



# NENA Conference Recap



## United States

### NENA Conference

Indianapolis, Indiana

June 11-16

### International Community Comes Together

Over the course of the conference the International Delegates met on two formal occasions and also had two sessions dedicated to international development activities.

On the first day of the official conference, representative from the international delegates met over breakfast to introduce themselves and also provide an overview of their individual activities and status of their emergency communications sector. In addition to Australia, representatives were from countries including Singapore, Mexico, Nigeria, Ireland, and Columbia were present.

On the second day, representatives from Mexico presented on their project to

Finland also presented on their service transition from a distributed model to a single body with responsibility for emergency communications across the country. This included reducing their communications centres from 15 to 6 and the implementation of common system architecture, most recently their CAD system.

In the afternoon, an international reception was held with the NENA Executive in which all delegates networked. At this meeting, and in addition to the representatives that attended the breakfast, Canada, and Finland were present.

### NECWG-A/NZ and NENA Relationship Expanding

Craig Anderson and Jane Elkington met with the outgoing President of NENA, Christy Williams, to discuss the release of the National Triple Zero Operator Review and how NECWG-A/NZ and NENA could expand their contact to gain more regular insights into developments in the US and NG9-1-1, and to discuss challenges and opportunities to leverage NENA work for NG000.

It was agreed that we would look to set up quarterly meetings between the NENA Executive and the NECWG-A/NZ Executive with ad-hoc meetings established as required.

This was endorsed by the incoming President, Renee Hardwick, head of the International Committee, Toni Dunne, and CEO Brian Fontes.

During the meeting with Christy, we also discussed – on the back of a meeting between EENA and NENA later this year – that in the future it would positive if NECWG-A/NZ could join that meeting creating a global Emergency Communications network.



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## NENA looking for updates from Down Under

Have something to tell? Why not present at future NENA conferences.

As part of the International Meeting, the group discussed setting aside a few hours at each Conference for International Members to update on development in their region.

## Carriers moving to full IP network by 2020

During the Conference it was announced that all Telecommunications Carriers in the US are committed to moving to all IP networks by 2020.

Agencies are working through the implications of this. It would not surprise that a flow on to Australia results from this move and we see similar plans being made out here. AT&T noted:

### Issues

1. Defining NG9-1-1
2. Planning for the uncertainty
3. Dealt with mobile but what is coming that we haven't identified yet
4. Funding

### Trends

5. Consolidation - not physical but sharing technology
6. Managed services

### Planning

7. Infrastructure construction

### Important Factors for vendors (ESINet)

8. High reliability and quality
9. Standardised architecture
10. Reduce deployment cycle times

### Security

11. IP is inherently insecure
12. ESINet is based on private network approach

### Reliability and Flexibility

13. Different transport types
14. What are the LTE / satellite options to expand reliable delivery options
15. ESINet is meant to be a network of networks
16. Looking at different use cases to understand need for flexibility

## SMS not so hard

SMS was a key topic at the Conference with some discussion on the implementation and impact. A dedicated session on Text to 9-1-1 focused on operational issues of implementing Text, noting that NG 9-1-1 is not just Technology. Operations, Policy and Procedures can be just as important however are sometimes forgotten.

Indiana announced that they have completed rollout of Text to 9-1-1 across the entire State (92 Counties).

The session noted the points below:

### Key considerations

1. Vision / strategy
2. Deployment / operational
3. Policies / procedures
4. Funding
5. Community engagement and expectations

### Policy

1. When to call the tester
2. Duration
3. Multitasking
4. Transfer
5. Dealing with attachments
6. Translations

### Challenges

1. MSRP deployment costs
2. Location identification and accuracy
3. Text transfers
4. Language translations
5. Text duration / conclusion (pre canned msgs)
6. Attachments

They noted that advocacy is critical to a successful outcome.

From a practical perspective, they indicated for those that are still to transition that:

- Nothing to be scared of
- Getting out 1,400 inbound per month
- About 16,000 outbound text in response to 'butt dials'
- Not overloading the PSAP

On a visit to Marion County PSAP, Text to 9-1-1 in operation was observed. In discussion with various Vendors, there appears to be some simple implementations which could benefit our SMS to Triple Zero project.



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### Location continues to develop

There is still a heavy focus on location accuracy – rather than providing location as this has already been mandated. There were a number of key points, many of which we are also considering, including:

Moving closer to the caller location

Better, faster, more accurate x,y

“Dispatchable Location” = “Verified address to adequately identify calling party” - key word is adequately.

1. Providers required to deliver dispatchable location or XY co-ordinates within 50 metres with 90% confidence:
  1. 40% by 4/3/2017
  2. 50% by 4/3/2018
  3. 60% by 4/3/2019
  4. 70% by 4/3/2020
  5. 80% by 4/3/2021
2. Also barometric pressure option.
3. NEAD will assist with this.

NEAD (National Emergency Address Database) - our IPND - to be augmented with civic address / location

Building / site map support handset location with the call directly to PSAP

Expand NEAD to include indoor location

Carrier provided location improvements (national test bed) being put in place in the next year or so

NG9-1-1 needed to support these improvements

Carrier updates and interfaces

Alternate originating service providers - IP to NG9-1-1

Apps - creating direct connection between person and 9-1-1 but needs to be developed in the right way

### Internet of Things coming fast

The Internet of Things (IoT) was played out against a scenario that included sensors, automation, alternative response delivery, and analytics leading to informed decision making.

It was noted that while the scenario portrayed a bluesky activity, the reality is that the capability to achieve the scenario exists today, we just haven't put the pieces together yet.

The session served as a reminder that demand and change is coming fast, we need to start preparing now.

### NG9-1-1 Now Coalition update

The NG911 Now Coalition has been formed to drive the political discussion for NG9-1-1. Includes NENA, National Association of State 911 Administrators (NASNA) and Industry Council for Emergency Response Technologies (iCERT). Members are working to address the funding, technical, policy, and legislative challenges that have stalled more rapid NG 9-1-1 implementation.

The highlights of their update were:

- Focus is to create a defined date for delivery of NG9-1-1
- Bring together like minded people to define and drive like minded outcomes
- Governance, funding, tech, operations, education are the key focus areas
- NG9-1-1 Now web site - draft gap analysis now available
- Recommending governance arrangements
- Recommending education campaign
- Recommending NG9-1-1 partners program, already have 5 signed up
- Named 2020 as the date for transition to NG911 based on the carriers nominating 2020 as the timeline for complete transition to IP network

### Minimum Training Guidelines released

NENA, as part of their training & education program have released minimum training guidelines for emergency communicators.

The goal was to identify nationally recognized, universally accepted, minimum topics that can be used to train aspiring and current 9-1-1 telecommunicators—call-takers and dispatchers—and which provide the foundation for their ongoing professional development.

**For more information  
contact your local  
NECWG – A/NZ Representative**