

NG9-1-1 Legislative Decision Points

9-1-1 Governance Structure for Commonwealth

- Designate 9-1-1 as an Essential Government Service
- Increase representation on the E-911 Services Board by evaluating the following constituencies for membership:
 - State director of EMS
 - Representative of state emergency medical advisory council or board
 - Representative of the state regulatory commission/public utilities commission
 - Consumer representative
- Define the term “9-1-1 system” in appropriate legislation
- Identify in appropriate legislation the authority and responsibility between VITA and other state agencies that may have a vested interest in NG9-1-1

State level functions

Planning and Coordination

VITA/PSC planning and coordinating activities should be expanded to include the following:

- Development of statewide emergency 9-1-1 networks
- Coordination with neighboring states
- Adoption of industry standards and requirements
- Quality of service requirements to specify uniform, minimum levels of 9-1-1 service that should be consistently provided by PSAPs across the commonwealth

9-1-1 Operations

- E-911 Services Board will require the following authority to:
 - Coordinate the establishment and operation of intrastate 9-1-1 communications networks
 - Require the adoption and application of identified standards relating to 9-1-1 services in order to coordinate statewide networks
- VITA/PSC should have the following responsibilities to support the Board’s expanded authority:
 - Collect, analyze, share, and disseminate aggregate data from PSAPs and service providers, and to collect and aggregate 9-1-1 response related data for the purposes of improving and maintaining the quality of 9-1-1 service

- Represent the commonwealth and have authority to participate in activities to implement and operate interconnecting NG9-1-1 systems with neighboring states, countries, and/or the Federal Government

Operational and Technical Standards and Requirements

- VITA/PSC will need to have the authority to define and require specific outcomes and levels of service to ensure an effective interconnected 9-1-1 system
- 9-1-1 related regulations should be performance based and technology neutral
- A State entity must have rulemaking authority regarding 9-1-1 database and system security

Quality Assurance

- The E-911 Services Board should implement internal quality assurance policies and processes, encourage and support similar efforts at the local level, and be responsible for the establishment and implementation of 9-1-1 network performance testing protocols

9-1-1 Funding

- Dedicated 9-1-1 revenues should only be used to support 9-1-1 activities and equipment that complies with nationally accepted technical and/or training standards

Records Confidentiality and Privacy

- Identify the state agency with authority to develop, monitor and enforce 9-1-1 record and data retention policies applicable to PSAPs

Liability

Liability legislation should address the following:

- Avoids using language that specifies the type of 9-1-1 service provider
- Be equally applicable to all service providers involved in the provision of 9-1-1 services
- Should not be limited to specific forms of communications and should be technology neutral