



Next Generation Partner Program Summary Report

L'Enfant Plaza Hotel, Washington, D.C.

Monday, March 28, 2011

Background

NENA's NG Partner Program (NGPP) is a collaborative effort between public and private stakeholders. It was created to anticipate the impact of emerging technologies on 9-1-1 services and provide an expert forum to support resolution of basic issues that, if unresolved, would block progress toward NG9-1-1. The ultimate goal of NENA's initiative is to ensure that everyone has access to emergency services anytime, anywhere, from any device.

The NG Partner Program management team provides strategic oversight for the program. The team establishes goals, timelines and the general process for reaching consensus and recommendations. It consists of senior executives from the participating partners along with top elected leadership and key staff support from NENA.

Brian Fontes welcomed all Partners. He noted that it has been one year since the Broadband Plan was issued and Chapter 16 highlighted Public Safety. CSRIC has completed their work and the final report will be out shortly. The FCC issued an NOI on December 21 and Brian thanked those who commented. The DOJ is looking at access to 9-1-1 by individuals with disabilities. NENA Staff has discussed how the Next Generation Partner Program can further help move NG9-1-1 forward.

Bob Cobb then welcomed attendees and advised that Dr. Bill Munn is now representing MobileTrec. RedSky has joined the Partner Program and will be represented by Jerry Eisner.

FCC Activities

David Furth, Deputy Bureau Chief, Public Safety and Homeland Security Bureau, Federal Communications Commission, gave a presentation on "The FCC and NG9-1-1." The primary reasons for migrating to NG9-1-1 are the ability for 9-1-1 to accept video, text and other media in addition to voice and NG9-1-1 provides greater resilience and reliability. IP-based networks are more flexible and redundant. There are more options for routing traffic, handling congestion. It can support more applications – video, text and data. There are applications for people with disabilities and non-English speakers. There is long run cost-effectiveness – can leverage broadband technologies and enables increased efficiency in PSAP operations. There is an enormous investment up front.

National Broadband Plan deems that a cost study of NG9-1-1 nationwide deployment be completed and was assigned to NHTSA for presenting to Congress. This work has not yet happened. Any federal regulatory framework for NG9-1-1 is not meant to stop State regulations and David is not sure if Congress will address this. The issue of matching new technology with old regulations/legislation must change.

In September 2010 the FCC issued a Notice of Inquiry (NOI) that sought public comment on whether to require interconnected Voice over Internet Protocol (VoIP) service providers to automatically identify the caller's location, rather than requiring the caller to self-report his or her location, and

whether other forms of VoIP services should be subject to the 9-1-1 rules. The NOI also focuses on the potential impact of future NG 9-1-1 deployment on location accuracy and automatic location identification. Additionally, the NOI explores whether to extend 9-1-1 and E9-1-1 requirements to new and emerging voice communications services, devices, and application enabled by broadband technologies.

In December 2010, another NOI was issued to determine what capabilities (media types) NG9-1-1 will support, what the NG9-1-1 network architecture should be, how implementation and transition to NG9-1-1 should occur and what are the roles of the FCC, other federal agencies, and state, Tribal and local governments?

Other NG9-1-1 challenges include location determination for routing and dispatch (fixed, mobile and nomadic), interoperability and scalability of applications, timing and coordination of deployment, funding, governance (multiple entities just as today), consumer expectations and many more.

Questions from Partners:

What is the roadmap for 2012? The new Commission is anxious to move forward with NG9-1-1 issues. Their efforts will not actually result in an order as there are many review phases to go through.

With some States inability to regulate 9-1-1 and thus NG9-1-1 do you see the FCC getting more involved? No, the FCC regulates carriers.

Will Universal Service Fund be used? There are still lots of questions on whether USF will even be overhauled. USF will support provision of service on commercial side.

There is a need to look at sustainability of funding to PSAPs and States. How will that play out with the current administration? Maintain interaction with the FCC and the National 9-1-1 Office. Need to ensure people and agencies that are already in the game are kept moving forward.

How do we implement or go to the location accuracy rules of 09/2010? Contact Patrick Donovan at patrick.donovan@fcc.gov.

Federal Railroad Administration's Railroad Safety Programs

Ron Bonneau, NENA Past President, was asked by Steve O'Connor, current NENA Executive Board President, to work with the Federal Railroad Administration (FRA) on railroad safety. FRA is geocoding all 85000+ railroad crossings. Ron has been working with FRA on screen designs at the PSAP. FRA currently trains fire and EMS on railroad safety and Ron is working with them to train telecommunicators. Ron introduced Jo Strang, Associate Administrator for Railroad Safety/Chief Safety Officer, Federal Railroad Administration.

The Office of Railroad Safety is responsible for the safety of all railroads except metro and transit. Trespassers and grade crossings are the highest trouble areas. There are 430 railroad inspectors. President Obama has an initiative that 80% of the US population is to have high-speed rail by 2025.

The Rail Safety Improvement Act of 2008 (RSIA) mandates roughly 40 rail safety rulemakings, reports, and other projects by FRA, including a rulemaking to require certain railroads to establish safety risk reduction programs. It also requires Positive Train Control (PTC) to be installed on certain freight and

passenger trains by 2015. PTC systems are integrated command, control, communications, and information systems for controlling train movements with safety, security, precision, and efficiency. This technology can automatically control train speeds and movements should a locomotive engineer fail to take appropriate action. It will improve railroad safety by significantly reducing the probability of collisions between trains, casualties to roadway workers and damage to their equipment, and overspeed accidents.

The Risk Reduction Program (RRP) is an FRA led initiative to reduce accidents and injuries and to build strong safety cultures and implements a Confidential Close Call Reporting System. Amtrak, BNSF Railway, CSX Transportation, Norfolk Southern Railway and Union Pacific Railroad are participating in various pilot projects.

In an attempt to reduce vehicle collisions and trespassers, Emergency Notification Sign requires each railroad carrier to establish and maintain a toll-free telephone service for rights-of-way over which they dispatch trains. Railroad owners must directly receive calls reporting:

- ▶ Malfunctions of signals, crossing gates, and other devices on public or private roads.
- ▶ Disabled vehicles blocking railroad tracks.
- ▶ Obstructions to a pedestrian or driver's view in either direction of a train's approach.
- ▶ Other safety information involving such grade crossings.

Upon receiving reports of malfunctioning signals or disabled vehicles, the railroad must:

- ▶ Immediately contact trains.
- ▶ Then contact appropriate local safety officials and provide information so that they can assist as necessary.

Every crossing must have a sign that reflects the USDOT Inventory Number (crossing number), the 800 reporting number and an explanation of the purpose of the number. Safety information may be found at <http://safetydata.fra.dot.gov>. This information is vital to 9-1-1 call centers. Knowing the inventory number and going to <http://fragis.frasafety.net/GISFRASafety/default.aspx> will lead you to the GIS and the owner of the railroad information. The entire US railroad network is mapped out. Towns and cities can ask for a quiet zone area, which are noted in the GIS DB. Gate crashers cause 99.99% of the accidents at crossings and all crossings are in the GIS DB.

Questions from Partners:

Would telecommunicators recognize the crossing numbers? FRA is working on a training program for Telecommunicators. In the past, a PSAP received a report that gravel was displaced on a track. The PSAP took the report, but did not report it for 6 hours. In the meantime, an Amtrak train derailed. The gravel holds the rails in place, which PSAP personnel did not know.

It was noted that with NG9-1-1, a link to additional data can be retrieved during an actual 9-1-1 call.

Are there other training programs for PSAPs? Let FRA know what the need is and they will determine if a course can be developed or added to the telcommunicator course. Railroaders talk a different language – need to talk with both freight and passenger personnel. FRA has worked with NENA to develop a NENA Operations Information Document 56-507, Railroad & PSAP Interaction, which may be found at <http://www.nena.org/operations/standards/railroad-psap-interaction>.

In closing, Raquel Wright, FRA GIS Program Manager, indicated that accidents happen at “dots” (crossings) and “lines” (between tracks). There are many places along the railroad that only railroad

personnel can get to with specific equipment. Raquel's staff is building the GIS DB to meet all entities requirements. Currently 85% of crossings are geocoded and verified accurate.

Panel – How NG9-1-1 Impacts Allied Associations

Moderator – Paul Fahey, Director of Business Development, Cassidian Corporation

Panelists:

- Robert (Bob) Boerner, Legislative Services Program, National Conference of State Legislatures (NCSL)
- Mike Obrock – National Governors Association (NGA)
- Brian O'Hara – Legislative Director Telecommunications & Water, National Association of Regulatory Utility Commissioners (NARUC)
- Pamela (Pam) Walker – Director of Government Affairs, National Association of State Chief Information Officers (NASCIO)

NCSL, NGA, NARUC and NASCIO are establishing formal relationships between NENA and the NG Partner Program and other target groups.

Q – Where is the connection of NG with your association?

NCSL prides themselves on bi-partisan reporting and is willing to target congressman on 9-1-1. They have held a webinar to discuss with their members.

All NARUC members are dealing with NG. Their role with 9-1-1 is making sure all carriers are interconnecting and that 9-1-1 calls are going through. Funding is an issue for all – especially the 9-1-1 surcharge – the PUC typically enforces if not being paid. As we move to VoIP, state regulators currently have no control over VoIP. That is being worked on to ensure no loss of funds to support 9-1-1.

NGA has 55 members from all states and territories. Trying to get all of them to agree is a challenge.

NASCIO – Half of their membership changed due to political changes. They have held several webinars on NG9-1-1. As CIOs are appointed they will need to be educated.

Q – Where are your members with their thinking on NG9-1-1?

NASCIO folks are in place and are not affected by political changes. They are very knowledgeable of the issues.

NGA has 29 new governors and of those that stayed on only a few have a good knowledge of the NG9-1-1 issues.

NARUC members are elected or appointed so they were affected by political changes. 9-1-1 is always on their mind, but maybe not the priority. Energy and nuclear power are forefront today. There is a Telecommunications Committee, which needs to get back up and running.

NCSL members do not think the system is broken so why fix it. They need educating. They plan is to get those that are knowledgeable talking to those that are not and to educate legislative staff so they can answer questions.

Q – How are you dealing with broadband and how important is it? Do the members see the connection with NG?

NGA – The governors know that broadband is important. NGA has a special committee on homeland security and public safety. They remain committed to the FCC broadband policy.

NARUC – Broadband is not rolled out everywhere and needs to be out to 100% of America. Also requires redundancy and QoS.

NCSL – Has committees that educate new members on broadband and telecommunications.

NASCIO – Broadband is a top 10 deployment. Several CIOs were able to get grants for broadband.

Q – Are there realistic expectations for funding new networks and other items NG will require?

NASCIO – Bad news; there is no funding to do anything. States are having to lay off staff and now people are retiring for fear of losing their pension. They are coming up with creative ways to get work done – public/private partnership – doing regional or multi-state work (UT/MT/CO/OR GIS project) – shared services. Investigating how some programs can be co-mingled.

NGA – Governors got elected on a wave of making change. However, the governors have no money and whatever is hot at the time will get the money. Also looking at shared services.

NARUC – When talking to members they are letting them know that broadband can reduce costs; however, it is very hard to change laws. Some grant or loan programs may get some funding; creative funding is needed.

NCSL – State 9-1-1 fees are being diverted. This is not good. Legislators may be knowledgeable about technology, but they are not on the budget/funding issues.

Q – What can be done from the 9-1-1 community to protect 9-1-1 fees?

NCSL – Education is the key. NG9-1-1 is critical for the public and those fees must only be used for 9-1-1. Staff and members make telephone calls and try to get the message in briefings.

Q - How will government change going forward?

NASCIO – Today everyone operates in an internal silo. This cannot happen with NG9-1-1. There must be shared services. States need to create shared backbones to migrate legacy 9-1-1 systems to shared IP systems. NASCIO will get feedback from public on how to migrate to NG9-1-1.

NARUC – What PUCs do will be the same, but how they do it will change. There may be private entities who own the network that municipal subscribers may use. How can the PUCs reach into that model? There is no clear answer. On broadband some states are taking themselves out of the loop. There are concerns that neither a state nor a federal regulator will be responsible. Industry has been pushing hard to deregulate IP/broadband services. On

Thursday, 3/31, DOT will be looking at Model Legislation for States. Maine & VT interpreted their laws to say they have jurisdiction over broadband providers. This will be decided in the courts. Hope to see state regulations indicating no diversion of 9-1-1 funds is permitted.

NCSL – When NCSL’s “LegisBrief” went out, Staff got many questions regarding what is E9-1-1, NG9-1-1 and 9-1-1. How does funding change?

NGA has not taken a position on fund diversion and they will not.

Q – Is there an appetite to fight the local folks?

A large number of legislators don’t even realize it is a state and local aspect to NG9-1-1. PSAPs are encouraged to bring legislators to agencies so they can see what 9-1-1 is all about. Electric utilities already have regional systems. It could be a model for NG9-1-1.

Q - Any move among members to look at common regulations?

NCSL indicated there are no states looking at bordering state agreements.

Q - Is there a way for NENA or NGPP to bring the word to the citizens and legislators to educate them in NG9-1-1?

Provide legislators a flavor of what PSAPs do on a daily basis and let them know why it is important to them. Determine what medium your legislators respond to – video, PPT, written document. Reach them with sessions at conferences, webinar and print. Educate them similar to the “Go to the Hill.” Answer the question why, and how does it affect me?

Compose and print a one-pager until staff is involved and needs more info. If you’re opening a new center invite an elected official. It gives them print and they learn.

Paul Fahey and Christy Williams will have a quarterly call with all 4 association reps. How can the NGPP keep this going?

NASCIO – This association has a DC Fly-In similar to 9-1-1 Goes to Washington or 9-1-1 Goes to “State Capitol”

NGA – This association holds weekly meetings with Washington representatives and staff.

NARUC – This association holds teleconference call every 2 weeks. They meet in February in DC and again in July at another location. Also, each region has a meeting. If NGPP has a canned presentation, NARUC is willing to distribute it.

NCSL - Tuesday and Wednesday are great webinar days. They will be willing to put NENA info on their web site.

NENA Industry Collaboration Events (ICE) Status Report by Delaine Arnold

ICE 8 – Logging & Recording Event – Planning Committee chaired by Michael Smith with Yaniv Amir as Vice Chair

- Conference calls every Friday 3pm ET
- 9 recording/logging vendors

- All i3 FEs represented, including i3 PSAP, LNG & LPG plus MIS and time services vendors
- Total of 16 vendors, including recording/logging vendors
- Event scheduled for May 22-27,2011 and hosted by Illinois Institute of Technology in Wheaton IL
- IIT will network with some FEs located at TAMU and on vendor's property
- Developing the following test scenarios:
 - Event and media logging
 - Log retrieval and media playback
- Friday, April 8, 2011, is the final day a new vendor may sign up

ICE 4 – Test call routing based on LoST hierarchy - Planning Committee chaired by Jason Horning with Bill Mertka as Vice Chair.

- First Planning Committee meeting held 02/22/2011
- Conference calls every Monday at 4pm ET
- Currently, 20 vendors
- Charter and Planning Process document finalized
- Call flow diagram and required FEs being identified
- Tentatively scheduled for week of November 7 – location TBD

Remainder of 2011 NGPP Activities by Bob Cobb

NGPP's mission is to accelerate the implementation of NG9-1-1, focus on policy, recommend specific activities and who should lead each activity, stakeholder education and communications.

The first of this year, NENA hired Trey Forgety as Government Affairs Director. He has two years as a Presidential Management Fellow in the Department of Homeland Security (DHS) Office of Emergency Communications. During this period he had two assignments:

- Federal Communications Commission (FCC) Public Safety and Homeland Security Bureau where he developed recommendations for the Public Safety chapter of the National Broadband Plan.
- Department of Commerce's National Telecommunications and Information Administration (NTIA) where he worked to implement the National Broadband Plan's recommendations as NTIA evaluated applications to the Broadband Technology Opportunity Program (BTOP)

Both at NTIA and DHS, he participated in discussions with senior Obama administration officials from the Office of Management and Budget, the Office of Science and Technology Policy, and the National Economic Council to develop policies for the deployment of a nationwide mobile broadband network for first responders. Trey holds a Bachelor of Science in Applied Physics and a Doctor of Jurisprudence, both from the University of Tennessee

John Ellison, Shelby County, AL, 9-1-1 Director and former NENA President will be retiring. He will assist NENA in further development of the web site.

NENA now has complete control and ownership of ENP Magazine and will utilize electronic and print media.

During 2011, NENA will be moving towards webinar contact with Partners.

There is a new NENA logo and new pins are available.



Effective June 1, NENA will be located in new HQ offices near the King Street metro station area in Alexandria. This location is closer to Ronald Regan Washington National Airport and APCO. There are lots of great hotels and restaurants in the area and the space has a much lower cost.

The NGPP 2011 areas of focus include:

- Media campaign targeted to DC
- State-specific policy implementation (worked on legislative review in CO – doc out soon)
- Stakeholder engagement and education
- Expanded information (place additional information on web site)
- Hosting regional NG9-1-1 policy summits (did Austin TX in December 2010)
- Coordination with NGTPC and NG9-1-1 Project

Other planned activities include:

- Provide support for ICE
 - Delaine Arnold provided the following update on the ICE program (see below)
- Continue to support National 9-1-1 Program
- Work with allied associations and foundations
- Provide policy guidance

The NGPP committee structure is made up of:

- Reg/Leg Committee led by Paul Mallett and Evelyn Bailey
- Stakeholder Outreach Committee led by Paul Fahey and Christy Williams

NGPP products for 2011 include:

- Media focused messages
- State-specific policy implementation
- Targeted national stakeholder engagement & education
- Hosting regional NG9-1-1 policy summits
- Webinars

2011 meetings

- 2 face-to-face (Mar 28, Sep/Oct), 1 web conference (Dec)
- State NG9-1-1 Summit locations
- Tie to NENA events – 9-1-1 Goes to Washington, Annual Conference (luncheon), possibly JCM in Fall
- Member locations – host meetings

Annual Conference

- NG9-1-1 tracks in education sessions
- NGPP recognition in Conference Program Guide and on Exhibit Hall floor
- NGPP Luncheon

Bob closed the meeting by saying NGPP needs to prove NG9-1-1 is more cost effective. The only way to substantiate that is by knowing the legacy costs as compared to the NG costs. Keep in mind David

Furth's statement, "what if we do not do anything." The cost could be someone's life as a PSAP may not be able to respond to video, text and other forms of data devices. We must always keep in mind what NG9-1-1 will bring to 9-1-1 and public safety. The cost versus value conversation is critical to include in a package to the governors, regulators and legislators. Yes, it will cost, but much will be gained. Early adopters and successful model will pave the way for others. The Partner Program needs to tout the great functionality of NG9-1-1, review the goals and craft messages to fit that goal.