

National Emergency  
Number Association



# **E9-1-1 Deployment Issues**

**NENA and NARUC – A 9-1-1  
Partnership**

# Issues to be Discussed

- Regulatory Role in Expediting Deployment of E9-1-1
- Next Generation 9-1-1
- NENA and NARUC – A 9-1-1 Partnership



# NENA Background

- A membership based organization
- 7,000 members - public and private sector
- A non-profit organization as determined under section 501(c)(3) of the Internal Revenue Code.
- 47 chapters – U.S., Canada and Mexico
- Dedicated to the advancement of 9-1-1 through technical, operational and policy development

# 9-1-1: Where Do We Stand Today



- Still 300 counties that lack E9-1-1 for wireline telephone service
- 75% of population covered by Phase II wireless E9-1-1, but only 50% of counties
- VoIP readiness varied and unclear, but tied to limitations on wireless and wireline
- Limited capabilities of current 9-1-1 system; forcing new technology into an old system



# E9-1-1 Deployment Challenges

- Implementation requires significant leadership and cooperation among a multitude of players
  - Communications Provider (VoIP, wireless)
  - Communications Provider vendors
  - 9-1-1 System Service Providers (typically ILEC)
  - Public Safety Answering Point (PSAP)/Governing Authority
  - Local/state government entities
- Lack of Funding



# NENA VoIP Activities

- Hosted VoIP E9-1-1 Deployment Summit with VON Coalition *(7/2005)*
- Active Participant in FCC/Congressional VoIP 9-1-1 Activities and Overall VoIP Policy Debates
- Published the Interim VoIP Architecture for E9-1-1 Standard (i2) *(Dec. 2005)*
- Extensive Technical Committee Work on VoIP E9-1-1 Deployment Issues (NG 9-1-1 requirements and design standard)
- Published VoIP E9-1-1 Deployment and Operational Guidelines Operational Information Document *(6/2006)*
- Numerous Free Online Webinars for PSAP Managers and Other General PSAP/Consumer Outreach and Education

# VoIP E9-1-1 Deployment – Role of the Regulator



- Leadership at state level is critical
  - Partnership of state PUC and state 9-1-1 Administrators with 9-1-1 Focus
- Participate, follow, and facilitate
- Coordinated, consistent procedures are needed to ensure timely deployment
- Create a forum for dialogue and facilitate cooperation
- Ensure implementation is consistent with local, state, and national plans for future developments and next generation capabilities

# NENA and NARUC- A 9-1-1 Partnership



- Establish formal relationship
- Regular information exchange at a minimum
- Work towards consensus on policy/regulatory issues
- Host an event(s) to educate our constituencies on 9-1-1 and regulatory issues



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