



**Federal Communications Commission
Public Safety and Homeland Security Bureau**



Committee on Telecommunications:

***“Addressing E911 Governance Challenges in the
march towards NG911.”***

Overview of FCC 911 Governance Proceeding

NARUC Summer Committee Meetings

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The Problem



- Recent outages indicate that risks to reliability of 911 service are evolving as the 911 ecosystem migrates to an all-IP environment:
- IP-based networks have new technological capabilities but also new vulnerabilities
- Outages are increasingly likely to be statewide, multi-state, or nationwide in scope
- Increased number of providers and proliferation of new services is blurring traditional lines of accountability
- Need for cooperative focus on 911 governance at local, state, and federal levels



November 2014 Policy Statement and NPRM



■ Policy Statement:

- Affirms Commission's policy of working with state and local partners to ensure reliable 911 call completion as technology transitions consolidate network infrastructure and change the way 911 services are delivered to PSAPs in multiple states.

■ Notice of Proposed:

- Designed to reduce the risk of large-scale 911 outages and to mitigate their scope and impact



NPRM Proposals



- Amend current 911 reliability certification rules to cover additional entities and network reliability practices (e.g., database and software configuration and testing)
- Require public notification for major changes in multi-state 911 networks and services, and Commission approval for discontinuance of existing 911 services
- Require entities seeking to provide new 911 capabilities to certify as to their technical and operational capability to provide reliable service (e.g., reliability and security risk analysis)
- Clarify responsibility for primary situational awareness and coordination with other service providers in the event of a 911 outage (e.g., “911 NOC Provider”)