

Tampa, Florida

Day One –

NASNA Members Present – June 7, 2008

Bill Range – New Mexico	Barbara Vos - Iowa
Philip Kahue – Hawaii	Jackie Mines - Minnesota
Eddie Goldsmith – Idaho	Harriet Miller-Brown - Michigan
Ken Keim – Oregon	Mike Dannenfelzer - Montana
Shannon Marhein – Oregon	Wink Infinger - Florida
Elaine Sexton – Georgia	Paul Mallett - Texas
Lynn Questell – Tennessee	Dorothy Spears-Dean - Virginia
Robb Wentzel – Pennsylvania	Bob Oenning - Washington
Ken Lowden – Indiana	Bob Gasper - Maine
Gordon Deans – Maryland	R. D. Porter - Missouri
Ken Mitchell – Kentucky	Jeffrey Vannais – Connecticut
Richard Taylor – North Carolina	Ron Adams – North Carolina

Guest: Laurie Flaherty

10a Richard Taylor welcomed the group and went through basic house keeping matters.

Sacramento meeting minutes - Ken Lowden made a motion to approve the minutes from the Sacramento, CA. meeting in Oct-Nov, 2008, Ken Mitchell second

Treasurer's Report - Bob Oenning reviewed the financial report. The group is fiscally ok. Invoices for 2009 dues will be forth coming. Bob suggested that if a state is on the "member" list, they will be getting an invoice. Richard raised the issue if we send a dues invoice, it should be for the person who is qualified for membership.

New NASNA Web site – Ken reviewed the proposed new web site that went live earlier in the week. He asked for comments from the members for any edits or suggestions. There will be a pass word protected space in the web site that will be members only. Documents for members only will be able to be posted there. This will be where documents for members that are too big for list server can go. The site should be live in two weeks.

Round table:

Richard Taylor and Ken Lowden attended Neaten forum meeting in Kentucky and now are both Cornels. The group went around the table with introductions.

Bill Range – NM: The state is putting together an RFP for NG-911 and would welcome other states' RFP.

Philip Kahue - HA: Two pieces of legislation were introduced and delayed so there has been no vote. One piece was in regard to prepaid. Phil inquired about a change in a network that has removed the automatic delivery of Phase II now majority of calls are coming in Phase I or Phase 0. The state is looking at program to fund cellular towers in remote areas very controversial. A consultant has been added to board for technical reasons.

Eddie Goldsmith - ID: State is raising surcharge from .25 cents to 1.25 to include VoIP and landline. Portion will go to NG 911 project. Gov report on state interoperability. The report makes

a recommendation on all 9-1-1 surcharges that go to state. MLTS is being considered, question is who will enforce it.

Ken Keim - OR: Looking to upgrade network. All CPE is IP-enabled. Nothing major in legislation. OR has transitioned from State Police to Military Dept, going ok. Ken will be retiring in June of 2009.

Elaine Sexton – GA: Not a lot of legislation this session. Several more counties have gone to E911. There is a seven-county 9-1-1 system that was created through state grant program through tobacco settlement fund. There are now 7 regional PSAPs covering 23 counties. (Calls and dispatching). These dispatch centers are also covered with the local 9-1-1 funds. (Prepaid \$ will also be used for grant program). Locals must report spending to Department of Audits.

Break

Resume Meeting

Lynn Questell – TN: No new legislation this session because most energy devoted to the FCC NSI filing. Comments due to FCC on June 29. On the last day of their legislative session, TN legislature voted to allow general funds to use any two state IP networks, one is AT&T. Tennessee 9-1-1 looking at it to see if it robust enough to use for IP 9-1-1. Second IP network is for state radio system.

Laurie Flaherty - US DOT NG911 Project and National 911 Office:

NG911 project going well. Project end is Dec 2008 with four tasks. One and two are done, three is in works and NG 9-1-1 proof of concept. There are several PSAPs that are test sites (Indiana, Minn/St Paul, Montana, Seattle, etc). Proof of concept to board, VoIP, video, telematics, etc. Also, working on details for cost benefit analysis that goes in-depth on cost and benefits. Stakeholders would be very involved. Laurie would be very interested in including NASNA and hold small group conference calls. DOT would like to use the documents created from this project that will be useful as future resources for PSAPs and local units of government. Much of this project will be used for the National 911 office.

Funds have been appropriated the National 911 office. RedFlash has been brought on board to create a 911 office. One of the issues of the office will be Pandemic Flu planning. HHS requiring states to involve 9-1-1 in Pan Flu planning. DOT has contract to list all state EMS and 9-1-1 laws.

ENHANCE 9-1-1 grants – in formal regulatory mode. NPRM will be out later this year and \$ distributed in 2009. Two bills - HR3403 and S428 are in Conference Committee and should be out of conference by the end of the session.

Federal level – EMS has been required to form federal interagency on EMS and it also includes 9-1-1. There are 9-1-1 committee members at staff level. Very interested in the State Model 9-1-1 plan. Laurie will send an e-mail to group with summary of her report.

There is a now a national EMS advisory board, membership includes representation from 9-1-1.

Break for lunch

State roundtable – Continued:

Robb Wentzel – PA: State and local surcharge, some providers want landline/VoIP transmittals to go state, rather than the locals. State is looking at lease agreements for expansion of cell coverage to rural areas. Working on compliance with TracFone. Budget year is finishing up, Robb is working on expanding the 911 office to offer to more assistance to locals.

Ken Lowden- IN: Some pending legislation, but bill died. Currently a bill from house on way to senate, but some of the sheriffs don't like it. There are going to be audits of locals' use of funds. Every recipient of the funds will be audited. Indiana is going to be part of the USDOT project. Indiana has taken Verizon through regulatory process and was successful, working relationship has been good since. Last week IN filed with PUC against AT&T for access to equipment at the PSAP. IN also expects to have some type action filed in regard to a prepaid provider. All counties are Phase II with all carriers. IN is working on moving all wireless to the NG 911 network.

Kimball meeting in regard to final approval of deliverables:

Evelyn Bailey, Joe Goerke, and David Jones.

Evelyn went over the agenda for the meeting and the process that Kimball followed putting the report together.

Model State 9-1-1 Plan segment of project - Most the members at the meeting today were also the ones on the final conference call. Most of the substantive matters that were fully resolved at the May 22 conference call meeting. Evelyn pointed out the change in the Model State 9-1-1 Plan in which it was divided into two components; 1) the project description with a summary and background information, and 2) the State Model 9-1-1 Plan.

Laurie suggested that the final document be reviewed by the federal 9-1-1 committee she is working with.

Data Elements segment of project - Evelyn went through the process on the Report on Data Elements:

- 1) Executive Summary – Laurie added information about the Noblis Project at USDOT and its relationship to the NASNA project. The Noblis project is more about the individual PSAPs' technology, but may have overlapping subject matter material.
- 2) Introduction - Evelyn briefly explained and there were no additional comments.
- 3) Methods - Evelyn briefly explained and there were no additional comments.
- 4) Findings - The findings were briefly explained as given to Kimball through various forms of data
- 5) Analysis and Conclusion - Each subsection discussed with questions and explanations as to why some of the data elements were included and why others were not. Laurie talked about the collection of EMS data elements in another study and the usefulness of its collection.

There were members present that raised the issue of the "human factor" with the "time of call from time to answer" and "time of answer to time of dispatch" data elements. Consistent methods of data collection were raised as crucial to making the data useful. There was consensus that creating definitions was needed to make data elements useful.

9-1-1 System Data

Section 5.2.1 - Count of PSAPS and secondary PSAPs is a feasible metric to collect.

Section 5.2.2 Phase I implementation - Population, rather than PSAP capability is the more accurate indicator of deployment progress.

Break and resume meeting

Sections 5.2.3 thru 5.2.5 elements were considered not to be measurements that would indicate progress for this reporting purpose and Kimball recommends that these not be considered metrics indicative of progress.

Section 5.2.6 – P.01 grade of service is more of a service level issue rather than a measure of progress. Kimball recommends that these not be considered metrics indicative of progress.

Section 5.2.7 – Call Delivery Mechanisms – This metric is contained within the System Level of Service (see section 5.2.8).

Section 5.2.8 – System Level of Service is a feasible metric to collect.

Section 5.2.9 and 5.2.10 - Both Percentage of population and geography served are indicators of progress of enhance wireless 9-1-1 service.

Section 5.2.11 – Number of communications providers is a constantly changing element and not a measurement indicative of progress.

Section 5.2.12 – Number of PSAPs serving specialized functions (i.e. wireless only, landline and wireless, ect.) would be more a valid measurement of 9-1-1 service.

Section 5.2.13 – Metric of PSAPs currently being served by IP-based 9-1-1 system is a moving target at this time and there are varying levels of IP-enabled 9-1-1 systems. Therefore, this is not good measurement that would indicate progress for this reporting purpose. Additionally, info relative to PSAPs' NG9-1-1 status is being developed by Noblis.

Discussion on Section 5.3 – Financial Data – There was discussion on using term “authority” as a description of a function, rather than a legal entity.

Section 5.3.1. – Revenues and expenditures – valid and useful data to collect and related to progress. There was some discussion related financial reporting

Section 5.3.2 Cost per call – this element was cause for much discussion, the information may be useful for aggregation at the state level, but not meaningful at the state level.

Sections 5.3.3 – 9-1-1 fund diversion – many variables and legislatives powers/actions with Laurie suggested that it might be more feasible to have reporting of legislation

Section 5.4 Institutional Environment Data

Section 5.4.1 – Legislative progress relative to 9-1-1 is a feasible measurement of progress and Kimball recommends its collection.

Section 5.5 Transitional Data

Sections 5.5.1 and 5.5.2 - Neither advanced call types nor the number of 9-1-1 authorities consideration migration to NG9-1-1 systems were considered by Kimball to be good measurements of progress.

Section 6. Recommendations.

Section 6.1 - Management Information System Data – Evelyn briefly discussed the Noblis comments and the details in Kimball's recommendation as listed in the document.

Section 6.2 – 9-1-1 System Data – Evelyn reviewed the relevant data pieces as set out the document.

6.3 Financial Data – Evelyn touched once again on the “cost per call” being an element of data that had relevance to each state, but was not a measurement that would be indicative of 9-1-1 progress. For each states’ individual use, Kimball recommends that each 9-1-1 authority track and calculate the cost per call.

6.4 Institutional Environment Data - Recommendation from Kimball that each state report new legislation involving 9-1-1 funding and centralized (state coordination) annually.

There was further discussion and Bill Range (NM) made motion to adopt data metrics, Elaine Sexton (GA) seconded the motion. All Ayes

As the meeting had run over in time there was a suggestion from Richard that the Model State 9-1-1 Plan be acted on at Sunday’s NASNA meetings. Motion by RD Porter (MO) to act on Model Plan Sunday afternoon. Seconded by Wink Infinger (FL). All ayes.

Tampa, Florida
Day Two

NASNA Members Present –June 8, 2008

Bob Oenning – Washington	Ken Mitchell - Kentucky
Al Gervenack – Maine	Ken Lowden - Indiana
Bob Gasper – Maine	Gordon Deans - Maryland
Jeffrey Vannis – Connecticut	Robb Wentzel - Pennsylvania
Evelyn Bailey – R K Kimball	Lynn Questell - Tennessee
Paul Mallet – Texas	Barbara Jaeger - Arizona
Wink Infinger – Florida	Elaine Sexton - Georgia
Mike Dennenfelzer – Montana	R.D. Porter - Missouri
Harriet Miller-Brown – Michigan	Dorothy Spears-Dean - Virginia
Jackie Mines – Minnesota	Eddie Goldsmith - Idaho
Barbara Vos – Iowa	Philip Kahue - Hawaii
Ron Adams – North Carolina	Bill Range – New Mexico
Richard Taylor – North Carolina	

Richard called the meeting to order.

Those who were not in attendance on Saturday made self-introductions.

State reports continued...

Gordon Dean – MD: RFP for Connection to MSP barracks for ANI and ALI was issued. State is funding software for all PSAPs to receive QA software for NAEMD to add all the police and fire protocol to their EMD. They looking at MLTS and would like to know if any other state has done a fiscal impact study on business for mandatory MLTS.

Ken Mitchell - KY: State had summit in regard to 9-1-1 network and technology. The event was well attended by various elected officials, NENA National, vendors, Richard Taylor and Lowden from NASNA. After the presentations with the CMRS Board, Ken Lowden and Richard were made honorary. There was proposed legislation that would have allowed the 9-1-1 surcharge to be put on a utility bill, rather just a phone bill. The legislation never made it out of committee from opposition from the electric utilities. RFP issued for legal services to pursue legal action against prepaid providers that are not paying surcharge. Board recently issued grants to get basic 911 entities to enhanced 911. State does financial audit on itself and the certified PSAPs and carriers that receive funds from the board. Ken made an inquiry if other states were performing audits on locals’ use of 9-1-1 funds.

Fall NASNA Meeting Update – Ken Lowden

October 28 and 29 in Indianapolis rooms will be \$115.00/night, meeting registration will be \$100.00, breaks and lunch will be covered in the meeting fee. Ken checked flights and all flights to IN from the major cities (except HA) were not over \$300. There was some discussion on the selection of Indianapolis and other options in the future.

Richard Taylor – NC: New legislation created new 9-1-1 board, now 17 members. Local surcharge was eliminated, now all are state surcharge of .70. Telcos are still behind in getting their funds to the state due to switch in billing. State is looking into equipment at PSAP level and costs at PSAP level. Cost recovery for wireless providers still comes out of the wireless fund while the cost of service comes out the wireline side of the surcharge.

Paul Mallet and Evelyn Bailey: Update on NG9-1-1 Partners Program

NG9-1-1 Partners Program this is a working group whose job it is to start working on policy development. They briefly gave background info on the program NG9-1-1. One of the first things they needed to do was to define NG9-1-1 and have a base that NENA can use (not just vendor-created definitions). Identifying overall policy needs. Paul and Evelyn will distribute the PowerPoint to the NASNA group. They discussed the process they engaged in to get to setting the goals of the group.

The approved architecture is statewide emergency services interconnectivity (ESI) network that serves as centralized egress point and security point. There was some discussion on the benefits of centralized system, and the point that they are not necessarily state-owned system. Management of a system is different than ownership. Shared systems, funding, and regulatory issues, and are among the discussion issues.

Break

Carey Spence – Intrado: Presentation on Regulatory issues and its current relationship to 9-1-1.

New providers are entering into market that will be working with the systems that are regulated. Issue of interconnectivity. How is 9-1-1 defined in your state? All states, its local exchange service. Intrado is working on becoming a 9-1-1 service provider then 50 states under the various states regulatory schemes.

David Hatton and Dave Grombrwoski from **Ford Motor Company** gave presentation on SYNC product by Ford. SYNC operates by voice command. It is available on 12 Ford products. Web portal at www.snymyride.com. SYNC can adapt to various devices such as cell phones, blue tooth and iPods. An information video was played explaining how SYNC works. Market reception has been very active.

Vehicle Help and 9-1-1 Assist. 9-1-1 assist uses the technology in the vehicle and the network outside the vehicle. (i.e. existing 9-1-1 network). David went through a detailed presentation on how 9-1-1 Assist works. It is not an auto-dialer as the person whose auto has activated the 9-1-1 call has opportunity to end call. The 9-1-1 assist calls will come in as a regular wireless 9-1-1 call. Mr. Hatton explained that the SYNC 9-1-1 Assist product is different from the OnStar product. Mr. Hatton discussed the development of the training program in regard to 9-1-1 Assist and their work with NENA and APCO to establish a training program.

Break for lunch and resume meeting.

Jason Barbour, Brian Fontes, and Ron Bonneau from NENA addressed the group. Brian Fontes (new CEO of NENA) gave the group some background information on himself and

discussed the wireless accuracy issue. Given the legal actions that have occurred in the last 8 months in regard to the FCC accuracy order, there will likely be more delays if some agreement is not reached between the industry and the 9-1-1 public safety community. (Even the industry has had trouble reaching an agreement). The industry (through CTIA) has proposed a county-level accuracy at 300 meters, Mr. Fontes said that the proposal from the industry was unacceptable and rejected it, but he believes that they can continue to work towards an agreement. Jim Nixon from T-Mobile was also present to provide additional comment

Jim Nixon, Jeff Fall, and Tim Dunn from T-Mobile. Tim Dunn explained the T-Mobile at Home product. The product combines cell phone technology and WiFi service to extend phone service. Can also use analog phones connected to a T-Mobile at Home port. WiFi service frequencies are not regulated by the FCC. WiFi portion of coverage can access any hot spot. Details on product were further presented. Calls on the WiFi system would go through UMA, however, the system prefers GSM for 9-1-1 calls. Mr. Dunn provided detail on the T-Mobile's 9-1-1 Call routing decision hierarchy.

Jeff Cohen Senior Legal Counsel from FCC PS&HS Bureau:

Mr. Cohen discussed the accuracy issue. The FCC released order in Nov 2007 on accuracy, the industry appealed on several different fronts and received a stay.

A NSI filing and inquiry has been opened. In April 2008, notice of inquiry adopted, next step after comment period is over is to adopt rules. Comment closure date is coming up on June 30th. Need factual, not anecdotal information.

Katrina Panel lesson learned. All systems would have to report on their resilience, reliability, and redundancy on their 9-1-1 systems. This includes LECs, CLECS, CMRS, and interconnected VoIP providers. This will include an evaluation of the progress of providers

Piece of legislation on hill that will probably pass. Bill will provide liability protection, state collection of 9-1-1 fees, VoIP must be given equal access to interconnectivity.

Mr. Cohen briefly raised the 700 MHz issue and the Public Safety Spectrum Trust (PSST).

Members present queried about how long it might take to get some relief through the NSI issue. Mr. Cohen emphasized the need for filings with factual information and not just anecdotal information.

Break and resume meeting

State Reports Continued:

Barbara Voss - IA: She officially took over in Feb. Two pieces of legislature introduced, one passed but didn't have impact on system.

Jackie Mines- MN: PSAP grant for shared services State patrol took advantage and three PSAPs that looked at sharing resources. Neaten Strategy group, multi-faceted stakeholder group. They used Kimball to perform a study and create report on status of system. RFP for system will be issued next week.

Harriet Miller-Brown - MI: New legislation this year moving surcharges, both state and local, to an "all device" surcharge system. Received \$500,000 from legislature for a statewide IP-911 feasibility study.

Wink Infinger - FL: Whole state is now Phase II. Collecting 9-1-1 fees from all carriers has become an interesting process. Prepaid study being done. Some PSC hearings pending with Intrado.

Paul Mallett - TX: 14 million from legislature for plan for NG 911 system. Kimball had contract for study: Needs assessment and architectural assessment, and cost study pending. Legislature will open soon. Audits for local spending, very accurate. TracFone and Sprint in administrative hearings, commission will issue order stating that FL surcharges apply to TracFone.

Jeff Vannais - CN: Had question in regard to NG 9-1-1 funding on the federal level. The NSI issue is a big concern

Bob Gasper - MA: Maine is down to 26 PSAPs by consolidation (from 48). State is Phase II. Pushing Maps through state network to PSAPs. Legislative issue, soft dial tone will be required for involuntary disconnects for 30 days after the shut off. Surcharge was lowered to prevent "overgrowth" of the funds, 3.7 million was still taken, but the surcharge was still lowered. Verizon sold to Fairpoint.

Bob Oenning - WA: Bob distributed copies of their public information campaign. Working on NG9-1-1 RFP for proposals on networks. Completing RFP for test segment for proof of concept. Legislature wants to see future cost analysis, RFP for that report should be out soon.

Dorothy Spears-Dean - VA: No legislation. Most efforts of staff expansion. 9-1-1 strategic plan will be posted on the VITA web site. There will be separate teams dedicated to different segments of the system. Expects some legislative action on the methods of distribution for the new funding mechanism distribution system. Expects 13 million in grant distribution, going to have 7 regional coordinators to assist with grant distribution.

Cost Recovery: Lynn Questell wanted to know if ending cost recovery had downside and how many states had done it.

NSI – FCC needs a lot FACTUAL INFORMATION

Prepaid Issues Update: NC's study did not get done and TracFone is lobbying for moratorium.

Lynn had question about ETS and drive study, Intrado cannot sign-off for TracFone on Verizon.

Bob O will be sending out NORAD info to members, those NASNA

Completion of Model State 9-1-1 Plan project:

Bob Oenning motion to accept Ken Lowden second. There was some brief discussion of comments that had been made on the model. Evelyn answered the questions and the group concurred with the comments and the changes. Ev thanked the members of the group that provided Kimball with their state plans. No further discussion. Votes called, all ayes. Motion passed.

Meeting adjourned at 4:00 pm by Richard Taylor. Fall meeting in Indianapolis October 4 and 5, 2008.