

Draft Input from Fairfax County for Consideration by the Policy Committee

I. Commonwealth of Virginia E9-1-1 Services Board Rule Making Authority

1. The E9-1-1 Services Board of the Commonwealth of Virginia (the “E9-1-1 Services Board”), with guidance from the 9-1-1 Policy Committee and input from the Regional Advisory Committee, shall have the authority to develop and adopt rules for NG9-1-1 services to implement its coordination and oversight responsibilities, in accordance with existing State rulemaking processes. The E9-1-1 Services Board shall have the authority to adopt and apply industry standards and requirements for all 9-1-1 and NG9-1-1 networks, and identify best practices as such are beneficial to the purposes providing 9-1-1 services in the Commonwealth of Virginia.

Rules for NG9-1-1 will generally fall into three categories consistent with NENA i3 standards and guidance defined in NENA 08-003 – Detailed Functional and Interface Standard for NG9-1-1 (i3). The three general categories for rule making which are consistent with the highest level of the i3 architecture are:

- a. ESInet - dealing with Network standards, call transport considerations, Service Level Agreements;
- b. NG9-1-1 Core Services – dealing with GIS geo-spatial considerations, data standards and GIS data layers required for NG9-1-1 and Spatial Information interfaces to provide GIS data to NG9-1-1 Core Services Functional Elements such as Emergency Call Routing Functions and Location Validation Functions;
- c. PSAP Functions - dealing with the minimum technical standards and minimum general requirements for Call Handling and interconnection with the ESInet and NG9-1-1 Core Services.

Specific examples of Rule Making could include:

- Minimum Data Standards (GIS)
- Communication and Network Protocols (SIP, etc.) - Network design standards and requirements need to ensure that local and regional 9-1-1 networks can communicate with each other and share information seamlessly
- Service Level Agreements (minimum NOC requirements) - Legislation should ensure that the E9-1-1 Services Board has the authority to define and require specific outcomes and levels of service, such as call response times, data sharing capabilities
- Inter PSAP Call Transfer Procedures
- Security and Cyber Security Requirements - NG9-1-1 systems will involve IP network infrastructure and critical supporting database functions. Security of those functions will be a paramount priority. A State entity will have rulemaking authority regarding 9-1-1 database and system security. The E9-1-1 Services Board should coordinate with that entity in the identification, adoption and application of industry standards and requirements regarding database and system security.

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- These standards and requirements shall address local, regional, and State emergency network security issues, system capabilities related to role-based access controls and data rights management and emergency network system security testing protocols, as well as other relevant information security issues.
- The E9-1-1 Services Board shall coordinate or collaborate with appropriate State, interstate and local agencies as well as private companies, for the purpose of ensuring the establishment and enforcement of standards for 9-1-1 system security and continuity of operations, including, but not limited to: system access controls (border control functions), user access and identity, data and hardware protection, and disaster management and recovery.
- Interconnection to ESInet requirements

Background: 9-1-1 industry standards are developed and promulgated by a variety of standards development organizations, including the National Emergency Number Association, the Association of Public Safety Communications, the Internet Engineering Task Force, and the Alliance for Telecommunications Industry Solutions and others as appropriate. As new technologies emerge and best practices are identified, related industry standards will be developed. The E9-1-1 Services Board should be authorized to require the adoption and application of identified standards relating to NG9-1-1 services in order to coordinate statewide networks. These standards address six categories: product, interface, data, testing, performance, and operations. Based upon input from affected stakeholders, the E9-1-1 Services Board should have the authority to expect statewide compliance with updated or new standards within timeframes it deems appropriate. When standards are not applicable, or have not yet been developed, the E9-1-1 Services Board should have the authority to require compliance with specified requirements, if appropriate.

State legislation should require that 9-1-1 related regulatory language be performance-based and technology neutral. Performance-based language is language that focuses on the functionality and/or outcome of a service or tool, rather than the service or the tool itself, which is simply used to achieve an outcome.

2. The E9-1-1 Services Board shall collaborate on NG9-1-1 rules it proposes as a board with the Virginia State Corporation Commission (SCC) and other appropriate rulemaking authorities in regard to legacy 9-1-1 related regulations managed under existing 9-1-1 tariffs by the SCC so as to not supersede any rulemaking authority vested in or previously granted to the SCC for 9-1-1 services.
3. The E9-1-1 Services Board, with advice from the 9-1-1 Policy Committee and input from the Regional Advisory Committee, shall have the authority to enter into inter-local contracts, interstate contracts and Federal contracts for the purposes of implementing the State NG9-1-1 plan.

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- a. **Background:** The E9-1-1 Services Board should have the explicit authority to coordinate 9-1-1 efforts with neighboring States, countries, and/or the Federal government. This authority should permit the E9-1-1 Services Board to enter into Federal, interlocal, and interstate contracts and agreements.
4. The E9-1-1 Services Board shall have the authority to ensure that the State 9-1-1 system is compliant with relevant Federal legislation and regulations, and relevant State legislation, regulations, and other legal requirements. Examples would be the American with Disabilities Act and the Health Insurance Portability and Accountability Act, and other similar legal issues affecting 9-1-1.
5. **TBD.** State legislation should identify the E9-1-1 Services Board as the entity responsible for NG9-1-1 service provider certification, and authorize rulemaking authority. This entity must coordinate with other relevant State agencies during this process to ensure stakeholder requirements are considered. Certification requirements should be performance based and task outcome focused.
6. Service provider certification and accreditation for NG9-1-1 ensures that originating service providers support appropriate and necessary NG9-1-1 call delivery in accordance with State policies and standards.

II. Technical Assistance to PSAPs and other public safety entities

1. The E9-1-1 Services Board shall coordinate with and provide technical assistance to PSAPs, supporting 9-1-1 organizations and authorities, and other public safety and emergency medical service entities regarding NG9-1-1 State plan implementation, as appropriate and necessary.
 - a. **Background:** As part of its statutory responsibility, the E9-1-1 Services Board should be required to coordinate its activities with local 9-1-1 and public safety entities. Within that context, the Board should have the responsibility and authority to provide technical assistance to such organizations for the sake of effective statewide 9-1-1 operations.

Specific examples of Technical Assistance could include:

- Quality Assurance standards
- Emergency Medical Dispatch minimum requirements
- PSAP minimum standards for Call Handling Equipment
- Logging/Record minimum standards
- Emergency medical dispatch (EMD) in coordination with the appropriate State office of Emergency Medical Services.
- PSAP training requirements and staffing.
- PSAPs may be encouraged to set performance-based benchmarks related to call handling
- Coordination between originating service providers and regional and local 9-1-1 entities is critical to consistent and standard NG9-1-1 service delivery. The E9-1-1

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Services Board can facilitate that process by providing a standard process within which the coordination occurs.

2. **Public Safety and interstate coordination.** The E9-1-1 Services Board shall coordinate with and provide technical assistance to PSAPs, supporting 9-1-1 organizations and authorities, and other public safety and emergency medical service entities regarding NG9-1-1 State plan implementation, as appropriate and necessary.
 - a. **Background:** Implementation and operation of an NG-1-1 system will require coordination, communication and information sharing among 9-1-1 authorities as well as public safety and homeland security agencies. Legislation granting the E9-1-1 Services Board authority to participate in and coordinate efforts with other public safety groups and agencies will facilitate the effective information sharing processes and the pursuit of common solutions for issues related to implementation and operation.