

## **NASNA 6-10-07 Charlotte, NC**

Steve M (VA) and Richard (NC) welcomed the group to North Carolina

Customary Introductions took place:

### **Members present:**

Wink Infinger - FL, Dept. of Management Services  
Bob O – WA, Military EMD  
Jackie Mines - MN, Dept of Public Safety  
Al Gervenack - ME, PUC - Emergency Services Bureau  
Daphne Rhoe - CA, Dept of General Services  
Ken Lowden – IN, State Treasurer Wireless 9-1-1  
Russ Lindblom – ND, Association of Counties  
Ken Mitchell – KY, CMRS Board of Kentucky  
Richard Taylor, NC - Current NC wireless 9-1-1 board (to be 9-1-1 board under current legislation in senate)  
Steve Marzolf, VA, VITA (becoming Integrated Services [Dorothy Spears-Dean becoming new State 9-1-1 Coordinator])  
Paul Mallet - TX, Commission on State Emergency Communications  
Becky Berger - MT, Dept. of Administration  
Craig Reiner - NJ, IT Office  
Gordon Deans - MD - Emergency Number Systems Board  
Elaine Sexton – GA, GEMA  
Eddie Goldsmith, Idaho – Dept of Admin (office moving to Military Dept)  
RD Porter – MO, State Office of Administration  
Harriet Miller-Brown – MI, Dept of State Police/ETSC  
Lynn Questell -TN, Emergency Communications Board  
John Benson - IA, Dept of Homeland Security  
Barbara Jaeger – AZ, State 9-1-1 Office  
Bill Range - NM, State E9-1-1 Program Office  
Dorothy Spears-Dean -VA, VITA (introduced as new VA State 9-1-1 Director).  
Shawn Smith - OH, Public Utilities Commission  
Ken Keim - OR, Emergency Management

### **Guests:**

Monica Ness - MT,  
Carolyn Reed -TN, General Counsel to ECB  
Jim Mullen - WA, Homeland Security  
Carey Thompson - CN, DPS/DFEBS Emergency Telephone Board  
Ron Adams - NC, NC Wireless 9-1-1 Board

### **NASNA Business –**

### **NASNA Web Site**

URL is paid for 5 years. Site has been developed through VITA, but not always maintained. We are at point where we need to get our own site. Barbara Jaeger will look into this further.

## USDOT Grant

Laurie Flaherty will make a presentation following lunch. She will further discuss the proposed DOT grant of \$175,000 to NASNA to contract with a project manager to develop model state 9-1-1 plans.

Costs Covered would include:

- 1) Consultant
- 2) Administrative costs to NASNA
- 3) Travel

A more detailed budget will need to be completed. Travel for one NASNA member from each state to the fall meeting will be paid for through the grant. Selecting a consultant will need to be done.

One of the tasks would likely be to survey what states already have 9-1-1 plans currently in place and what they look like. How detailed are the 9-1-1 plans? Another piece that Laurie is looking for in addition to the model 9-1-1 plan is some direction performance measurements for a 9-1-1 program.

**National 9-1-1 Education Month** – The National 911 Institute is pursuing idea of April being 9-1-1 National Education Month. They have a resolution drafted and would like the groups involved in 9-1-1 (NENA, APCO, etc.) to provide resolutions of support so they can take it to Congress for passage. Motion by Gordon Deans, Second by Lynn Questell. Majority vote - ayes. RD - nay.

## Next Meeting

It was discussed in previous meetings to move the fall NASNA meeting to various regions of the country each year. In 2007 it was determined that NASNA would in the western part of the country. Several members have researched meeting locations.

**Barbara Jaeger:** Phoenix is very expensive in the fall.

**Bill Range:** Has looked into Albuquerque doesn't have the facilities to make it convenient.

**Daphne Rhoe:** Has looked into Sacramento – Embassy suites is on the river, there are many interesting things nearby. Paul Mallet made a motion to hold the fall meeting in Sacramento. Lowden second. 1<sup>st</sup> choice is week of October 22-25 or second choice week of October 15-18. All ayes. Daphne will look further into costs and facilities.

Steve Marzolf announced that Richard Taylor has been elected as the new president of NASNA. He was glad to have two very qualified people interested in the position. Bob Oenning will remain as treasurer and Harriet will move from acting secretary to elected secretary.

Richard Taylor then presided over the meeting.

## Prepaid

Harriet Miller-Brown has created a chart on different prepaid mechanisms by state. Becky Berger raised the question of a list of prepaid providers across the state. Elaine Sexton stated that she also working on list for a new Georgia Statute. The group will use the reflector to create a single list. Maine's PUC did a study on prepaid. Al Gervenack briefed the group on the process of the study. Members discussed the effects of prepaid on their 9-1-1 surcharge collections. There was discussion on how different states are collecting prepaid through their legislation. Does anyone have an audit process in place to ensure that collections are being done properly - not just prepaid, but all 9-1-1 surcharges?

Richard Taylor suggested that a list of all the various methods of prepaid collection be created. Members were asked to send Harriet Miller-Brown a synopsis of their current prepaid statutes that she can add to the method chart.

There was discussion on what will happen when other services such as landline and VoIP start going to prepaid services. Bundling services in the future may pose a question as to surcharges in the services.

### **Wireless 9-1-1 accuracy**

The FCC has opened rulemaking on accuracy. There is a 14-day window. Gordon sits on the NENA Reg/Leg Committee - one company has stated that the level of accuracy requirements imposed at the PSAP level is very difficult to do. Richard stated the uncertainty factor is more important than the overall accuracy info.

### **Guest Speakers at the Meeting:**

#### **Carey Spence of Intrado**

Intrado has developed a document on 9-1-1 service standards. They plan on meeting with Public Service Commissions with various states to have the standards they have developed to be codified through state 9-1-1 program offices. There needs to be some type of standards put into place for some type of accreditation for 9-1-1 systems. Carey would like input from the group on its opinions of the document.

#### **Carol Simpson of FCC and Laurie Flaherty of ICP**

##### Carol Simpson of FCC Public Safety and Homeland Security Section

Katrina Panel Order states all suppliers must provide reports on their 9-1-1 systems in regard to resiliency and redundancy (smaller carriers are exempt). 9-1-1 location accuracy proposed rulemaking. No new requirements, but opens accuracy for public comments. There are questions about the current standards; should there be different standards for handset and network based? VoIP services capable of multiple locations; should their accuracy requirements be the same as wireless carriers? Request for comments are not yet published in the Federal Register. Jeff Cohen, counsel at the FCC, during last meeting had expressed wanting to develop a strong relationship with NASNA, she would like to see the same.

Steve Marzolf expressed the concerns of NASNA accuracy at the PSAP level and the impact that it has with implementation and cost recovery at the individual state level. Bob Oenning, expressed concern about accuracy and location information that comes in from melded technologies (i.e. the T-Mobile Hot Spot at Home). The ability to get address/location information cannot be lost and should focus on location.

##### States providing cost recovery:

Georgia

North Carolina

Tennessee

Virginia

New Mexico

(Carolyn Reed from TN has a list and will send out to all members)

The question was raised regarding how to file a comment with the FCC?

Go to the FCC website to ECFS, reference docket number 07-114 for filing, known as Wireless E911 location accuracy requirements. The group decision was to re-file our past position with

new docket to reiterate our position as an organization. The group had various questions for Ms. Simpson in regard to how to file and the issues around a PSAP-level accuracy and the impact on surcharges cost recovery. Requirements on MLTS networks were briefly discussed. Richard Taylor raised the issue on how to develop a closer working relationship with the FCC. Carol will serve as NASNA's primary contact on a bi-monthly conference call with NASNA members.

#### Laurie Flaherty – Implementation and Coordination Office

The NG 9-1-1 preliminary concept document is done and next week the high level document will be completed. The proof concept document scheduled to be released the end of June/first week of July, and will include considerations for:

- PSAP Operation
- PSAP Administration
- System administration

Members were asked to review and submit their input into that project. In the summer they will begin working on the transition plan. They will identify issues that will be addressed as processes moves forward. Hopefully, it will completed by the end of the calendar year. Paul Mallet asked about the ICO standards in relation to the NENA NG911 standards.

NITSA is tasked with Guidelines for EMS and protocol for 9-1-1. The new pandemic flu benefit includes 9-1-1 to the table as it has not been done with the PSAPs. Under NG911 and ICO had contact with many of the offices that touch 9-1- 1 to compare notes on what is getting covered and what is not. A lot of parallels between programs in the N911 office at DOT and the joint project between NTSA and the ICO. DOT recently secured 500k for operation of National 9-1-1 Office. Initial project is to make model plan for states' 9-1-1 plan. Agreement needs to be awarded in the next 8-12 weeks.

S428 was moved forward and has language for the National 9-1-1 Office to provide info on how to move to nationally based IP-based 911. 1.2 million has also been requested for additional staffing. She will make more info available as she has it. There appears to be an intent in DC to make the grant (42 million) a recurring system.

There was discussion on grant eligibility and what will be needed to establish eligibility:

- \* State plan
- \* Someone designated at each state as a contact point

Borrowing authority is not likely to occur until mid-2008. ICO staff is not temporary, but existing staff is being used from USDOT discussion and NITSA. There was discussion in regard to NASNA's ability to accept the grant funds from the ICO. It will be a sole source contract and therefore does not have as many requirements on the funds as there are milestones that are being met. The governance of the future grant program is the easy part; the program administration is where the work is (how the funds are distributed).

Legislation in DC to keep an eye on: S428, which provides for IP911, not just wireless 9-1-1. National migration plan for IP911. Companion House bill coming from Gordon on IP911, this may be a good time for NASNA to weigh in on this legislative direction.

Members had questions for Laurie. Would the grants be formula-based or needs-based? Distributed directly to PSAPs? Municipalities? How would the funds be overseen? The grant restrictions are pretty clear. What about other interests that may want grants but are not in keeping with the state 9-1-1 plan? What about states that already had some type of plan?

Guest Evelyn Bailey stopped by to say hello.

NASNA Discussion resumed:

### **Auditing Carriers**

What states audit providers to make sure that they are paying the proper amount of surcharge? The majority of states present collect both landline and wireless at the state level. Various questions and comments were posed about the collections in the states. Are other government entities paying into surcharges? Watching the level of consistence also has an impact when it is detected (i.e. if a telco has been collecting for the wrong county, it has an impact on the county that is adjusted).

### **VoIP and OnStar**

A number of states have successfully deployed OnStar Priority Access. There are other interests that may want to access 9-1-1 systems. California is following the APCO Telematics Best Practices. Indiana is testing with ACN for direct routing into the PSAPs. Once OnStar offers service to all GM vehicles, after the first year of subscription if it is not renewed, the 9-1-1 calls made on OnStar become non-initialized.

### **Next Meeting:**

The next NASNA meeting will be in Sacramento, CA in October 2007. Daphne Rhoe will provide information on location in the near future.