

## Fall 2014 Board Talking Points

### Education & Operations

- The Centers for Disease Control and Prevention (CDC) has posted *Interim Guidance for Emergency Medical Services (EMS) Systems and 9-1-1 Public Safety Answering Points (PSAPs) for Management of Patients with Known or Suspected Ebola Virus Disease in the United States* online at the CDC website.
- *Hearing Standards for Public Safety Telecommunicators* released in June
  - The document defines standard hearing requirements and audiology necessary to perform the basic functions of the telecommunicator position and includes information relative to telecommunicator position requirements, audiometric testing of candidates & employees, audiology, and Americans with Disabilities Act as it relates to employment.
- The collection of associations and interested parties working on national training guidelines is moving forward. The group is nearing consensus of the topic areas that would be a part of the guideline and will be turning its focus to the development of a legislative packet to assist interested parties to push for legislation / requirements in their respective states.
  - (NENA, APCO, IAED, PowerPhone, NFPA, Denise Amber Lee Foundation, National 9-1-1 Office)
- The Quality Assurance joint standard developed by both NENA and APCO will be out very soon. Currently the committee is resolving public comment.
- A number of documents are nearing completion and work on revising a number of operational documents has recently begun. I would encourage anyone interested in helping with the development or revision of documents to visit the website to find something that peaks their interest.
- New things are coming to education in the coming months
  - New classes are being developed for 2015.
    - Bring NENA classes to your chapter / agency!
  - Subscription to Webinar Wednesday
- NENA Education Summits
  - Spring – TN
  - Fall – Louisiana
- CMCP
  - 12.8-12.14 - Davenport, IA
  - 2.2-6.15 - Charleston, SC
  - 3.9-13.15 - Bloomington, IN

- 6.24-28-15 - Denver, CO (at NENA 2015)
  - 9.14-18.15 - Eagleville, PA
  - 10.12-16.15 - Henderson, NV
- Find upcoming courses in your area at [www.nena.org/education/calendar](http://www.nena.org/education/calendar)
  - September Webinar Wednesday on NG9-1-1 Data Preparation – Sept 24
  - Training resources page – coming to the website

### **Government Affairs**

- NENA continues to pursue improvements in wireless location accuracy. We are working closely with the carriers to realize a long-term vision of getting a dispatchable, civic address for wireless consumers who call 9-1-1. At the same time, we are insisting on short- and intermediate-term improvements in the X/Y/Z/U capabilities of consumer devices and networks.
- 9-1-1 Goes to Washington has been moved to the end of February. This will ensure our continued ability to offer reasonably-priced hotel space with good transportation options, and reduce the possibility that our timing could catch Congress out-of-town.
- NENA anticipates that the FCC will take up Non-Service Initialized (NSI) phones in a rulemaking proceeding in late 2014 or early 2015. We will advise further when we have more details.
- NENA will be working with the National 9-1-1 Office, the NG9-1-1 Institute, and the Congressional Next Gen 9-1-1 Caucus to appropriately mark the 10<sup>th</sup> anniversary of the Office's creation between December and February. If you have stories or examples of how the Office has had a positive impact (through resources used, grants given, etc.) please send those to Trey Forgety so that we can highlight the good that the Office has done.

### **Conferences & Events**

- NENA Development Conference – October 5-8 in Orlando, FL - This isn't your typical conference where you just sit back and listen—it's a venue for you to get personally involved and channel your energy and expertise to make a difference in the future of 9-1-1. More info at [www.nena.org/ndc](http://www.nena.org/ndc)
- Critical Issues Forum – October 8-9 in Orlando, FL - Everyone involved in 9-1-1, from 9-1-1 authority personnel and county managers to PSAP managers, supervisors, and telecommunicators, will leave this event with an NG9-1-1 Preparation Checklist and a clear understanding of where we are, where we're going, and, most importantly, how to get there. More info at [www.nena.org/cif](http://www.nena.org/cif).

- Our 2014 Conference & Expo was one of NENA's best attended conferences ever. In great part, due to the efforts and assistance we received from the Tennessee Chapter.
- Plans are already underway for NENA 2015 and we are looking forward to working with our Colorado Chapter to make NENA 2015 even better.
- Housing for NENA 2015 is scheduled to open November 3<sup>rd</sup>.
- Registration for NENA 2015 will open towards the end of December and we will have a special sale for the first week or two for those who register and pay online by credit card.
- NENA 2015 Expo Hall is 80% sold already
- The NENA 2015 Call for Papers is open through October 31! Submit to present at [www.nena.org/nena2015/cfp](http://www.nena.org/nena2015/cfp)
- NENA returns to Indy – NENA 2016 will be held June 11<sup>th</sup> – 16<sup>th</sup> in Indianapolis, IN.
- We are hoping to have announcements regarding NENA 2017 & 2018 before the end of the year.
- Join us for 9-1-1 Goes to Washington next February 22<sup>nd</sup> – 25<sup>th</sup> at the Crystal Gateway Marriott in Arlington, VA.

### **Membership, Friends of 9-1-1, Communications, & Online Initiatives**

- AmazonSmile is a simple and automatic way for you to support NENA every time you shop, at no cost to you. When you shop at [smile.amazon.com](http://smile.amazon.com), you'll find the exact same low prices, vast selection and convenient shopping experience as Amazon.com, with the added bonus that Amazon will donate a portion of the purchase price to NENA. On your first visit to AmazonSmile, you need to search for and select "National Emergency Number Association" to receive donations from eligible purchases before you begin shopping.
- NENA is always looking for article submissions for *The Call*
  - Interested parties should contact Chris Nussman
- Friends of 9-1-1 hosted the first annual Run for 9-1-1 at the conference in Nashville and it was a huge success.
  - Planning is under way to hold it again before the annual conference in Denver
- Friends of 9-1-1 issued a number of scholarships for NENA 2014
  - The next round of scholarship opportunities are in development. Details coming soon.
- Strong focus on expanding benefits for telecommunicators via the TC Caucus and improvements to group membership packages – stay tuned for more details!

- Dues renewal notices will go out in October – be on the lookout for special early renewal promotions
- Significant enhancements coming soon to the NENA website to make it easier to navigate and more useful to members
- Don't forget to like us on Facebook and follow us on Twitter (911NENA911)
- The NENA mobile app has been approved for release by Apple and will be in iTunes App Store soon
- NENA continues to engage with national, local, and trade press on hot topics, mostly surrounding text-to-9-1-1
  - Many great text-to-9-1-1 resources for planning, training, deployment, and public education are available at [www.nena.org/text-resources](http://www.nena.org/text-resources)
  - Text-to-9-1-1 pub ed will be a focal point during National 9-1-1 Education Month in April of 2015
- If you're interested in running for the National NENA Board but don't know where to start, NENA will be holding a webinar on the topic in the coming months

## **Tech**

- NENA Releases "Requirements for a National Forest Guide" Information Document
  - The purpose of the document is to gather a set of requirements for a national, authoritative Forest Guide (FG) in order to allow an entity (NENA, FCC, DOT, etc.) to procure the technology and services required from this NG9-1-1 functional element.
- I3 v2 (NG9-1-1 architecture) is in final comments resolution, estimated to be complete by end of September. V3 will start in Oct/Nov with a new WG lead.
- More development activity around NG9-1-1 Core Services and PSAP operations aspects initiated and a major focus of the next X months.
- There is gradually growing recognition of and interest in use of the NENA PSAP Registry by commercial call centers.
- We are doing increasing work on NG9-1-1 cybersecurity and related topics, including the PSAP Credentialing Authority development.
- Work on Mobile Apps into NG9-1-1 - including making the app developers aware of what is involved, what the NG9-1-1 core services operational processes are or need to be, how data during a 9-1-1 call would be handled at the PSAPs, how additional data during,

after, or independent of a live 9-1-1 call needs to be managed, what mechanisms might apply, education work for a number of stakeholders, and several others

### **ENP Certification**

- Primary activities of the NENA Institute Board for 2015 will focus on increasing the number of ENPs who re-certify each year and the development of a strategic plan for the ENP Certification Program.
- There are 60 ENP candidates who will sit for the ENP Examination in the October window.

### **Support of NHTSA's National 911 Program**

- We recently completed a White Paper on FirstNet and NG9-1-1 – recommended that State 9-1-1 Offices fully participate in the upcoming FirstNet state consultation meetings, and to be actively engaged with the FirstNet Regional Offices.
- Assist in preparing the 2013 National Progress Report whereby states submit information on status of 9-1-1 and efforts toward NG9-1-1 implementation.

### **Next Generation Partner Program**

- We have restructured the NGPP with a Steering Committee and Subcommittees for effectively managing the activities of the Program.
- New areas of focus for the NGPP include certification of products and accreditation of 9-1-1 Authorities, and cybersecurity related to 9-1-1.