

WG 8: E9-1-1 Best Practices

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Description: 9-1-1 service is a vital part of the nation's emergency response and disaster preparedness system and 9-1-1 service reliability is vital to public safety and consumer wellbeing. As such, during CSRIC II, and before that NRIC, a substantial body of voluntary best practices was developed to promote 9-1-1 reliability. 9-1-1 best practices are vital to maintaining a dependable and efficient 9-1-1 infrastructure.

This Working Group will review the existing CSRIC/NRIC 9-1-1 best practices and recommend ways to improve them, accounting for the passage of time, technology changes, operational factors, and any identified gaps. As part of this effort, the Working Group will also provide recommendations regarding the creation of two new non-industry best practice categories:

Public Safety Answering Point (PSAP) and (ii) 9-1-1 Consumer. As well, the Working Group will provide recommendations regarding how to better engage PSAPs in the best practice process.

Finally, this Working Group is tasked with modifying and/or developing new best practices that will support communication providers in preparing for natural or manmade disasters. These best practices will ensure that communication providers are able to restore service quickly in the aftermath of a disaster.

Duration:

1. Disaster Best Practices - June 6, 2012
2. 911 Best Practices - December 5, 2012

