

Facilitating the Implementation of Emergency Wireless Communications

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THE PURPOSE OF THE PROGRAM IS TO SERVE AS A RESOURCE TO PSAPS, STATE AND COUNTY GOVERNMENTS, SERVICE SYSTEM PROVIDERS AND WIRELESS CARRIERS AS THEY COLLECTIVELY SEEK TO IMPLEMENT PHASE I AND PHASE II WIRELESS E9-1-1.

The National Emergency Number Association (NENA), in partnership with the Federal Highway Department (FHWA) of the U.S. Department of Transportation (USDOT), the Association of Public Safety Communications Officials (APCO), the National Association of State Nine One One Administrators (NASNA) and other stakeholders, is conducting a Wireless Implementation Program to stimulate wireless Phase I and Phase II implementation throughout the U.S. The program began in October 2001 and is now in its second full year of activity.

The purpose of the program is to serve as a resource to PSAPs, state and county governments, service system providers and wireless carriers as they collectively seek to implement Phase I and Phase II wireless E9-1-1. Products of the research effort are all designed to accelerate the rate of implementation through information gathering and sharing among those responsible for that implementation.

The NENA project team is supporting the work of DOT's Wireless Expert Working Group (EWG) and the USDOT Steering Council, which is comprised of public and private stakeholders. Priority Action Plans have been developed in six areas deemed essential to accelerate implementation of wireless Phase I and Phase II.

Three products of the Wireless Implementation Program are now available. The first is the NENA/USDOT Clearinghouse (available at dot.nena.org), which includes a number of contracts, agreements and other documents useful to PSAPs, wireless carriers and E9-1-1 service system providers as they implement wireless E9-1-1. NENA's Phase I and Phase II Checklists, and the PSAP Readiness Checklist, developed for the Emergency Services Interconnection Forum (ESIF), also are included in the Clearinghouse.

The second product, the Wireless Deployment Profile, is the result of an ongoing survey conducted by NENA. State and county

9-1-1 coordinators provided information on readiness of states, counties and PSAPs for wireless E9-1-1. The information from the survey is accessible on the dot.nena.org website via a point and click map combined with tabular data for each county. Simply click on the Wireless Deployment Profile link to access the map, then click on the state and zoom to your county, then choose Select to display county detail to view tabular data for that county. Alternatively, you may use a text search by entering the county and state below the map to view the tabular data.

NENA has developed a number of summary tables based on data in the Wireless Deployment Profile. These provide useful information on the status of wireless Phase I and wireless Phase II deployment at the county and PSAP level.

Updates to the Wireless Deployment Profile are being provided by state 9-1-1 coordinators, county 9-1-1 coordinators, PSAP managers and through an updating procedure by the USDOT project team utilizing quarterly reports provided by wireless carriers to the FCC.

The third product consists of videotapes about wireless implementation requirements — one prepared for PSAPs, one for government agencies and the public and one for wireless carriers. Each tape describes the requirements for Phase I and Phase II implementation and what each entity needs to do to satisfy certain readiness criteria. These tapes have been widely distributed to PSAPs and other stakeholders, and also are available from NENA.

UPDATES TO THE WIRELESS DEPLOYMENT PROFILE ARE BEING PROVIDED BY STATE 9-1-1 COORDINATORS, COUNTY 9-1-1 COORDINATORS, PSAP MANAGERS AND THROUGH AN UPDATING PROCEDURE BY THE USDOT PROJECT TEAM UTILIZING QUARTERLY REPORTS PROVIDED BY WIRELESS CARRIERS TO THE FCC.

A number of white papers are now being prepared on topics such as technical aspects of wireless implementation, GIS issues related to wireless, telematics issues, funding issues and barriers to wireless implementation. These are made available on the NENA website as they are completed.

NENA has taken full advantage of scheduled meetings and conferences related to E9-1-1 to present information about the USDOT program and to gain involvement by all stakeholders. The Wireless Deployment Profile was introduced at the NENA Annual Conference in June of 2002 and again at the APCO

Annual Conference in August. PSAP managers had an opportunity to check the information from the WDP survey and to provide updates where applicable. The NENA Technical Development Conference and Operations Development Conference held in March both had wireless tracks to identify and characterize new technical and operational issues to be addressed.

Those interested in learning more about the NENA/USDOT Wireless Implementation Program may call NENA headquarters at 800-332-3911 or may visit the NENA website at www.nena9-1-1.org.