Policy Roundtable #1 Summary
March 2, 2005

The National Emergency Number Association (NENA) convened the first meeting of the Next Generation (NG) E9-1-1 Policy Roundtable on March 2, 2005 at the Washington, D.C. offices of Cingular Wireless. The discussion was moderated by Dr. Bob Cobb, NG E9-1-1 Project Manager for NENA, Steve Seitz, NENA's Government Affairs Director, and Anthony Haynes, Chairman of the NENA Regulatory/Legislative Committee. Representatives from 10 of the 11 organizations with seats on the Roundtable were present. (See the attached list of Policy Roundtable Partners).

Background: NENA's NG E9-1-1 Partnership is a collaboration between public and private stakeholders. It was created to anticipate the impact of emerging telecommunications technologies on 9-1-1 services. The ultimate goal of NENA's initiative is to ensure that everyone has access to emergency services anytime, anywhere, from any device.

The NG E9-1-1 Partnership 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.

The Policy Roundtable is one of three convened by the management team at the January 26, 2005, management team meeting. (The other two Roundtables address Operations/Education and Technology.) Each Roundtable will meet three times in 2005, dovetailing with other NENA planned events.

The Policy Roundtable has been tasked with examining emerging technology and public policy, with specific focus on jurisdictional perspectives (federal, state, local and international) and alternative funding solutions. The final product from this Roundtable will be a series of working papers that provide consensus guidance on 9-1-1 issues with a project management perspective for recommendations and implementation.

March 2 Policy Roundtable Meeting Issue #1:
Emerging Technology and Public Policy
The Roundtable Partners first received a series of briefings, beginning with U.S. Congressman Bart Gordon (D-TN). Congressman Gordon

emphasized the importance of this group bringing a solution to Congress that is endorsed by a wide variety of stakeholders. The good news, Rep. Gordon reported, is that "there's real interest in trying to get something done" and that the new Telecommunications Act will likely be enacted next year. There's nothing more compelling to a legislator, he said, than to have two pages of a position paper offering a solution, followed by four pages listing organizations that support it.

The partners also heard briefings from RoxAnn Brown, chair of NRIC's Focus Group 1 D, Jim Kohlenberger of the VON Coalition, and NENA staff members Roger Hixson and Rick Jones, on the technical and operational issues that will be addressed by their respective roundtables. Guests to the proceedings included representatives from the National Highway Traffic Safety Administration (NHTSA) and the National Telecommunications and Information Administration (NTIA). Several hours of discussion followed. Those discussions, along with a subsequent conference call on April 1, led to the following consensus statements. (Note: For purposed of clarity, the discussion notes are not included here but can be referenced in the archival document.)

Roundtable #1 Consensus Conclusions:
National Standards, State Leadership, Coordination and Cooperation, Policy and Technology, Liability and Access

1. **National Standards:** We need to develop national standards which govern how E9-1-1 will be implemented; we need to identify the specific process by which the various standard setting groups are coordinated so the 9-1-1 community (public/private interests associated with 9-1 -1) speaks with one voice. In doing so, we need to discern those standards which are unique to 9-1-1 and those which are shared with many or all emergency agencies (e.g., bioterrorism alerts, telematics emergency information, resource requests, hospital capacity information). In general, we agree that those who will be impacted by any new standards should have a seat at the table when they're being created.

2. **State Leadership:** States need to revise their existing weak political structures for E9-1-1 and consolidate power, budget and authority into a single statewide position. Federal statutes through the Wireless Public Safety Act of 1999 and the recently passed ENHANCE 911 Act of 2004, as well as current public safety and homeland security funding, support stronger state leadership in coordination.

3 **Coordination and Cooperation:** For the past three decades citizens have increasingly relied on 9-1-1 to access local police, fire and medical services when they need help. In the safety interests of the general public, NENA strongly recommends full cooperation among all stakeholders with the goal of implementing the best possible solutions for NG E9-1 -1. The common vision for public safety must trump any individual organization's interest.

There are a variety of activities and work products being developed by numerous groups, including the Federal Communications Commission (FCC), United States Department of Transportation (DOT) and others; these need to be brought into one unified framework and national vision. We believe there should be one accepted set of standards that drive the future of NG E9-1 I and are dedicated to the process of creating this result.

(Note: The Operations and Technical Roundtables are tasked with addressing the need to coordinate implementations, specifically, the development and trials of alternative systems. These trials and developments are intended to demonstrate that such upgrades to a significant number of Public Safety Answering Points (PSAPs) in a single implementation will have far reaching success for lP communications, data and other methods of communication including VOIP. At the same time, the goal is to connect them to other local, state and national emergency agencies with which they may need to communicate during an emergency.)

4. **Policy and Technology:** The technology for NG E9-1 -1 needs to be unbundled. Furthermore, all policy positions and activities need to support open architecture. We encourage current public safety vendors to participate in field trials of national emergency data standards by building demonstration interfaces to them, and to implement production quality interfaces soon after they are formally adopted as standards.

5. **Liability:** We need to develop and implement national liability standards and protections for all E9-1 -1 capabilities comparable to those already in place for wireless and landline telephone service providers. Without liability protection, technological progress will be stalled.

6. **Access:** Members expressed deep concern over barriers put up to deny new technologies access to the current 9-1-1 system. This goes against historic precedents supporting the need to provide universal access to vital emergency communications services. This same principle must be true for emerging technologies. Current 9-1-1 access points such as the Selective Routers as well as future access points for the nation's 9-1-1 system must be open and not cost prohibitive. (Just as Independent Local Exchange Carriers (ILECs) are obligated under the law to provide equal access to Competitive Local Exchange Carriers (CLECs), so must Internet Service Providers (ISPs), CLECs and ILECs provide equal access to VoIP vendors who seek to use their network.)

Roundtable #1 Area of Outstanding Concern:
Funding, Federal, State and Local Control

Jurisdiction and Funding: Jurisdictional and funding mechanisms need to support and follow each other. As the public's ability to access 9-1-1 grows by any number of devices and technologies, it's imperative that present 9-1-1 jurisdictional boundaries and funding mechanisms established largely to support the current system of individual PSAPs do not become a contributing factor to further fragmentation of the nation's 9-1-1 system. There are too many instances where the funding mechanism doesn't match up with the appropriate authority implementing and serving the 9-1-1 system. The funding model needs to ensure system investments as well as operating expenses for the State and Local authorities who operate PSAPs. One member suggests: "We differentiate between 9-1-1 only expenses, and those that can be shared with other emergency agencies. 9-1-1 fees on wireless and wireline bills are 9-1-1 only. Broader Homeland Security grants could pay for shared assets and capabilities. We need to get to an IP network quickly... Not only do we need standards; we need a place for them to run."

Emerging Technology and Public Policy Recommendations for NG E9-1-1 Roundtables

As a result of the discussions during the Policy Roundtable as summarized above, NG E9-1-1 program staff developed a set of recommendations to help steer discussions in the Technical and Operational/Educational roundtables. These are presented below:

NG E9-1-1 Technical Roundtable:

Primary Topic #1: Plans and Methods for Accelerating Standards
In discussing methods for accelerating national standards, the Technical Roundtable should further define and recommend the process by which the "universal 9-1-1" standards are to be implemented and achieved from a technical perspective. We need to ensure that NENA is positioned and committed to properly and fully represent the needs of 9-1-1 in the broader perspective of the emergency care community.

Primary Topic #2: Trials, Demonstrations and First Application
As the Technical Roundtable defines methods for coordinating trials, demonstrations and a national first application of next generation E9-1 -1, state leadership and coordination should be a motivating factor. Specifically, we recommend that DHS, DOT, and Health and Human Services (HHS) and others fund the development and trials of IT and communications systems that will upgrade a large number of PSAPs in a single implementation to handle lP communications, including VOIP, while connecting them to the other local, state and national emergency agencies with which they may need to communicate during an emergency, and also connecting to the wide variety of information sources and tools that may assist emergency responders in the performance of their duties.

Primary Topic #3: Technical Communications
No recommendations at this time.

NG E9-1-1 Operations/Education Roundtable:

Primary Topic #1: NG Emergency Communications Center
In designing and developing the appropriate operational standards, policies and procedures, the NG Emergency Communications Center must support universal access to the nation's 9-1-1 system with improved coordination with Federal and State leaders.

Primary Topic #2: Consumer/Business Communications
No recommendations at this time.

Primary Topic #3: Education
An education and awareness campaign needs to support the efforts of the NG E9-1-1 Roundtables. The message needs to be directed not only to those in PSAPs, but to the

larger emergency response community and to local, state and national officials. They all need to be aware of the critical nature of the issues that the NG E9-1 -1 Roundtables are addressing and how their abilities to respond will be affected. In addition, the public needs to better understand how issues of NG E-9-1 -1 affect their personal safety.

Figure 1: Project Management
Resource, Leadership and Roles Required for NG E9-1-1 National Vision
The following schematic serves as a touchstone for future Policy Roundtable discussions. It is designed to ensure that the dialogues from the roundtables are transformed into activities that are comprehensive and coordinated in moving forward a common vision for NG E9-1-1.

NG E9-1-1 Policy Action	6 Months	1 Year	18 Months	2 Years	5 Years
Local: Leadership and Policy	NG E9-1-1 Policy Roundtable #2 to invite organizations representing local leaders on Jurisdiction				
State: Leadership and Policy	NG E9-1-1 Policy Roundtable #2 to invite State leaders on Jurisdiction				
Federal: Leadership and Policy	NENA to file with FCC and work with national coalitions on universal access for NG E9-1-1 purposes.				
NGO/Other: Leadership and Policy	NG E9-1-1 Policy Roundtable #2 to invite organizations representing international and other interest leaders on Jurisdiction				

About NENA
A not-for-profit 501 (c)(3) organization, the National Emergency Number Association (NENA) is the only educational organization dedicated solely to the study, advancement and implementation of 9-1-1 as America's universal emergency number. Established in 1982 to integrate the 9-1-1 community's "One Nation - One Number' message into the national culture, NENA has more than 7,000 members organized into 46 chapters across the U.S. and Canada.

At www.nena.org you will find a wealth of additional information on the nation's 9-1-1 issues, including NENA's leadership role in other activities to increase the level of 9-1-1 service in each state and county of the United States, and links to other official documents.