

State of 911 Questions Log September 2020

1. **Question:** What kind of agreements to you have with federal PSAPs? (Like military)

Answer: Thus far we do not have specific agreements with federal PSAPs or with the military although discussions have taken place at various points. In the short term the agreements remain informal, but we expect that to change in the medium term as legacy selective routing technology is replaced regionally.

This will be a major focus in Chapter 5 of the Interstate Playbook to be published later this fall. Samples of memorandums of understanding (MOUs) and Inter-governmental Agreements between local 911 jurisdictions and military bases and considerations related to those types of agreements are discussed.

2. **Question:** Where can we see the standards to be sure the solutions we create can be easily interoperable?

Answer: 911.gov has a list of all standards here:
https://www.911.gov/project_standardsforenhancedandnextgeneration911.html

For GIS data specifically, the NENA standard for NG9-1-1 GIS Data Model is NENA-STA-006.1.1 and is available at the NENA web site. The NENA i3 standard is NENA-STA-010.2. but version 3 is nearing completion and will be released for public review very soon.

If the questioner is referring to NG9-1-1 solutions, there are recommendations for ensuring interoperability is required in your RFP through both APCO and NENA.

<https://www.apcointl.org/download/sample-rfp-template-for-ng9-1-1-capabilities-pdf/>
<https://www.nena.org/page/rfpconsiderations>

3. **Question:** Do you realistically see enough bipartisan support to develop funding sources for development and implementation? Most departments are not going to be able to absorb any significant costs of upgrading equipment and software.

Answer: Funding for NG9-1-1 will continue to be a challenge but the need is a legitimate and worthy investment for public safety. The efforts to make the funding issue a high priority require continued effort from multiple stakeholders at all levels.

If the question refers to federal legislation offering financial support, most states and local 911 jurisdictions are moving forward without the hope of any federal assistance beyond the current 911 grants. Because of this, the transition timeframes are longer than most had hoped for as the migration and replacement of technology must be incremental in order to be affordable. An Influx of Federal funding would accelerate the implementation and transition to NG9-1-1.

4. **Question:** For the "VoIP" testing with the VPCs (Comtech and Intrado) were there any issues with E911 calls from the Video Relay Centers and Vehicle Telematic Call Centers?

Answer: Video Relay and Telematics Call Centers were not a part of the Lab to Lab testing because calls

from these entities could not be simulated in a lab environment. However, this may be something to include as part of production testing.