



NARUC Summer Meeting E911 & Broadband Panel

Marlys R. Davis
E-911 Program Manager
King County, WA

Agenda

- Washington State.
- History of E911 in Washington.
- Moving Towards NG911.
- Utilities Commission Involvement in NG911.
- NG911 Requires Partnership.

Washington State

- Unique and diverse.
 - Large urban cities to remote rural areas.
 - Mountains, sea, wide open ranges.
 - Known for wheat, fish, lumber, wine.
 - Home of Microsoft, aerospace, biotechnology, electronics industries.

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King County E-911 Program

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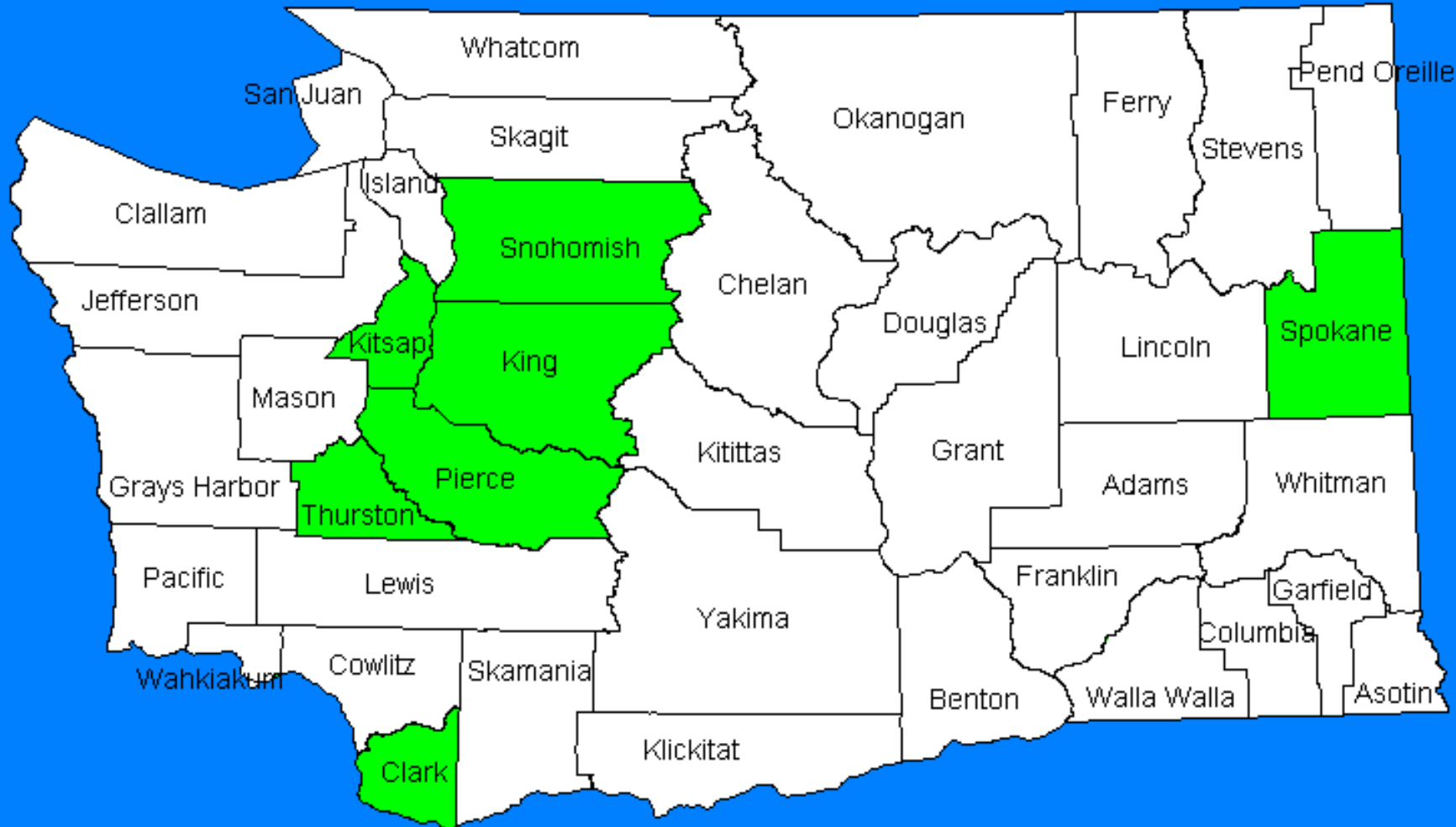


King County E-911 Program

History of E911 in Washington

- 1981 – county 50¢ wireline tax authorized.
- 1985 – King County is first to implement E911.
- By 1991, 6 other counties implement.
- Other 32 counties - not enough local tax to fund E911.

Washington State E9-1-1 Implementation Status



January 1992



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➤ 1991-Referendum to establish statewide E911 passes.

- State wireline 20¢ tax.
- State E911 Office established (Emergency Management Division of the Military Department).
- State E911 Advisory Committee.
 - Counties, Police, Fire, Public Health.
 - Telephone companies, Wireless carriers, VoIP.
 - Utilities Commission.

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- Per State law, the 39 counties are responsible for providing 911 service to citizens.

- State E911 Office assists counties.
 - Local PSAPs have voice through E911 Advisory Committee.

- E911 Advisory Committee advises State Office.
 - Subcommittees include:
 - Policy and Strategic Planning.
 - Wireless, VoIP, and technical issues.
 - NG911 Implementation.

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- State E911 Office assistance to counties.
 - Financial assistance to ensure a statewide standard level of E911 service to the public.
 - Coordinate advancement of system.
 - Wireless E911 Implementation.
 - NG911.

- Results of Local-State partnership in 911.
 - Wireline E911 implemented statewide by January, 1999.
 - Wireless E911 implemented statewide by 2006.

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➤ Utilities Commission Involvement in E911.

- Voting position on E911 Advisory Committee (specified in state law).
- State E911 Office is required by law to annually file the program's budget and excise tax rate with the Utilities Commission.
- Responsible for establishing the costs and pricing in Telecommunications company tariffs.
 - State E911 Office and Counties able to provide input.

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➤ Utilities Commission Involvement in E911.

- Facilitates, negotiates, and mediates between parties for the resolution of issues affecting E911 service.
 - Resolution of 911 ALI Database Errors.
 - Interface of Wireless to E911 System.
- Ensure communications backbone remains reliable and robust for 911 services.
 - Ensure Telecommunications companies coordinate with County PSAPs during service outages.

Moving Forward to NG911

“The case for migrating to an NG911 system is undeniable. With such dramatically superior functionality and efficiencies, the question becomes

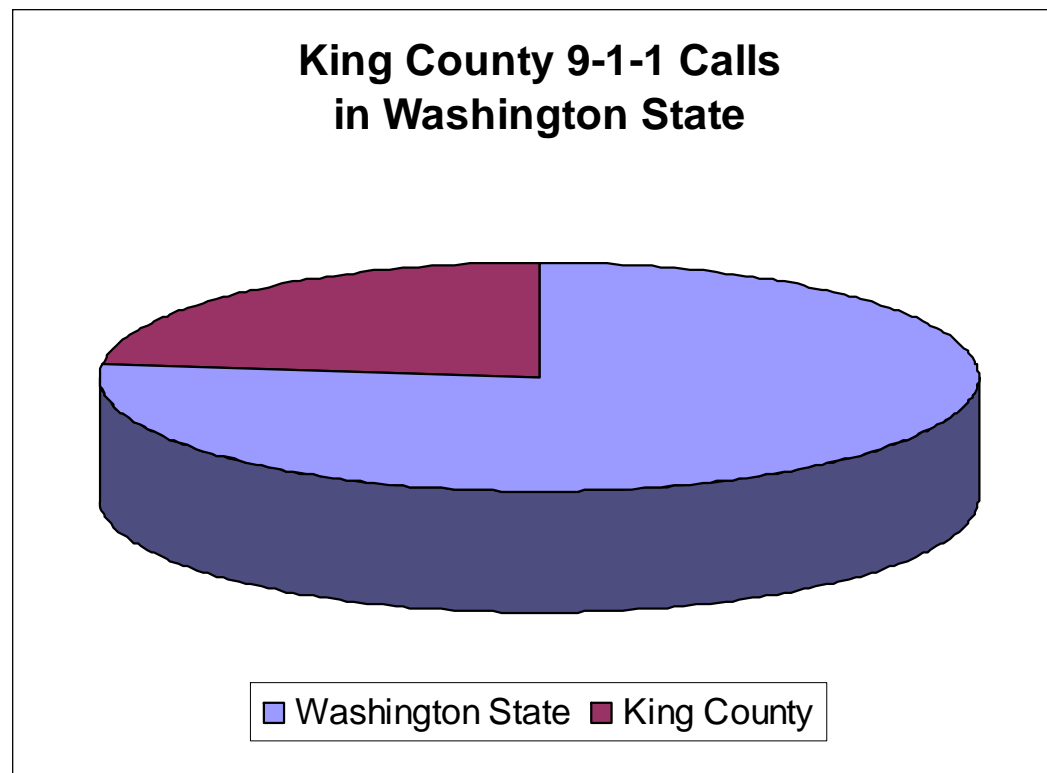
What are we waiting for?”

- Health of the US 9-1-1 System, by ColoComm Group, LLC: Dale Hatfield, Brad Bernthal, and Phil Weiser.

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➤ King County Progress towards NG911:

- King County handles about 30% of the 911 calls in Washington State.



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➤ King County Progress towards NG911:

- Enhanced PSAP Mapping System.
 - Latitude/Longitude of all addresses.
 - ALI Database synchronized with GIS Database.
- Upgrade to NG911 Capable ALI Database.
- IP-Capable 911 equipment in the PSAPs.
- 1 of 5 PSAPs selected to participate in U.S. Dept. of Transportation's NG911 Proof of Concept Demonstration.

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- Washington State Progress towards NG911:
 - RFP for NG911 ESInet and ALI Database.
 - Qwest/Intrado selected.
 - 8 PSAPs throughout state to implement starting August, 2009.
 - King County to implement 4th quarter, 2009.

Utilities Commission Involvement in NG911

➤ NET 911 Act – VoIP 911 Service.

- Allows FCC to delegate authority to enforce regulations to State Commissions.
 - Access to E911 interfaces at same rates as wireless.
 - Require VoIP service providers to register with Commissions.
 - ❖ Establish point of contact for E911 officials.
 - Modify regulations required by changes in market or technology.

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➤ **Registration of VoIP providers very important.**

- Today, E911 officials have no way of knowing which VoIP providers have customers in their area until a 911 call is made.
 - No ability to coordinate E911 service to ensure a standard level of service across all technologies and providers.
 - No ability to notify providers of 911 taxes.
 - No 24 x 7 contact information for PSAPs.
 - ❖ Can't coordinate E911 system problems.
 - ❖ Can't get assistance for emergency situations involving customers.

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➤ State Authority to set 911 service Standards.

- Set by State E911 Office.
 - E911 Advisory Committee.
 - Utilities Commission.
- Require all types of providers to provide the same level of service to their customers.
- Coordination of wireline vs. wireless/VoIP E-911 service has been much smoother due to Commission involvement.
- Wireless service has required years of meetings to work on issues, new issues keep coming up.
 - Statewide wireless committee for past 12 years – issues not resolved in a few meetings.

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- **Escalation of issues to FCC is too lengthy to be effective in resolving issues.**
 - Past experience with escalation of a wireless issue to FCC.
 - Took 1 year to receive a response.
 - Implementation of wireless E-911 service was on hold for entire time.
 - Delegating authority to States to set NG911 service standards within FCC requirements would facilitate the expedient resolution of service affecting issues.

➤ **Necessary Legislation.**

- State Level.
 - Increase in 911 taxes and expansion to VoIP/other new technologies.
 - Expand E911 definition to include upgrade to NG911.
 - ❖ Expand Washington Administrative Code to include NG911.
 - Address prepaid wireless.

➤ **Necessary Legislation.**

- National Level.
 - Delegate authority to enforce NG911 Regulations and Standards to States.
 - Resolve Nexus Issue.
 - ❖ Nexus – a company must have people or property in the state in order to be subject to taxes.
 - ❖ Federal legislation must override Commerce Law.

NG911 Requires Partnersip

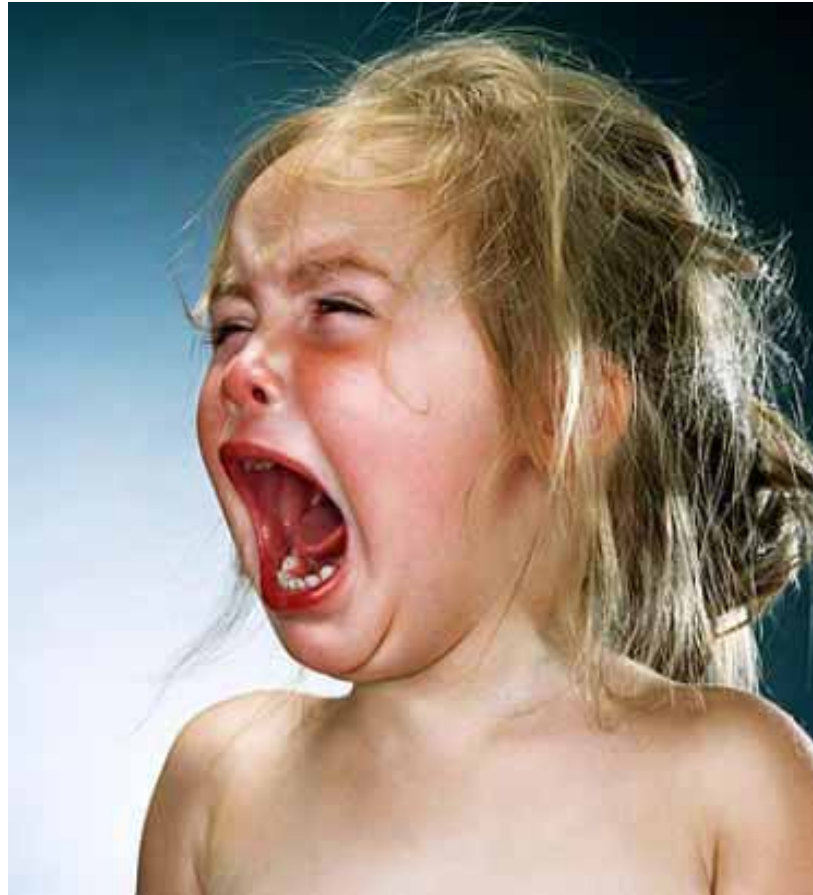
- Counties/local PSAPs.
- State Utilities Commission and E911 Office.
- Congress and FCC.
- NENA and other National Standards Bodies.
- Industry.

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