

**REMARKS OF ZENJI NAKAZAWA,
ACTING PUBLIC SAFETY LEGAL ADVISER TO CHAIRMAN AJIT PAI,
AT THE 9-1-1 GOES TO WASHINGTON CONFERENCE**

ARLINGTON, VIRGINIA

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Thank you Trey for the introduction. I am deeply honored to have the opportunity to speak here on behalf of Chairman Pai before the very bedrock of the 911 community: NENA and its partners, and especially the dedicated and talented hardworking men and women who serve in the thousands of PSAPs across the country and who play a critical role in saving lives day in and day out, 24/7. When you think about it, our call center professionals are superheroes. They serve as our first line of defense for protecting all Americans. And so I join Chairman Pai in extending our heartfelt appreciation to all of you.

Almost four years ago I had the pleasure of working with Richard Ray and David Dzumba, co-chairs of the Emergency Access Advisory Committee or EAAC, and other leaders of the 911 community. And it was there that I witnessed first-hand how the dedication, determination and discipline of a few can change the lives of so many. During its two year charter, the EAAC provided the FCC with key recommendations on such topics as implementing text-to-911, ensuring that Next-Generation 911 standards will fully support access for individuals with disabilities, and initiating the transition from decades-old legacy TTY technology to new technologies such as real-time-text (RTT) that provide far superior functionality. Thanks in part to the EAAC's work, the industry has made tremendous strides in achieving equal access to emergency services by all individuals. Indeed, just two months ago, the FCC adopted an order on RTT that is paving the way for the transition to RTT-based 911 to become a reality, as the EAAC envisioned.

And while the nation has accomplished so much to facilitate the transition to NG911, much work remains ahead. And so as we move forward in this area, I want to share a few remarks and observations.

First, as you know, Chairman Pai has talked a lot about the need to promote digital empowerment: to enable any American who wants high-speed Internet access, or broadband, to get it. He believes everyone should have online opportunity, and so he wants to bring broadband to every part of the country. And so that is why last year he unveiled his vision of a Digital Empowerment Agenda that will allow all Americans—no matter what their race, religion, gender, or sexual orientation, no matter where they live, no matter what their personal background—to make their lives better. I think the Chairman's Digital Empowerment Agenda dovetails well with his stance that when consumers dial 911, they expect that they will reach first responders who can assist them during their time of need. Increasingly in the NG911 world, the public will need access to broadband because that 911 "call" may not be a voice call. It may be an RTT session, a video session, or a multimedia session in which the caller communicates by voice while also sending photos or video clips from the scene. Viewed this way, Digital Empowerment means making sure every American has access to these enhanced capabilities in an emergency.

But it is not enough that a caller reaches 911. First responders also need to know where the caller is located, whether that location is a single family home in Parsons, Kansas, a high rise hotel or a sprawling college campus. That is why Chairman Pai continues to be a supporter of "aggressive and achievable" goals to improve indoor accuracy, and that is why he supports the location accuracy framework we have established that puts us on a path to provide emergency responders with a "dispatchable location" – identification of the caller's address, floor, and office or apartment number -- the proverbial "gold standard" for indoor location accuracy. Over the past few years, we have come a long way to address and overcome technical challenges in this area – and we need to keep the momentum

going. Chairman Pai believes that the advanced location technology is here and that now is the time to take advantage of this opportunity to leverage technology and to integrate our technical resources and capabilities to bring the benefits of a nationwide NG911 framework to fruition.

Just earlier this month, wireless providers submitted their initial reporting of live 911 call data as part of a requirement to meet wireless 911 location accuracy metrics at periodic benchmarks and demonstrate implementation and deployment of indoor location accuracy technologies. Chairman Pai commends NENA, the 911 community and the wireless carriers that worked tirelessly and cooperatively to get us to this point. While the Commission may have helped put a process in place for improving location accuracy, he recognizes that the heavy lifting is done on the ground by those experts who know what is needed to accomplish our 911 goals best: that is, the state and local authorities, working in concert with the 911 community and the carriers.

In this regard, Chairman Pai believes that while the role of the Commission is to facilitate the transition to NG911, it is state and local authorities who must have the lead role in the deployment of NG911. Consistent with a report the FCC submitted to Congress in 2013, Chairman Pai believes that “state and local authorities should retain their primary role in the management and development of NG911,” and that the federal government should remain “focused on supporting and coordinating state and local transition efforts.”¹ To this end, Chairman Pai believes that the Commission can best serve in a complementary role working with state 911 authorities, its federal partners and other governing entities to provide technical expertise and to promote a coordinated, industry-led approach to NG911.

As a case in point, Chairman Pai extends his congratulations to the Task Force on Optimal Public Safety Answering Point Architecture, or TFOPA. TFOPA is a prime example of what a group of experts comprised of representatives from the PSAP community, public safety entities, federal, state and local government authorities; communications service providers, and third party vendors can achieve when they work together. As you know, earlier this year TFOPA submitted recommendations to the Commission regarding actions that PSAPs can take to optimize their security, operations, and funding as they implement NG911. Chairman Pai commends Steve Souder, former director of the Department of Public Safety Communications, Fairfax County, Virginia, for his leadership in putting together the TFOPA final report. This report is an invaluable resource for communities and PSAPs transitioning to NG911, and he urges PSAPs to take advantage of the work of the TFOPA to advance NG-911 across the nation.

As outlined in the TFOPA report, we have our work cut out for us. Yes, Chairman Pai is encouraged by the progress of NG911. He is also realistic about the amount of work that lies ahead to surmount the challenges facing the migration to NG911 and he looks forward to working with NENA, state and local authorities and Congress on these issues.

And speaking of Congress, Chairman Pai recently applauded action by the U.S. House of Representatives for passing a number of important, bipartisan telecom bills last month. In particular, Chairman Pai is heartened to see that Kari’s Law (S123) is one step closer to becoming the law of the land, and he looks forward to working with Congress on these and other important issues as Chairman of the FCC.

In closing, I want to underscore Chairman Pai’s appreciation for and his commitment to NENA, the 911 community and the dedicated “superheroes” manning our PSAPs across the country for their crucial roles in ensuring the safety of life and welfare of all Americans. Chairman Pai is rolling up his sleeves and he is looking forward to hearing your views. Thank you.

¹ FCC, Legal and Regulatory Framework for Next Generation 911 Services, Report to Congress and Recommendations at 4.1.1 (2013), <http://go.usa.gov/sFTG>.