

**N E X T
G E N
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INTRODUCTION

The E-911 Bureau of the Department of Administration (DFA) Local Government Division (LGD) provides essential programmatic and financial support to 41 Public Safety Answering Points (PSAPs) throughout the State of New Mexico. The NM911 Program, is executed through all 33 New Mexico counties, four municipalities and four tribal governments encompassing the entire state. Through one year grant agreements, PSAPs receive critical which covers recurring operating costs such as network expenses, call system maintenance, Geographic information system (GIS) mapping, training, as well as capital equipment upgrades.

The NM911 Program is resourced by Other State Funds which is revenue generated by a “911 emergency surcharge” uniformly assessed on each access line in the state and on each active number for a commercial mobile radio service subscriber, as well as, cellphones, voice over internet protocol (VoIP) and prepaid phone cards. The total revenue generated averages \$12M annually.

The mission of the NM911 Program is to provide state leadership and coordination in supporting optimal 911 services leading to the modernization across the state. Through a multi-year phased approach which includes planning, assessing, preparation and execution of the modernization of the program to Next Generation 911 (NG911), capitalizing in the advancement of technology. Thus, provider faster and more accurate emergency response services.



H I S T O R Y

DFA and the New Mexico Department of Information Technology (DoIT) entered into a joint powers agreement (JPA) in May 2018 which transferred the NM911 Program, including personnel and resources from DFA to DoIT. Through the JPA, DFA maintained financial responsibility of the program and DoIT became responsible for the overall management of the NM911 Program. In 2019, Legislation was introduced during the 54th Legislative session to move the NM911 Program to DoIT. The bill, SB 472, was pocket vetoed by Governor Michelle Lujan Grisham.

Upon termination of the JPA, the E-911 Bureau transitioned back to DFA. Under a new organizational structure, the E-911 Bureau contains five full-time equivalent positions. The team, led by a new Bureau Chief, includes two new Program Managers, a Financial Coordinator and a GIS Program Manager is anticipated to join the team in late 2020.

OSPS

- VoIP or Time-division Multitexting “Calls”
- Call Information Database (CIBD)
- Location Information
- Server (US)

SAPS

- Call-taking
- Computer-aided Dispatch (CAD)
- Logging & Reporting
- Radio System
- Mobile Data
- Map Display

EMERGENCY SERVICES IP NETWORK (ESINET)

- Emergency Services Routing Proxy (ESRP)/ Policy Routing Function (PRF)
- Location Validation Function (LVF)
- Legacy Network Gateway (LNG)/Legacy Selective Router (LSRG)
- Legacy PSAP Gateway (LPG)
- Emergency Call Routing Function (ECRF) & PSAP Boundaries
- Security Functions

RADIO NETWORKS

GEOGRAPHIC INFORMATION SYSTEMS (GIS)

EXTENDED EMERGENCY SERVICES

(Federal response; regional, local fire, police, medical, 911 systems, etc.)



UNDERSTANDING NG911

Next-Generation 911 (NG911) is an Internet Protocol (IP), standards-based system that enables the transmission of images, videos and other forms of rich data, in addition to voice capability. The feature to share voice and data-rich information will improve first responders' ability to save lives, ensure responder safety and protect property.

WHY IS IT IMPORTANT?

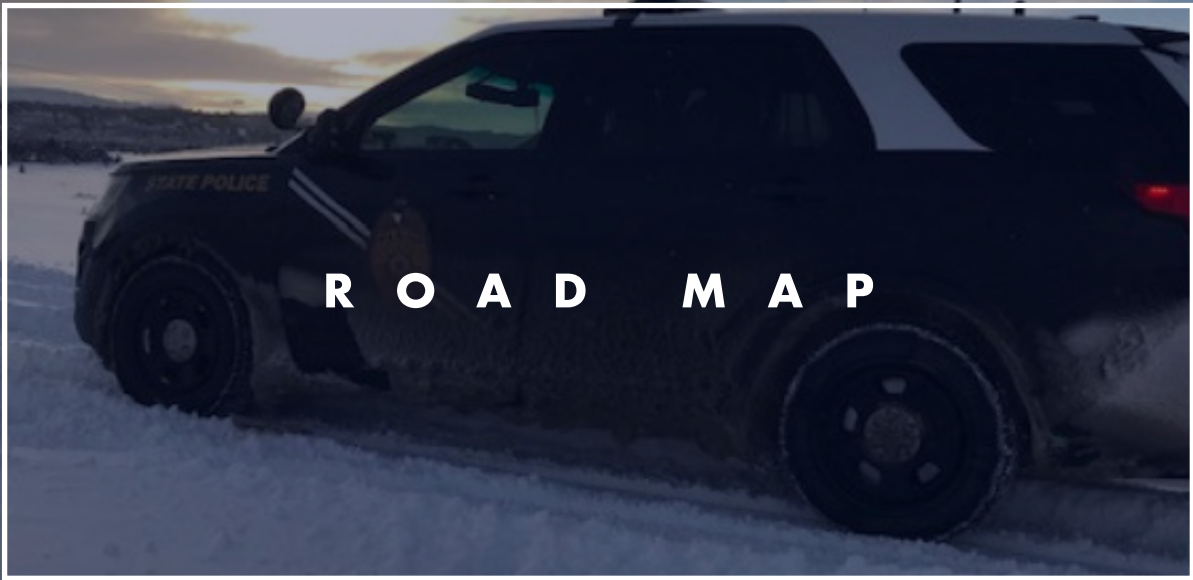
For decades, the 911 infrastructure and analog technology limited emergency calls to voice-only calls which consequently restricted critical information emergency responders can gather from a 911 call. It is vital that emergency communication centers accelerate with the evolving technology that the public is using to communicate. Public safety agencies need to prepare for the new technologies, operational processes, policies, and the training needed to thrive in an NG911 environment.

The success and reliability of 911 will be greatly improved with the implementation of NG911, as it will enhance emergency number services creating a faster, more resilient system that allows voice, photos, videos and text messages to flow seamlessly from the public to the 911 network. NG911 will also improve PSAP ability to help manage call overload, natural disasters, and transferring of 911 calls and proper jurisdictional responses based on location tracking.



S T R A T E G I C P L A N





ROAD MAP FOR GETTING NG911 IN NEW MEXICO

The NM911 Program's NG911 transition strategy is focused on three core areas: NG911 Call System Upgrades, NG911 GIS Database, and ESInet / NGCS Procurement. The Department of Finance and Administration (DFA), Local Government Division (LGD), has contracted with Mission Critical Partners (MCP) to conduct a Readiness Assessment and formalize the State's NG911 Strategic Plan.

The NG911 Strategic Plan will document the vision, mission for the NM911 Program along with goals, objectives and tasks addressing the following areas: Governance, Legislation, Funding (Funding strategies and Rough Order of Magnitude [ROM] for NGCS and ESInet), Policy, Planning, Operations, Technical, Training, Communication.

The NG911 Readiness Assessment is underway for both Technology/Operations and GIS, utilizing MCP's Model for Advancing Public SafetySM (MAPS) process to validate the data and identify any gaps. The data collected and analyzed, in conjunction with stakeholder inputs will be leveraged to build a NG911 Strategic Plan and will serve as the foundation for the technical requirements for the ESInet and NGCS in New Mexico.



R O A D M A P c o n t .

ROAD MAP FOR GETTING NG911 IN NEW MEXICO CONT.

A Key Stakeholder Group has been developed comprising of representatives from various PSAPs and public safety organizations. The NM911 Program and MCP will be hosting Stakeholder Engagement Sessions in March 2021.

NG911 CALL SYSTEMS

The NM911 Program has prioritized upgrading the PSAPs 911 call processing equipment so that all PSAPs will be prepared to interface with an Emergency Services IP Network (ESInet). The program conducted site visits across the State in FY20 to build an Asset Management Inventory to evaluate and correct the 5-year replacement cycle and identify critical needs present at the PSAP.

The State has recently completed an RFP and statewide price agreement for NG911 Systems and Related Hardware, Software, and Services. This has allowed the NM911 Program to authorize call system upgrades to the newest technology in a competitive business environment while ensuring all systems are NENA i3 compliant and NG911 ready.

CALL SYSTEM UPGRADES

NG911 Systems and Related Services Procurement and now Statewide Price Agreement – NENA (National Emergency Number Association) i3 standard

Priority: Update to the capital equipment replacement cycle. Site visits to PSAPS conducted to build out an asset management inventory.

FY20 911 Call System Upgrades - completed

Cibola County	Motorola CALLWORKS	\$301,165.76
Grant County	Motorola CALLWORKS	\$305,351.47
Lea County	Motorola CALLWORKS	\$531,445.20
Los Alamos	ConvergeOne VESTA	\$163,942.11
Isleta	Motorola CALLWORKS	\$427,749.36
McKinley County	Motorola CALLWORKS	\$237,407.41
Zuni	Motorola CALLWORKS	\$237,407.41
Raton	ConvergeOne VESTA	\$141,844.00
San Juan County	CenturyLink VEST	\$884,092.00
Sierra County	ConvergeOne VESTA	\$345,996.00

FY21 911 Call System Upgrades – In Process

DPS-5 ABQ	State Police Motorola VESTA	\$498,171.37
DPS-4 Las Cruces	State Police Motorola VESTA	\$448,392.30
DPS-2 Las Vegas	State Police Motorola VESTA	\$327,331.29
Bernalillo County	ConvergeOne VESTA	\$163,942.11
Las Cruces	Motorola VEST	\$1,911,461.03
Las Vegas	Motorola CALLWORKS	\$327,331.29
Catron County	Motorola CALLWORK	\$181,965.72
Carlsbad	Motorola CALLWORKS	\$265,146.96
De Baca County	Motorola VESTA	\$321,302.88
Lincoln County	ConvergeOne VIPE	\$164,905.57
Luna County	Motorola CALLWORKS	\$221,814.93
Roswell	ConvergeOne VESTA	\$428,248.09
Ruidoso	ConvergeOne VIPER	\$178,121.29
Santa Fe County	ConvergeOne VESTA	\$531,775.38
Socorro	ConvergeOne VESTA	\$265,615.00

PROJECTS CONT.

FY21 Milestones

Projects authorized	10/20
Equipment Ordered	1/21 – 12/21
Install	1/21 – 6/21
Training/Cutover	6/20

Milestone	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Projects Authorized												
Equipment Ordered												
Installation												
Training/Cutover												

FY22 Forecasted 911 Call System Upgrades

ABQ (57)	CentruryLink(LUMEN)	\$1,231,492.93
*Rio Rancho (18	CentruryLink(LUMEN)	\$1,231,492.93
Eddy (6)	CentruryLink(LUMEN)	\$385,408
Guadalupe (2)	ConvergeOne	\$233,368.15
Torrance (6)	ConvergeOne	\$316,485.55
Mescalero (2)	ConvergeOne	\$233,368.15
Portales (2)	ConvergeOne	\$233,368.15
Taos (6)	Motorol	\$323,246.50
Red River (2)	Motorola	\$188,200.43
Total		\$3,468,184.36

Notes from Program Manager: pulled these numbers from the new price agreements for each of the incumbent providers for the targeted FY22 PSAPs that need a call system upgrade for some maximum amount projections... Rio Rancho is based on actual quote and Lumen suggests that ABQ upgrade will be less than maximum amount.



R O A D M A P c o n t .

GEOGRAPHIC INFORMATION SYSTEM (GIS)

The quality of Geographic information system (GIS) data arguably is the most important factor in the effectiveness of NG911 systems. NG911 geospatially validates the caller's location and routes the 911 call to the appropriate PSAP using a Location Information Database (LIS). Low-quality data will result in a high number of misrouted 911 calls and an inability to dispatch the appropriate response to an emergency incident in a timely manner.

In partnership with the State GIO, the NM911 Program has developed a process to build the NM911 GIS Database in preparation for the transition to the ESInet and NGCS. Through our contractor, the Earth Data Analysis Center (EDAC) at the University Of New Mexico (UNM), the NM911 Program is collecting GIS data from over 80 different local data authorities across the State through our data portal at NM911.org. The GIS data is reviewed and converted to the NENA i3 standard-based NM911 Data Model.



R O A D M A P c o n t .

EMERGENCY SERVICES IP NETWORK (ESINET) AND NEXT GENERATION CORE SERVICES (NGCS)

The ESInet is a managed IP network that is used for emergency services communications, and which can be shared by all public safety agencies. It provides the IP transport infrastructure upon which independent application platforms and core services can be deployed, including those necessary for providing NG911 services.

NGCS (Next Generation 911 Core Services) is the base set of services needed to process a 911 call on an ESInet.

Mission Critical Partners will provide procurement support through a due diligence process and provide the State with an ESInet and NGCS Technical Requirements Document that best aligns with the final strategic plan and local 911 stakeholder engagement.

ESInet and NGCS Requirements document is scheduled to be completed by September 2021. At that point, the State can start the formal procurement process and issue an RFP for the ESInet and NGCS.



DEPARTMENT OF
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