



Network Reliability and Interoperability Council VII

NRIC Council Meeting

Focus Group 1C

**Effectiveness of Best Practices for
Emergency Communications**

October 19, 2005



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Focus Group 1C Charter

“The Council shall present a report on its survey to determine how effective Best Practices have been for emergency communications.”

Focus Group Report Methodology

1) Best Practices relating to 9-1-1 networks, Public Safety and emergency communications were identified using key word searches.

- This did not include Best Practices which have a broader scope and whose implications reach beyond E9-1-1 and Public Safety

2) Subgroups were established to evaluate categories of Best Practices

3) Each Best Practice was evaluated using pre-determined criteria:

- The extent and frequency of implementation
- The contribution to emergency communications (whether through reduced 9-1-1 outages, improved emergency response, or delivery of critical information)
- The technical feasibility, relative to cost

4) Subgroup results were combined and all analyzed Best Practices were rated for effectiveness by the full Focus Group

Results in Brief

Focus Group 1C's survey included an evaluation of 58 NRIC Best Practices aimed at Emergency Communications. The result was that the rating of each Best Practices fell into one of the following categories:

- *Effective*
- *Effective but requires some degree of modification or updating*
- *No longer effective – recommend deletion*

The Focus Group continues to refine its evaluation of the Best Practices, and the final results will be presented in the December report, along with the recommended changes to make these Best Practices more effective.

Next Steps

- *Final report to Council including*
 - Updated Best Practices for Emergency Communications
 - Summary of conclusions from analysis of the 63.100 outages
 - Factors that should be considered in deciding whether redundant E911 tandems and alternate PSAPs should be provided