

Office of Information Technology Welcomes New Leadership

Katrina Flory, Ohio's longtime Deputy Chief Information Officer, has stepped into the permanent position of State Chief Information Officer (CIO) after the former CIO, Ervan Rodgers, accepted an executive position in the private sector.

As State CIO, Katrina assumes the role of the chair of the Statewide Emergency Services Internet-Protocol Network (ESINet) Steering Committee. With her extensive experience in State government and a decade of leadership within the Office of Information Technology, she will be no doubt be committed to delivering vital digital services to Ohioans. We thank Ervan for his service, congratulate Katrina on her continued service and look forward to working with her as the new chair of the ESINet Steering Committee.

Katrina Flory
State CIO / Assistant Director
Ohio Department of Administrative Services
Office of Information Technology



Welcome New ESINet Steering Committee Legislators

The Ohio 9-1-1 Program Office would like to welcome two new legislators as members of the ESINet Steering Committee, Senators Steve Wilson (District 7) and Tina Maharath (District 3).

Senator Steve Wilson is an Ohio native and long-time Warren County resident. Since 1975, when he was honorably discharged as a naval officer, Senator Wilson has served in his community. Over four decades later, he retired as CEO of LCNB Corp. and LCNB National Bank and continues to serve as Chairman of the board.

Senator Tina Maharath, a native of Whitehall, is the first Asian-American woman elected to the Ohio Senate. Senator Maharath has dedicated her life to public service beginning at a young age and inspired by her refugee parents from the Southeast Asian nation of Laos. She continues to serve today by volunteering for various organizations throughout central Ohio, including Legacies of War, Ohio Asian American Health Coalition, Community Refugee Immigration Services, Community Shelter Board, and Asian American Community Services.

We appreciate their experience and expertise as we continue to move NG9-1-1 forward in Ohio.

FCC Adopts Rules to Establish 988

On July 16, 2020, the FCC adopted an order (FCC20-100) approving 9-8-8 as the three-digit abbreviated dialing code to reach the National Suicide Prevention Lifeline beginning July 2022. Customers must continue to dial 1-800-273-TALK to reach the lifeline until that time. The new rules will apply to all telecommunications carriers as well as all interconnected and one-way VOIP service providers.

[More Information -- Transition to 10 digit dialing for 988](#)

Important Reminder: 9-1-1 State/County Coordinators and PSAPS

A mandatory 10-digit local dialing is required for all Ohio customers in area codes 440 and 513. Why is 10-digit dialing going to be required in these area codes? The FCC ordered that any area code that has the 988 prefix and has 7-digit local dialing be transitioned to 10-digit or 1+10-digit dialing local dialing, depending on dialing plan, to ensure everyone is able to reach the National Suicide Prevention Lifeline using the three-digit 988 code.

Beginning Oct. 24, 2021, callers must dial 10 digits (area code + telephone number) or 1+10-digit dialing (1+ area code + telephone number) depending on dialing plan for all local calls. On and after this date, local calls dialed with only seven digits may not be completed, and a recording will inform you that your call cannot be completed as dialed. If you get this recording, you must hang up and dial again using the area code with the seven-digit telephone number.

How does this affect providers of PSAP services and equipment? All local calls in the area codes listed above that are currently dialed with seven digits will need to be dialed using area code + telephone number or 1+ area code + telephone number depending on dialing plan. All PSAP equipment, such as speed dialers and call-forwarding equipment with a number from the area code listed above and programmed to dial only seven digits must be updated or reprogrammed to dial 10 digits (area code + telephone number) or 1+10-digit dialing (1+ area code + telephone number) depending on dialing plan for all local calls in the area codes listed above. Such updates or reprogramming must occur by Oct. 24, 2021, or on and after that date, seven-digit calls may not be completed.

9-1-1 State/County Coordinators and PSAPs with questions about the change to the dialing procedure should contact their local service provider or send an email to <mailto:988@nanpa.com>. For additional information, visit the nationalnanpa.com and FCC.GOV ([ten-digit-dialing](#)).

Location Testing Around the State

Each year, the Ohio 9-1-1 Program Office offers location testing services to interested counties. Testing is a valuable tool for risk mitigation and operational and technology self-assessment. The testing process is a day-long activity and involves PSAP(s) and test field responders. The tests include cellular coverage; location data; ability to utilize technology to ascertain call location; ability to transfer location information to real first responders over dispatch systems; and the ability of first responders to physically find test callers.

The team utilizes a variety of phone carriers and an unregistered phone for testing. Participating counties have found this effort to be a worthwhile activity.



In July, the Ohio 9-1-1 Program Office and Wood County Sheriff's Office conducted successful location testing.

We thank Lt. Jeremy Holland and Wood County for their participation in this program!

Rob Jackson (left) of the Ohio 9-1-1 Program Office and Lt. Jeremy Holland of the Wood County Sheriff's Office

County 9-1-1 Spotlight: Monte Diegel of Mercer County

What is your name, job title, what agency do you work for, and for how long? Monte Diegel, 9-1-1 Administrator, Mercer County Sheriff's Office, in my 28th year at MCSO. I previously worked at Celina PD for 3 ½ years before as a dispatcher. I also spent 25 years as a volunteer firefighter for the City of Celina, and I am currently in my 35th year as a volunteer EMT with Mercer County EMS serving at the Coldwater EMS branch.

How long have you been involved specifically with 9-1-1?

I have been directly involved with 9-1-1 in Mercer County for 26 years of my career.

What is your favorite part of being involved in 9-1-1?

Having one of the best dispatch staff a guy could ask for. Being a smaller-sized community, it is important to have a dispatch staff that is in tune with our citizens and our first responders. We are very fortunate to have dispatchers who treat every call with professionalism, respect and care it deserves. Serving our citizens to the best of our ability is always most important.



*Monte Diegel
Mercer County Sheriff's Office
Mercer County 9-1-1 Coordinator*

Please provide a brief description of how 9-1-1 operates locally in your county: *The Mercer County Sheriff's Office operates the only PSAP in Mercer County. The Mercer County Sheriff's Office Central Dispatch has a staff of six dispatchers, three shift supervisors and the 9-1-1 Administrator. We answer all 9-1-1 calls for the entire county and dispatch for all fire departments (11), EMS stations (4), and law enforcement agencies (5) (except Celina PD who have their own dispatch) in Mercer County. Calls for Celina PD response are transferred to their dispatch center. The Mercer County Sheriff's Office Central Dispatch PSAP is under the authority of the Mercer County Sheriff.*

What might your staff or other county 9-1-1 coordinators be surprised to learn about you? *I think they would say that I make an effort to stay on top of what is happening with 9-1-1 at the local, state, and national level as much as possible. Having been involved with NENA and APCO for well over 20 years has been very good for a small county to stay in tune with communications and 9-1-1 issues. I am proud to have many good friends who are 9-1-1 directors not only from Ohio but across the country.*

Thank you Monte for your service!

9-1-1 Coordinator Corner: Welcome New Coordinators

The Ohio 9-1-1 Program Office would like to acknowledge new 9-1-1 coordinators from across the state. Welcome Harry Williamson, Lorain County; Michelle Hunlock, Auglaize County; Gary Phipps, Shelby County; Patty Goldner, Trumbull County; Doug Buckle, Scioto County; Bev Ponder, Pike County; Lydia Frey, Marion County; Larry Bamfield, Ross County; Samantha Shafer, Carroll County; and Brian Stozich, Hancock County.

We look forward to working with all of the new 9-1-1 coordinators and are grateful for their continued support and dedication in providing quality 9-1-1 service to Ohio residents.

Ohio's \$4.3million NG9-1-1 Federal Grant is Underway

When the U.S. Department of Transportation and the U.S. Department of Commerce announced more than \$109 million in grants to 34 states and two tribal nations as part of the 9-1-1 Grant Program, Ohio was thrilled to received \$4.3 million which will help 9-1-1 call centers upgrade to Next Generation 9-1-1 (NG9-1-1) capabilities.

The funding will power basic improvements such as providing digital and IP network capabilities to 9-1-1 emergency call centers and will assist implementation of advanced mapping systems that will make it easier to identify a 9-1-1 caller's location. NG9-1-1 will help 9-1-1 call centers manage call overload, as call-takers will be able to transfer calls, messages, and data between public safety answering points (PSAPs) that are interconnected to the IP network. The 9-1-1 Grant Program also provides funding for training costs directly related to NG9-1-1 implementation.

Since our award announcement, many hours have been invested into the program by our partners, the Ohio Department of Commerce, State Fire Marshal's Office, and the participating counties. The hard work is paying off and counties are beginning to receive their reimbursements. The program will wrap-up the end of this year, but the benefits of the grant will continue for many years. We thank the Department of Commerce and the NG9-1-1 Federal Grant Program for their partnerships.

Save the Date: Ohio 9-1-1 Symposium followed by Gold Star Luncheon

This year the Ohio 9-1-1 Program Office will host the annual Ohio 9-1-1 Symposium on Sept. 23, 2021, at the Renaissance Hotel – Westerville. Following a day of education and information, the Gold Star Luncheon will be held Sept. 24, 2021, at the same venue. The two events are being held back-to-back to make it easier for attendees who are interested in both.

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