APCO Public Safety Broadband Summit
Next Generation 9-1-1 Policy-Makers Panel
May 4, 2105

An Introduction to NASNA

- The National Association of State 911 Administrators (NASNA) represents state 911 programs in the field of emergency communications.

- Established in the early 1990's, NASNA is the voice of the states on public policy issues impacting 911.

- NASNA members believe that state 911 leaders' expertise can assist industry associations, public policymakers, the private sector, and emergency communications professionals at all levels of government as they address complex issues surrounding the evolution of emergency communications.

Transition to NG9-1-1

NG911 Status	State
Not at all	Wyoming
Stakeholder Discussion	Illinois, New Mexico, South Carolina, Idaho
Planning/Consultation	California, North Carolina, Maryland, Pennsylvania, Virginia, Louisiana, DC, Arizona, Oregon
Activity underway for implementation of NG911 on sub-state regional level	Kansas, Connecticut, Massachusetts, Michigan, South Dakota, Texas, Illinois, Wisconsin, Alaska
Activity under way for implementation of NG911 on statewide level	Texas, New Hampshire, South Dakota, Utah, North Dakota
911 calls being delivered by ESInet for at least some carriers on sub-state regional level	Pennsylvania, Utah, Virginia
911 calls being delivered by ESInet for at least some carriers on statewide level	Tennessee, Indiana, Alabama
Full NG911 implemented at sub-state level (all 911 calls being delivered by ESInet)	
Full NG911 implemented at statewide level (all 911 calls being delivered by ESInet)	Vermont, Washington, Hawaii, Maine, Iowa, Minnesota

Wireless Location Accuracy

- NASNA believes:
  - Test Bed should operate in real-world conditions and be validated by live 9-1-1 calls
  - Public safety would best be served through the delivery of a dispatchable location/address and would be more helpful to PSAPs and first responders than a z coordinate in a multi-story building
  - Any benchmarks with new technologies needs to be codified
  - Comprehensive and regular reporting and milestone checking
- NASNA has concerns about reporting results on location platform or blended approach

Governance, Accountability & Reliability

- Covered 9-1-1 Service Provider

    o NASNA believes that the prime contractor for 9-1-1 and NG9-1-1 services should be responsible for guaranteeing to the PSAP or 9-1-1 authority that its agents and sub-contractors are certified. If a PSAP contracts for a covered 9-1-1 service provider's products independent of the 9-1-1 System Services Provider, then that covered 9-1-1 service provider should provide the certification directly.

Governance, Accountability & Reliability

- Network Operating Center

  - NASNA has concerns with what the FCC is proposing. In some states the 9-1-1 NOC function may be provided by the same entity that provides the transport, but in others it may not, for example, the state of Maine. The rules should require that there be a NOC function, but should not specify which entity should provide it.
  - The entity responsible for coordinating all communications during an outage should be the 9-1-1 SSP, as the prime contract holder with the PSAP or 9-1-1 authority.

Governance, Accountability & Reliability

- Ensuring Transparency and Accountability in Connection with Major Changes to Existing 9-1-1 Service

    o NASNA agrees that public disclosure of major changes in 9-1-1 service is an important step toward increasing accountability. But, requiring every individual covered 9-1-1 service provider to individually report major changes in their respective products, facilities and networks may still not solve the accountability problem. It would inform the FCC, but the implication of the major change may not be immediately obvious to "the public." The "public" that needs to know of such major changes is the PSAP and/or 9-1-1 authority. That communication would best come from the 9-1-1 SSP.

Governance, Accountability & Reliability

- Ensuring Transparency and Accountability in Connection with Major Changes to Existing 9-1-1 Service

  - NASNA agrees that changes that impact 911 service in more than a single state should be among the changes considered major and therefore reported. Changes with an impact on an entire system, whether regional or statewide also should be considered major and therefore reported.
  - But, additional clarity is needed on how "changes that impact 9-1-1" is defined.
  - The Commission proposes to require notification at least 60 days before major changes in 9-1-1 service take effect. Some changes may impact PSAP operations or require PSAPs and 9-1-1 authorities to expend funds.

Governance, Accountability & Reliability

- Discontinuance or Impairment of Existing 9-1-1 Services Essential to Call Completion

  o If the covered 9-1-1 service provider is also the 9-1-1 SSP and is not otherwise required to report, then it should be required to obtain Commission approval. This is important, because a discontinuance, for example, would require the PSAP or 9-1-1 authority to procure replacement service.

  o If the covered 911 service provider seeking to discontinue, reduce or impair service is a subcontractor to the entity that serves as the 9-1-1 SSP, then NASNA sees this as more of a contractual issue between the 9-1-1 SSP and its subcontractor.

Governance, Accountability & Reliability

- Situational Awareness and Coordination Responsibility during 9-1-1 Outages

  - o The scope of information and communications expected from various entities in the 9-1-1 ecosystem should be comprehensive.
  - o Everyone should be focused on (1) identifying and fixing the problem and (2) contacting the people who tried to call for help out of human concern for their plight. The covered 9-1-1 service provider that is the prime contractor should be responsible for coordinating all of that and delivering the information promptly.
  - o NASNA is concerned that the proposed rules may not capture the complexity that exists and may thereby still leave gaps in accountability.

Text-to-9-1-1

- Big question is whether to deploy now or wait until the construction of an ESInet

Integration with FirstNet

- Although 9-1-1 and FirstNet have different missions, an ongoing process of collaboration is essential

- State 911 Coordinators and FirstNet State/Territory SPOC need to know each other
  - Ensure critical information and data are transmitted successfully from the 911 caller and on to emergency responders

- National 9-1-1 Office
  - Brings 911 issues to the table at every opportunity, but most of the action will happen at the state and local level

- NASNA has a member on the PSAC

Cybersecurity

- The transition to NG9-1-1 introduces new cyber threats and vulnerabilities that many PSAPs have not had to contend with in the past

- PSAP managers may not have the necessary tools to properly evaluate and protect NG9-1-1 solutions

- NG9-1-1 will be interconnected with other networks, systems and databases

Non-Initialized Handsets

- NASNA will provide a response to the FCC's NPRM for Non-Initialized phones and provide comment on its proposal to sunset the NSI component of the rule after a six-month transition period to allow for public outreach and education.

Mobile Apps

- NASNA membership tries to keep aware and informed on new developments and capabilities

Further Information

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