

The NENA

SWAT

INITIATIVE —

What Is It Really?

BY JIM GOERKE, WIRELESS IMPLEMENTATION DIRECTOR

So, everyone has heard about NENA's SWAT Initiative, but what is it really? It sounds like it is designed to be all things to all people, but is that possible? How does it relate to other initiatives with similar or related goals? What is its current status?

As noted on these pages in the past, with support from the Nextel PSAP Readiness Fund, last fall NENA convened national leaders and technical and operational experts to identify priorities and to determine the changes needed to improve our nation's 9-1-1 system. Organized on a national level, NENA SWAT was specifically designed to identify technologies, tools and expertise needed to assure the consistent delivery of 9-1-1 systems throughout the country. More than anything else, SWAT was designed to look at those components of WE9-1-1, along with the environment in which they operate, and identify and deploy the kind of focused resources necessary to truly foster wireless deployment.

Specifically, the following goals were identified:

1. Completion of a national E9-1-1 infrastructure for wireline and wireless 9-1-1 technologies
2. Providing technical implementation and support teams to assist local and state agencies in deploying enhanced and supportive technologies

3. Providing legislative, regulatory and policy guidance and expertise at national, state and local levels
4. Development of PSAP readiness evaluation criteria

With these goals in mind, the SWAT Initiative is very much a work in progress and will continue to be so for the months ahead. While the initial strategic consensus piece of SWAT may be completed by the fall of this year the work it sets out — the direction it provides — will span the next couple of years as we lay the foundation for both full wireless 9-1-1 implementation, and the next generation of 9-1-1.

In a relatively short timeframe, SWAT has yielded positive results, along with a candid dialogue and a renewed commitment to the deployment of wireless E9-1-1. On the whole, the SWAT process initiative is to be applauded — truly demonstrating the need for a comprehensive review, consistent care, idea sharing and leadership for our nation's 9-1-1 system.

In short, we can say this about the Initiative:

1. That it can be very important to the coordinated deployment of wireless E9-1-1 process services. While wireless E9-1-1 has and continues to receive support from other initiatives, SWAT is interjecting new dialogue, energy and resources where others have been exhausted. Likewise, it incorporates and builds on the work of other initiatives, programs and organizations in a collaborative way — it does not duplicate those efforts.

2. SWAT is about finding solutions and overcoming a myriad of technical, regulatory and logistical roadblocks. At times, wireless E9-1-1 has clearly been about blame and finger pointing. SWAT is an effort to reconcile differences, understand boundaries and drive toward identified solutions. SWAT teams are organized around specific solution sets (technical, operations, policy and finance). The consensus, solution nature of SWAT sympathetically revisits the nature of wireless 9-1-1 implementation and the fact that this entire process started with a constituent consensus in 1995.

3. SWAT is about developing and enhancing partnerships. The public and private sector are partners in developing, enhancing and

Organized on a national level, NENA SWAT was specifically designed to identify technologies, tools and expertise needed to assure the consistent delivery of 9-1-1 systems throughout the country.

(Continued from page 14.)

maintaining our nation's 9-1-1 system. SWAT participants have embraced this partnership supporting a new era of commitment from all parties.

4. 9-1-1 is an integral component of our nation's homeland security and defense. Even before September 11th, 9-1-1 was recognized as the connection between the public and the local, state and federal emergency services providers. In the aftermath of September 11th, the importance of an integrated, nationwide 9-1-1 system has been elevated even higher.

5. In today's world we are all consumed with advancing our nation's homeland security and defense. SWAT is an opportunity to remain focused on that challenge.

With the above in mind, NENA SWAT has accomplished the following to date:

Technical

The Technical Team has defined the technical requirements and identified the strategies and capabilities needed to achieve ubiquitous 9-1-1 service across the country, setting the stage for a truly enhanced nationwide wireless 9-1-1 system. Details include:

- The definition of E9-1-1 infrastructure requirements and costs
- The estimated timeframes for selected solutions and costs
- The development of service model configurations
- The collection of data element requirements for technical solutions

Operations

Supported by NENA's 9-1-1 operations experts and committee members, the Operations Team has provided strategic vision and guidance on 9-1-1 operational issues. Working with the NENA Center Operations Committee, the team has examined current operations models, including the size and capability of PSAPs, call routing procedures, national operational procedures for E9-1-1, the human resources that operate the 9-1-1 system and examining the next generation training tools and technologies. Details include:

- The reviewing of Public Safety Answering Point (PSAP) requirements and models
- The analysis of jurisdictions without 9-1-1 service

SWAT was designed to look at those components of WE9-1-1, along with the environment in which they operate, and identify and deploy the kind of focused resources necessary to truly foster wireless deployment.

- The examination and definition of methods of service consolidation
- The organization of educational tools and resources available to PSAPs for readiness assessment
- The definition of service readiness and ongoing maintenance programs for PSAPs

Policy and Finance

Combined, the Policy and Finance Teams have been providing the overall strategic vision and guidance in the deployment of E9-1-1 service and policy. Specifically, the team has framed the public policy changes needed to allow the necessary technological and operational changes to occur. The team also has engaged national leadership from the public and private sector to streamline traditional funding models and advocate simplified processes that recognize that 9-1-1 is not only a local service, but that with the advent of wireless 9-1-1 and other emerging communications technologies, it is a nationwide system. With support from the Monitor Group, a high-profile, nationally recognized research firm, the team is providing analysis and vision in developing a long-term finance strategy for 9-1-1. Details include:

- The definition and deployment of focused resources teams and support
- The establishment of priorities, requirements and components for financing 9-1-1
- The engagement of third-party leaders, CEOs and government executives
- The development and examination of various methodologies and mechanisms for financing 9-1-1
- The building of consensus on the most effective approach to enhanced wireless 9-1-1 implementation, along with laying the foundation for the next generation of 9-1-1

Consensus

As noted above, a big part of NENA SWAT has involved the development of a consensus approach among constituents involved in delivering 9-1-1 service to completing wireless E9-1-1 and laying the framework for the evolving nature of our industry. That is absolutely critical as we bring this first year to a close. This is the status of that effort:

- Our goal for a consensus recommendation is September/October 2003. On June 12th, NENA will host an *E9-1-1 Call to Action* and a press event together with publication of a *State of the Dialogue* white paper on the nature of that consensus. That publication, which the Monitor Group will help author, will characterize the current state of progress and will provide analytical details in several key areas. The white paper will not be a "consensus recommendation," but will instead focus on detailing the key issues and potential elements of a recommendation currently under discussion.
- The white paper will be made available directly to all stakeholders and will be posted on the NENA website.
- The contents of the white paper also will be shared informally with the FCC to update them on the current state of our dialogue and consensus building.
- The focus of the press event is threefold:
 1. To continue to raise the awareness level of 9-1-1;
 2. To underscore stakeholder support for making 9-1-1 a public policy priority; and,
 3. To demonstrate ongoing stakeholder commitment to our current process driving toward a consensus recommendation.