

**National Emergency Number Association
2009
Capitol Hill Briefing and Talking Points**



Briefing Materials & Talking Points: NENA's 2009 Capitol Hill Agenda

Background:

The 2009 NENA Capitol Hill outreach is primarily focused on growing and supporting the agenda of the Congressional E9-1-1 Caucus, including an effort to reauthorize the ENHANCE 911 Act of 2004 and to secure funding for the National E9-1-1 Implementation and Coordination Office (ICO) and federal 9-1-1 Grants authorized by the ENHANCE 911 Act.

About the E9-1-1 Caucus: The 55 Member Congressional E9-1-1 Caucus, lead by Senator Amy Klobuchar (D-MN), Representative Anna Eshoo (D-CA) and Representative John Shimkus (R-IL), was formed in 2003 to educate lawmakers, constituents and communities about the importance of citizen-activated emergency response systems.

The **Goals of the E9-1-1 Caucus** are to: Promote Enhanced 9-1-1 that automatically provides a call-back number and location of the caller; advance 9-1-1 as the emergency number for use by the public; promote Next Generation 9-1-1 systems; ensure that 9-1-1 systems, networks, and telecommunicators are properly funded; and elevate emergency communications issues within all branches of government at the federal, state and local levels.

Congressional E9-1-1 Caucus Members

Rep. Marsha Blackburn (R-TN)	Rep. Bob Etheridge (D-NC)	Rep. Rick Larsen (D-WA)	Rep. David Price (D-NC)
Rep. Madeleine Bordallo (D-GU)	Sen. Dianne Feinstein (D-CA)	Sen. Frank Lautenberg (D-NJ)	Rep. Nick Rahall (D-WV)
Sen. Barbara Boxer (D-CA)	Rep. Barton Gordon (R-TN)	Rep. Zoe Lofgren (D-CA)	Rep. Mike Rogers (R-AL)
Rep. Henry Brown, Jr. (R-SC)	Rep. Kay Granger (R-TX)	Rep. Carolyn McCarthy (D-NY)	Rep. Dutch Ruppersberger (D-MD)
Rep. Michael Burgess (R-TX)	Rep. Gene Green (D-TX)	Rep. James McGovern (D-MA)	Rep. Carol Shea-Porter (D-NH)
Rep. Howard Coble (R-NC)	Rep. Alcee Hastings (D-FL)	Rep. Patrick McHenry (R-NC)	Rep. Heath Shuler (D-NC)
Sen. Kent Conrad (D-ND)	Rep. Wally Herger (R-CA)	Rep. John McHugh (R-NY)	Rep. Louise Slaughter (D-NY)
Rep. Jim Cooper (D-TN)	Rep. Mike Honda (D-CA)	Rep. Mike McIntyre (D-NC)	Sen. Olympia Snowe (R-ME)
Rep. Jerry Costello (D-IL)	Rep. Darrell Issa (R-CA)	Rep. Brad Miller (D-NC)	Rep. Mark Souder (R-IN)
Rep. Joe Courtney (D-CT)	Rep. Jesse Jackson, Jr. (D-IL)	Rep. George Miller (D-CA)	Rep. John Spratt, Jr. (D-SC)
Rep. Lincoln Davis (D-TN)	Rep. Eddie Bernice Johnson (D-TX)	Rep. Jeff Miller (R-FL)	Rep. Lee Terry (R-NE)
Rep. Lloyd Doggett (D-TX)	Rep. Tim Johnson (R-IL)	Rep. Sue Myrick (R-NC)	Rep. Zach Wamp (R-TN)
Sen. Byron Dorgan (D-ND)	Rep. Walter Jones (R-NC)	Rep. Ed Perlmutter (D-CO)	Rep. Henry Waxman (D-CA)
Rep. Eliot Engel (D-NY)	Rep. Ron Kind (D-WI)	Rep. Earl Pomeroy (D-ND)	

9-1-1 Priorities for the 111th Congress

The 111th Congress has an opportunity to comprehensively address multiple 9-1-1 issues and establish a foundation to enable the modernization of our nation's 9-1-1 systems. Congress should invest in the future of 9-1-1 by funding the National E9-1-1 Implementation and Coordination Office (ICO) and appropriating funds for 9-1-1 grants authorized by the ENHANCE 911 Act of 2004. Additionally, through a reauthorization of the ENHANCE 911 Act, Congress should promote policies that ensure all Americans have access to E9-1-1 and take steps to ensure the advancement of IP-based Next Generation 9-1-1 and emergency communications systems. Below is an overview of NENA's priorities for the 111th Congress for 2009:

1. Provide Federal Funding for 9-1-1 by Funding the ENHANCE 911 Act Grant Program

Congress recognized the importance of 9-1-1 in 1999 by making 9-1-1 the universal number for emergency calling in the United States. In 2004, Congress recognized the evolving challenges and needs of the 9-1-1 system by enacting the ENHANCE 911 Act (Pub. Law 108-494). The law created a National 9-1-1 Implementation and Coordination Office (ICO) and authorized up to \$250 million per year in matching grants to be made available for states, local governments and tribal organizations to improve their 9-1-1 communications systems. More recently, the New and Emerging Technologies 911 Improvement Act of 2008 (Pub. Law 110-283) updated the purposes of the grant program to enable states and counties to modernize their 9-1-1 systems by ensuring that federal 9-1-1 grants can be used for "the migration to an IP-enabled emergency network".

The Need for 9-1-1 Funding

Transitioning 9-1-1 from today's system to a fully IP-based Next Generation 9-1-1 and emergency communications system is a top priority for our nation's emergency response organizations. We must foster the migration from the current analog, voice-centric system, into a 21st century, next generation, IP-based emergency services model that embraces a wide range of voice, video, and data applications. Investing in the future of 9-1-1 must be a priority of the 111th Congress.

- Every American and visitor to our country relies on the 9-1-1 system when they are faced with an emergency. Each year nearly 250 million 9-1-1 calls are made.
- Nearly 175 counties still do not have E9-1-1 (call location and callback phone number) for landline telephone service.
- Nearly 20% of the counties in the United States lack the necessary technology to accurately locate wireless 9-1-1 callers.
- The 9-1-1 system is increasingly being challenged by the emergence of new technologies, such as voice over IP (VoIP), text messaging, and video communications for which the 9-1-1 system was not designed.
- Individuals with hearing/speech disabilities rely on text and video communications that are unable to access the current 9-1-1 system. Funds are needed to enable an IP-based Next Generation 9-1-1 system that can more effectively serve ALL Americans.
- While telephone bills typically contain an E9-1-1 fee for the support of the 9-1-1 system, the revenue generated often does not raise sufficient funds to administer today's 9-1-1 system, let alone the transition to Next Generation 9-1-1, particularly in rural America.

The Appropriation

It is important for Congress to support the request of the Congressional E9-1-1 Caucus to provide full funding in the FY 2010 budget (\$250 million) to fund the ENHANCE 911 Act 9-1-1 grant program. The Department of Commerce through the National Telecommunications and Information Administration (NTIA) and the Department of Transportation through the National Highway Traffic Safety Administration (NHTSA) are the eligible entities to receive the requested funds to implement the grant

program. Thus, funds can be provided in either the Transportation (THUD) or Commerce (CJS) Appropriations bill. To date, a total of \$43.5 million has been provided for this grant program and NTIA and NHTSA are in the process of developing grant guidance for the initial allocations.

-THIS IS AN AUTHORIZED GRANT PROGRAM, NOT AN EARMARK REQUEST

2. Support and Fund the National E9-1-1 Implementation and Coordination Office (ICO)

The ENHANCE 911 Act established a National E9-1-1 Implementation and Coordination Office (ICO), a joint program office headed by the Administrator of the National Highway Traffic Safety Administration (NHTSA) and the Assistant Secretary of Commerce in charge of the National Telecommunications and Information Administration (NTIA). The Office was established to “facilitate coordination and communication between Federal, State, and local emergency communications systems, emergency personnel, public safety organizations, telecommunications carriers, and telecommunications equipment manufacturers and vendors involved in the implementation of E-911 services.” More recently, through the passage of the NET 911 Improvement Act of 2008, the ICO was charged with developing “a national plan for migrating to a national IP-enabled emergency network capable of receiving and responding to all citizen-activated emergency communications and improving information sharing among all emergency response entities.”

The functions of the ICO are to:

- Take actions, in concert with state 9-1-1 coordinators to improve coordination and communication;
- Develop, collect, and disseminate information concerning practices, procedures, and technology used in the implementation of E9-1-1 services;
- Advise and assist eligible entities for federal E9-1-1 grants in the preparation of implementation plans required to receive such grants;
- Receive, review, and recommend the approval or disapproval of applications for grants; and
- Oversee the use of funds provided by such grants in fulfilling such implementation plans.

Appropriation Request

Congress provided \$1.25 million for the ICO in the FY 2008 budget. Congress should significantly increase funding levels for the ICO in FY 2010 so the ICO can hire adequate staff, fulfill the Congressionally-mandated national migration plan for the migration to a national IP-enabled emergency network, and hold regular meetings and dialogue with all 9-1-1 industry stakeholders to advance 9-1-1 services. A minimum of \$5 million should be provided for the ICO in FY 2010.

3. Support Reauthorization of the ENHANCE 911 Act

The landmark ENHANCE 911 Act, establishing the National E9-1-1 Implementation and Coordination Office and the 9-1-1 grant program, is set to expire in October, 2009.

ENHANCE 911 Act Reauthorization Request

Congress should reauthorize the ENHANCE 911 Act. In doing so, provisions in the law concerning the responsibilities of the 9-1-1 Office and the grant program should be updated to reflect consensus recommendations concerning IP-based Next Generation 9-1-1 and emergency communications. Indeed, Congress has already anticipated the extension of the ICO by requiring the office to develop “a national plan for migrating to a national IP-enabled emergency network capable of receiving and responding to all citizen-activated emergency communications and improving information sharing among all emergency response entities.” Providing leadership to enable the implementation of the recommendations from the forthcoming plan is precisely why the ICO and the ENHANCE 911 Act grant program must be extended.

In reauthorizing the ENHANCE 911 Act, new purposes for the ICO and the 9-1-1 grant program should be included:

- to ensure that technologically advanced 9-1-1 and emergency communications systems are universally available and adequately funded to serve all Americans; and
- to ensure (1) that all 9-1-1 and emergency response organizations have access to high-speed broadband networks, (2) that these organizations are interconnected through the establishment of, and access to, emergency services IP backbones, and (3) that these organizations have access to innovative services and applications made possible through access to broadband networks, IP backbones and IP application layer software services.

4. Integrate 9-1-1 Into Homeland Security and Interoperability Policy Development

All legislative and federal homeland security policy should take into consideration the critical role of 9-1-1 in our nation's homeland security. Definitions, funding considerations, planning and all other homeland security policy should be broadly defined to include 9-1-1 and all other entities involved with emergency response. Coordinated state planning among all emergency response professions, including 9-1-1, should be required with a goal of the establishment of nationally coordinated regional and state IP-based emergency services networks.

5. Support Efforts to Promote E9-1-1 for Multi-Line Telephone Systems (MLTS)

One of the most over-looked areas where E9-1-1 is not generally available is MLTS, including PBX systems. Congress and the federal government should lead by example and every federal agency should ensure that E9-1-1 is available in every federal office building. Second, Congress should work with public safety, industry and others in the federal government to advance MLTS E9-1-1 solutions and regulations where appropriate. Two specific steps Congress can take are as follows:

- Require the General Services Administration (GSA), in conjunction with the National 911 Implementation and Coordination Office, to issue a report to Congress identifying the 9-1-1 capabilities of MLTS in use by all federal agencies and steps that will be taken to ensure E9-1-1 is available for all federal MLTS; and
- Require the FCC to issue a Notice of Inquiry seeking comment on the feasibility of requiring MLTS operators to provide a sufficiently precise indication of a 9-1-1 caller's location, while avoiding the imposition of undue burdens on system manufacturers, providers and operators of MLTS. The Notice of Inquiry should seek comment on the National Emergency Number Association's "Technical Requirements Document On Model Legislation E9-1-1 for Multi-Line Telephone Systems" (NENA 06-750, Version 2). *To the extent that the FCC needs authority to require E9-1-1 for MLTS, Congress should consider providing the FCC with clear authority.*

Congressional Meetings Overview:

Background and Overall Guidelines:

Meetings on Capitol Hill are much like any professional gathering. (1) It's important to be punctual and prepared for your meetings. (2) If you are delayed or have to cancel, please call ahead (it is advisable to carry a cell phone and numbers of the folks you set the meetings up with). (3) Never judge a book by its cover. Titles, ages and positions can be deceiving on Capitol Hill. Treat everyone as you would expect to be treated. (4) Take notes and follow up with thank you letters.

Members of Congress and Capitol Hill staffers will often be very new to the issues of 9-1-1, public safety and in some cases communications in general. Therefore, it's important that you work to keep it simple. Avoid using too many acronyms (when you do use acronyms explain what they mean), try to explain 9-1-1 and issues in layman's terms, provide real life examples and keep the conversation local to your state and community.

Introduction:

Introduce yourself and provide a brief background; who you are, where you live, the 9-1-1 profession and why you are visiting. Also feel free to introduce your national associations, affiliations, and professional organizations. You may also want to include how long you've been working in 9-1-1, along with specific information about your department, agency or organization.

Meeting Strategy:

To better support our 9-1-1 goals in Congress it's important that in meeting with a Member of Congress achievable milestones are made clear. These can be simple like, *Join the Congressional E9-1-1 Caucus*, or specific to their Committees (*As an Appropriator ensure money is appropriated for the ENHANCE 911 Act*, or *As a Member of the Commerce Committee support reauthorization of the ENHANCE 911 Act*).

The key is to stay on message, know what you need to say, who you need to say it to, and to say it concisely with an achievable action.

Meeting Topics:

- If the Senator or Member is not a member of the E9-1-1 Caucus, request that they join
- Support funding for authorized ENHANCE 911 Act 9-1-1 grants
- Support funding for the National E9-1-1 Implementation and Coordination Office (ICO)
- Support reauthorization of the ENHANCE 911 Act

Invitation to visit a 9-1-1 Center:

Extend an invitation for the Member and staff to visit your 9-1-1 center for a firsthand viewing of 9-1-1 in action next time they are back in the State or District.

Thank You:

Thank them for their time for meeting with you and exchange relevant contact information. Follow up with a thank you communication (letter, e-mail, phone call, etc.) See below.

SAMPLE THANK YOU LETTER

[Agency Letterhead and/or State Chapter Letterhead]
[DATE]

The Honorable [Insert Congressional Member's Full Name]
United States [Insert Senate or House of Representatives]
Address [Washington, DC. Congressional Office]
Washington D.C. [Zip]

Dear [Insert Representative or Senator and Last Name]:

Thank you for your time and interest in meeting with me about our nation's 9-1-1 issues. It truly was a pleasure to come to Washington and meet with you so many other dedicated leaders.

As a 9-1-1 professional, it was important for me to share with you the critical importance of 9-1-1 for our homeland security as well as everyday emergency preparedness. The availability and effectiveness of our nation's 9-1-1 system in a world of modern communications and systems is a challenge we must all meet.

Congress can play a critical role in improving 9-1-1 access to all Americans by treating our nation's 9-1-1 system as a critical homeland security asset. Congress should ensure that 9-1-1 and emergency communications are properly funded in the FY 2010 budget. There are several specific steps that Congress can take this year:

- Support funding for authorized ENHANCE 911 Act 9-1-1 grants
- Support funding for the National E9-1-1 Implementation and Coordination Office (ICO)
- Support reauthorization of the ENHANCE 911 Act

Again, thank you for your time, as I know your schedule is full. Your leadership is highly valued in ensuring the safety and security of our community and nation.

Should you have any additional questions, I would be happy to answer any questions you might have concerning our nation's 9-1-1 system.

Sincerely,

[Name and Title]

SAMPLE LETTER REQUESTING MEMBER TO JOIN THE E9-1-1 CAUCUS

[Agency Letterhead and/or State Chapter Letterhead]

[DATE]

The Honorable [Insert Congressional Member's Full Name]
United States [Insert Senate or House of Representatives]
Address [Washington, DC. Congressional Office]
Washington D.C. [Zip – 20510 for the Senate, 20515 for House]

RE: **Join the Congressional E9-1-1 Caucus**

Dear [Insert Representative or Senator and Last Name]:

The 9-1-1 emergency call system is the citizen's link to emergency service. Whether it is an every-day crisis, natural disaster or terrorist attack, improving our nation's 9-1-1 system must be a national priority. In 2003, the **Congressional E9-1-1 Caucus** was formed to elevate the visibility of 9-1-1 at the Federal level, a welcomed development to the thousands of public safety officials and first responders throughout the country. The Congressional E9-1-1 Caucus is the only bi-partisan, bi-cameral organization dedicated exclusively to 9-1-1 emergency communications issues. Its purpose is to educate lawmakers, constituents, and communities about the importance of citizen activated emergency response systems.

I am writing to urge you to join the **Congressional E9-1-1 Caucus** and join the Caucus Co-chairs – **Senator Amy Klobuchar (D-MN), Representative Anna Eshoo (D-CA) and Representative John Shimkus (R-IL)** - in raising awareness of the importance of E9-1-1 and Next Generation 9-1-1 systems. A call for help is more likely to originate from a citizen using a personal communication device than any other mechanism. Therefore, it is imperative that our 9-1-1 systems be on the cutting edge of technology, adequately funded, and considered a fundamental homeland security priority. Today, we are in the midst of an important period in the evolution of 9-1-1 and emergency communications as we transition from our current system based on the technology of the 20th century to the next generation system enabled by the communications and information age of the 21st century. However, to truly enable Next Generation 9-1-1 emergency communications systems requires strong government leadership to address numerous policy, funding, technology, and education issues. The **Congressional E9-1-1 Caucus** is leading the charge on these issues.

There are many pressing issues that the **111th Congress needs to address to preserve and enhance the nation's 9-1-1 system**, including, but not limited to, securing funding for 9-1-1 system grants authorized by the ENHANCE 911 Act of 2004; reauthorizing the ENHANCE 911 Act (Pub. Law 108-494); ensuring that consumers of all communications services have access to 9-1-1; addressing funding and policy issues to enable the transition to IP-based Next Generation 9-1-1 systems; and making 9-1-1 an essential component of our nation's homeland security agenda.

I hope you will consider joining the Congressional E9-1-1 Caucus. For more information about the Congressional E9-1-1 Caucus, please contact, **John Branscome ~ Senator Klobuchar at 224-3244; Greta Joynes ~ Representative Shimkus at 225-5271; or Jared Weaver ~ Representative Anna Eshoo at 225-8104**. Please visit the websites of the **National Emergency Number Association (NENA)**, www.nena.org, and the **E9-1-1 Institute**, www.e911institute.org, a not-for-profit organization that works with the Congressional E9-1-1 Caucus, for more information on how you can help advance E9-1-1 and Next Generation 9-1-1.

On behalf of 9-1-1, the nearly 7,000 members of the National Emergency Number Association and our community, thank you in advance for your consideration.

9-1-1 Goes to Washington

Things to Do Back Home: Communicating the Message

Homework & Appropriations Request

- Send thank you letters to all who meet with you and encourage them to join E9-1-1 Caucus if they are not already a member
- Request appropriations to fund ENHANCE 911 Act grants and the National E9-1-1 Implementation and Coordination Office
- Request reauthorization of the ENHANCE 911 Act
- Extend invitation for Members of Congress and their staff to visit your PSAP during a Congressional recess
- Offer to host a local 9-1-1 Meeting: Congressional District, Region or State (E9-1-1 Opportunities, Needs, Demonstrations, Etc.)
- Collaborate with other organizations in your state that will support 9-1-1 (interest groups, industry and public safety trade associations, consumer advocacy organizations)
- Work with media and national organizations to advance local, state and national 9-1-1 issues.
- Communicate with NENA about your local, state and national legislative and regulatory issues

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