data processing skills of our 911 staff, supervisors and technology vendors.

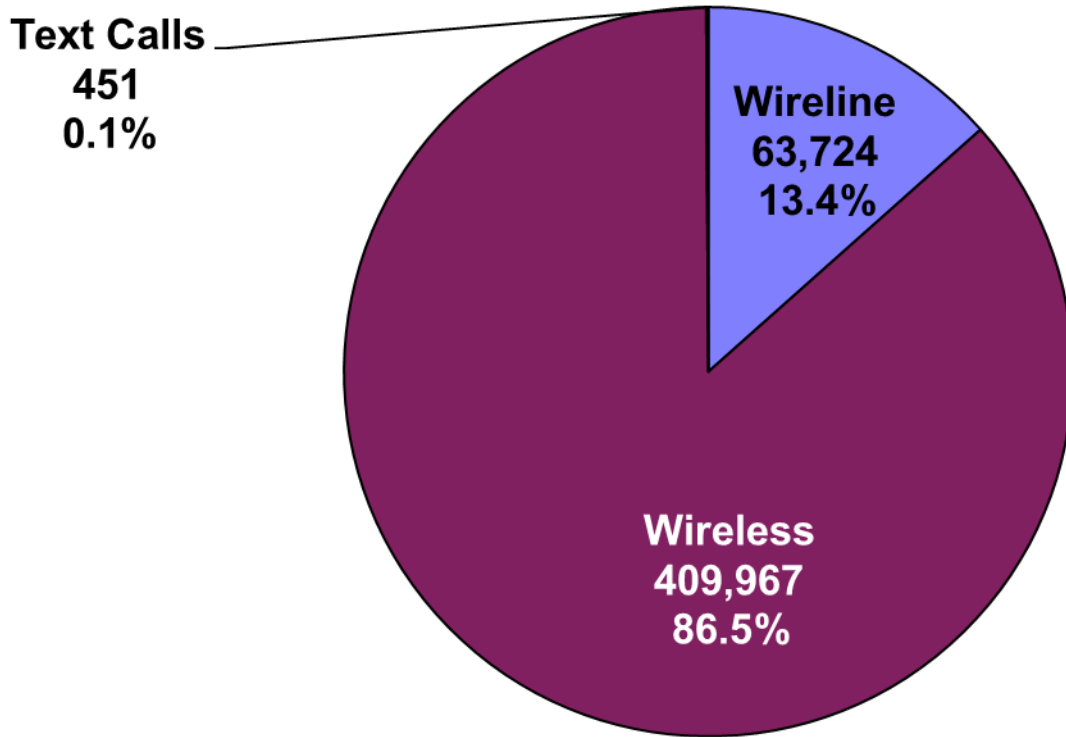
In 2019, RI E911 received a total of 474,142 incoming calls resulting in 341,778 transferred requests for emergency services. Wireless calls increased from (80% to 86%) from the previous year. This information along with transfer data can be found on the last two pages of the report.

CALL VOLUME REPORT



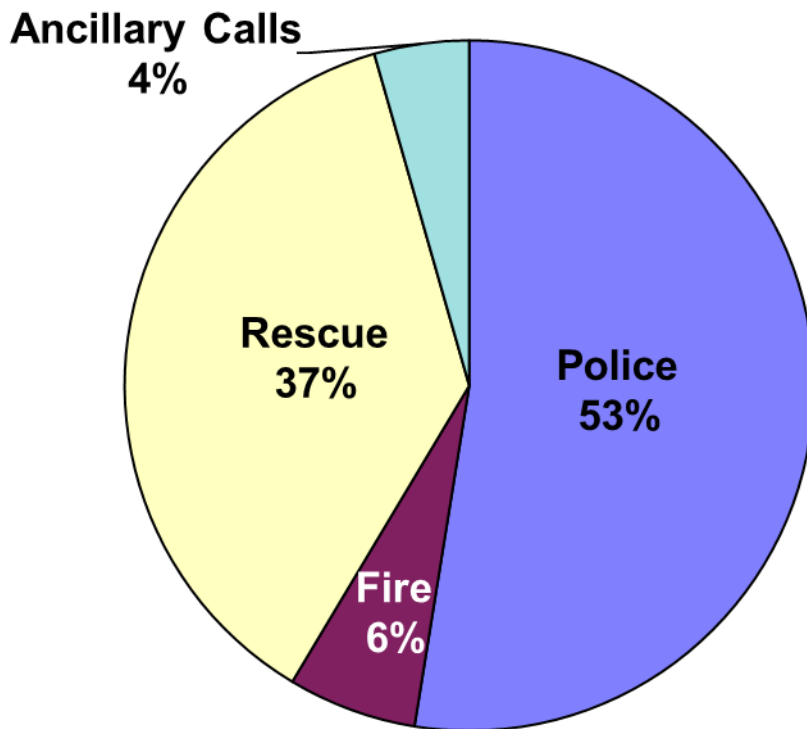
Incoming 911 Calls

<u>Description</u>	<u>Total Calls</u>	<u>Percentage of Calls</u>
Wireline	63,724	13.4%
Wireless	409,967	86.5%
Text Calls	451	0.1%
<hr/>		
Total Incoming Calls	474,142	100%



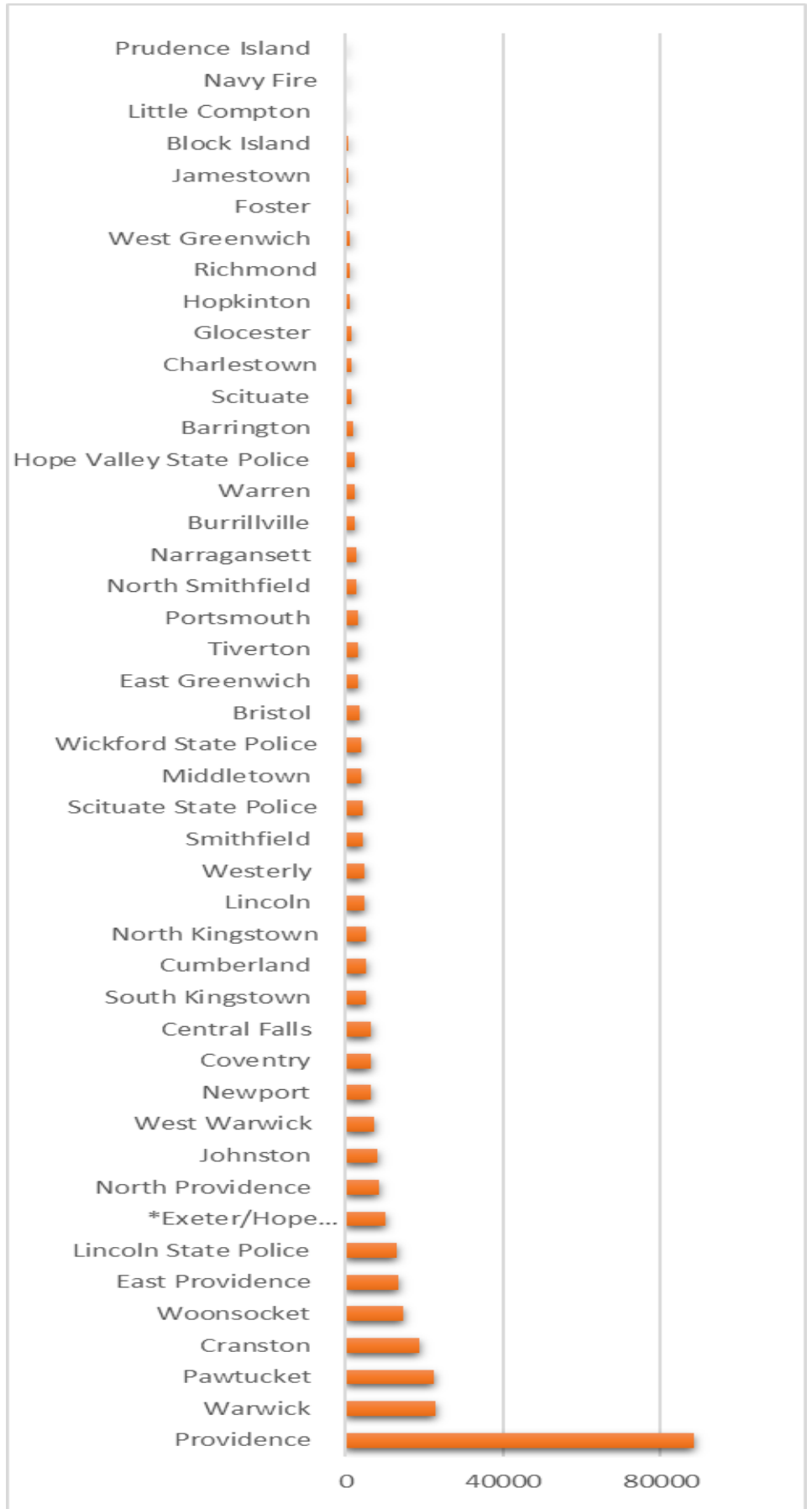
Transferred Calls

<u>Description</u>	<u>Total Calls</u>
Police	53%
Fire	6%
Rescue	37%
Ancillary Calls	4%
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Total	100%
Total Transfers	341,778



**TRANSFERS
POLICE/FIRE/MEDICAL
COMBINED**

Town/City	TRANSFERS POLICE/FIRE/MEDICAL COMBINED
Providence	88305
Warwick	22986
Pawtucket	22582
Cranston	18676
Woonsocket	14450
East Providence	13272
Lincoln State Police	12818
*Exeter/Hope Valley/Wickford SP	10146
North Providence	8515
Johnston	8044
West Warwick	7354
Newport	6565
Coventry	6372
Central Falls	6309
South Kingstown	5287
Cumberland	5222
North Kingstown	5166
Lincoln	4861
Westerly	4854
Smithfield	4497
Scituate State Police	4204
Middletown	3984
Wickford State Police	3878
Bristol	3439
East Greenwich	3096
Tiverton	2960
Portsmouth	2938
North Smithfield	2811
Narragansett	2748
Burrillville	2386
Warren	2277
Hope Valley State Police	2140
Barrington	1911
Scituate	1651
Charlestown	1501
Glocester	1387
Hopkinton	1117
Richmond	1025
West Greenwich	979
Foster	678
Jamestown	652
Block Island	584
Little Compton	377
Navy Fire	97
Prudence Island	28



2019 OVERVIEW

TRAINING

RI E911 conducts a very comprehensive training program for new hires. Prior to the interview process candidates are invited to a formal orientation. During this orientation the candidates are apprised of the specific job requirements, more specifically, what is required as an “Essential” employee. Additionally, after candidates are selected, he/she is required to pass (a) a criminal background check, (b) a physical examination, (c) a psychological evaluation and American Heart Association First Aid and CPR certifications.

RI E911 now requires employees to become certified in FEMA ICS 100 and 200 which are necessary to be compliant with Federal Grant guidelines. RI E911 plans to offer more continuing education classes, such as, stress management, autism awareness, HAM radio, management for supervisors, etc. We are also discussing the necessary steps to become an accredited agency.

New employees are enrolled in a four-month training program which includes, but is not limited to, reviewing policies and procedures, listening to 911 calls for review and comment, familiarizing themselves with the software programs, taking live 911 calls in a controlled environment, listening to guest speakers from various state agencies and other disciplines whose clients traditionally dial 9-1-1 for help.



Emergency Medical Dispatch (EMD)

Due to the proliferation of cell phones, which started in the early to mid-2000's (and currently make up 86% of our calls), the annual call volume, more specifically, medical calls have dramatically increased over the years. Last year, RI E911 received 130,252 medical calls.

In order to meet the needs of these callers, RI E911 researched Emergency Medical Dispatch (EMD) programs. The use of (EMD) provides supervisors and telecommunicators with scientifically backed scripted protocols delivered by a state-of-the-art call taking software while callers await the arrival of first responders. Additionally, EMD gives call-takers control over the critical information for each call, including, but not limited to, improved efficiency thereby reducing liability risks and human error by recording every answer input by the call-taker and presenting this information in a consistent manner regardless of which call-taker processed the call.

Much like Rhode Island, New Hampshire maintains two public safety answering points (PSAP) and transfers calls throughout their state without conducting dispatching operations. Priority Dispatch (EMD) is utilized in New Hampshire, so we visited their Call Center and observed the program in use during live 9-1-1 calls and came away very impressed. Priority Dispatch processes over 90 million emergency calls per year. It is in use in over 3,000 cities in 41 countries and in 18 languages and is used in 70% of dispatch centers in New England.

In an abundance of caution, RI E911 carefully vetted other potential EMD vendors and found the program offered by Priority Dispatch to be the most suitable platform. The program includes software, licensing, instructor-led training, and quality assurance review for one year. The quality assurance (QA) program provides a review of 100% of CPR calls and a designated percentage of other medical calls to ensure protocols are followed, results are tracked, and quality instructions are provided.



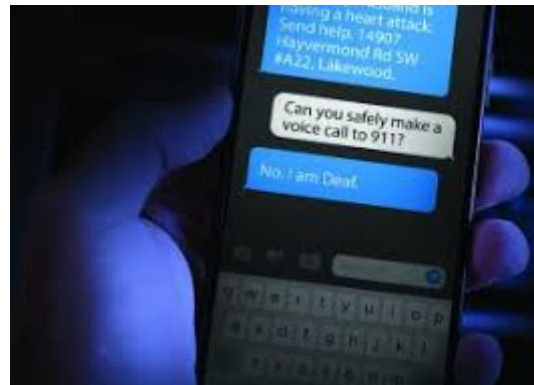
TEXT-TO-911

The prevalence of cellular phones is a catalyst for developing text-to-911 technology. Rhode Island E9-1-1 is constantly looking for ways to improve service and upgrade systems, as such, RI E911 has been working for several years to purchase and install equipment, hardware and software upgrades needed to create the Next Generation 911 (NG911) systems that support text-to-911.

In February of 2019, RI E911 was pleased to announce the implementation of text-to-911 which will enable people to send a text message to the state's E-911 communications center if they are unable to call 911 by phone. Text-to-911 is an important and potentially life-saving service, especially for anyone in a situation where they cannot talk safely on the phone or cannot physically call 911 for help. It is also a valuable tool for the deaf and hard of hearing, since it provides an easier, more convenient way to report an emergency.

Over the past several months, the agency's telecommunicators have been trained in all facets of handling emergency texts and additional personnel have been assigned to each shift to handle the text messages, given the additional time needed to process and respond to them. Currently, RI E911 is averaging 35-40 text calls per month and are pleased to announce the system is working exactly as designed, giving individuals a safe option for contacting 911 when it comes to providing emergency services to those unable to make a voice call.

Please note that sending a text message to 911 should be used only when placing a voice call to 911 is not an option. There is no guarantee that a text message will be sent or received in a timely manner.

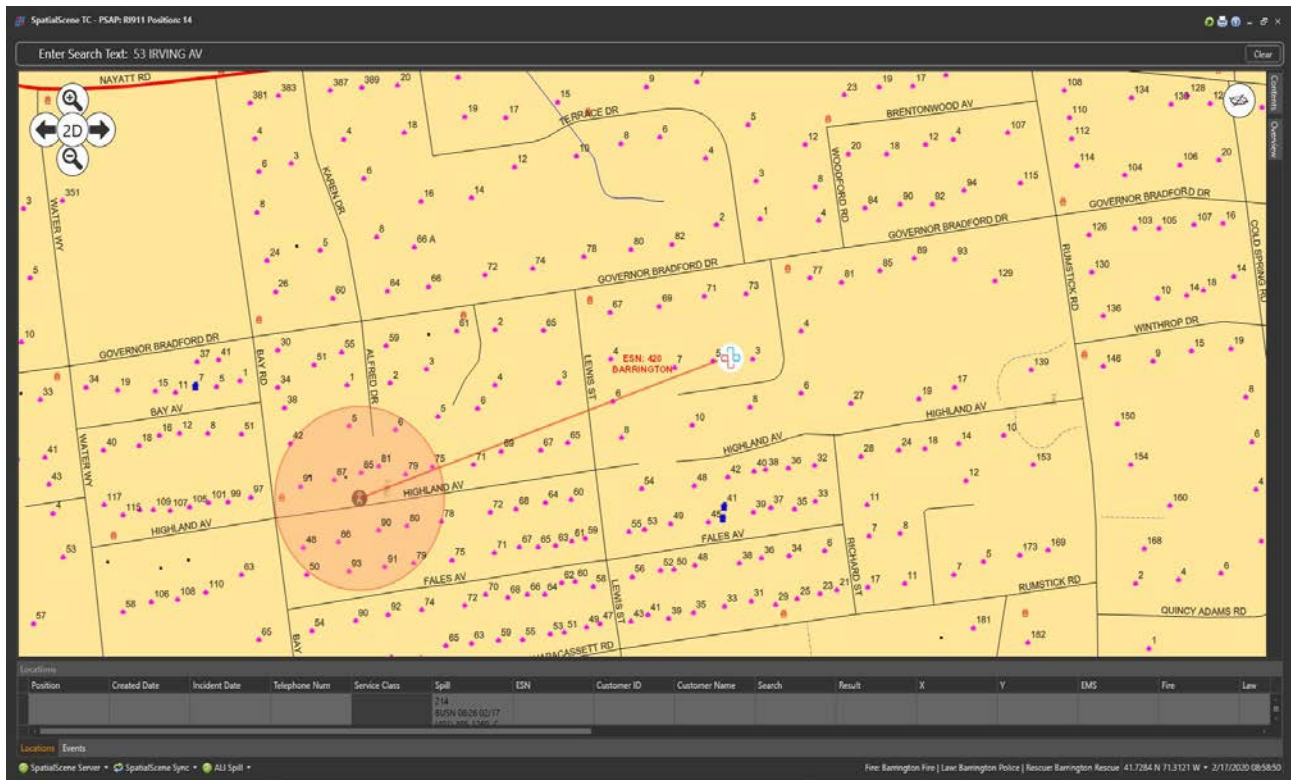


RapidSOS

RI E911 received 474,142 emergency calls for service in 2019 with 86% of said calls coming from cellular devices. Accurate location information is crucial when the caller is uncommunicative or unable to convey their exact location. RI E911 has been Phase 2 compliant for many years, meaning we receive (XY latitude-longitude coordinates). This is accomplished via cell tower triangulation and is usually accurate within several meters, however, there are conditions that can affect the accuracy of these coordinates, such as, weather, signal strength, tall structures, etc.

RI E911 was pleased to announce that in September of 2019, RapidSOS software was deployed statewide. This software allows access to device-based location information from enabled (smartphones, connected cars, wearables and connected homes) resulting in faster and in most cases more accurate location information than Phase 2 currently provides. When a call is received, RapidSOS automatically queries for additional location information and displays it within milliseconds. When a caller's location is uncertain, telecommunicators can utilize traditional location information and RapidSOS location information and cross-validate against each other to try and ascertain where the caller is located. It is important to note that RapidSOS cannot guarantee supplemental information will be available for every call, there are mitigating factors that come into play, namely, calls originating from enabled device; geofencing of the PSAP; different integrations.

This integration allows RI E911 to incorporate the most advanced tools to determine a caller's location especially when a caller cannot communicate their location clearly, allowing telecommunicators to make faster and better decisions when transferring emergency calls to local municipalities.



Cyber Network Discovery

RI E911 hired Rhode Island based Carousel Industries to perform a network and computer assessment of the current environment. The main goal was to identify the strengths and weaknesses of the network architecture and software from a cyber security perspective.

Carousel worked closely with the RI State Police MIS staff and E 9-1-1 technical team review preliminary findings and existing configurations. This data was memorialized via a spreadsheet and documented specifics of each device and industry accepted recommendations as required.

Upon completion there were configuration and design issues that had to be addressed, these issues were categorized and prioritized in the following manner; 1 (of greatest concern, needs immediate attention); 2 (of moderate concern); 3 (of low concern).

Based on these findings RI E911 has worked closely with the RI State Police MIS unit, our in-house technical team and our service and maintenance provider (AK Associates) to mitigate as many issues as possible. The remaining issues will have to be resolved via the purchase of additional hardware and software to reconfigure some of the environment to meet or exceed the proposed recommendations.



EAGLE VIEW/Pictometry

Pictometry is a unique, patented information system that combines aerial imaging with a state-of-the-art software system that can provide visual information. Traditional aerial imaging orthogonal images are (straight down), however, over 80% of Pictometry's images are oblique (taken from angles) so that features can be easily seen in their entirety.

Pictometry provides a selection of up to 12 different high-resolution views of any property, building, highway or other pertinent information relative to an emergency caller's location. It allows RI E911 telecommunicators to focus on the above referenced data to determine distance, height, elevation and area directly from the imagery. This technology improves response time and reduces unnecessary risk to first responders by providing pertinent information before they get to the scene.

Our Pictometry database was becoming stale as all the pictures that we relied on to process incoming 911 emergency calls were gleaned in 2008. In many cases, when our call takers were processing an emergency call, the data in our database versus the real-time data was in conflict and could cause confusion and time delays in the transfer of 9-1-1 calls.

RI E911 was pleased to announce the purchase of a **state-wide sub three-inch OBLIQUE capture** in the fall of 2019 with an option for a fly-over in the fall of 2021. Due to the nature of the licensing agreement, RI E911 can share the oblique images free of charge with every municipality within the state via a portable hard drive containing each municipalities data. There is potential interest in upgrading the next project in 2021 to sub one-inch imagery. This will not only deliver a better-looking image with greater detail, it may eliminate the need for street level imagery, aside from new builds after the imagery is captured.



University of Rhode Island (URI) Project

Officials from URI contacted RI E911 about current public safety concerns on the campus, more specifically, all police and rescue calls received by 9-1-1 from the campus proper are transferred to the South Kingstown Dispatch Center. URI currently has full-time sworn officers for both police and rescue on campus along with their own dispatch center and in most cases can respond to an incident in a timelier manner. Based on the above officials from URI Public Safety expressed the desire to have these calls routed directly to their campus dispatch center.

RI E911 was eager to help as time saves lives, as such, RI E911 has entered a joint venture with URI to address this matter. There have been several meetings with URI officials to discuss how this can work along with any project costs and equipment that would result from this configuration change.

We are pleased to announce that the project is nearly complete. A Memorandum of Understanding (MOU) has been vetted and signed by the Department of Public Safety/ RI E911 and URI. The required phone lines and software enhancements have been installed. Once completed, several test calls were performed along with additional training.

