

Confidentiality and Liability SWOT

	INTERNAL		
POSITIVE	Strengths <ul style="list-style-type: none"> The desire among the PSAP community to proactively address confidentiality and liability in NG9-1-1 planning Existing 9-1-1 thought leaders are focusing on this issue 	Weaknesses <ul style="list-style-type: none"> Existing local, state, and federal confidentiality, retention and disclosure laws are not designed to address the vast types of information and systems that will be available with NG9-1-1 A uniform and suitably broad definition of a “9-1-1 call” has not been established in statutes and rules that takes into account all types of information that may make up a 9-1-1 request for assistance 	NEGATIVE
	Opportunities <ul style="list-style-type: none"> Extend exceptions to privacy laws for emergency purposes for all types of data As NG9-1-1 systems are implemented that enable a much more data rich 9-1-1 and emergency response environment, laws should be crafted in a manner that enable the most effective real-time emergency response, as well as providing for appropriate anonymous data sharing, data mining and research Establish a formal education and awareness program for users of the system regarding confidentiality issues in an NG9-1-1 environment 	Threats <ul style="list-style-type: none"> Without appropriate protection of personally identifiable information, the sharing of this data may occur with unauthorized parties 	
	EXTERNAL		

Coordination Analysis

	INTERNAL		
POSITIVE	Strengths	Weaknesses	NEGATIVE
	<ul style="list-style-type: none"> • State-level 9-1-1 leadership and coordination is in place • Acknowledgement that we have only begun to address the complexity of NG9-1-1 and that the identification of the eventual stakeholder group is still in a formative stage 	<ul style="list-style-type: none"> • Although mission and responsibilities for 9-1-1 are a local responsibility, the deployment of NG9-1-1 will require additional coordination of all state agencies with missions and responsibilities that support 9-1-1. • Centralized 9-1-1 oversight is focused exclusively on wireless since the E-911 Services Board is only responsible for distributing wireless funds. NG9-1-1 will require additional centralization of state resources. 	
	Opportunities	Threats	
	<ul style="list-style-type: none"> • Leverage NG9-1-1 to complement local autonomy and statewide coordination • Create an additional funding stream for NG9-1-1 through the existing legislative framework. • Establish 9-1-1 as a consideration with all first responder voice communications, as well all emergency organizations and all types of emergency communications 	<ul style="list-style-type: none"> • The success of NG9-1-1 is directly related to the following: state-level coordination for upfront capital costs associated with key features and functions of NG9-1-1 and a sustainment plan for locals' to support recurring infrastructure and network costs. • Although ESInets may be developed and managed locally or regionally, strong state level leadership and coordination must be established through a codified governance structure to ensure both operability and interoperability and compliance to applicable policies and industry-based standards 	
	EXTERNAL		

Funding Analysis

	INTERNAL		
POSITIVE	Strengths <ul style="list-style-type: none"> Statewide funding is coordinated through state-level 9-1-1 program Funding mechanism exists to ensure sustainable funds to support current E9-1-1 operations 	Weaknesses <ul style="list-style-type: none"> Inadequate funding mechanisms to invest in NG9-1-1 No cost estimate (upfront as well as recurring) associated with migration to NG9-1-1 No estimate for transitional costs or any potential savings once NG9-1-1 is in place Current funding model lacks agility or flexibility to adjust to new technologies and approaches 	NEGATIVE
	Opportunities <ul style="list-style-type: none"> In addition to current funding for wireless E9-1-1, create a long-term funding plan and sustainable source for NG9-1-1 Explore feasibility of paying for NG9-1-1 services as part of a shared NG emergency network in which multiple emergency services functions will pay a portion of the network costs Revise interoperability and NG9-1-1 definitions to be more comprehensive and inclusive 	Threats <ul style="list-style-type: none"> Continued appropriations and transfers to other programs and agencies from wireless 9-1-1 fund may undermine solvency of wireless fund Potential non-compliance between federal statutes that authorize the imposition of 9-1-1 fees provided that such revenues are used to support 9-1-1 and action of state leaders and legislature, which could result in the loss of federal funding 	
	EXTERNAL		

Governance Analysis

	INTERNAL		
POSITIVE	Strengths	Weaknesses	NEGATIVE
	<ul style="list-style-type: none"> • State has an organization with authority for planning, coordinating and implementing NG9-1-1 system • Dedicated funding source for 9-1-1 to provide education and demonstration projects to overcome lack of understanding of how modern networks are designed and managed • Realization and acceptance of the need for PSAP consolidations 	<ul style="list-style-type: none"> • State organization responsible for NG9-1-1 does not have mandate to develop and implement a seamless, end-to-end Next Generation emergency communications services • Lack of industry-based standards, rules, policies and procedures that have been adopted by stakeholders necessary to support such deployment • Erosion of local autonomy with transference of funding and revenue from locality to state • Sustainment plan for local government is more challenging in rural areas 	
	Opportunities	Threats	
	<ul style="list-style-type: none"> • Role of State Corporation Commission (SCC) in supporting a state-level NG9-1-1 effort has not been identified • As the 9-1-1 system moves to a more competitive environment with many functions of the system being provided by IP-based, non-tariffed and unregulated communications providers, SCC regulations may need to be modified • Leverage current organizational structures within the state responsible for the sharing of resources among the various government agencies to increase the benefit from shared networks and applications envisioned in an NG9-1-1 system 	<ul style="list-style-type: none"> • Distrust of state-level information technology agency and state-level agency overseeing NG9-1-1 • No state-level information technology and/or information technology procurement requirements in place to impact the provisioning of NG9-1-1 facilities and services at the state level • No state-level agency responsible for overall security of the NG9-1-1 system for developing, implementing and enforcing policies that govern information sharing and overall information management within the system 	
	EXTERNAL		

Infrastructure Analysis

	INTERNAL		
POSITIVE	Strengths <ul style="list-style-type: none"> State and local agencies already discussing the sharing of infrastructure with other governmental entities as a matter of affordability Identified NG9-1-1 vision includes several interconnected sub-state ESInets (regional/county) to establish a standardized, interconnected and interoperable state-wide ESInet 	Weaknesses <ul style="list-style-type: none"> No state is currently implementing and operating a comprehensive ESInet which can be used as a NG9-1-1 model or for lessons learned No comprehensive state emergency communications agency with the authority or funding to implement an ESInet and carry out new responsibilities involving all emergency response agencies 	NEGATIVE
	Opportunities <ul style="list-style-type: none"> Commit to the development and deployment of interoperable state-wide ESInets as a fundamental 9-1-1 and emergency communications policy objective Where existing state statutes and regulations permit, state, regional, and local 9-1-1 and emergency services authorities should work cooperatively towards establishing state-wide ESInets 	Threats <ul style="list-style-type: none"> Review existing legislation and regulations to ensure there are no barriers to, and sufficient authority for, the establishment of state-wide ESInets 	
	EXTERNAL		

Legislative Analysis

	INTERNAL		
POSITIVE	Strengths	Weaknesses	NEGATIVE
	<ul style="list-style-type: none"> • State-level 9-1-1 leadership and coordination • 9-1-1 Services Board is responsible for planning, coordinating, and implementing the NG9-1-1 system • Strong inter-governmental coordination • Process to ensure that current laws keep pace with the rapidly changing public safety marketplace • Recognize that 9-1-1 Board is responsible for all aspects of 9-1-1 	<ul style="list-style-type: none"> • No organization is responsible for planning, coordinating, and implementing a seamless Next Generation end-to end emergency communication system • Grant programs should reflect the growing convergence and integration of emergency response technology and agency interaction • Board should be representative of other agencies/organizations that provide 9-1-1 governance 	
	Opportunities	Threats	
	<ul style="list-style-type: none"> • Current laws can be modified or new ones created to enable IP-based, software and database controlled structure of NG9-1-1 • State 9-1-1 funding and planning legislation can be tied to the architecture of the current 9-1-1 system • Tax or surcharge that captures all technologies that interface with 9-1-1 (e.g. VoIP and other IP-based technologies) • Improve the effectiveness of the wireless funding distribution methodology • Alignment between focus of the 9-1-1 Board (inclusive of 9-1-1) and oversight of funding sources (wireless only) 	<ul style="list-style-type: none"> • Lack of laws concerning the eligible use of 9-1-1 funds • References to older technologies or system capabilities which may inhibit the migration to NG9-1-1 • Little understanding of how current laws facilitate or inhibit interoperable environment of NG9-1-1 • Existing laws do not take into consideration the future of 9-1-1 in which 9-1-1 will be an application that utilizes Emergency Services IP Networks (ESInets), along with other emergency services functions • Funding transferred to other programs (e.g. Compensation Board) for 9-1-1, but negative PSAP outcome (loss of positions) 	
	EXTERNAL		

PSAP Operations Analysis

	INTERNAL		
POSITIVE	Strengths	Weaknesses	NEGATIVE
	<ul style="list-style-type: none"> • Recognition among the PSAP community that the transition to NG9-1-1 will have a significant impact on PSAP operations, especially on staff • Acknowledge progressive role of FCC (PSHSB) and desire to leverage awareness and outreach • The desire among the PSAP community to proactively address PSAP operations in NG9-1-1 planning • Existing 9-1-1 thought leaders are focusing on issue, which includes, but is not limited to equipment, operations, and staffing 	<ul style="list-style-type: none"> • The extent to which NG9-1-1 will impact PSAP operations is not completely understood, known, nor has it been well documented • Lack of existing standards, guidelines, or best practices for NG9-1-1 PSAP operations, including infrastructure (hardware), staffing, and training • No existing cost estimates for impact of NG9-1-1 on complete range of related PSAP operations • Number of existing PSAPs to convert to NG9-1-1 may impact availability and feasibility of options 	
	Opportunities	Threats	
	<ul style="list-style-type: none"> • NG9-1-1 will require additional skill sets from PSAP personnel, and as a result, the human resource element should be included in NG9-1-1 planning • Establish or promote standards, guidelines, and best practices for all PSAPs, which would be particularly helpful for smaller PSAPs • Establish incentives to meet standards, guidelines and best practices • Expand regional approach to promote more robust network opportunities and resource sharing(e.g. regional requirements for bandwidth) • Implementation of TERT throughout the Commonwealth 	<ul style="list-style-type: none"> • Inadequate staffing levels in the PSAP combined with inadequately trained staff, with regard to NG9-1-1, may compromise or be detrimental, to the PSAP's ability to meet the public's needs or expectations with PSAP operations • Additional costs related to NG9-1-1 PSAP operations may be overwhelming; recurring costs for NG9-1-1 may escalate to a point so far beyond those associated with legacy 9-1-1 as to be unsustainable • Resistance to move operations from legacy to NG9-1-1 due to lack of acceptance and/or understanding • Lack of competition may lead to a lack of service delivery options within a locality or region • Lack of NG9-1-1 service delivery consistently and timely across the Commonwealth will create areas of service disparity, a critical issue effecting consistent access to 9-1-1 • Priority of 9-1-1 traffic across network and ability of a network to accommodate a spike in 9-1-1 traffic (i.e. earthquake) • Impact to staffing of real-time, potentially real-life video coupled with already unique stressful environment may result in a staffing crisis 	
	EXTERNAL		

Regulatory Analysis

	INTERNAL		
POSITIVE	<p style="text-align: center; margin: 0;">Strengths</p> <ul style="list-style-type: none"> State and local leadership Centralized oversight Provide proper coordination for implementing the NG-911 system Provide a description of state agencies and the role in NG911 affairs. Provide guidance in allocating and distribution of state and federal funding to PSAP's 	<p style="text-align: center; margin: 0;">Weaknesses</p> <ul style="list-style-type: none"> Unregulated entities playing a role as a 911 service provider Interoperability between NG911 and legacy 911 Unregulated IP performance standards Lack of regulation for tariffs and other non-traditional funding Identifying and understanding regulations that may need to be modified to enable the IP-based system Complex technical and business arrangements that current regulations do not consider State and federal regulatory agencies keeping up with advance technology 	NEGATIVE
	<p style="text-align: center; margin: 0;">Opportunities</p> <ul style="list-style-type: none"> Regulate IP as it relates to NG-911 Cost effective way to manage data Foster competition by establishing a competitively natural marketplace Ensure any regulatory action will effectively enable the transition to a full NG-911 system Collaborative governance framework to enable a shared and interoperable NG-911 system Leverage additional stakeholders that benefit from IP Backbone to contribute in cost 	<p style="text-align: center; margin: 0;">Threats</p> <ul style="list-style-type: none"> Environment with many functions of the system provided by IP-based, non-tariffed and unregulated communication providers Transition from PSTN to IP system which will likely take years PSAP's rushing to implement NG-911 without knowledge of current regulatory issues Economic climate may lead to a delay in creating new tariffs causing a delay in implementation of NG-911 	
	EXTERNAL		