National
Emergency
Number
Association

NG *E9-1-1*
next generation

2004/2005
Program
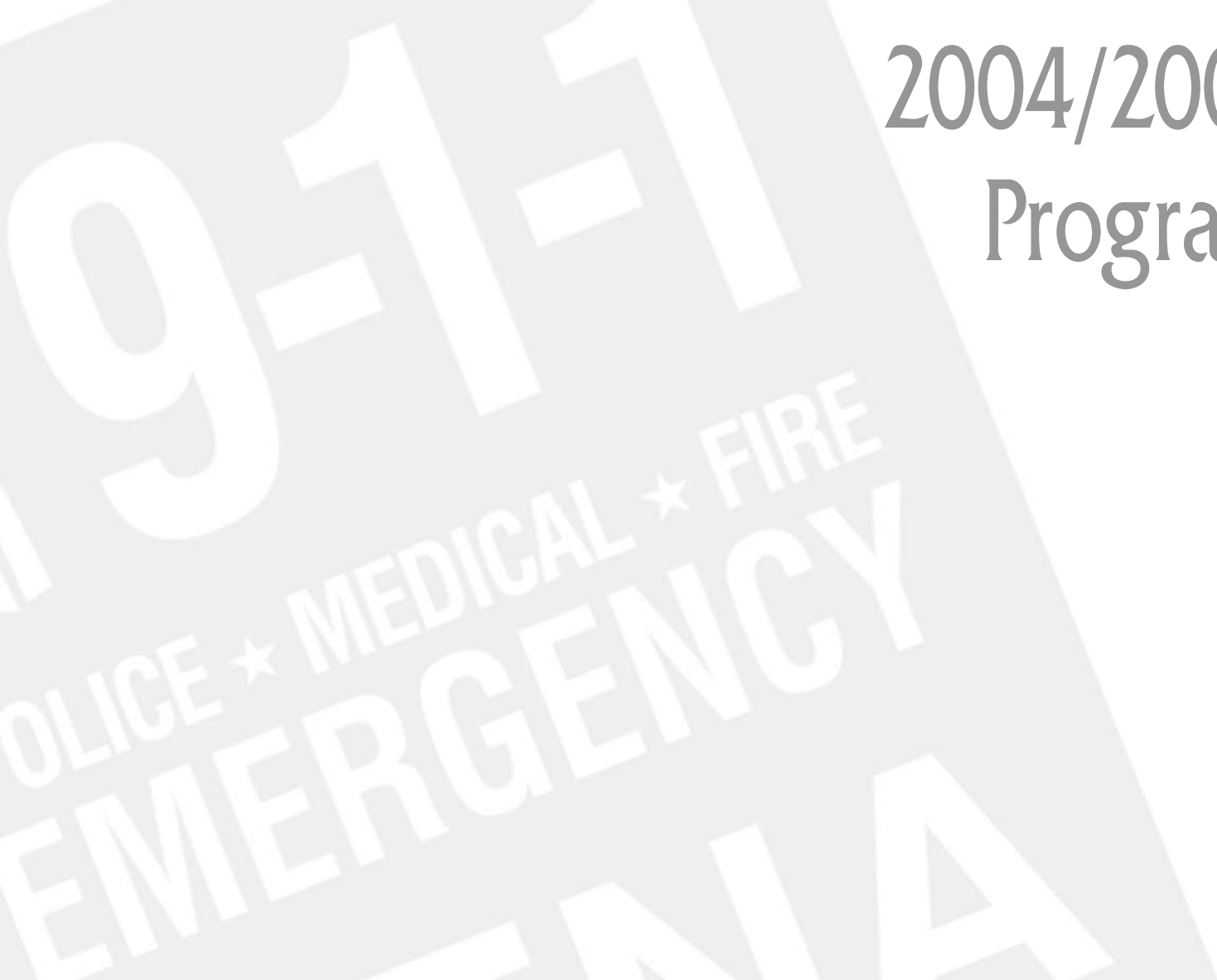
October 14, 2004

Open Letter to 9-1-1 Leaders, Providers and Constituents:

Today most of the United States population is covered by some type of 9-1-1 service. Embraced by all Americans, 9-1-1 is more than just a public service– it's is embedded deeply into our society, it has become a way of life – every citizen expects to be able to dial 9-1-1 in times of an emergency. However, at an ever increasing rate, new technologies are introduced, service offerings change, and our nation faces a heightened risk from the threats of terrorists, and a need for emergency alertness; the 9-1-1 system is not keeping pace.

We must face these challenges and take action. Next generation network and data capabilities are needed. Public and private leadership is required.

As innovative and new ways to call 9-1-1 have emerged, so too have the opportunities for us to explore, examine, review and implement efficient technologies for 9-1-1 services for the benefit of our citizens and the public safety agencies that operate 9-1-1 and emergency services. Next generation technologies and new services not only improve consumer choice, but also offer an exciting opportunity to improve our nation's 9-1-1 system.

Our 9-1-1 system has matured during the past thirty years of outstanding service, and, as documented in NENA's 9-1-1 Future Path Plan, the core values ingrained in the 9-1-1 system technologies and policies need to serve as the foundation for the 9-1-1 system of tomorrow.

Recognizing this unique set of circumstances, the National Emergency Number Association (NENA), the only organization dedicated solely to the study, advancement, and implementation of 9-1-1, is convening national roundtables to build a public policy, technical, operational and educational blueprint and framework for the advancement of 'Next Generation E9-1-1" (NG E9-1-1) capabilities.

By supporting NG E9-1-1 service capabilities, NENA is establishing a new vision for 9-1-1 that supports flexible open architecture systems while retaining the security that is needed. A vision based on vendor and technology neutral solutions and innovation. A vision built with the consumer in mind – compatible with the ever changing commercial environment – supporting today's service quality and protection expectations. A vision that is cogent in its national, state and local policies for 9-1-1. A vision that sets the standards and requirements needed to support the future of 9-1-1.

We ask you to join NENA in this important task, to support an aggressive, open, consultative process to improve our nation's planning, leadership and innovation in the delivery of a fully functional 9-1-1 system that responds any time, anywhere from every device.

Adjoined to this letter is NENA's scope of activity for the NG E9-1-1 process. By joining this effort, we are asking for a year long commitment in NG E9-1-1 to make significant progress in realizing the full potential for 9-1-1 and emergency services. We are asking for your participation as well as the opportunity to build the next generation of 9-1-1 communications for our nation.

We hope you will join us.

Sincerely,

Bill McMurray, ENP
NENA President

Next Generation (NG) E9-1-1 Program Plan

About NENA

The National Emergency Number Association (NENA) is the only organization dedicated solely to the study, advancement and implementation of 9-1-1 as America's universal emergency number. NENA is a 501(c)(3) non-profit organization established in 1982 to integrate 9-1-1 "one nation, one number" into our community culture. Today NENA has approximately 7000 members organized into 46 chapters across the U.S. and Canada.

NENA's long-time mission has been to foster the technological advancement, availability, and implementation of the universal emergency telephone number system. NENA promotes research, planning, training and education, as well as the protection of human life, the preservation of property and the maintenance of general community security.

To best accomplish our mission and to support our continued efforts in all of these important areas, we promote programs that actively seek to grow our membership and partner on 9-1-1 related issues with other like-minded organizations throughout the world. One of the primary goals of NENA's NG E9-1-1 Program is to further active participation to become directly involved in helping NENA set the course for future work in this vital area of public safety and community health and security. Program details follow.

Program Vision Statement

To develop, coordinate, and integrate the foundation for an evolved, fully-functional, "Next Generation E9-1-1" system that responds **anytime, anywhere, from any device**, in order to realize the full potential for 9-1-1 to provide public access to emergency services, enable interoperability between systems, protect human life, preserve property, and maintain general community security.

Program Mission Statement

In connection with the traditional core competencies of ongoing NENA programs, activities, and committee work in technical development, policy leadership, and operational/educational review, to establish a voluntary, open, unified approach to enable "Next Generation E9-1-1" systems and services.

Program Objectives

The NG E9-1-1 Program is NENA-initiated and NENA-coordinated. Its primary objective is "Next Generation E9-1-1." We believe in order to best accomplish our mission that consensus building around a shared vision is the wisest approach with the greatest possibility for long-term success. Your involvement allows you to participate in, influence, and help execute the top priorities for 9-1-1 in 2005 and beyond. By engaging as a Program Partner you will be better able to make decisions about your own company's investments and how to allocate limited resources and work with other organizations in ways that will provide the greatest return.

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NENA intends with this program to pursue the following primary objectives:

- establish an open and unified "voice of collective reason" to enable positive change
- review and build upon NENA's current definition of an E9-1-1 system and service, and make recommendations on new development considerations
- work to ensure accessibility, compatibility, and interoperability among systems
- create agendas, set priorities and budgets, establish time-frames, and verify milestones
- identify, pursue, and encourage necessary funding and cost-recovery processes
- incorporate international collaboration and industry partnership efforts whenever possible
- collaborate with and involve NENA committee members, elected leadership, and staff
- collaborate with and involve appropriate industry standards organizations (e.g., ATIS, ESIF, IETF, ASTM, NFPA, IEEE, ETSI, etc.)

Program Structure

The NG E9-1-1 Program is governed by a high-level Management Team that meets twice a year to review and plan overall Program activities and strategies. The Management Team is comprised of top NENA elected leadership, staff directors, lead committee chairs, and one key representative from each sponsoring Program Partner involved in at least one of three topical Roundtables:

(1) Technical Roundtable

(2) Policy Roundtable

(3) Operational/Educational Roundtable

Each Roundtable meets in person a maximum of four times a year, usually in connection with regularly scheduled NENA meetings or activities. These meetings are supplemented with ad hoc conference calls scheduled throughout the year, as well as a Program-specific webpage and other internet-based communication tools for sharing information.

The Management Team meets twice a year to review and plan overall Program activities and strategy. Management Team meetings are held every fall in Washington, DC, and again each June in connection with NENA's Annual Trade Show and Conference. *The NG E9-1-1 2004-2005 Program year will hold the inaugural kick-off forum and management review on Wednesday, November 17th and the first Management Team meeting in January 2005.*

Roundtable Goals

NENA has a long history representing public safety on 9-1-1 issues from both the public-sector/government perspective and the private-sector/commercial perspective. The work of the NG E9-1-1 Program Roundtables is to enhance, not replace, the work of other NENA programs, activities, and committees. For instance, several NENA committees drive definitions and identify areas where there is a need for formal standards. They then refer and help manage the latter through appropriate industry standards bodies. The Roundtables form the foundation for additional dialogue and for planning specific work. They are intended to help identify appropriate supplementary activities and to push for appropriate resources within both the public- and private-sectors.

As the NG E9-1-1 Program continues to progress and evolve each subsequent year, new identified projects will allow for further funding to allow NENA to facilitate, improve and refine work, support necessary volunteer and staff expenses, and enable targeted implementation trials, tests and research.

The initial scope and basic deliverables for each Roundtable are as follows:

Management Team
- create agendas, set priorities and budgets, establish time-frames, and verify milestones
- recommend continued Program financial plans to NENA
- assist in planning and scheduling meetings and activities
- resolve structural or operational issues as needed
- provide information on 9-1-1 affecting developments in related industries
- present on progress and recommendations at the NENA annual conference
- meet at the end of the year to review priorities and track progress
- generate the final report each year from Roundtable input

Technical Roundtable
- track Program-related industry development status and direction
- provide feedback into industry technical development processes
- plan demonstrations and trials of technology for NG E9-1-1
- coordinate with NENA's Technical Committees
- provide support for technical standards submissions
- coordinate with relevant technology, telecommunications, and other public safety entities
- coordinate with Policy and Operations/Education Roundtables

Policy Roundtable
- establish an ongoing Program-related funding methodology and review
- match future Program funding sources to the appropriate resource
- establish public policy recommendations
- analyze and assess federal/state relationships and state rights issues
- plan and conduct meetings with opinion leaders at federal, state, and local levels
- coordinate future 9-1-1 funding work with the appropriate, ongoing, NENA work
- coordinate with Technical and Operations/Education Roundtables

Operations and Education Roundtable
- provides readouts of industry and NENA development status and direction
- coordinates with other public safety entities (APCO, NASNA, NAED)
- coordinate with NENA's public education committee on public safety, consumer, and industry education needs
- coordinate with the NENA Institute on ENP certification issues
- coordinate with NENA's Educational Advisory Board (EAB)
- coordinate with NENA's Operations Committees
- provide support for operations committee recommendations
- coordinate with relevant operations, education, training, and other public safety entities
- coordinate with Technical and Policy Roundtables

The Roundtables will organize their activities with input from the Management Team and take advantage of traditional NENA events and activities during which to conduct face-to-face meetings, supported by ad hoc conference calls, email, and other communication.

The Roundtables will start their 2005 agendas with a review and discussion of NENA's Future Path Plan (circa early 2002), current development results, and how it immediately relates to the goals of their respective Roundtable. The Policy Roundtable will hold their first meeting in connection with NENA's February "9-1-1 Goes To Washington" Critical Issues Forum. The Technical and Operations/Education Roundtables will hold their first meeting in connection with NENA's March TDC/ODC Conference near Silicon Valley, in San Jose, California. The annual NENA conference

will provide a natural meeting place for all Roundtables and may include formal reports on industry progress and the activities of each Roundtable. For example, during the annual conference the Technical Roundtable may be directed to meet and plan targeted trials or demos of NG E9-1-1 recommended technologies, while the Policy Roundtable might focus on Federal/State/Local jurisdiction issues and roles of responsibility. The Operations/Education Roundtable could be asked to make recommendations about public and consumer education issues or how to reach special needs groups within the disability community.

As the year progresses the Roundtables continue to communicate and will meet together again in the fall in connection with NENA's usual committee planning meeting. During this meeting the Technical Roundtable may focus on a standards review and discussion, the Policy Roundtable could hold a Funding Summit and/or review VoIP public policy, and the Operations/Education Roundtable might talk about development recommendations for training and certification programs.

Throughout the year communications on plans, status, and results of the NG E9-1-1 Program will be generated and managed by NENA staff and provided to NENA membership, interested parties such as the 9-1-1 Caucus, Congress, the FCC, and other state and federal as well as international groups. Periodic press releases and other public communications are intended.

Current and new E9-1-1 processes will operate in parallel and in transition, as technology improves and changes over time. Emergency calls/messaging are expected to originate from the current Public Switched Telephone Network (PSTN) through present E9-1-1 infrastructure, through the public Internet, and eventually through non-Internet direct IP interfaces from exchange carriers and wireless providers. NG E9-1-1 is expected to enable universal interface and support for such services as Telematics and Satellite emergency communications, without requiring direct point to point connectivity.

Join NENA and NG E9-1-1: *Add Your Voice to "The Voice of 9-1-1"*

NENA's leadership team represents the diverse NENA membership, and collectively, the 9-1-1 industry. NENA is an organization dedicated to saving lives through the improvement of 9-1-1 services in North America, and beyond. We bring value to our *industry*, value to our *members*, and value to our *organization*. Your involvement as an NG E9-1-1 Program Partner allows you to participate in, influence, and help execute the top priorities for 9-1-1 by working through our collective 9-1-1 association—NENA.

To learn more about NENA, including membership and NG E9-1-1 sponsorship and participation opportunities visit *www.nena.org*

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