

NENA News

- NENA 2015 – Denver, CO – Full conference details are available at www.nena.org/nena2015. Hotels are nearly sold out. Expo Hall is SOLD OUT. Keynotes will be Olympic gold medalist Amy Van Dyken and former NASA astronaut Mike Massimino.
- Second Annual Run for 9-1-1 – On the morning of Sunday, June 28, Friends of 9-1-1 is holding the second-annual "Run for 9-1-1" charity 5k in Denver, Colo.! The run/walk promotes healthy living among 9-1-1 professionals, gives the Denver community and supporters from around the country a chance to say "thank you" to 9-1-1, and generates funds for scholarships and 9-1-1 training opportunities. Learn more and sign up at www.friendsof911.org/run.
- NENA Development Conference will be October 4-7 in Austin, TX. A Critical Issues Forum focusing on location accuracy will take place on the 7th and 8th.
- There are a number of free and low-cost webinars coming up in the next few weeks. Topics include PSAP staffing, GIS, and employee recognition. Visit the NENA education calendar at www.nena.org/education/calendar for details.
- We have more members than ever before – nearly 9,000! Our telecommunicator membership has more than tripled as a result of new membership pricing and recruitment initiatives. NENA is working on developing education programs and other resources specifically for telecommunicators. More information on the newly formed Telecommunicator Caucus is available in the latest edition of *The Call*.
- As of May 27, NENA will have launched a new and improved career center.
- Even though 9-1-1 Education Month and National Public Safety Telecommunicators Week are over, we have great public education resources available all year long. Education resources are available on www.nena.org, as well as through the National 9-1-1 Education Coalition (www.know911.org).
- The departure of an Education Advisory Board (EAB) member has created a vacancy on the committee. NENA is looking to fill the open seat with a NENA member in good standing who possesses the desire and dedication to become part of the team charged with carrying out NENA's educational mission. For more details, please visit the Education Advisory Board page on the NENA website. All documentation from applicants must be received by close of business on Friday, June 5, 2015 in order to be considered for the position.
- NENA recently announced that Christopher Blake Carver has joined the NENA staff as the association's new PSAP Operations Director. In his new role, Carver will oversee

projects related to current, emerging, and prospective issues affecting 9-1-1 centers (PSAPs), with a strong focus on preparing these stakeholders for Next Generation 9-1-1 implementations. Carver will also work with the developers of consumer and enterprise communications products and applications that may interface with public safety systems, to ensure that they are designed and deployed with the needs of current and future 9-1-1 systems in mind. Carver takes over PSAP operations job responsibilities from Ty Wooten, who will remain with the association as Education Director and concentrate his efforts on further developing NENA's education and training initiatives.

Text-to-9-1-1

- FCC PSAP Text-to-911 Readiness and Certification Registry Now Available – The PSAP Text-to-911 Readiness and Certification Registry lists PSAPs that are ready to receive text-to-911 messages and provides notice to Commercial Mobile Radio Service (CMRS) providers and other providers of interconnected text messaging services (collectively, "covered text providers") of the PSAP's notice date of readiness. The Text-to-911 Registry lists each PSAP by FCC PSAP ID and name, the county of operation, the primary point of contact for coordinating text-to-911 service, the method by which the PSAP will accept texts, and the state or local governing entity authorizing the PSAP to accept texts. Available via link from www.nena.org/text-resources.
- The NENA NG9-1-1 Education and Training working group has release a new Text-to-9-1-1 Public Education plan. The plan contains information to assist 9-1-1 authorities in creating an educational plan, implementing the plan, and sample materials that can be utilized locally. This and other text-to-9-1-1 resources are available at www.nena.org/text-resources.
- Version 3 of the SMS Text to 9-1-1 Implementation and Planning Guide will be released in June 2015.

Location Accuracy

- Free 9-1-1 Location Accuracy Webinar -- This FREE NENA webinar, available on the NENA YouTube channel (www.youtube.com/911nena911), explores the FCC's recently-released Indoor Wireless Location Accuracy rules. In this webinar you'll learn: The new requirements for carrier location performance, how technology and network performance will be tested and monitored, the impact of "Dispatchable Location" technology on front-line call taking and dispatch, how standardized confidence values will improve consistency of location data, and how your PSAP will be able to monitor carrier performance at the local level.

NG9-1-1

- 9-1-1 is moving into 21st century technology with the deployment of Next Generation 9-1-1 systems. There are more conversations and actions about the value and need for Next Generation 9-1-1 and this is consistent with both commercial networks migrating to all IP networks and the first IP wireless broadband network for public safety, FirstNet.
- The NENA NG9-1-1 project work includes tracking of state and sub-state initiatives to establish and activate Emergency Services IP networks (ESInets) that may support NG9-1-1 functions in the future, or that are actively implementing transitional NG9-1-1 or are aimed at pre-NG9-1-1 actions. This tracking effort is basically for three purposes: providing information to other interested parties who may need contacts that have already had experience, for identifying those areas where NG9-1-1 related trials may be happening or planned, and identifying those areas where transitional NG9-1-1 is being implemented. The new NG9-1-1 state activity map, updated as of May 1, 2015, is available at www.nena.org.
- The latest version of i3 standard is under public review. This document describes how NG9-1-1 works after transition from E9-1-1, including ongoing interworking requirements for IP-based and TDM-based PSAPs and origination networks. All comments shall be submitted by June 19.
- The discussion of funding Next Generation is becoming a topic of discussion – realizing funding is essential if we are to have Next Generation 9-1-1 systems.
- DSC working group is developing recommendations on the Monitoring and Managing of NG9-1-1 Service and Systems

Tech

- NENA is participating in work groups concerned with the National Emergency Address Database (NEAD) with ATIS and the CTIA, the FCC Task Force on Optimum Architecture for 9-1-1, and development of proposals on 9-1-1 Reliability, Considerations, and Actions in regard to the FCC Governance and Reliability NPRM.
- Sales of the NENA PSAP Registry for various uses are expanding, still working on getting Canada PSAPs into it.

Operations

- FRA Highway-Rail Grade Crossing Safety Database Update – The Federal Railroad Administration (FRA) and National Law Enforcement Terminal System (NLETS) partnered to facilitate access to the FRA Highway-Rail Grade Crossing safety database. With this new access, law enforcement and other 1st responders can access FRA

highway-rail grade crossing safety database using their own system. 23,000 public safety agencies, more than 1 million first responders across the nation, Puerto Rico, Guam and the Virgin Islands can pull immediate grade crossing information, saving time in emergency situations. Information available for direct inquiries concerning highway-rail grade crossing emergency information such as phone numbers, name of railroads and locations are presented to first responders within seconds. NLETS updates their database nightly creating the most update network for 1st responders. Contact you NLETS state representative for more information.

- NENA continues to participate in the discussions facilitated by the National 9-1-1 Office regarding National Telecommunicator Minimum training guidelines. The work is progressing and the work of the group should be ready for public comment in the next few months.
- The newly released ANSI-approved Standard for the Establishment of a Quality Assurance and Quality Improvement Program for Public Safety Answering Points (APCO/NENA ANS 1.107.1---2015) defines the recommended minimum components and best practices of a Quality Assurance/Quality Improvement (QA/QI) program within a public safety communications center. Recommended minimum requirements for the evaluation and QA of call processing are intended to ensure a consistent, effective, and efficient level of service. This standard is an attempt to establish a long overdue quality assurance and improvement process to all of America's 9-1-1 telecommunicators to ensure call taking and radio dispatch actions are delivered at the highest possible standard.
- The new NENA Mutual Aid Standard/Model Recommendation provides an Operational Standard/Model Recommendation for the development of Mutual Aid Agreements or Memorandums of Understanding between Public Safety Communications Agencies.

Government Affairs

- In support of the 9-1-1 Resource Center, NENA participated in the creation of the 2014 National Progress Report for 9-1-1 using data from 2013, as submitted by the respective state 9-1-1 offices. The NPR, published in March 2015, provides an opportunity to track 9-1-1 information state-by-state, not only annual activity data but also progress towards NG9-1-1 as reported by each state. More information is available at www.911.gov.
- The FCC recently released the comment cycle dates for a new proceeding that will, at long last, bring an end to 9-1-1 calls from Non-Service-Initialized (NSI) wireless phones. Interested parties may file comments with the Commission by visiting www.fcc.gov/ecfs and using Docket Number 08-51. Comments are due June 5th, 2015, and Reply Comments are due July 6, 2015. Members are encouraged to file comments with the FCC, incorporating as much LOCAL data on the number and impact of NSI calls received at their centers. The proposed rule would phase-out the NSI requirement based

on a 6-month universal time period. The Notice of Proposed Rulemaking adopted in April seeks comment on:

- Eliminating the requirement that wireless carriers forward to 9-1-1 centers calls from handsets that are not subscribed to wireless service.
 - Setting a date-certain for the phase-out of the rule at 6 months after the adoption of an order.
 - Protecting access to 9-1-1 from devices roaming on networks other than the one to which they are subscribed.
 - Ensuring a smooth transition through understanding of the technical and operational challenges that network operators and 9-1-1 centers will face.
 - Alternative approaches that could reduce the problems associated with fraudulent NSI 9-1-1 calls.
- Never before has the Federal government taken a keen interest in 9-1-1. Under FCC Chairman Wheeler, the Commission has initiated several proceeding seeking to improve/advance 9-1-1 and Next Generation 9-1-1. For example: Texting to 9-1-1, improved location accuracy, reliability and governance of 9-1-1 in a IP world (as we move to IP systems, placing emphasis on the integrity of 9-1-1 calls is maintained and improved, and the FCC's Task Force addressing the future of 9-1-1 networks and the Communication, Security, Reliability and Interoperability Council (CSRIC) work on 9-1-1 matters.
 - The recent Location Accuracy Roadmap and FCC report & Order sets a path toward returning to literal caller location based 9-1-1 call routing, as compared to the pANI method. This will enable several features and improvements for PSAPs in an NG9-1-1 environment.
 - 9-1-1 Governance & Reliability Item: NENA is in continuing discussions with ATIS, iCERT, US Telecom, and NASNA about forming a consensus response to the Commission's proposals. Members who encounter contract difficulties related to this proceeding or the propped new definition of a Covered 9-1-1 Service Provider are encouraged to contact Trey Forgety about their experience.
 - MLTS: NENA continues to press Congress for comprehensive action on MLTS, and we expect that several Bills may be filed this summer.