

NASNA -October 30, 2007 Embassy Suites, Sacramento California

Philip Kahue – Hawaii	Craig Ranier - New Jersey
Barbara Vos – Iowa	Ken Lowden - Indiana
Jackie Mines – Minnesota	Bob Oenning - Washington
Richard Taylor - North Carolina	Bill Range - New Mexico
Dorothy Spears-Dean – Virginia	Ken Mitchell - Kentucky
Ron Adams - North Carolina	Daphne Rhoe - California
Ann Cronin – Idaho	Paul Mallett - Texas
Al Gervenack – Maine	Carolyn Reed - Tennessee
Lynn Questell – Tennessee	Shawn Smith - Ohio
Becky Berger – Montana	Robb Wentzel - Pennsylvania
Janice Quintana – DC	James Callahan - DC
Terry Whitham – Delaware	Wink Infinger - Florida
Harriet Miller-Brown – Michigan	Elaine Sexton - Georgia
Eddie Goldsmith – Idaho	Barbara Jaeger – Arizona
R. D. Porter – Missouri	Gordon Deans - Maryland

8:45am

Introductions and welcome

Guest Davis Jones – Kimball
Laurie Flaherty - US DOT

Ken Lowden motion to accept minutes of June 10, 2007 meeting in Charlotte, NC. Second by Ken Mitchell, all ayes.

NASNA web site – Time has come to update and change provider for the NASNA web site. Ken Lowden brought a proposal to group for a no charge provider, there would be nominal charge for set-up and extra work. Bob Oenning noted that there are some processes that will need to be done to change the site. INditigal in Indiana will host web site. Richard asked if there a person or persons interested if participating in committee to also be the design/content point of contact. HMB, Ken Lowden, Bob Oenning, and Eddie Goldsmith volunteered to be on committee, Ken Lowden the point of contact and HMB will chair

Elaine motion Lynn sec Motion 2 go with INDigital. Paul Mallett suggested that reasonable and customary expenses be permitted, Taylor approved

There was discussion about the group's decision not to have TracFone as part the meeting due to current litigation that some of the members have open with TracFone. There was discussion of prepaid by the members. TracFone will be allowed to give presentation later in the day. Members raised issue of the retail-level point of sale surcharge as the sole focus of some prepaid services not being cooperative and not moving off that position. Carolyn Reed suggested that NASNA consider passing a resolution stating the organization's position to bring back to our legislators as a united front.

Presentation by Richard Salzman general counsel for TracFone:

He explained how TracFone works as product. Only handset-tracked prepaid provider in the country. He gave a brief presentation on the history within the company and its contributions to surcharge. He explained the position of TracFone and the current "unusable" methods of collection for TracFone is costing the states collectively 80 million dollars a year in lost revenue.

- 1) Q - Point of Sale – What support do you have from the large retailers (i.e. Target, Wal-Mart, Best Buy) to perform 9-1-1 surcharge/tax collection at the retail level? Can you document that support?

A - We do not have their support yet. We have been working to build consensus within the prepaid industry to approach the retailers with a united front.

- 2) Q - How do you propose to collect surcharges/taxes from internet and 800-number sales?

A - We (TracFone) would serve as the retailers. Try to come up with the closest legal approximation of the surcharge, wherever we are the retailer.

- 3) Q - How are numbers assigned to your customers?

A - By zip code and from the network provider (i.e. AT&T and Verizon). Also he doesn't really know what happens to numbers that have lapsed.

- 4) Q - Do you notify your customers that their minutes are about to expire?

A - If you can find a message that "minutes" message, Salzman will pay the tax himself. They know they date that *minutes* expire, not the minutes themselves.

- 5) Q - Service charges and taxes are widely used and accepted methods of funding essential services. Examples include toll roads, gas taxes. 9-1-1 is funded this way in all states across the country. You seem to be rejecting this model, given your litigation with several states and refusal to pay fees. What method do you recommend for your customers to continue receiving 9-1-1 service and contribute their fair share of the costs?

A - We would like to see this.

- 6) Q - In North Carolina, state legislators were told by TracFone that a nationwide study of extensive research of prepaid 9-1-1 was being conducted. After contacting CTIA, NENA, APCO, and other recognized industry representatives, we were unable to locate the study. Can you please tell us who is conducting this survey?

A - CTIA had conversation with policy makers, this is an effort coming from them.

- 7) Q- Other prepaid providers that have similar business models are contributing to state 9-1-1 surcharges. Do you have any monthly customers that meet that definition and why or why not are you contributing to surcharges/taxes on those customers?

A - This is a new service this we just launched and we are working on system to collect surcharge.

In some places the companies are paying the surcharge themselves and not the customers, but prepaid is only a small part of their business. It is our total business.

- 8) A - From a state with no prepaid collection laws, how would you structure a surcharge that would work?

Q - Retail POS

1:30p Meeting Resumed

Discussion on the NASNA resolution on TracFone/Prepaid. There was concern expressed that the presentation could be construed as “working with” TracFone when what was done was just hearing their presentation. NASNA will author a letter to Mr. Salzman putting its position forward and the potential construction of “working with” TracFone will be clarified in the letter.

Workshop for State Model 9-1-1 Plan:

The regular meeting session closed and DOT workshop for the State Model 9-1-1 plan began. Laurie Flaherty from USDOT was introduced as were the L. Robert Kimball team consisting of; Jim Goerke, Evelyn Bailey, David Jones, Joel McCamley, and Brian Bark. After Richard Taylor briefly explained the process of selecting the contractor, the floor was turned over to L. Robert Kimball team. David Jones gave formal introductions of the team. Laurie Flaherty thanked the group for taking the project on and the work that NASNA is embarking on. Even though 2007 funds were not put in place by Congress, the NTSA office made some funding shifts to get funding for 2007 for the ICO. The state model plan will need some specific things that are identified in the statute. NTSA is not looking for duplicative work. Project is cooperative agreement rather than a contract. This is a partnership project with NASNA.

There are two parts to the NASNA contract:

- 1) Model State 9-1-1 Plan, and
- 2) The collection of data metrics for measuring the performance of states' progress.

Evelyn Bailey briefed the group on project. Richard Taylor suggested that the NASNA board act as the central point of project reports. Becky Berger made motion and Ken Lowden seconded. There was discussion on states' plan and the potential impact on 9-1-1. Richard Taylor raised the issue of state coordination and the productive distribution of funds.

Having a structure in place will help to facilitate a more centralized function in 9-1-1. Homeland Security and Emergency Management have utilized similar systems and have been successful in securing federal funds.

Laurie Flaherty reminded the group that an over-detailed plan is not what is being sought, but something that is flexible that can be achieved. This is a model plan, not a “one size must fit all” document.

Evelyn Bailey explained the concept behind developing a plan that will also embrace NG911. The group discussed having a timeline for the draft report to be done and a date for the next meeting. The members present discussed the best time for the meeting. The decision by group consensus to meet an extra day in conjunction with the NENA conference NASNA will meet June 7th and 8th, 2008 with one day dedicated to the review of the state model 9-1-1 plan.

Evelyn Bailey reviewed the NASNA Model State 9-1-1 Plan Project timeline. Laurie Flaherty advised the group that the high-level requirement for NG911 and the detailed requirements will be posted this week through the USDOT NG911 web site.

Scope of project statement was reviewed. David Jones raised data elements in hard or soft copy, soft copy is preferred. Kimball needs an updated NASNA membership list. Who should Kimball reach out to in APCO and NENA for stakeholder input? Its executive directors. Tomorrow (Oct 31, 2007) we will discuss the ideas that members have for a model state plan as well as the discussion of the collection of specific information.

NASNA - October 31, 2007

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Paul Mallett – Texas

Evelyn Bailey briefed those present the goals for the day. (The PowerPoint presentation for the briefing will be distributed to NASNA members via e-mail as a separate document).

Jim Goerke went over the following items:

- 1) State Plans – should be strategic rather than narrow focus (i.e. not just wireless)
- 2) State legislation, authorizing legislation and current initiatives
- 3) Administrative rules
- 4) Plain English description of funding mechanism and any cost recovery
- 5) Most recent state agency budget request
- 6) Laws and rules for sharing technology, services, and infrastructure
- 7) Description of organizational position of the 9-1-1 function within state government

Barbara Jaeger suggested that states list statements of their obstacles to progress.

There was discussion on outlining the various issues facing states and their current 9-1-1 structure:

VA – Dorothy Spears-Dean explained some of the issues surrounding the move in their funding mechanism. VA has four regional coordinators to assist w/services in the field. Private/public partnership with Northrup-Grumman.

TX – Paul Mallett explained the state 9-1-1 programs and the Council of Governments (COGs) as well as the voluntary cooperative relation w/ PUC acts as regulatory system to service providers.

NM – Bill Range 9-1-1 is under the PUC regulatory. Funding, requires PSAP consolidation for grant qualification. Funding is for network and data base. Other equipment \$ is tied to database error rates of 4% or less.

CA - Daphne Rhoe explained the scope of authority. Compliance tied to funding. There is oversight of proper fund use. Fund has been raided to tune of over 100 million, surcharge was lowered to eat into reserve so balance wasn't so attractive re-direction for general gov't. Funding can be used for 9-1-1 call delivery. Funding based on call volume. 5-year cycle on CPE funded by state.

KY – Ken Mitchell described their system. CMRS board oversight for wireless only, although an Executive Order created some oversight to wireline in relationship to Homeland Security. Funding is distribution 80/20 (80% to PSAPs). Local surcharge on landline is more than \$4 in some places.

TN – Lynn Questell: Wireless/centralized board in 1999. Grant funds distributed back to locals, Dedicated account, to re-direct \$ the law must be opened. Law allows services to maintain dispatching. Some counties refuse to work with PSAPs within the county. Board can make financially distressed counties consolidate.

ID – Ann Cronin: Governor made State Police central point of contract for 9-1-1. The State Police Commission is to develop PSAP standards. (How is grant \$ distributed?)

OH – Shawn Smith: Ohio 9-1-1 is housed in PUC. Regulate wireline carriers and collect wireless and pass back through. Locally funded PSAPs, not through landline surcharge. State 9-1-1 Office mainly provides coordinating services.

MT – Becky Berger: Movement towards combining operability and 9-1-1. Statewide 9-1-1 system IP-enabled that will serve all the counties. State Network, CPE, database, on emergency notification systems provided by the state. CenturyTel is primary service contractor for VisionNet (IP-911). Wireless surcharge is \$1 and 75cents goes to PSAPs Rule making thus far has been to implement legislative initiative.

PA – Robb Wentzel: 9-1-1 moving to Pennsylvania Emergency Management Association (PEMA). Wireline funds go directly to counties. PEMA performs triennial audits and rereviews triennial plans. Class of counties determines how much they can collect, between \$1 and \$1.50. Varied layers of accountability and structure for 9-1-1 between counties and commissioners and PEMA.

DC- Janice Quintana: Centralized system (Unified Communications Center [UCC]). Includes 311 and customer service QA. The District can impose a 9-1-1 fee and has full authority over fee. Fund must be used primarily for technology.

MO – RD Porter: No funding, no authority. Legislature has been reluctant to make changes. Another bill will be proposed in next session. Three different funding mechanisms for 9-1-1 in the state, but none at state level.

DE – Terry Whitham: State has contract for 9-1-1, single PSAP/call center with MOU to be established w/service provider.

ME – Al Gervenak. 9-1-1 under PUC, which has rule making authority, surcharge can be used to fund everything except staff and bricks and mortar. Lease system for 5 years at a time. No cost recovery for wireless. Legislature took 3 m\$ last year to balance budget.

FL – Wink Infinger– Emergency Management in Governor's office has oversight of 9-1-1. the is a 50 cent landline and wireless 9-1-1 surcharge. Funding goes through the board.

GA - Elaine – Georgia Emergency Management Authority (GEMA) in Governor's office). All systems are local. Authority limited to advice and coordination. No authority over providers. Statewide prepaid goes to Dept of Community Affairs and is distributed in the forms of grants.

AZ – Barbara Jaeger– Under Dept of Administration. Rulemaking, provide standards for 9-1-1. Communities must have service plan in compliance with AZ requirements. Reduced amount to 20 cents, the 9-1-1 Office is using reserve funds that will be exhausted by 2012. State-funded GIS projects.

HA – Phil Kahue – LEC is collect and keep for landline funds. Wireless is board, 9-1-1 fund is kept in separate account. Fund is set up as reimbursement. Only two wireless providers sought reimbursement now all are self recovery. Audit proper use of funds.

MD – Gordon Dean: Public Safety, not state police must approve all entry level training, All governor appt 15-members board. Surcharge is 25 cents on all devices, also 75 cents enacted locally to support 911. PUC Auth over wireline. Statute requires plan for payback if any re-direction of plan.

NJ – Craig Reiner: E911 was mandated by statute. 31 member 9-1-1 board. Authority over PSAPs in regard to training, call response time, etc. Looking at mechanism for consolidations.

MI – Harriet Miller-Brown: Currently landline surcharge is local and state 9-1-1 board has limited oversight of landline. State-collected surcharge is only in wireless. Funds go to PSAPs for training, counties (for use

by PSAPs), cost recovery for the service providers for routing wireless 9-1-1- from SRs to PSAPs, and to fund several state programs (including State 9-1-1 Office).

IA – Barbara Vos: Wire Line 9-1-1 is funded locally. State pays for wireless network and data base costs for PSAPs and requests for up to 50k a year in grants.

IN – Ken Lowden: Wireless only and housed in Treasury. 65-cents on wireless. State has developed network for wireless. Landline 9-1-1 is funded locally.

MN – Jackie Mines: Outlined in Statute. 9-1-1 is in division of public safety. Set criteria for wireless 9-1-1 all state is Phase II. Each county is required to have 9-1-1 system Mostly one county per PSAP. 65 cent surcharge applies to all devices. 9-1-1 funds used for state paid 9-1-1 network. Have rulemaking including ALI and data network standards.

WA – Bob Oenning: pretty good relationship with telcos. 9-1-1 Program has rule making authority over wireless. If they want \$ from state, they must spend on certain item defined by WA Admin Code. Support statewide training of dispatchers to tune of \$2,000 a year (per PSAP). Board meets 10 times a year. Very active subcommittees. Not a lot regional dispatch. State 9-1-1 Office housed in Military Dept. Emergency Management.

NC – Richard Taylor: All device surcharge set and collected at current data level. New board 17 members, 9 from industry and 7 from public sector, and state CIO as chair. Will have rule making under new statute. Authority will provide '08 funding based on revenues for '07.

Evelyn reviewed elements of a state 9-1-1 plan.

There was discussion on what members present thought should also be considerations.

“Plan to Reach Goal” The group raised issue that members need to agree on what E911 is and what would be the elements of a model plan. What belongs in and what doesn't.

Progress Metrics:

Definition of full Deployment for wireless and wireline

How are we measuring and what?

Meeting adjourned for the day at approximately 4:20 p.m.

Day 3 NASNA Meeting and presentations

November 1, 2007

Philip Kahue – Hawaii
Craig Reiner - New Jersey

Gordon Deans - Maryland
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Informational Presentations:

Carey Spence from Intrado introduced Ashish Patel - Presentation from Intrado on NG911

How is Intrado's solution different than NENA's? The firewall and internal structure is designed to provide protection to the PSAP from problems/threats before the signal gets to the PSAP. NENA I3 is using public internet. But PSAPs would not be directly exposed to the internet.

Potential benefits include: Ability to keep mapping data in the IP system, rather than keeping the data at each individual PSAP. In markets where IP on landline is not available, wireless bandwidth may be used instead. Ashish took questions from the members. There was discussion on the test pilots that Intrado is currently undertaking in various states including North Carolina and Alabama.

Break and resume regular meeting

Lynn Questell and Carolyn Reed briefed the group on the FCC petition in regard to non-initialized phones. Carolyn is seeking assistance including signing on to petition, and supplying affidavit of the experience at the PSAP level with nuisance non-initialized phones. The group determined that working with NENA and Representative Eschew, the E9-1-1 Caucus would be beneficial to the filing. Tennessee would like to have the filing made with the FCC by the time of the NENA Goes to Washington CIF in early March. Motion by Ken Lowden to give NASNA board authority to approve final draft for submission, 2nd by Elaine Sexton. All in favor, none opposed. Members queried Carolyn as to how to be included in the filing.

Presentation by Paul Fahey from Plant CML (PowerPoint will be provided to members electronically)

Three different things going on:

1) 9IA = 911 Industry Alliance - Business/industry association working for some change in 9-1-1. They are working on a comprehensive report on 9-1-1 funding, system status, etc. States that have oversight need to be strengthened and states that don't have state 9-1-1 oversight are lagging, particularly in the area of 9-1-1 networks. Networks should be focused at the state level. Funding concepts in the report may push the envelope. FCC should take more of leadership role. Funding should look at full dispatch process. (Not just the 9-1-1 call process). Paul is serving as conduit for the 9IA to NASNA for input. Vendors are put in position to bring this to the table even though it may be in their interest because the other option is to sit back and do nothing. Local policy makers will still need to make those decisions that need to be made based on their states. (Many states do not allow 9-1-1 \$ to be used for CAD and Radio).

The members discussed the various states' differences in what 9-1-1 funds are being used for. Some use funds up to the de-marc, some stop at the radios, some stop at the dispatcher. Does 9-1-1 need to take a more holistic approach to emergency activation role that 9-1-1 plays? Expanding the use of funds in existing systems would require changing laws in many states.

7

2) E9-1-1 Institute IP Issues: Business Operations Committee Elaine chairs the Operations and Business Practices Committee. How should funds through (which federal grant?) be used? Paul was looking for volunteers, Barbara, HMB and Daphne volunteered.

3) ANSI Standards panel looking at 9-1-1 standards. www.apcostandards.org has more info. APCO will have the ability through ANSI to set standards. Paul is member of committee working on this APCO.

As another note...Paul is going to working on doctorate and will appreciate members who can provide information as he works on his research.

Break for lunch 11:50a. Meeting Resumed at 1:00p

Group reviewed the resolution in regard to TracFone's position and NASNA's disagreement with the position. Bob Oenning made motion to adopt the resolution, Ken Lowden seconded. All ayes, no nays. Motion passes.

The group reviewed the letter to Richard Salzman on NASNA's position in regard to TracFone and reached collective agreement on the letter for Richard Taylor's signature.

Bob Oenning informed the group on the process to follow for reimbursement for this meeting.

Membership eligibility was discussed. The board has authority under the by-laws to approve membership. Are consultants that under contract to coordinate 9-1-1 allowed? Richard Taylor wanted clarification from the group on private parties who may be the only central point of contact for 9-1-1. Does the person fit the role of state representation for 9-1-1 purposes? Is person listed as point of contact by the FCC? If there is a question of appointment of a person to a particular state, a document, such as a letter or minutes creating that authority could be considered. What is the spirit of that person's appointment? The group agreed to the board's discretion in keeping with the spirit of the particular person's appointment should be considered for a basis for membership.

There was discussion on vendor presentations to the members. There was a suggestion that at the annual meeting they be offered a time slot. Some members stated that they found vendor presentations, especially those that are objective, informative and useful. Becky Berger stated that our time together as a group was more important than the vendor presentations. Others stated that having other informational parties such as Patrick Halley at NENA. (In addition to the APCO legislative advocate). Lynn Questell made motion to no longer allow vendors make presentations to the group. Barbara Jaeger seconded motion. After discussion, Lynn Questell offered a motion to amend that vendors could make presentations based on a "sponsorship" by a member invitation. Barbara Jaeger seconded the amendment. There was further discussion.

Bob Oenning suggested that: 1) presentations must be provided in advance and that the presentations would be public. Bob Oenning suggested that it be by board determination. Is there an impression that we at NASNA have specific alliances and does that hurt our creditability? Barbara Jaeger suggested program committee Lynn Questell amended to extend to having a program committee to preview presentation. Barbara Jaeger seconded the amendment. All ayes. Motion carried. Paul Mallett volunteered to chair the committee, members Eddie Goldsmith and Ken Mitchell would also serve on the committee. Those present expressed appreciation.

There will be an informal meeting prior to at NENA goes to Washington. Hilton Crystal City. By group consensus the next fall meeting will be in Maine, bump up the schedule to early to mid-October.

There was a question raised with the group about going a monthly/bi-monthly conference call. The group agreed and Ken Lowden will pursue with INDigital an interactive meeting.

Motion made by Ken Lowden and Terry Whitham seconded to adjourn.