



# Legislative/Governance PSAP Work Session

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July 16, 2015





# Agenda

1. Legislative/Governance Study Findings
2. Board Action
3. Work of the Board's Policy Committee
4. Draft Legislation
5. Regional Advisory Council (RAC)
6. Questions/Discussion



## Study - Policy and Political

- Expanded role for state coordination and E-911 Services Board, as well as rulemaking (enforcement)
- Changes in Board representation
- Regional Advisory Council makes recommendations for rulemaking
- Elimination of cost recovery and transfers
- Sustainable funding model
- Enhanced role of Regional Coordinators



## Original Staff Recommendations

- Total of 57 recommendations
- 27 to be addressed in first year
- Decision maker education
- Explicit designation of 9-1-1 as essential and local service
- Role of the Board and Coordinator
- Not Board composition or Advisory Council
- Rulemaking Authority



## Staff Recommendation-Rulemaking

- More holistic and address the enforcement of standards
- Needs to be broader than NG9-1-1
- 9-1-1 rulemaking needs to focus on E-911 and NG9-1-1
- The Board should be responsible for enforcement to compel compliance



## Detailed Recommendations

- List of secondary PSAPs (Ops12A)
- Educational material for decision makers (Ops21B)
- Adoption of NG-911 Master Plan (Gov04E & FR03A)
- Establishment of Advisory Council
- Evaluation of legislation for modification
  - Board responsibility for all 9-1-1 service (Gov01A & Gov8A)
  - Board responsibility for ESI Net (Gov01B)
  - Closer compliance w/national guidelines (Gov01C)



## Detailed Recommendations (Continued)

- Evaluation of legislation for modification  
(Continued)
  - State Coordinator roles/responsibilities (Gov02A&B, SO01A&B & SO02A)
  - Responsibilities of state agencies (Gov03A&B)
  - VITA responsibility to coordinate and collaborate with State and regional public sector entities (Gov04A)
  - Preserve and codify 9-1-1 as a locally managed service (Gov05A&B)
  - Board authority to make rules (Gov09A)
  - Establish 9-1-1 as an essential service (Gov14A&B)



## Detailed Recommendations (Continued)

- Evaluation of legislation for modification  
(Continued)
  - Board authority to establish QA, standards, and rules for the 9-1-1 system (RM02A)
  - Board authority to establish QA, standards, and rules for call handling (RM03A)
  - Board authority to establish training requirements for 9-1-1 (RM04A)
  - Board authority to establish professional accreditation and certifications (RM05A)
  - Board authority to establish EMD (RM06A)



## Recommended Approach

- Primarily assigned to Policy Committee
- Begin meeting in late March
- Monthly meetings thereafter
- At least two PSAP work sessions
- Outreach to other stakeholder groups
- Use MCP recommendations and other states as models for consideration
- Overall goal to have legislation drafted by August 1



## Recommended Schedule

- Secondary PSAPs and Educational material completed by March 31
- First two committee meetings to address Board responsibilities
- First PSAP work session in conjunction with these two meetings
- Third committee meeting to address responsibilities of staff & Advisory Council
- Second PSAP work session
- Last two meetings to consider draft legislation



## March 12 Board Actions

- Direct the PSAP Grant Committee to advance Study recommendations within the FY2017 PSAP Grant Guidelines
- Direct the Policy Committee to address Study recommendations for Governance and Legislative changes and address Regional Advisory Council
- Direct Staff to begin work on ESI Net requirements and best practice development



## NG9-1-1 Governance/Legislative

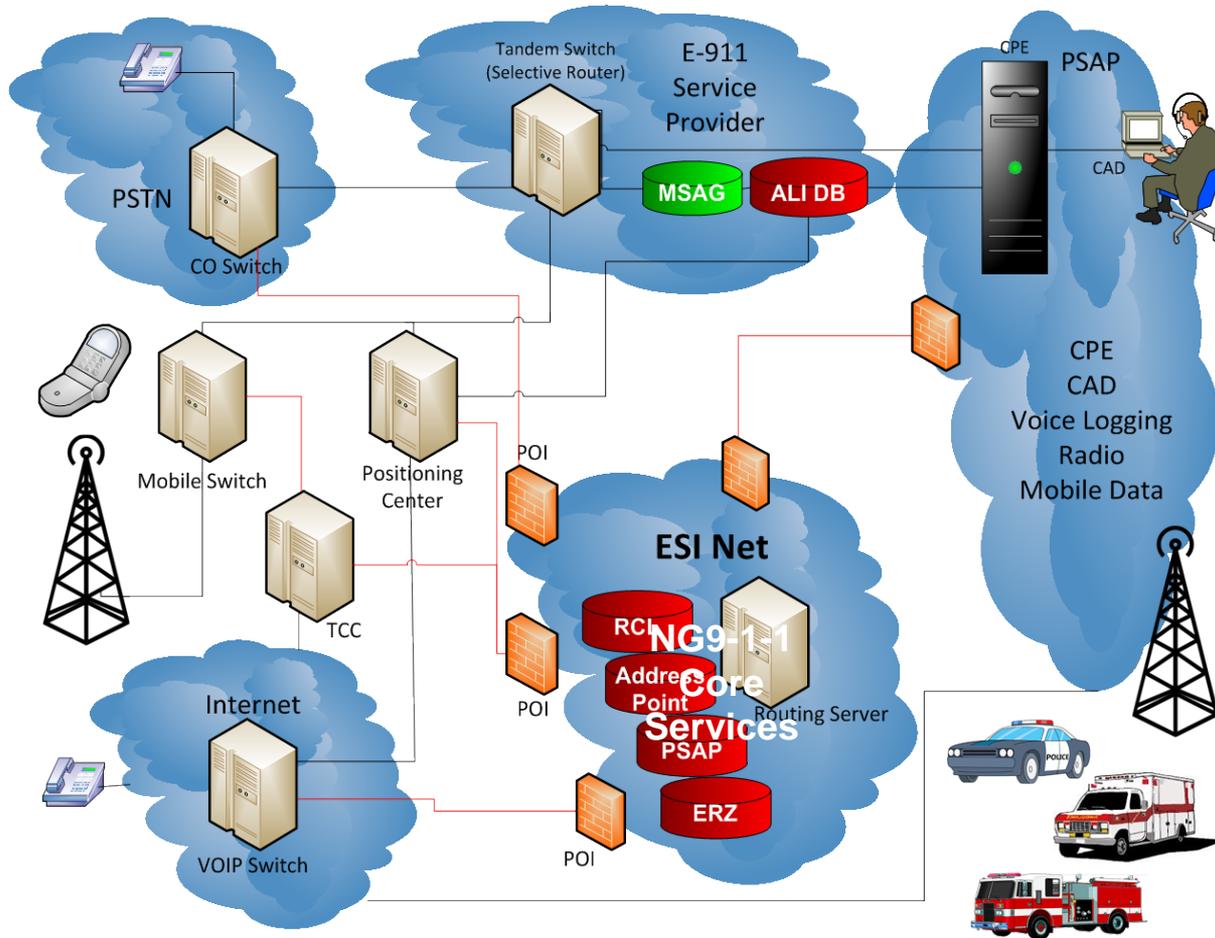
- Address in first year:
  - Develop educational material for decision makers
  - Establish responsibility for the E-911 Board and supporting staff
  - Preserve and codify 9-1-1 as a locally managed, essential, public safety service
- Primarily assigned to Policy Committee
- Meetings March 26<sup>th</sup> and April 28<sup>th</sup>
- Goal to have legislation drafted by August 1



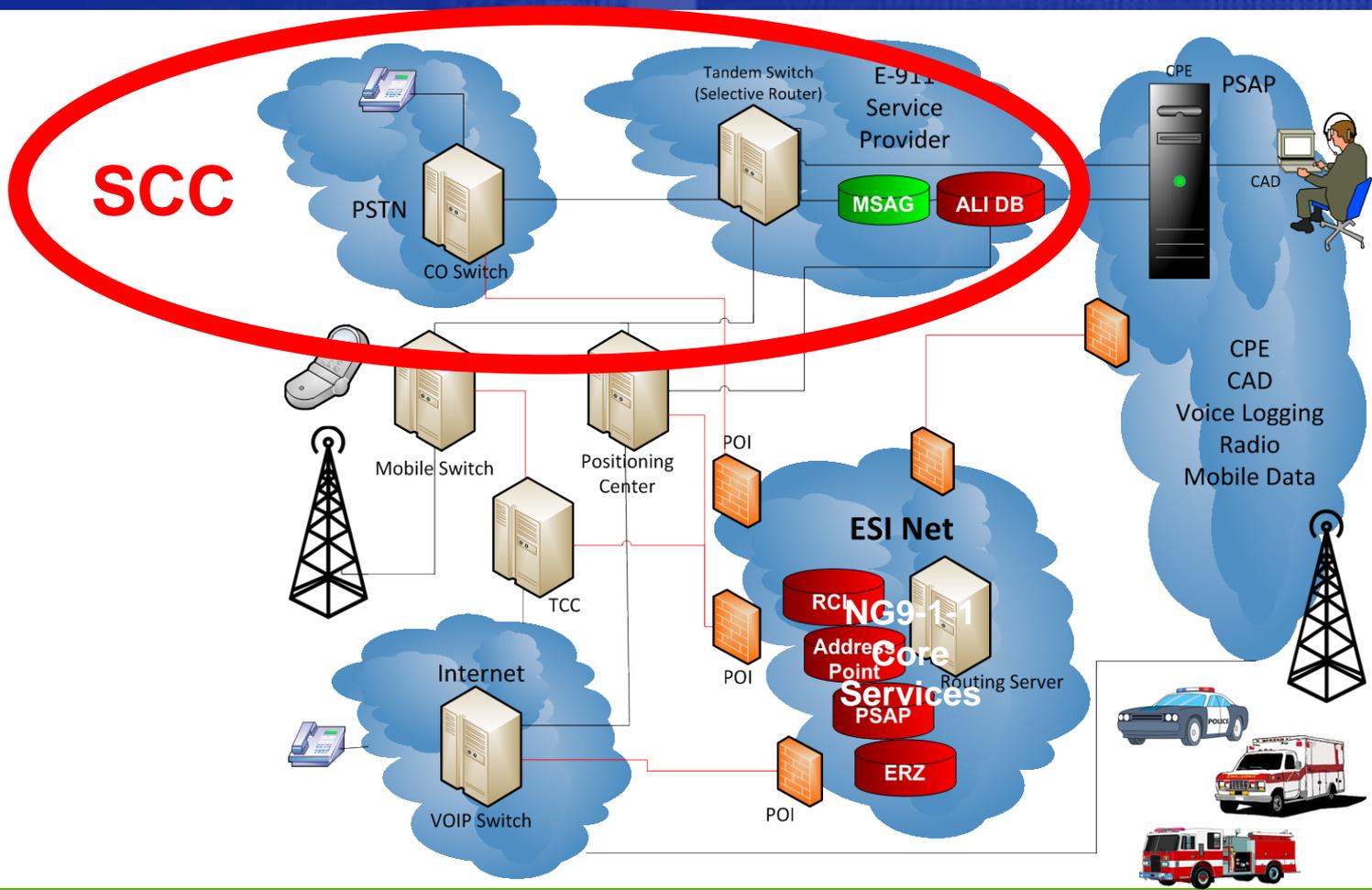
## Guiding Principles

- 9-1-1/GIS are essential, local/regional, public safety services
- Need to address ALL of 9-1-1 not just NG
- Full stakeholder engagement is needed
- Services must not be degraded
- Economies need to be leveraged
- Doing nothing is NOT an option

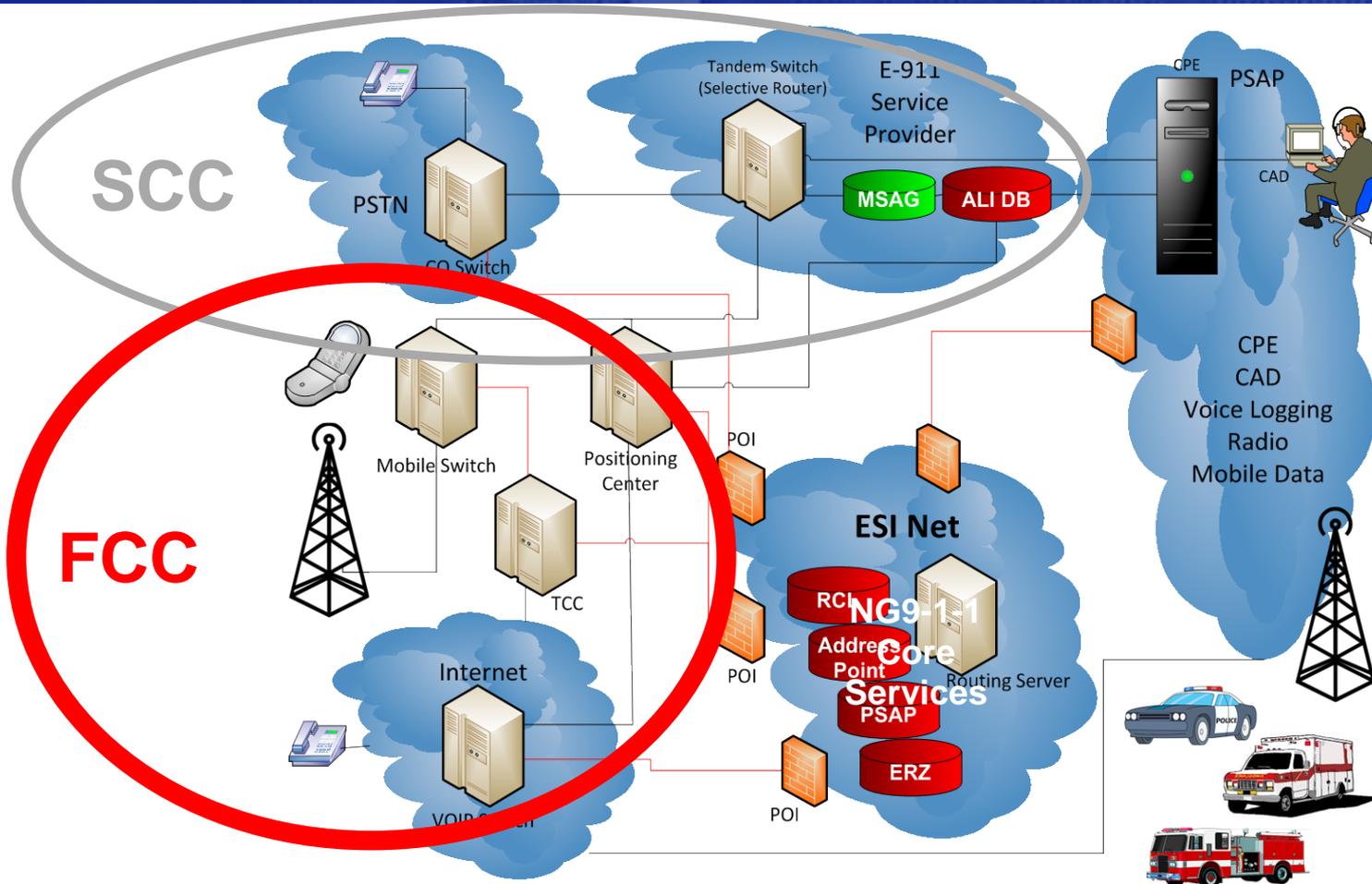
# 9-1-1 Ecosystem



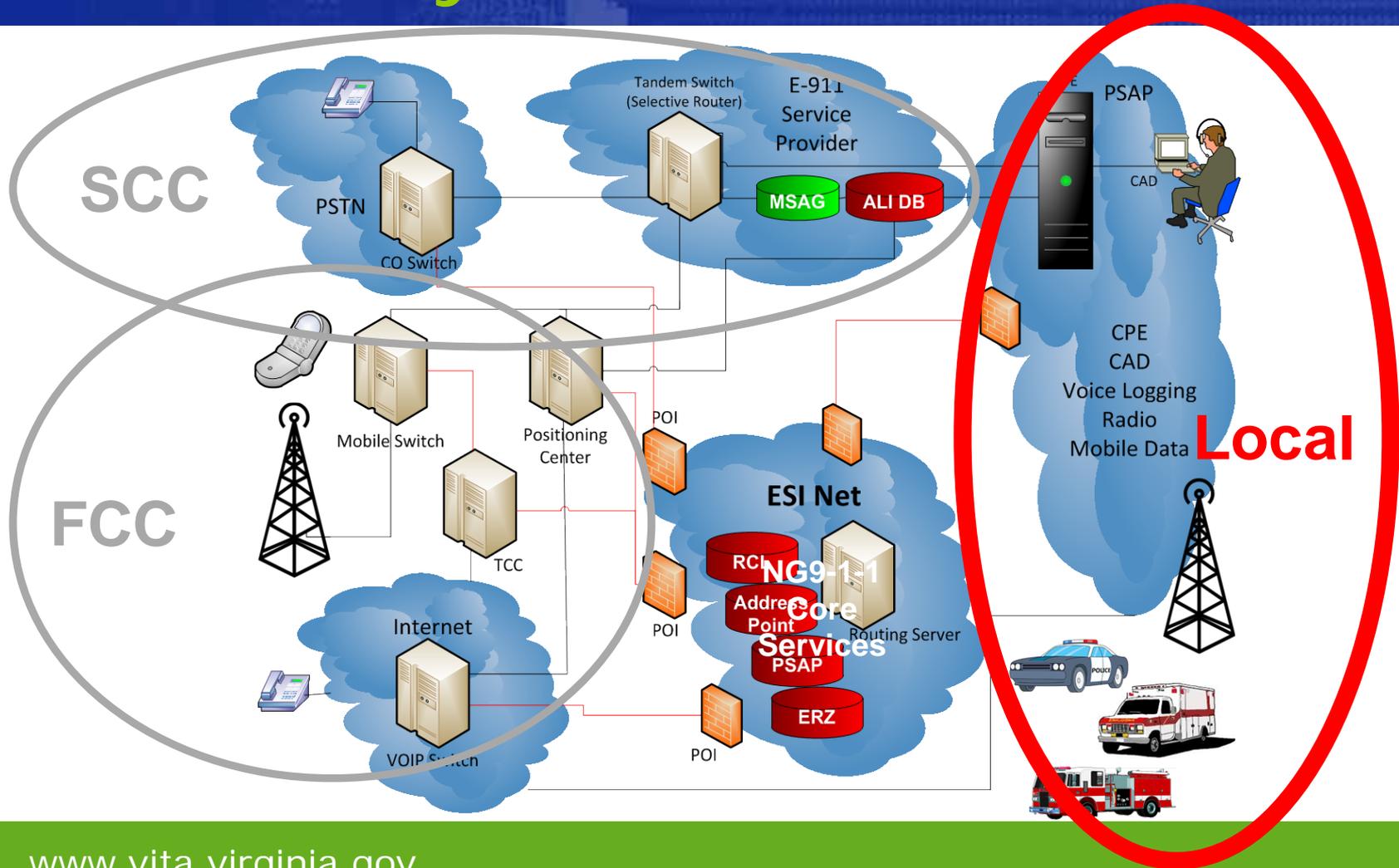
# 9-1-1 Ecosystem



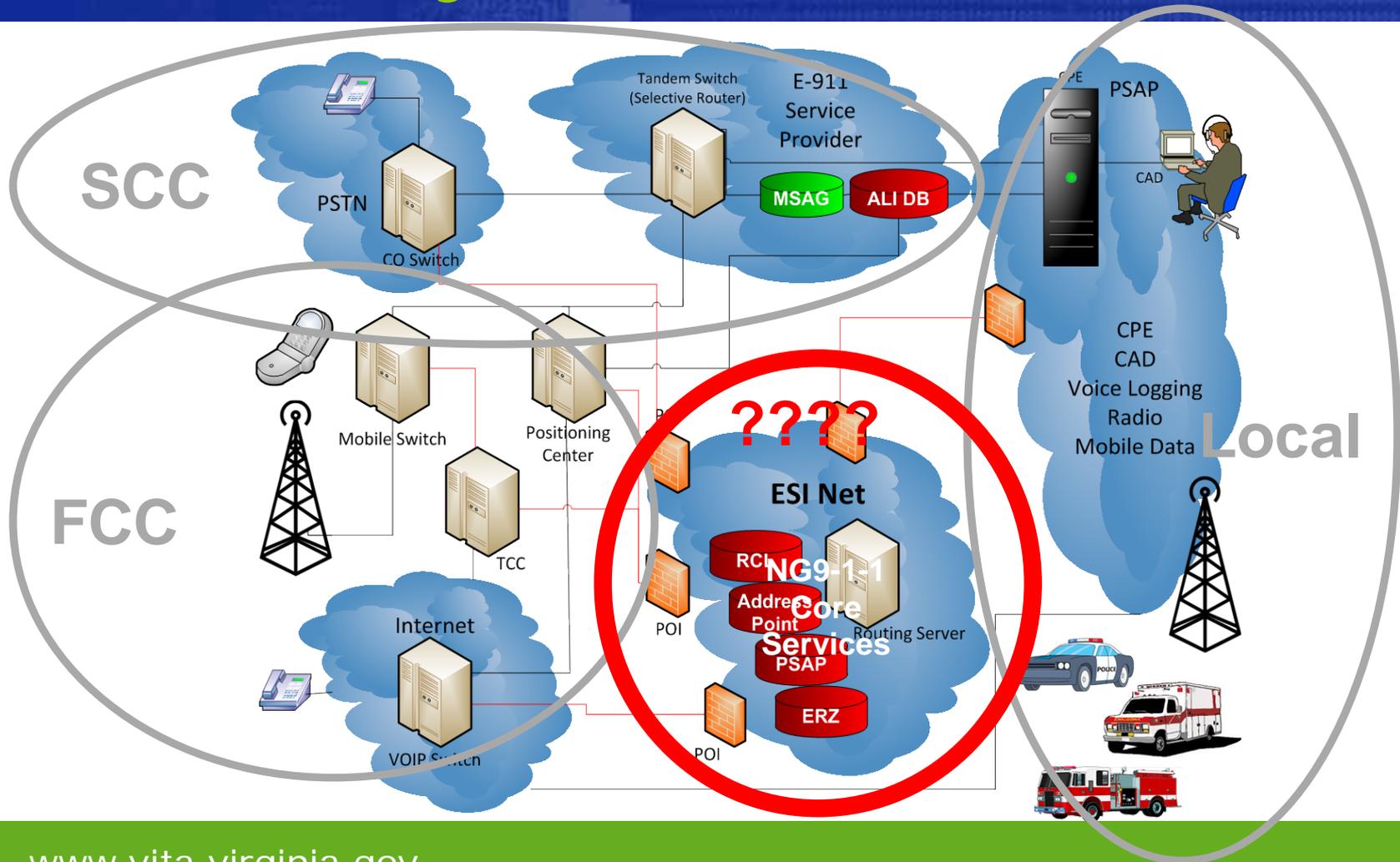
# 9-1-1 Ecosystem



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# 9-1-1 Ecosystem





# ESI Net Options

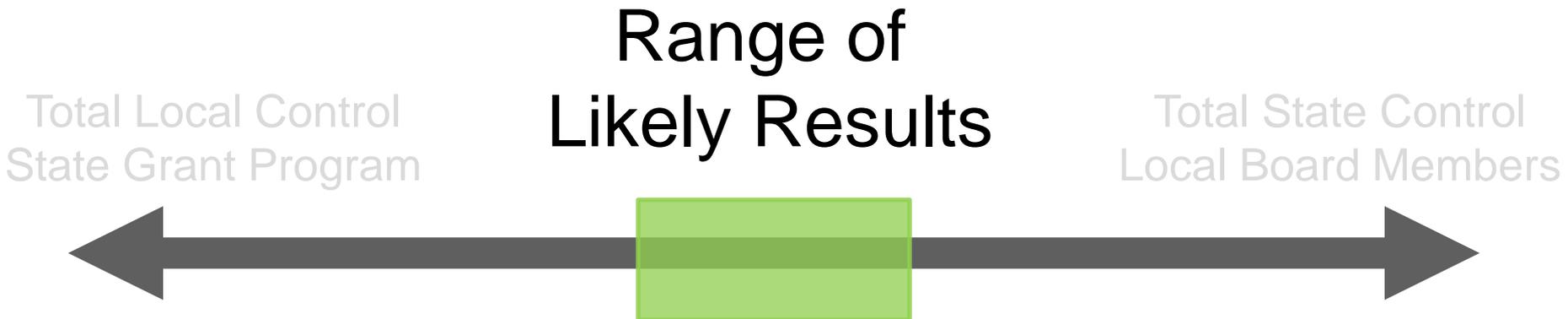
Total Local Control  
State Grant Program



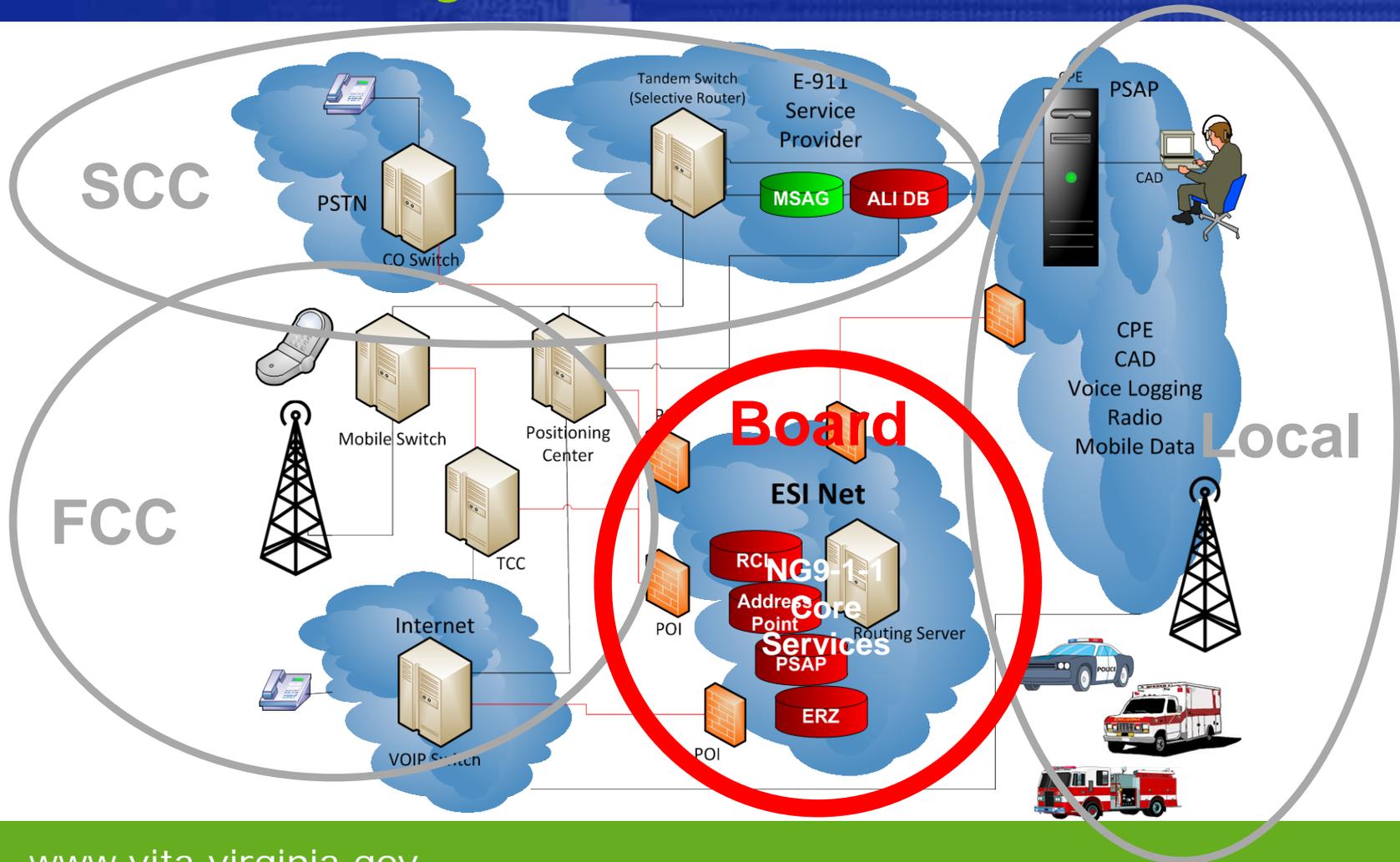
Total State Control  
Local Board Members



# ES Net Options



# 9-1-1 Ecosystem





## Role of the Board

- Define Standards for:
  - NG9-1-1 Core Services
  - ESI Net
  - PSAP Function
  - Processing of information through the ESI Net
  - Ensuring the Commonwealth can operate as a single network and interoperate with other states
- Assist localities with best practices for those things in Local control

NENA I3 Standard



## Other Roles Discussed

- Collaborate with SCC and others
- Enter into contracts
- Ensure compliance with relevant legislation and regulations
- Entity responsible for NG9-1-1 service provider certification/rulemaking authority
- Technical assistance
- Relationship with greater public safety and homeland security agencies
- I3 Standard



## Specific NENA I3 Functions

- Addresses are pre-validated against the Location Validation Function (LVF)
- Calls enter through a Border Control Function (BCF)
- Routed through Emergency Services Routing Proxy (ESRP)
- Routing data supplied by Emergency Call Routing Function (ECRF)
- Policy Routing Function (PRF)
- Data maintained in Spatial Information Function (SIF)



## Other ESINet Requirements

- Diversity
- Redundancy
- Availability
- Security
- Network Management/Monitoring
- Interconnected Systems



## Policy Committee Recommendation

- Concurs with the Recommendations on the role of the Board in 9-1-1 Ecosystem
- Concurs with codifying 9-1-1 as essential, local, public safety service
- Move forward with legislation but address concern about not resolving funding issue
- Supports agreement for creation of Regional Advisory Council (RAC) as support to PSC Coordinator as proposed
- RAC to have standing meeting agenda time



## Board Establishment - § 56-484.13

- A. The Wireless E-911 Services Board is hereby continued as the E-911 Services Board. The Board shall plan, promote and offer assistance:
1. In the statewide development, deployment, and maintenance of enhanced wireless emergency telecommunications services and technologies; and
  2. In the development and deployment of enhanced wireline emergency telecommunications services and technologies only in specific local jurisdictions that were not wireline E-911 capable by July 1, 2000.

The Board shall exercise the powers and duties conferred in this article.



## Board Establishment

(continued)

- B. The E-911 Services Board may promote and offer planning assistance:
1. In the statewide development, deployment, and maintenance of VoIP E-911 and any other future communications technologies accessing E-911 for emergency purposes;
  2. To the Virginia Information Technologies Agency (VITA), and other stakeholder agencies, in the development and deployment of a statewide public safety network that will support future E-911 and other public safety applications; and
  3. However, the Board shall seek funding from sources other than CMRS providers or customers of CMRS to support efforts that exceed the scope of wireless E-911 service.



## Board's Powers and Duties § 56-484.14

1. Make and enter into all contracts and agreements necessary or incidental to the performance of its duties and the execution of its powers, including purchase agreements payable from (i) the Wireless E-911 Fund and (ii) other moneys appropriated for the provision of enhanced 9-1-1 services.
2. Pursue all legal remedies to enforce any provision of this article, or any contract entered into pursuant to this article.
3. Develop a comprehensive, statewide enhanced 9-1-1 plan for wireless E-911, VoIP E-911, and any other future communications technologies accessing E-911 for emergency purposes. In constructing and periodically updating this plan as appropriate, the Board shall monitor trends and advances in enhanced wireless, VoIP, and other emergency telecommunications technologies, plan and forecast future needs for these enhanced technologies, and formulate strategies for the efficient and effective delivery of enhanced 9-1-1 services in the future with the exclusion of traditional circuit-switched wireline 9-1-1 service.



## Board's Powers and Duties (continued)

4. Grant such extensions of time for compliance with the provisions of § [56-484.16](#) as the Board deems appropriate.
5. Take all steps necessary to inform the public of the use of the digits "9-1-1" as the designated emergency telephone number and the use of the digits "#-7-7" as a designated non-emergency telephone number.
6. Report annually to the Governor, the Senate Committee on Finance and the House Committee on Appropriations, and the Virginia State Crime Commission on (i) the state of enhanced 9-1-1 services in the Commonwealth, (ii) the impact of, or need for, legislation affecting enhanced 9-1-1 services in the Commonwealth, and (iii) the need for changes in the E-911 funding mechanism provided to the Board, as appropriate.



## Board's Powers and Duties (continued)

7. Provide advisory technical assistance to PSAPs and state and local law enforcement, and fire and emergency medical service agencies, upon request.
8. Collect, distribute, and withhold moneys from the Wireless E-911 Fund as provided in this article.
9. Develop a comprehensive single, statewide electronic addressing database to support geographic data and statewide base map data programs pursuant to [§ 2.2-2027](#).
10. Receive such funds as may be appropriated for purposes consistent with this article and such gifts, donations, grants, bequests, or other funds as may be received from, applied for or offered by either public or private sources.
11. Manage other moneys appropriated for the provision of enhanced emergency telecommunications services.



## Board's Powers and Duties (continued)

12. Perform all acts necessary, convenient or desirable to carrying out the purposes of this article.
13. Drawing from the work of E-911 professional organizations, in its sole discretion, publish best practices for PSAPs. These best practices shall be voluntary and recommended by a subcommittee composed of PSAP representatives.
14. Monitor developments in enhanced 9-1-1 service and multiline telephone systems and the impact of such technologies upon the implementation of Article 8 (§ [56-484.19](#) et seq.). The Board shall include its assessment of such impact in the annual report filed pursuant to subdivision 6.



## Local Requirement § 56-484.16

- A. On or before July 1, 2003, every county, city or town in the Commonwealth shall be served by an E-911 system, unless an extension of time has been granted by the Board.
  
- B. The digits "9-1-1" shall be the designated emergency telephone number in Virginia. No public safety agency shall advertise or otherwise promote the use of any number for emergency response service other than "9-1-1".



## Definitions - § 56-484.12

- ESINet Definition

*“Emergency Services IP Network” or ESINet means a broadband, packet switched network that is capable of carrying voice and data using Internet Protocols and that is engineered, managed, or intended to support public safety communications and 9-1-1 service.*



## Board Establishment - § 56-484.13

- A. E-911 Services Board, formerly known as the Wireless E-911 Services Board, shall exercise the powers and duties conferred in this article.
- B. The E-911 Services Board shall:
  1. Support and assist PSAPs in the provision of E-911 operations and services, including through provision of funding and development of best practices;
  2. Plan, promote, and assist in the statewide development, deployment, and maintenance of an Emergency Services IP network to support future E-911 and other public safety applications; and
  3. Consult and coordinate with PSAPs, state and local public bodies in Virginia, public bodies in other states, CMRS providers, and others as needed in the exercise of the Board's powers and duties.



## Powers and Duties Changes

12. Perform all acts necessary, convenient or desirable to carrying out the purposes of this article.
13. Drawing from the work of E-911 professional organizations, in its sole discretion, publish best practices for PSAPs. These best practices shall be voluntary and recommended by a subcommittee composed of PSAP representatives.
14. Develop or adopt and publish standards for an **Emergency Services IP Network** to ensure that enhanced public safety telephone services seamlessly interoperate within the Commonwealth and with surrounding states.
15. Monitor developments in enhanced 9-1-1 service and multiline telephone systems and the impact of such technologies upon the implementation of Article 8 (§ [56-484.19](#) et seq.). The Board shall include its assessment of such impact in the annual report filed pursuant to subdivision 6.



## Local Requirement Changes

§ 56-484.16

A. ~~On or before July 1, 2003, e~~Every county, city or town in the Commonwealth shall be served by an E-911 system., ~~unless an extension of time has been granted by the Board.~~ The provision of 9-1-1 shall be considered an essential, local public safety service.



## PSC Legislation - § 2.2-2031

- A. There is established within VITA a Division of Public Safety Communications (the Division), which shall be headed by a Virginia Public Safety Communications Coordinator, appointed by the CIO with the advice and consent of the E-911 Services Board. The Division shall consist of such personnel as the CIO deems necessary. The operating expenses, administrative costs, and salaries of the employees of the Division shall be paid from the Wireless E-911 Fund created pursuant to § [56-484.17](#).



## PSC Legislation - § 2.2-2031

B. The Division shall provide staff support to the E-911 Services Board and encourage, promote, and assist in the development and deployment of statewide enhanced emergency telecommunications systems.



# Regional Advisory Council

