

**Federal Communications Commission
Washington, D.C. 20554**

**Emergency Access Advisory Committee (EAAC)
Minutes
March 30, 2012**

Welcome and introductions were made and attendance was called for by EAAC Co-Chair David Dzumba and Richard Ray. Cheryl King called the attendance. A list of the attendees is attached to these minutes as APPENDIX A. The Agenda for this meeting is attached as APPENDIX B. The minutes of the February 10, 2012 meeting were approved.

Patrick Donovan (PSHSB) and Henning Schulzrinne (FCC Chief Technology Officer) provided an update on the FCC Public Safety and Homeland Security Bureau NG911 NPRM proceeding. The FCC continues to analyze comments received in response to the NPRM, and to develop the next action steps in that proceeding.

Karen Strauss gave an update on Twenty-First Century Communications and Video Accessibility Act (CVAA) proceedings and other activities of interest to the EAAC at the FCC. Ms. Strauss reported on ongoing FCC rulemakings of possible interest to advocates and consumers with disabilities as well as industry partners.

Cheryl King gave an overview of the EAAC's Exhibition Fair of Text-to-911 Technologies and Applications that was held at the FCC's Technology Experience Center March 28-29, 2012. Ten exhibitors provided two days of hands on exhibits of vendor and research products. The ten exhibitors were: Agent 511, Bandwidth, FRESS Foundation, INdigital, Intrado, Neustar, Rave Mobile Safety, Rehabilitation Engineering and Research Center-Telecommunications Access (RERC-TA), TeleCommunication Systems (TCS), and Ten43 Technologies. Ms. King reported a large turnout of visitors to the Text-to-911 Exhibition Fair. Many EAAC members expressed their appreciation to Cheryl King and the FCC that supported the EAAC's presentation of the Exhibition Fair and the text-to-911 applications and technologies. Many pictures were taken and photos will be shared with parties represented in the photos.

Sheri Farinha (NorCal Center/NAD/TDI) opened a discussion by moving that the EAAC recommend the FCC adopt the following recommendation, "that any interim solution for text to 9-1-1 specifically be SMS with a three digit number 9-1-1." A second was offered by Donna Platt and discussion began. Mark Fletcher (Avaya) offered that the recommendation should not be limited to SMS and that other text applications and technologies, such as real time text (RTT), should be included. Norm Williams (RERC-TA Gallaudet) offered an amendment to the Farinha motion to include "at a minimum" SMS. Farinha accepted the Williams amendment. Other EAAC members voiced concerns about specific language and process for the motion. Brian Daly (AT&T) suggested the motion be remanded to the Subcommittee #1, Interim Solutions for Text-911 pre-NG911. Mr. Daly's recommendation was supported by several representatives on the EAAC. Many EAAC members voiced their opposition to remanding this motion. Christian Vogler (RERC-TA Gallaudet) commented that it was time to move forward with an interim (pre-NG911) text-911 solution for access to 911 services, explaining that with TRS use declining, people's access to 911 services was being compromised. Vogler further asserted that an interim text-911 solution would not interfere with long-term NG911 development.

Matt Gerst (CTIA) noted that the wireless industry agrees with the urgency for a text-based solution to 9-1-1 and that the industry is not opposed to any technological solution, so long as such solution meets the public's expectations for an emergency communications service and the industry's existing regulatory and policy obligations. He also noted that the motion deals with an issue which the subcommittee was directed to address." Jean Paul Emard (ATIS) questioned whether there was adequate information from field tests and trials to ensure that SMS text-911 to the PSAPs TTY machines would actually work. Toni Dunne (Intrado) responded that Intrado has offered a text-to-911 solution for over 2 years, and that Intrado has conducted extensive testing for reliability to ensure the system is where it needs to be for emergency communications. Brian Daly (AT&T) offered an amendment to the Farinha motion that any interim text-911 solution be standards-based and vendor neutral. Discussion continued and it was suggested that the Daly issues should be made a part of Subcommittee #1's recommendations to the full EAAC in its final 2012 report. It was agreed that in the afternoon's subcommittee #1 report Daly should raise the issue of his suggested action to propose that the EAAC supports a standards-based and vendor neutral text-911 interim solution.

Ms. Farinha accepted suggestions for revised language and the final motion was that the EAAC SUPPORTS AS AN INTERIM SOLUTION FOR TEXT TO 9-1-1, AT A MINIMUM, SMS, AND OTHER TECHNOLOGIES AS APPROPRIATE, WITH A THREE DIGIT SHORT CODE 9-1-1. Farinha's recitation of her motion, as amended, was seconded by Al Sonnenstrahl. A vote was taken and there were 15 votes in favor of the motion as revised, six abstentions and no negative votes. The motion was passed.

Jean Paul Emard asked for clarification whether the adopted Farinha motion was directed solely to subcommittee #1, and it was agreed that the motion would inform all the EAAC subcommittees' work.

A review of 7 EAAC 2012 subcommittees' works-in-progress was undertaken and reported on by each respective subcommittee's co-chairs.

Subcommittee #7 (SC7) - Timeline Alignment, Kevin Green and Don Mitchell co-chairing, announced that SC7 has been able to have 2 meetings thus far. The meeting teleconferences were very well attended and had great participation. In SC7's first meeting, they were able to gather a number of source reports that have been created in the past that will be used as source material for the final report content. The last call focused on beginning the process of defining assumptions, understanding which timelines merited concern and putting together a list of milestones for the timeline. SC7 reported they are also aware that there is a NTSA report that will be out this summer that discusses existing NG911 deployments and which should provide a great source of material.

Subcommittee #6 - TTY Transition Issues / Roadmap, Paul Michaelis and Gunnar Hellstrom co-chairing, reported they had a good meeting on March 13th and among the key issues discussed was the expectation that the PSAPs agent would be connected via Internet Protocol (IP) and running a real-time text protocol. When communicating with the TTY user on the PSTN, a lot of interesting issues arise. For example, the text characters available in real-time text will be considerably more than available with TTY. The PSAP agent needs to be aware of this and take it into account. Another important distinction is that if the communication is real-time text, if the PSAP agent is talking to another RTT user, then they can type to each other simultaneously and do audio and text simultaneously. This is not possible when communicating to someone using a TTY. So the point here is that SC7 has to distinguish

between the PSAP agent talking to a TTY user versus talking to another real-time text connected user. Paul Michaelis raised another issue, stating that there was a feeling that PSAP agents are not adequately trained to communicate via TTY with deaf users. Even though they may have TTY conductivity the level of training and skill associate with TTY dedication is missing. SC7 identified a need for PSAP agents to have better training when RTT is available.

Subcommittee #5 (SC5) - Identify Gaps in NENA i3 compared to EAAC Recommendations, Christian Vogler and Brian Daly co-chairing, reported that right now they are in the process of scheduling a time that works for everyone for a regular conference call. SC5 would like to advise that recently CSRIC voted to accept modifications to the report for the standards and the gaps in NG911. So SC5 will be making that available to everybody on the committee.

Subcommittee #4 - Complete Detailed Report Sections, Bob Mather and Bruce McFarlane co-chairing, reported that they are doing their work also by e-mail at this time.

At noon the EAAC took a break for lunch.

Following the lunch break, the subcommittees' reporting continued.

Subcommittee #3 - PSAP Sign Language and other Communications' Assistance – Donna Platt and Chris Littlewood, co-chairing, reported that the SC3 would be sending out an e-mail with some diagrams that explain where they think the subcommittee needs to go and then look for input from there to build it down so it should become a lot more clear and then everyone is looking to make sure we are on the same page so stay tuned and watch for the e-mail.

Subcommittee #2 (SC2) - Interoperability Testing, Mark Fletcher and Al Sonnenstrahl co-chairing reported that SC2 has 13 specific recommendations from the EAAC Report and Recommendations submitted to the FCC in December 2011. And one of the first tasks will be to prioritize and go through that list of recommendations assigned to SC2, to weed out any duplicates or to shrink that down into a more manageable number. SC2 also established a mission statement for the group and that is the EAAC interoperability subcommittee is to ensure end to end interoperability between existing devices and common technology in use today and provide a smooth transition into next generation multimedia services for people with disabilities. As part of the product testing the end-to-end usability will be evaluated by the intended target user community and an existing definition will be examined to ensure that they meet the subcommittee's expectations. SC2 will initially be conducting some e-mail exchanges to put these recommendations into categories and then we will continue on with conference calls.

Subcommittee #1 (SC1) Pre-NG911 Mobile Text to 911 Solution(s), Gregg Vanderheiden and Brian Daly co-chairing reported that SC1 has established an e-mail list, and has had one web meeting conference call to discuss what Gregg V. had initially started as common ground principles for the pre- NG911 mobile text to 9-1-1 solution. SC1 advised they felt their first task was to go through common ground principles and come up with a set that are easy to come to consensus with. Then SC1 will delve deeper into some of the other more detailed topics once that common ground is identified. SC1 also announced that given the discussion from the morning EAAC meeting and the agreement that was reached, that definitely will need to be factored into those common ground principles and also need to take a step back and see how that does impact the working group going forward since they have

this direction from the EAAC at present for the pre- NG911 one mobile text solution. SC1 does have a next conference call web meeting set up for next Wednesday, and SC1 will schedule regular calls and also explore how to better engage the group since we do have quite a number of individuals represented on our subcommittee because of the interest in this topic.

A call for public comment was made and no one rose to speak. The meeting was adjourned.

**Appendix A
EAAC Meeting
Friday, February 10, 2012**

Attendance in person and on Conference Bridge

Ronnie	Cotton	X
Brian	Daly	X
Patrick	Donovan	X
Toni	Dunne	X
David	Dzumba	X
Jean-Paul	Emard	X
Sheri A.	Farinha	X
Laurie	Flaherty	X
Mark	Fletcher	X
Matthew	Gerst	X
Kevin	Green	X
Gunnar	Hellstrom	X
Brendan	Kasper	X
Rebecca	Ladew	X
Chris	Littlewood	X
Robert	Mather	X
Paul	Michaelis	X
Don	Mitchell	X
Peter	Musgrove	X
Donna	Platt	X
Richard	Ray	X
Susan	Sherwood	X
Alfred	Sonnenstrahl	X
Karen	Strauss	X
Mark	Stern	X
Gregg	Vanderheiden	X
Arnoud	Van Wijk	X
Christian	Vogler	X
Norm	Williams	X
Joel	Ziev	X

Also attending: Roger Hixson (NENA Technical Advisor)

Appendix B

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Emergency Access Advisory Committee (EAAC) Working Agenda¹ March 30, 2012

- 10:30 a.m. ET.** **Welcome, Introductions and Attendance**
EAAC Co-Chair Richard Ray (David Dzumba is on travel)
- Report on March 28-29, 2012 Exhibition of text-to-911**
(Cheryl King)
- Review of subcommittees' works-in-progress;**
Update from subcommittees' co-chairs:
- Subcommittee #7 - Timeline Alignment**
Kevin Green and Don Mitchell
- Subcommittee #6 - TTY Transition Issues / Roadmap**
Paul Michaelis and Gunnar Hellstrom
- Subcommittee #5 - Identify Gaps in NENA i3 compared to**
EAAC Recommendations – Christian Vogler and Brian Daly
- Subcommittee #4 - Complete Detailed Report Sections**
Bob Mather and Bruce McFarlane
- 12:00 noon** **Break for lunch**
- Subcommittee #3 - PSAP Sign Language and other**
communications' Assistance – Donna Platt and Chris Littlewood
- Subcommittee #2 - Interoperability Testing**
Mark Fletcher and Al Sonnenstrahl
- Subcommittee #1: Pre-NG911 Mobile Text to 911 Solution(s)**
Gregg Vanderheiden and Brian Daly
- Call for public comment**
- 3:30 p.m. ET** **Adjourn meeting**

¹ There may be changes in the order of agenda items as the meeting progresses.