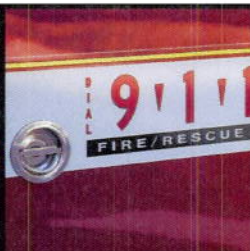


# DEPLOYMENT & OPERATIONAL GUIDELINES FOR NEXT GENERATION IP-ENABLED 911/E911 SYSTEMS



**Date:** Wednesday, February 25, 2009

**Time:** 9:00 AM—12:15 PM EST

**Location:** Commission Meeting Room, TW-C305

# Summit Agenda

9:00 AM	<b>Welcome</b>  <i>Commissioner Jonathan S. Adelstein Federal Communications Commission</i>  <i>Acting Chief David Furth, Public Safety and Homeland Security Bureau</i>
9:15 AM	<b>Panel One: Next Generation 9-1-1 Network Issues</b>  <i>Moderated by Jeffery Goldthorp, Division Chief, Communications Systems Analysis Division, Public Safety and Homeland Security Bureau</i>
10:30 AM	<b>Break</b>
10:45 AM	<b>Panel Two: Next Generation 9-1-1 Data Issues</b>  <i>Moderated by Jeffery Goldthorp, Division Chief, Communications Systems Analysis Division, Public Safety and Homeland Security Bureau</i>
12:00 PM	<b>Closing Remarks</b>  <i>Acting Chief David Furth</i>
12:15 PM	<b>Summit Conclusion</b>

# Panel One: NG 9-1-1 Network Issues

9:15 AM—10:30 AM

This panel will focus on NG 9-1-1 network issues including diversity requirements, calling handling in the event of call-overflow from network outages and PSAP certification and testing requirements.

## **Moderator:**

*Jeffery Goldthorp*, Chief, Communications Systems Analysis Division, Public Safety and Homeland Security Bureau

## **Panelists:**

*Drew Dawson*, Director, Office of Emergency Medical Services,  
National Highway Transportation Safety Administration,  
Department of Transportation

*Pete Eggimann*, Chair, Operations Committee,  
National Emergency Number Association (NENA)

*Douglas R. Jones*, Director, Corporate Technology, Verizon

*Drew Morin*, Senior Vice President & Chief Technology Officer,  
TeleCommunication Systems, Inc.

*Gregory L. Rohde*, Executive Director, E 9-1-1 Institute

*Steve Wisely*, Interim Director, Communications Center & 9-1-1 Services,  
Association of Public Safety Communications Officials—  
International Inc. (APCO)

## Panel Two: NG 9-1-1 Data Issues

10:45 AM—12:00 PM

This panel will focus on NG 9-1-1 data issues including determination of geographic coverage areas for PSAPs, validation procedures for inputting and updating location information and formats for delivering address information to PSAPs.

### **Moderator:**

*Jeffery Goldthorp*, Chief, Communications Systems Analysis Division, Public Safety and Homeland Security Bureau

### **Panelists:**

*Jim Bugel*, Assistant Vice President for Public Safety & Homeland Security Policy, AT&T

*Michael Doherty*, Director, Carrier Operations, Vonage America

*Pete Eggimann*, Director, 9-1-1 Services Metropolitan Emergency Services Board, St. Paul, MN

*Roger Hixson*, Director, Technical Issues, NENA

*Steve Marzolf*, Director, Integrated Services Program Director, Virginia Information Technologies Agency

*Stephen Meer*, Chief Technology Officer, Intrado

# Panelist Biographies

## **Jim Bugel**

Mr. Bugel is Assistant VP of Public Safety and Homeland Security for AT&T. He is responsible for federal policy and strategic planning on public safety, homeland security and emergency preparedness matters. Mr. Bugel is also actively involved in the President's National Security Telecommunications Advisory Committee (NSTAC) and the National Coordinating Center (NCC). He recently served as Chair of the Joint Advisory Committee on Communications Capabilities of Emergency, Medical and Public Health Care Facilities. He is member of the NSTAC Industry Executive Subcommittee (IES), co-chair of the NSTAC Emergency Communications and Interoperability Task Force, and is also Vice Chair of the Communications Sector Coordinating Council (CSCC).

## **Drew Dawson**

Mr. Dawson is the Director of Office of Emergency Medical Services (EMS) at the U.S. Department of Transportation (DOT), which houses the National 9-1-1 Office. Mr. Dawson has been involved in the EMS since 1972. He served as the Chief of the EMS Bureau for the Montana Department of Health and Human Services for over 20 years, and also served as Chair of the Montana 9-1-1 Advisory Council. He is a former President of the National Association of State EMS Directors and came to the DOT in 2003.

## **Michael Doherty**

Mr. Doherty joined Vonage as Director of 9-1-1 Implementation in May 2005. He was directly responsible for the implementation of Vonage's E9-1-1 network, which currently encompasses access to over 4,700 PSAPs and over 400 selective routers nationwide, as well as management of vendor and carrier relations and operations. Mr. Doherty began his career at Western Union in Systems Engineering before moving to NYNEX where he held positions in Engineering, Network Planning and Provisioning. In 1990, he joined one of the first CLECs, Teleport Communications Group. As Director of Switch Engineering, he was responsible for the implementation of their E9-1-1 network. From 1999 through 2004 he held leadership positions in AT&T with responsibility for product operations support for numbering and 9-1-1. Mr. Doherty holds a BS in Engineering from West Virginia Wesleyan College.

## **Pete Eggimann**

Since September 2000, Mr. Eggimann has been employed as the Director of 9-1-1 Services for the Metropolitan Emergency Services Board which represents the 19 Public Safety Answering Points (PSAPs) operating in the eight counties in the Minneapolis/St. Paul metropolitan area. The Board is responsible for the administration of the 9-1-1 network in the metropolitan area up to the point where the 9-1-1 call is delivered to the appropriate local PSAP. Mr. Eggimann also serves as the Chair of the national NENA Operations committee. Prior to working for the Metropolitan Emergency Services Board, he has worked in public safety for over 25 years, including two four-year terms as Jackson County (MN) Sheriff and four years as the Director of the Grand Forks County (ND) PSAP.

## **Roger Hixson**

Mr. Hixson is the Technical Issues Director for the National Emergency Number Association, and is closely involved in many of NENA's initiatives, including wireless E 9-1-1 and Internet Protocol technical and strategy issues, as well as development of Next Generation 9-1-1. Mr. Hixson has worked in 9-1-1 service for 23 years, formerly in the telecommunications environment, where he and his group implemented more than 25 major counties in Ohio and others in Michigan and Indiana, and has chaired numerous 9-1-1 advancement efforts at the state, national, and corporate levels. He is a former Ohio NENA Chapter President. In his role as NENA's Technical Issues Director, Mr. Hixson drafted the NENA 9-1-1 Future Path Plan, coordinates NENA's overall technical development process, has been a member of several NRIC subcommittees providing input to the FCC, and supports several NENA projects, including US DOT contract work on wireless and future 9-1-1 development. Mr. Hixson coordinates the overall NENA NG 9-1-1 Project plan.

## **Douglas R. Jones**

Mr. Jones is a Director in Verizon's Corporate Technology organization and has over 25 years of experience with Verizon in network design and deployment. Mr. Jones and his team are responsible for Verizon's network architecture evolution, design and providing direction on applications that support Verizon's voice services and networks. Mr. Jones has designed and managed the deployment of several network based voice applications in support of Verizon's retail, enterprise and wholesale line of businesses. Mr. Jones was also a member of the Network Reliability and Interoperability

**Douglas R. Jones continued**

Council. He holds a Bachelor of Science in Electrical Engineering from Lafayette College and a Masters in Technology Management from the University of Pennsylvania. He also holds seven patents in the areas of wireless and wireline advanced telephony architecture and services.

**Steven Marzolf**

Mr. Marzolf has been active in public service and 9-1-1 for over 20 years. He began his career with Montgomery County, Maryland while studying for a BA in Fire Service. He then worked in Prince William County where he managed the technical systems and administration of their Public Safety Communications Center. In that time, he served two years as a member of the Virginia Wireless E-9-1-1 Services Board. In October 2000, Mr. Marzolf became the Public Safety Communications Coordinator for the Commonwealth of Virginia where he provided staff support to the Wireless E-9-1-1 Services Board. His role has now expanded to include the management enterprise geospatial services and radio engineering services for the Virginia Information Technologies Agency as their Integrated Services Program Director. Mr. Marzolf also served for four years as the President of the National Association of State 9-1-1 Administrators (NASNA). As president of NASNA, he served as one of the original Board of Directors of E 9-1-1 Institute.

**Stephen Meer**

Mr. Meer is the co-founder and chief technology officer of Intrado, Inc., a global provider of emergency communications infrastructure and services. He is actively involved with the development of 9-1-1 public policy and is an advisor to government and industry organizations such as the FCC, NENA, and U.S. DOT. In addition, Mr. Meer has testified before Congress on 9-1-1 and emergency communications policy matters. He has received numerous awards for his achievements, including the Presidential Award of Excellence and the Radio Club of America's Henri Busignies Memorial Award, and the Ernst & Young Entrepreneur of the Year Award for Technology. Mr. Meer is a member of NENA, APCO, IEEE and the National Sheriff's Association. His public safety career includes the Boulder County (CO) Sheriff's office as Technical Communications Manager.

**Drew Morin**

As Senior Vice President and Chief Technology Officer, Mr. Morin is responsible for the technical direction and coordination of TeleCommunication Systems, Inc. development activities across business units. Mr. Morin has over 20 years of experience in analysis, design, development and implementation of integrated voice/data/video communication systems for a wide variety of applications in both government and commercial sectors. Prior to joining TCS in 1988, Mr. Morin worked for BDM Corporation as a Communications Systems Engineer where he designed, developed and implemented next generation systems including a tactical wireless data communications network and one of the first secure local area networks. Mr. Morin holds a B.S. degree in Systems Engineering from the University of Virginia in Charlottesville, Virginia and a Master of Science degree in Systems Engineering from George Mason University in Fairfax, Virginia.

**Gregory L. Rohde**

Mr. Rohde serves as the Executive Director of the E 9-1-1 Institute, a not-for-profit organization that supports the Congressional E 9-1-1 Caucus in promoting E 9-1-1 and emergency communications development and public policy education. He is the former Assistant Secretary of Commerce for Communications and Information, and the former Administrator of the National Telecommunications Information Administration (NTIA). While at NTIA, Mr. Rohde spearheaded the Administration's effort to implement the agreement on advanced wireless services, or Third Generation wireless services (3G). Mr. Rohde is also the President of e-Copernicus, a telecommunications consulting firm providing broadband and telecommunications project financing, business development services, and government affairs representation in legislative and regulatory areas.

**Stephen Wisely**

Mr. Wisely is the Interim Director of the APCO International Communication Center and 9-1-1 Services Department. He is responsible for the operations support, standards and best practices, staffing and retention effective practices, technical support for Wireline and Wireless 9-1-1 as well as all APCO NG 9-1-1 issues. He is co-project manager for the APCO-IJIS Public Safety Data Interoperability Byrne Grant Project. After ten years as Commissioner of Department of Emergency Services of Onondaga County, New York, he joined APCO in August 2006 as a project coordinator for Project 38 (LOCATE) and Project 41 (Emerging Technology). Prior to his service with Onondaga County, Mr. Wisely worked for NYNEX for thirty-four years. For eleven of those years, he was directly responsible for the planning, operation and technical support for E 9-1-1 computer systems serving customers in the NYNEX service areas.



# About

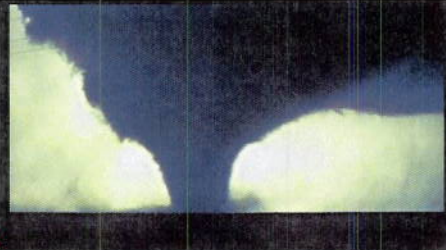
## Federal Communications Commission Public Safety and Homeland Security Bureau

PSHSB's mission is to collaborate with the public safety community, industry and other government entities to license, facilitate, restore and recover communications services used by the citizens of the United States, including first responders, before, during and after emergencies by disseminating critical information to the public and by implementing the Commission's policy initiatives.

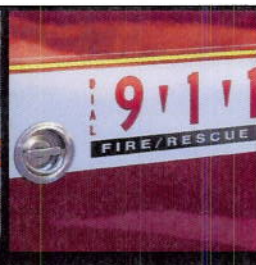
For more information on the  
Public Safety and Homeland Security Bureau,  
including future summits and Speaker Series events,  
please visit our website:

[www.fcc.gov/pshs](http://www.fcc.gov/pshs)





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