



# State of Idaho

## Next Generation 9-1-1 Project

### Strategic Initiatives and Actionable Items

May 7, 2020



## **Executive Summary**

**Federal Engineering, Inc. (FE)** respectfully submits this updated Next Generation 9-1-1 (NG9-1-1) ***Strategic Initiatives and Actionable Items Document*** to the Idaho Public Safety Communications Commission (IPSCC).

This document is intended to be used by the IPSCC as a systematic checklist for the prioritization and decision-making in the evolution of a NG9-1-1 system in Idaho.

## Table of Contents

Executive Summary .....	2
1. APPENDIX "A" – Actionable Items Matrix.....	4
2. APPENDIX "B" – Glossary.....	21
2.1 Terms.....	21
2.2 Acronyms.....	23



# 1. APPENDIX “A” – Actionable Items Matrix



## Actionable Items Matrix

ITEM	RECOMMENDATION	REFERENCE	DETAIL	STATUS	PRI
<b>DOCUMENT – ENHANCED/NEXT GENERATION 9-1-1 PLAN UPDATE</b>					
1	<i>“The Program Manager’s position be reviewed to ensure that the description of duties as well as the classification and compensation of the position are commensurate with equivalent positions in other states.”</i>	<b>Page 13 - Section 1.1.2.3 –Idaho Public Safety Communications Program Manager</b>	The Program Manager’s responsibilities will increase substantially as the State moves toward the implementation of a statewide NG9-1-1 system.  <i>Note: Tied to funding and the IPSCC Admin budget.</i>	<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____
2	<i>“A 9-1-1 Program Administrative Assistant position be created as soon as possible. The duties and compensation of this new position are to be commensurate with equivalent positions in other states.”</i>	<b>Page 13 - Section 1.1.2.3 – Idaho Public Safety Communications Program Manager</b>	The IPSCC must consider the creation of the position of E9-1-1 Program Administrative Assistant that reports directly to the State of Idaho E9-1-1 Program Coordinator.  <i>Note: Tied to funding and Admin budget.</i>	<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____
3	<i>“The IPSCC review the ECC Readiness Assessment results and establish which ECCs are in immediate need of upgrading their 9-1-1-centric technology, as well as take immediate steps to assist them, in order of priority, to become NG compliant.”</i>	<b>Page 25 - Section 2.2.3 – NG9-1-1 Readiness</b>	All ECCs will need to work with the IPSCC to identify operational impact and training needs in support of the migration to NG9-1-1.  <i>Note: PSAP Committee lead for training needs.</i>	<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____



ITEM	RECOMMENDATION	REFERENCE	DETAIL	STATUS	PRI
------	----------------	-----------	--------	--------	-----

**DOCUMENT – GOVERNANCE RECOMMENDATIONS REPORT**

4	<b><i>“The IPSCC develop and maintain a list of system, equipment and network components that indicates who the current and future owners are/will be and who/what the technical and financial support entity(ies) is/are.”</i></b>	<b>Page 35 – Section 6.1 – Regulatory Authority</b>	This exercise and evolving document will allow the IPSCC to track points of contact, responsible parties, and the transition of ownership when necessary during the future iterations of the statewide NG network configuration.	<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____
5	<b><i>“In coordination with the DIGBs, the authority of the IPSCC should be applied to the facilitation of standardizing operations, data and data sharing, use and access for the NG9-1-1 system.”</i></b>	<b>Page 35 – Section 6.1 – Regulatory Authority</b>	Title 31-4816 (4) gives the IPSCC the responsibility and authority to “Recommend guidelines and standards for operation of consolidated emergency communications systems and interoperable public safety communications and data systems.	<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____
6	<b><i>“The IPSCC should coordinate and leverage existing support mechanisms available within the Idaho Technology Authority (ITA), and technical support in place at the regional and local levels, and contractors/vendors to provide the critical technical planning, migration and upkeep of the infrastructure/backbone statewide, and the locally/regionally owned network components and equipment.”</i></b>	<b>Page 35 – Section 6.1 – Regulatory Authority</b>	The distinction between provisioning network infrastructure/backbone statewide and the existing/legacy networks, systems and equipment, is a natural line of ownership.	<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____



7	<b><i>“Once the NG9-1-1 statewide system design is finalized recommend the IPSCC and DIGBs leverage or seek out public-private partnerships in the acquisition and use of fiber components of the network.”</i></b>	<b>Page 35 – Section 6.1 – Regulatory Authority</b>	These partnerships may provide a revenue source via profit sharing from the sale/lease of dark fiber and bandwidth.	<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____
8	<b><i>“Recommend expanding the governance role of the DIGBs within the IPSCC Commission and in the NG9-1-1 migration and upkeep.”</i></b>	<b>Page 36 – Section 6.1 – Regulatory Authority</b>	The latter to be based on ownership of network components, systems and equipment that may transition or be acquired at local/regional level, and oversight of operations and security at local/regional level.	<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____
9	<b><i>“In the current representation DIGBs should collaborate within the IPSCC to expand the grant program to benefit every county.”</i></b>	<b>Page 36 – Section 6.1 – Regulatory Authority</b>	This may require working with the non-participating counties to determine what their needs are and how the grant program can be adapted to meet their needs.	<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____
10	<b><i>“The legislated surcharge should be increased in whole to \$1.25.”</i></b>	<b>Page 36 – Section 6.1 – Regulatory Authority</b>	<ul style="list-style-type: none"> <li>• Raising the surcharge to \$1.25 will alleviate the disparity among the counties and cities that do and do not currently collect and remit the \$.25 grant program fee.</li> <li>• The surcharge should be uniform across the state.</li> <li>• Raising the surcharge to \$1.25 statewide and including an index for inflation to allow the surcharge to be moderated, will provide a sustainable funding method for the migration and ongoing costs of the statewide ESInet.</li> </ul>	<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____



11	<b><i>“Legislative changes should include an index for inflation as a moderating factor to the surcharge to protect the NG9-1-1 migration and sustainment from fluctuations in migration and sustainment costs.”</i></b>	<b>Page 37 – Section 6.1 – Regulatory Authority</b>	Legislating flexibility will allow adjusting of the surcharge to align with actual costs once determined. Actual costs for initial acquisition and implementation, and ongoing maintenance and sustainment, will be known once a system design and vendor(s) are selected to construct and maintain said design.	<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____
12	<b><i>“Recommend collaborating with the statewide interoperability coordinator (SWIC) in application of and guidance from the statewide communications interoperability plan (SCIP).”</i></b>	<b>Page 38 – Section 6.1 – Regulatory Authority</b>	Application and guidance from the SCIP should come in the form of direction for coordination and collaboration with and among local/regional governing entities. The SCIP will assist the IPSCC in developing future direction for emergency communications, voice and data, statewide.	<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____
13	<b><i>“Recommend leveraging or developing relationships with key stakeholder organizations and decision-making entities and persons that will be critical allies in enacting legislative changes.<sup>1</sup>”</i></b>	<b>Page 38 – Section 6.1 – Regulatory Authority</b>	Key stakeholder organizations include the Idaho Association of Counties (IAC), Association of Idaho Cities (AIC) and the Idaho Sheriff’s Association (ISA).	<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____
14	<b><i>“Recommend following the current distribution guidelines until the NG9-1-1 system design is determined and decided upon and until the grant program’s non-participating counties’ needs can be further assessed and possibly addressed within the program.”</i></b>	<b>Page 38 – Section 6.1 – Regulatory Authority</b>	A critical element of the planning for the statewide buildout and migration of the NG9-1-1 system, will be to develop and enact an equitable funding mechanism.	<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____

---

<sup>1</sup> Like Idaho, state 9-1-1 entities have legislated governor appointed positions that include representatives from the state’s association of counties, municipalities, law enforcement and fire/medical, and 9-1-1 organizations.





15	<b><i>“The funding mechanism should include adapting the legislation to allow for cost factors to frequent cost analysis to impact the surcharge.<sup>2</sup>”</i></b>	<b>Page 39 – Section 6.1 – Regulatory Authority</b>	Cost factors should consider cost for services and system components, population and related demographic impacts such as inflation, and a method by which the surcharge can fluctuate in response to these factors. The IPSCC should study the lessons learned by other states <sup>3</sup> as recommended in the Funding Analysis Report Executive Summary of January 2018 (Funding Analysis) <sup>4</sup> and as detailed in Section 5 Lessons Learned of this report.	<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____
16	<b><i>“Future legislation should include a stipulation that if the surcharge is adjusted by the IPSCC, it would need to be approved by a majority vote, clearly define the reason and the effective time for the adjustment.”</i></b>	<b>Page 39 – Section 6.1 – Regulatory Authority</b>	Key recommendations from the Funding Analysis that align with the findings of this Governance Report are expanded or edited to be strategic initiatives as indicated in the next sections of this document.	<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____
17	<b><i>“Utilize the experiences of other states as detailed in Section 5 and as gleaned from resources and contacts”</i></b>	<b>Page 39 – Section 6.1.1 – Regulatory Authority</b>	Examples include the National Association of State 9-1-1 Administrators (NASNA), the National 9-1-1 Office, National Emergency Number Association (NENA), National Telecommunication and Information Agency (NTIA), Federal Communications Commission (FCC) and many other organizations.	<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____

<sup>2</sup> <https://www.ncsl.org/research/telecommunications-and-information-technology.aspx> NCSL tracking of legislation to include states that have capability to adapt surcharge.

<sup>3</sup> As example, under AL statute § 11-98-5 "...each fifth year, the state board is required to adjust the 911 charge an amount equal to the rate of growth, based on the Consumer Price Index for Urban Consumers (CPI-U for that five-year period.

<sup>4</sup> Funding Analysis Report Executive Summary, Black & Company, January 4, 2018



18	<b><i>“Develop broader language for describing the devices, lines and services to which a fee attaches.”<sup>5</sup></i></b>	<b>Page 39 – Section 6.1.2 – Regulatory Authority</b>	This would avoid defining lines, services and applications that may/may not be the consistent method of communicating in the future. The current and immediate future of NG9-1-1 systems is internet protocol (IP)-based.	<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____
19	<b><i>“Recommend considering the transition to a universal service fee that would attach to devices capable of accessing the 9-1-1 system.”</i></b>	<b>Page 39 – Section 6.1.2 – Regulatory Authority</b>	This would avoid defining lines, services and applications that may/may not be the consistent method of communicating in the future. The current and immediate future of NG9-1-1 systems is internet protocol (IP)-based.	<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____
20	<b><i>“Work with the DIGBs to develop a standard message and support for the counties to transition to monthly remittances.”</i></b>	<b>Page 40 – Section 6.1.3 – Regulatory Authority</b>	This should include developing messaging and a support mechanism for the counties to standardize the conduct and reporting of telephone/carrier/service provider remittance audits.	<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____
21	<b><i>“Establishing a tiered governance model based first on the current ownership determined by which entity purchased and maintains the system component.”</i></b>	<b>Page 40 – Section 6.2 – Ownership</b>	As the NG9-1-1 design and implementation matures so should the governance.	<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____
22	<b><i>“Developing flexible collaborative agreements between the IPSCC and the DIGBs that assigns ownership, responsibilities and roles that attach, and a method by which the agreement can be adapted for future system changes.”</i></b>	<b>Page 41 – Section 6.2 – Ownership</b>	Future iterations of the network configuration and services may require the IPSCC and DIGBs to adjust or shift ownership that may impact governance.	<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____

<sup>5</sup> North Carolina statute NC GS §143B-1417 and Alabama statute Chapter 98 §11-98-5 references ‘voice communications services’



23	<b><i>“Expanding the grant program based on input from the DIGBs and counties to better address the needs of all counties.”</i></b>	<b>Page 41 – Section 6.3 – Fiscal Responsibility</b>	Once network infrastructure and core services designs and plans are finalized, review the surcharge ability to fund the selected design and services.	<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____
24	<b><i>“Utilizing the recommendations regarding funding in the previous section, have ready legislative changes that would adjust the surcharge to meet the funding need.”</i></b>	<b>Page 41 – Section 6.3 – Fiscal Responsibility</b>	The legislative changes should include, as noted previously, an adjustment mechanism that does not require legislative action in order to raise and lower the surcharge based on an annual review of pre-set cost factors.	<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____
25	<b><i>“Transitioning funding from carriers to the IPSCC for facilitating a relationship with IRON and/or other infrastructure owners such as Syringa.”</i></b>	<b>Page 42 – Section 6.3 – Fiscal Responsibility</b>	The legislative changes should include, as noted previously, an adjustment mechanism that does not require legislative action in order to raise and lower the surcharge based on an annual review of pre-set cost factors.	<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____
26	<b><i>“Recommend future legislation changes that would give the IPSCC authority for auditing carriers.”</i></b>	<b>Page 42 – Section 6.3 – Fiscal Responsibility</b>	In the interim, recommend working with the IAC and DIGBs to develop a support program and resources as detailed in the previous section to aggregate information from locals carrying out audits.	<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____
27	<b><i>“Leveraging existing relationships for infrastructure/backbone through public/private partnerships.”</i></b>	<b>Page 42 – Section 6.3 – Fiscal Responsibility</b>	Once the system design is complete and cost estimates refined, determine which future components will be funded at state, regional and local levels.	<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____



28	<b><i>“Work with the DIGBs to standardize and increase accountability in the providers’ remittance process.”</i></b>	<b>Page 42 – Section 6.3 – Fiscal Responsibility</b>	Funding Analysis recommendations should align with the findings of this report and meet the needs of the IPSCC, DIGBs and counties	<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____
29	<b><i>“Expand the DIGBs’ role in the provider remittance process by collaborating on a scheduled analysis of remittances toward better recognition of revenue.”</i></b>	<b>Page 42 – Section 6.3 – Fiscal Responsibility</b>	The Funding Analysis provided examples of missed revenue from the largely unchecked provider remittance process.	<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____
30	<b><i>“Recommend amending the language to further define ineligible expenditures.”</i></b>	<b>Page 43 – Section 6.3.1.1 – Proper Use of Funds</b>	Further defining ineligible expenditures as equipment and systems, such as vehicles and apparatus used by law enforcement, fire and rescue, medical response agencies, mobile and portable radios, land mobile radio infrastructure and equipment, mobile computers, facility construction or renovation. <sup>6</sup>	<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____

---

<sup>6</sup> As example, TN Code Ann. §7-86-102(d) requires funds received to be used “exclusively” in the operation of the emergency communications district. TECB has 911 Revenue Standards established pursuant to Tenn. Code Ann. § 7-86-306(a)(11), which provide guidance on the Required, Permissible and Prohibited Uses of 911 revenue. ECDs are subject to annual audits to assure compliance and auditing standards. Audits are submitted to the Comptroller of the Treasury. ECDs are also prohibited from spending 911 revenue except as specifically set forth in their annual budgets.



31	<b><i>Amend language to read: “Use of the emergency communications fee must coincide with the strategic goals as identified by the IPSCC in its annual report to the legislature as these goals are standards-based and applied for the exclusive benefit of the citizens and first responders of Idaho. The county or 9-1-1 service area governing board has final authority on lawful expenditures within the allowable use of the emergency communications fee.”</i></b>	<b>Page 44 – Section 6.3.1.2 – Proper Use of Funds</b>	To address the authority to enforce this clause, the IPSCC should amend the content articulated in the “Use of the emergency communications fee” language as noted in the recommendation.	<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____
32	<b><i>“Recommend leveraging the future audit authority and accountability in the provider remittance process that will be developed and implemented in collaboration with the DIGBs to include an audit and reporting requirement of the providers.”</i></b>	<b>Page 44 – Section 6.3.2 – Cost Recovery</b>	This audit and reporting requirement should include information about what and how the cost recovery fee is applied in their service model. If the provider will not provide audit results and report on cost recovery or is not able to demonstrate a continued need for cost recovery within the 9-1-1 service model, then the IPSCC should amend Title 31 to exclude cost recovery.	<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____
33	<b><i>“The audit and reporting requirement and analysis should</i></b>	<b>Page 44 – Section 6.3.2 – Cost Recovery</b>	This will allow the IPSCC and DIGBs to review the audit, report and analysis	<input type="checkbox"/> Appr <input type="checkbox"/> Rev	<input type="checkbox"/> High <input type="checkbox"/> Med



	<i>include areas of administration, as well as implementation and operation.”</i>		as part of the decision process of whether cost recovery in one or both areas should be left as is, or removed from the legislation.	<input type="checkbox"/> Comp	<input type="checkbox"/> Low Rank #: _____
--	---	--	--	-------------------------------	--

34	<b><i>“Recommend proposing legislation amendment to shift authority to determine support needs to the IPSCC within the defined support positions named in this clause.”</i></b>	<b>Page 45 – Section 6.3.2 – Cost Recovery</b>	The named support positions are “...executive director, 911 program manager, 911 grants manager, statewide interoperability coordinator, national public safety broadband network program manager, or other administrative support positions as required to carry out the provisions of this chapter.”	<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____
35	<b><i>“The IPSCC should utilize the existing process to request consensus in adding a NG9-1-1 Project Manager and an Administrative Assistant to the IPSCC staff.”</i></b>	<b>Page 45 – Section 6.3.2 – Cost Recovery</b>	These positions will be critical to the planning and implementation of the statewide system and the associated strategic initiatives. The current staff of one 9-1-1 Program Manager is not adequate to carry out all the duties of the IPSCC.	<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____
36	<b><i>“Recommend leveraging the relationship between the IPSCC and DIGBs to continue to work together develop, approve and distribute standardized policies and procedures regarding the use and access of the statewide NG9-1-1 system.”</i></b>	<b>Page 45 – Section 6.4.1 – Policies/Procedures &amp; Best Practices</b>	This relationship should be expanded via intergovernmental agreement (IGAs), memorandum of understanding (MOU) or other collaborative agreement, to effect the changes in the emergency communications service environment necessary to transition to a NG9-1-1 statewide system of systems.	<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____



37	<b><i>“Recommend the IPSCC as a regulatory and system operation oversight entity providing support to the DIGBs as they collaborate and align to address common needs.”</i></b>	<b>Page 45 – Section 6.4.1 – Policies/Procedures &amp; Best Practices</b>	The first step in aligning the DIGBs will be to enter into an overall agreement that defines the relationship among the DIGBs, with the IPSCC and others integral to the NG9-1-1 migration. This agreement should include common goals and objectives relative to NG9-1-1	<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____
38	<b><i>“Recommend publishing all IPSCC and DIGB activities relative to the NG9-1-1 migration in several formats and forums, such as websites, social media, media/press releases, etc., as appropriate and without jeopardizing the security of the project.”</i></b>	<b>Page 46 – Section 6.4.1 – Policies/Procedures &amp; Best Practices</b>	Include the most impacted by this initiative into appropriate decision-making processes and status reporting. Those most impacted are the local 9-1-1 staffs, response agencies and the public. The IPSCC and the DIGBs should together develop consistent messaging, in content and format, for sharing status and information about the NG9-1-1 initiative.	<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____





ITEM	RECOMMENDATION	REFERENCE	DETAIL	STATUS	PRI
<b>DOCUMENT – ESINET RECOMMENDATIONS REPORT</b>					
39	<b><i>“Recommend the IPSCC prepare and issue a NG9-1-1 Request for Information (RFI) for a statewide NG9-1-1 ESInet and Next Generation Core Services system.”</i></b>	<b>Page 34 – Section 6.2 – ESInet Recommendations</b>	Information obtained through the RFI process will be valuable in further defining the requirements and specifications necessary for development and build out of the NG9-1-1 system.	<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____
40	<b><i>“Recommend the IPSCC develop detailed requirement specifications for a statewide ESInet considering all relevant NENA standards and information acquired through the RFI process.”</i></b>	<b>Page 34 – Section 6.2 – ESInet Recommendations</b>	Development of a complete set of system requirements and functional specifications to be used in the creation of an RFP and procurement process.	<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____
41	<b><i>“Recommend the IPSCC prepare, issue, and evaluate vendor responses to a Request for Proposal (RFP) for the procurement of a statewide NG9-1-1 ESInet and Next Generation Core Services system.”</i></b>	<b>Page 34 – Section 6.2 – ESInet Recommendations</b>	The IPSCC lead a competitive procurement process of a statewide NG9-1-1 ESInet and NGCS.	<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____
42	<b><i>“Recommend the IPSCC pursue the selection of a NG9-1-1 Service Provider Partner, through a procurement process, that is capable of the coordination of all activities relative to NG9-1-1 services including ESInet build out and Next Generation Core Services operation.”</i></b>	<b>Page 34 – Section 6.2 – ESInet Recommendations</b>	The selection criteria for the NG9-1-1 Service Provider Partner must be clearly captured within the scope of work. This should preferably be done over a well-defined RFP.	<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____





ITEM	RECOMMENDATION	REFERENCE	DETAIL	STATUS	DATE
------	----------------	-----------	--------	--------	------

**DOCUMENT – GIS RECOMMENDATIONS REPORT**

43	<i>“Recommend the State establish a NG9-1-1 GIS coordinator position.”</i>	<b>Page 19 – Section 6. – Recommendations</b>	The likely establishment of this position would be within the Idaho Information Technology Services (ITS). Currently, the ITS has four GIS Manager resources. The recommendation would be to focus a resource specifically to the NG9-1-1 GIS program, directly reporting to the IPSCC and/or 9-1-1 Project Manager/Director. The position would work with and through the Idaho Geospatial Council (IGC) Public Safety Technical Working Group, functioning as the State’s NG9-1-1 GIS steward responsible for the coordination and collaboration of authoritative statewide GIS standards; GIS datasets; and educational, outreach and training programs.	<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____
----	--	---	---	--	---



44	<b><i>“Recommend the State develops a State of Idaho NG9-1-1 GIS Standards and Best Practices.”</i></b>	<b>Page 19 – Section 6. – Recommendations</b>	This set of standards and best practices should be based on established NENA standards and best practices for NG9-1-1 GIS data development. It will be critical that any such development include representation and input from the local ECC authorities and DIGBs. This is already underway at various levels within some regional areas of Idaho via regional partnerships, partnering counties, DIGB working groups, etc. Critical to this, is the coordination of these efforts across the State with the objective and goal of establishing a single statewide set of standards and best practices <sup>7</sup> .	<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____
45	<b><i>“Recommend the State establish GIS stakeholder education, outreach and training program.”</i></b>	<b>Page 19 – Section 6. – Recommendations</b>	The establishment of an outreach program, to include education and training is essential to communicating the importance of data sourcing, data development, quality control, and maintenance of a statewide GIS dataset that follows a set of standards and best practices adopted by all parties.	<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____

<sup>7</sup> Examples: Kansas NG9-1-1 GIS Data Model, North Carolina GIS Conceptual Design Document, Pennsylvania Road Centerlines and Site/Structure Address Points Best Practices Document.



46	<p><b><i>“Recommend the State include the following GIS dataset layers in addition to those recommended by NENA.”</i></b></p>	<p><b>Page 19 – Section 6. – Recommendations</b></p>	<p>These additional data layers will not be provisioned into the LVF or the ECRF but may be useful for ECC map display and 9-1-1 call taking and first responder reference and support.</p> <ul style="list-style-type: none"> <li>• Parcel Boundaries (to include ownership information)</li> <li>• Driveways or Ingress/Egress Routes</li> <li>• Bridges</li> <li>• Airports / Airstrips</li> <li>• Gates</li> <li>• Hydrants</li> <li>• Highway Milepost Markers</li> <li>• Waterway Milepost Markers (i.e. Snake River Mileposts)</li> <li>• Wildland Fire Response Areas (Idaho Department of Lands, United States Forest Service, Tribes, etc.)</li> <li>• Tribal Trust Lands on Reservations</li> <li>• Imagery Layer (i.e. orthophotography, Pictometry, Hexagon, etc.)</li> <li>• Additional layers and features as recommended by the DIGBs</li> </ul>		
----	---	--	--	--	--



47	<b><i>“Recommend that an assessment be performed of each local jurisdiction’s 9-1-1 GIS data to establish a baseline and determine the level of compliance with the Idaho NG9-1-1 GIS Standards. This assessment should include the synchronization of the GIS, MSAG, and ALI data.”</i></b>	<b>Page 19 – Section 6. – Recommendations</b>	This initial assessment can be accomplished several ways. Most often it is performed at a regional or state level through a contracted third-party vendor specializing in NG9-1-1 GIS data analysis. Some states and regional COGs have taken this on through their respective agencies and departments. Lastly, this may also be accomplished by an individual local jurisdiction. Success in any one of these options typically comes down to the availability of adequate funding, resources, and program support.	<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____
48	<b><i>“Recommend that the State aggregate local GIS data into a seamless statewide NG9-1-1 GIS dataset to be maintained and continuously updated for provisioning into any future State of Idaho NG9-1-1 system.”</i></b>	<b>Page 19 – Section 6. – Recommendations</b>	The State will need to take a proactive role in the coordination and overarching authority in establishing the process, cooperation, and collaboration required of the local entities to buildout a statewide aggregated NG9-1-1 GIS dataset.	<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____

**MISCELLANEOUS**

49				<input type="checkbox"/> Appr <input type="checkbox"/> Rev <input type="checkbox"/> Comp	<input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Rank #: _____
----	--	--	--	--	---



## 2. APPENDIX “B” – Glossary

### 2.1 Terms

ALI	Automatic Location Information is the address of the person placing the 9-1-1 call.
ANI	Automatic Number Identification is the telephone number of the person calling 9-1-1.
CAD	Computer Aided Dispatch
Call Access Services	All services and equipment required by carriers to send emergency data and calls to the Oregon answering points. Circuits for these connections are also included.
Circuit	A circuit is a connection between two points that can be made through various media, such as fiber and coaxial cable.
Core Connections	The core of the next generation network, which contains the servers performing the call routing functionality as well as the data centers. NG9-1-1 services and databases are included in this section of the network. This section of the network correctly identifies where the emergency call is to be delivered and applies supplemental information to the call flow.
Emergency Communications Center (ECC)	Formerly referred to as Public Safety Answering Points (PSAPs). A facility or operation that is designated to receive and dispatch requests for emergency assistance
Emergency Communications Officer (ECO)	Formerly referred to as a telecommunicator, call-taker and/or dispatcher. An emergency response coordination professional trained to receive, assess, and prioritize emergency requests for assistance.



Emergency Services IP Network (ESInet)	ESInet is an IP-based inter-network (network-of-networks) shared by all agencies that may be involved in any emergency.
Geographic Information System (GIS)	GIS is a computer software system that enables one to visualize geographic aspects of a body of data. It contains the ability to translate implicit geographic data (such as a street address) into an explicit map location. It can query and analyze data in order to receive the results in the form of a map. It also, can be used to graphically display coordinates on a map (i.e. latitude/longitude) from a wireless 9-1-1 call.
ILEC Internet Protocol (IP)	Incumbent Local Exchange Carrier IP is the method by which data is sent from one computer to another on the Internet or other networks. IP is part of the Transmission Control Protocol (TCP)/IP family of protocols describing software that tracks Internet addresses of nodes, routes outgoing messages, and recognizes incomplete messages. IP is used in gateways to connect networks to the Open Systems Interconnection (OSI) network level 3 and above.
LATA	Local Access and Transport Area is the geographical area within which a local telephone company offers service.
Master Street Address Guide (MSAG)	MSAG is a database of street names and house number ranges within their associated communities defining Emergency Service Zones (ESZs) and their associated Emergency Service Numbers (ESNs) to enable proper routing of 9-1-1 calls.
PSAP	Public Safety Answering Point receives and processes 9-1-1 calls for a defined geographic area.



PSAP Connections	All the equipment (hardware and software), connections to the network, and firewalls needed to allow the PSAP to receive NG9-1-1 traffic from the call processing section of the network. This includes workstations.
Router	A router is a device that connects like and unlike LANs.
Service Provider	SP is an entity providing one or more of the following 9-1-1 elements: network, CPE, or data base service.
Switch	A switch is a device that opens or closes circuits, completes or breaks electrical paths, or selects paths or circuits. Switches look at incoming data to determine the destination address.
T1	T1 is a digital transmission link with a signaling speed of 1.544 Mbps; it is a standard for digital transmissions in North America. T1 is part of the progressive digital transmission pipes commonly referred to as DS or Digital Signal
Voice over Internet Protocol (VoIP)	VoIP is a general term for a family of transmission technologies for delivery of voice communications over IP networks such as the Internet or other packet-switched networks. The IP address assigned to the user's telephone number may be static or dynamic

## **2.2 Acronyms**

ALI	Automatic Location Identification
APCO	Association of Public-Safety Communications Officials
BCF	Border Control Function
CAD	Computer Aided Dispatch
CERT	Cleary Emergency Restoration Trailer
CJIS	Criminal Justice Information Services



CMDB	Change Management Database
COTS	Commercial Off-the-Shelf
CPE	Customer Premise Equipment
DoD	Department of Defense
E9-1-1	Enhanced 9-1-1
ECC	Emergency Communications Center
ECO	Emergency Communications Officer
ECRF	Emergency Call Routing Function
EMD	Emergency Medical Dispatch
ENHANCE 9-1-1	Ensuring Needed Help Arrives Near Callers Employing 9-1-1
EOC	Emergency Operations Center
ESInet	Emergency Services Internet Network
ESRP	Emergency Services Routing Proxy
ESZ	Emergency Service Zone
FCC	Federal Communications Commission
GIO	Geospatial Information Office
GIS	Geographic Information System
HIPAA	Health Insurance Portability and Accountability Act
IECC	Idaho Emergency Communications Commission
IP	Internet Protocol
ISO	International Organization for Standardization
IT	Information Technology
ITL	IT Infrastructure Library
KPI	Key Performance Indicator
LATA	Local Access and Transport Area
LIS	Location Information Server
LNG	Legacy Network Gateway
MDT	Mobile Data Terminal
MIS	Management Information System
MPLS	Multiprotocol Label Switching
MSAG	Master Street Address Guide





NASNA	National Association of State 9-1-1 Administrators
NENA	National Emergency Number Association
NG9-1-1	Next Generation 9-1-1
NG-SEC	NG9-1-1 Security
NIST	National Institute of Standards and Technology
PBX	Private Branch Exchange
PIDF-LO	Presence Information Data Format Location Object
Plan	State of Idaho Enhanced/Next Generation 9-1-1 Plan
POST	Peace Officer Standards and Training
PRF	Policy Routing Function
PSAP	Public Safety Answering Point
RFP	Request for Proposal
SIP	Session Initiation Protocol
SOP	Standard Operating Procedure
SSP	System Security Plans
State	State of Idaho
TCP	Transmission Control Protocol
TCS	TeleCommunication Systems
TDD	Telecommunication Device for the Deaf
TTY	Teletype
UPS	Uninterruptible Power Supply
URI	Uniform Resource Identifiers
URN	Universal Resource Name
US	United States
USDOT	United States Department of Transportation
VoIP	Voice over Internet Protocol

