

## Upcoming Events

The **NENA 2020 Conference & Expo** is coming to Long Beach, CA from June 13-18! The call for papers will be open in October; registration and housing will be open in late December or early January. The 2021 conference will be in Columbus, OH from June 26-July 1.

NENA's **NG9-1-1 Standards & Best Practices Conference** is being held January 20-23 in Austin, TX at the Sheraton at the Capitol. Registration and housing are opening on September 16, with early-bird registration deals available through November 22.

Also in Austin, we'll be holding a **wellness Critical Issues Forum** on January 23-24. This first-of-its-kind event teaches you about the mental-, physical-, and organizational-health processes and programs you can use to enable the much-needed change in our community's mindset, skillset, and culture as it relates to mental health and hygiene. During this interactive day-and-a-half program, you'll gain the tools and resources you need to keep your team healthy and performing at their best. Registration and housing will be open on September 16, at the same time they go live for #NENASBP.

**9-1-1 Goes to Washington** is happening February 11-14 at the Grand Hyatt in Washington, DC! #NENAGTW offers a significant opportunity for 9-1-1 professionals to shape the nation's emergency communications policy agenda. Registration and housing will be open mid-October.

## Association Business

NENA is now accepting 2020-21 **Board of Directors nominations**. This election will be for the following positions: Second Vice President, Southeastern Region Director, Western Region Director, and Private Sector Director. The nomination deadline is 5PM Eastern on September 25, 2019. Visit [nena.org/2020election](https://nena.org/2020election) for more information on the nomination process, eligibility requirements, and general election details.

On August 13, the NENA Board traveled to APCO's annual conference in Baltimore, MD and **met with the APCO Board** to discuss a number of matters that involve both organizations and affect our respective members. While there is considerable work to be done, NENA looks forward to opportunities for productive conversations between the two organizations. We hope a continued dialogue can help solve the important issues facing the 9-1-1 community.

NENA continues to receive **international interest in forming alliances, standing up chapters, and using NENA standards** (such as the i3 NG9-1-1 standard).

## **Reclassification**

The **911 SAVES** Act, Rep. Torres' bill to reclassify Public Safety Telecommunicators as a Protective Service Occupation under the federal government's Standard Occupational Classification System (SOCS), has passed the House as part of the National Defense Authorization Act (NDAA, HR 2500). The Senate has also passed its own NDAA, however – this version lacks the 911 SAVES language. Because of this and other differences in the two passed bills, a special committee will attempt to reconcile the two bills. Lots should be happening on this front in the coming weeks and months, so we're keeping a close eye on the matter. We're also placing op-eds in local news outlets, targeting key players in the House and Senate to get their support for 911 SAVES.

## **NG9-1-1**

**Version 3 of the i3 Standard for Next Generation 9-1-1** has entered the resolution process for public comments and should be finalized by the end calendar year 2019. Version 3 includes a number of enhancements to version 2 of the standard, including REST/JSON architecture, enhancements to security, discrepancy reporting, test calls and other features. Once version 3 is completed the group will immediately start work on version 4. If you are interested in contributing, anyone can join NENA workgroups at any time regardless of your skill set.

NENA is launching the **PSAP Credentialing Agency (PCA)** through 2019-2020 to establish a root of trust for cryptography and interoperability in NG9-1-1 systems. Integration with the nationwide PCA is a required function in standard for NG9-1-1, including i3. It is important that ESInet integrators consult with NENA to learn how they can integrate their own credentialing systems with the PCA so that they can interoperate with other systems.

NENA plans to launch additional **interoperability initiatives** in 2020, including deployment of a Forest Guide to assist with top-level routing and initial discovery of whether NG9-1-1 services are available at a location; and a conformance test suite to be made available to vendors, integrators and system operators to test whether their systems are conformant with NG9-1-1 standards. Please contact Brandon Abley at [babley@nena.org](mailto:babley@nena.org) for more information.

The **Next Generation 9-1-1 Act of 2019** would establish a \$12B grant program to fund the transition to NG9-1-1. The House version of the bill, introduced by Reps. Eshoo and Shimkus, has been incorporated into the House Dems' infrastructure bill, the *LIFT America Act* (HR 2741). A Senate version of the Next Generation 9-1-1 Act of 2019 has also been introduced by Sens. Klobuchar and Burr, but has not been attached to any larger legislation yet. We're hoping that the Dems' infrastructure legislation moves now that recess is over, but we're conscious of the fact that a number of other headline-grabbing issues run the risk of sucking the air out of the room for important initiatives like this.

## **Location Accuracy**

Industry and public safety officials continue to work on the **CTIA-led Test Bed for Z-Axis and indoor location** to evaluate the best method for identifying 9-1-1 callers in 3-dimensions, including a z-axis dimension and when the caller is indoors. NENA is encouraged that location service providers including Google are participating in the Test Bed and that the best method for z-axis caller location will be identified soon.

This spring, the **FCC requested comment on the best accuracy metric for locating 9-1-1 callers in the vertical plane**, or “z-axis.” NENA opposed the wireless carriers’  $\pm 5\text{m}$  accuracy benchmark proposal, instead urging the FCC to adopt a  $\pm 3\text{m}$  accuracy benchmark – a metric that is both necessary for public safety and achievable by current technologies. NENA also encouraged the Commission to orient its location rules toward delivery of location information in the x/y/z format, and cautioned against mandating delivery of only dispatchable location (sans any additional important information) from the National Emergency Address Database [NEAD], because:

- Market forces support continued development of z-axis location technology;
- Market forces are gravitating away from public safety-only databases like the NEAD;
- Wireless carriers (the only parties over which the FCC has jurisdiction) lack the capabilities, incentive, and mapping-business experience to develop and maintain labor-intensive, useful, and complex data bases like the NEAD, while mobile OS platform companies like Google and Apple have extensive experience, talent, and incentive to operate and improve the massive databases necessary for accurate 9-1-1 location;
- Delivering dispatchable location early in the location delivery process may strip 9-1-1 of crucial, more precise information necessary for improved 9-1-1 location. 9-1-1 should be given the most accurate, precise information possible, and should be allowed to make its own choices regarding mapping and reverse geocoding; and
- The requirements for NEAD penetration are not equal to those for z-axis technology penetration, and may result in less coverage for public safety.

## **MLTS**

The FCC published a Report & Order implementing provisions of **Kari’s Law and RAY BAUM’S Act**, which mandate direct dialing of 9-1-1 from multi-line telephone systems and an examination of the state of 9-1-1 location in MLTS environments. A more thorough summary of the R&O follows.

- *MLTS Definition.* The definition of MLTS is now broader, and includes the full range of networked communications systems that serve enterprises, including circuit-switched, IP-based, cloud-based, and over-the-top applications.
  - *Purely internal comms systems excluded.* Excluded from the definition of MLTS, however, are purely internal communications systems that don't rely on telephone numbers under the North American Numbering Plan.
  - *Definitions of MLTS Managers and Operators.* The R&O defines an MLTS manager as "The entity that is responsible for controlling and overseeing implementation of the MLTS after installation." The manager's responsibilities include determining how lines should be distributed, assigning and reassigning phone numbers, and ongoing network configuration.
    - Even a "passive" enterprise owner may perform some of these functions, and that this owner should be responsible to the extent a violation of the statute or rules results from their conduct.
- *Compliance Dates*
  - Kari's Law: February 16, 2020
  - Dispatchable Location for Fixed MLTS Calls: August 2020
  - Dispatchable Location for Non-fixed MLTS Calls: August 2021
  - Dispatchable Location for Off-Premises MLTS Calls: August 2021
- *Direct Dialing.* Kari's Law requires MLTS installers, configurers, managers, and owners to ensure the ability to dial 9-1-1 directly, without any prefixes.
- *Notifications.* Kari's Law requires that an MLTS system be configured to provide notification to a central location if the system is configured to provide the notification without an improvement to the hardware or software of the system.
  - *Timing.* Notifications must be contemporaneous with the 9-1-1 call and cannot delay the placement of the call to 9-1-1.
  - *Destination Points.* Notifications may be provided to either a "central location at the facility where the system is installed" or to "another person or organization regardless of location."
  - *No Small Business Exemptions.*
  - *Exemption for Significant Upgrades.* The R&O declines to require enterprises to make upgrades to the core systems of an MLTS, substantial upgrades to the software, or any upgrades that require a significant purchase in order to comply with the notification obligation.

## PSAP Registry

NENA has launched the **Enhanced PSAP Registry and Census**, moving our PSAP registry to a modern GIS cloud platform. This provides for an enhanced user experience as well as other features, such as the ability to update your PSAP data via a web portal. Using a modern mapping interface, users can search for PSAP information using a landmark, community name or address, or simply by clicking on the map viewer. The enhanced PSAP registry also has a robust API. If you are interested in accessing the PSAP registry or in connecting your platform to the API, please contact Brandon Abley at [babley@nena.org](mailto:babley@nena.org).

## Education & Training

On September 16, NENA will formally announce the new **Excellence In Dispatch Certificate** for telecommunicators! The certificate goes beyond the basics of what is learned in your entry-level training programs to deliver the knowledge, tools, and resources dispatchers need to become star performers. To earn the certificate, students must complete at least three of the five below courses within two years:

- Advanced Fire & EMS Dispatching
- Advanced Police Dispatching
- Enhanced Caller Management
- 9-1-1 Customer Service: Takes Seconds, Saves Minutes
- Preventing Telecommunicator Tunnel Vision

In October 2019, the new biweekly **TC Tips training-video series** will debut on NENA's social media channels. The tips are presented by subject-matter experts and NENA instructors, and provide bite-sized, quick-hit training for TCs that they can use right away to improve their work.

NENA members have access to every **#WebinarWednesday** offering throughout the year for free! Be sure to take advantage of this new member benefit, worth over \$450!

## Membership

We've surpassed the **14,000-member mark** for the first time ever this year and are looking forward to passing 15,000 in 2020!

2020 **membership-renewal season** kicks off on October 1, 2019. Watch your inbox for your renewal notice early October.

If you weren't able to take advantage of **group membership** before, now is a good time to share membership with more of your staff. Group memberships allow you to save on the cost of membership, get more people involved, and provide exclusive benefits not available anywhere else!

## Women in 9-1-1 Alliance

NENA recently launched the **Women in 9-1-1 (WIN) Alliance**, dedicated to empowering women in 9-1-1 through leadership development, education, networking, and mentoring opportunities. A meetup was held at #NENA2019 in Orlando, and a quarterly WIN webinar series debuts on September 18.

## Wellness

In addition to the upcoming Critical Issues Forum, wellness continues to be a priority at the national level. On the standards front, we are currently **updating the NENA Standard on Acute, Traumatic and Chronic Stress Management**.

Additionally, scheduled to launch in January, the **#NENAContinuum web portal** will be repository for all-things 9-1-1 wellness. We have a team of subject matter experts working to ensure that the NENA website provides the tools and resources NENA members need to stay healthy – physically, mentally, and organizationally.

## #ThankYou911

Thanks to our NENA 2019 attendees and industry partners, we **raised more than \$20,000 for scholarships** during our conference fundraising effort to provide TCs with the opportunity to attend the 2020 conference in Long Beach, CA!

Through our **#ThankYou911 program**, we're working to hold 9-1-1 appreciation events across the country and raise funds for scholarships and wellness programs. **Contact us if you have ideas for hosting or co-hosting an event in your area!**

## HQ Update

NENA has welcomed **two new professional staffers** this year!

- Brandon Abley, ENP – Technical Issues Director
- April Heinze, ENP – PSAP/9-1-1 Operations Director