

**Oak Ridge Emergency Communication District
Board of Directors Meeting
Municipal Building Courtroom**

December 19, 2011

AGENDA

I. CALL TO ORDER

Thomas L. Beehan, Chairman of the Board

II. ROLL CALL

III. ADOPTION OF RESOLUTION

Adoption of a resolution authorizing the Chairman and Director to sign a User Agreement and Acceptable Use Policy for Next Generation 911.

IV. ADJOURNMENT

CITY CLERK MEMORANDUM

11-60

DATE: December 9, 2011

TO: Honorable Mayor and Members of City Council

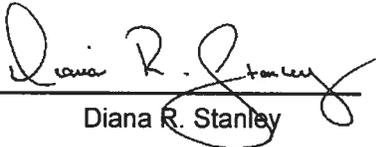
FROM: Diana R. Stanley, City Clerk

SUBJECT: MEETING OF THE OAK RIDGE EMERGENCY COMMUNICATION DISTRICT

Attached to this memo is a copy of City Council Memorandum 11-48 that was included in the December 12, 2011 City Council meeting agenda as part of the City Manager's Report. No action of City Council was required, as the report was for informational purposes only.

The aforementioned memo has been included as part of this agenda as a supporting document to outline the purpose of the meeting and to explain the reason for City Council convening as the Oak Ridge Emergency Communication District Board of Directors.

Staff recommends approval of the attached resolution.


Diana R. Stanley

Attachments

CITY COUNCIL MEMORANDUM
11-48

DATE: December 2, 2011
TO: Honorable Mayor and Members of City Council
FROM: Mark S. Watson, City Manager
SUBJECT: CITY MANAGER'S REPORT

Meeting of the Oak Ridge Emergency Communication District

Council Action Recommended: None, for information only.

Immediately prior to the December 19, 2011 special meeting, City Council will convene as the Oak Ridge Emergency Communication District to approve a User Agreement and Acceptable Use Policy for Next Generation 911. This meeting is expected to take approximately fifteen minutes; therefore, it will begin at 6:45 p.m.

Pursuant to Tennessee's Emergency Communications District Law (Tennessee Code Annotated §§7-86-101 – 7-86-151), the City of Oak Ridge has established an emergency communications district known as the Oak Ridge Emergency Communication District. City Council has been designated to act as the Oak Ridge Emergency Communication District's Board of Directors. The Oak Ridge Emergency Communication District Board of Directors is only required to meet when necessary.

The Tennessee Emergency Communications Board (TECB) has implemented a Next Generation 911 project to handle emerging technologies like internet phone service and the capabilities of today's cell phones in order to enable emerging devices to deliver additional information to 911 dispatchers and improve call transfer capability and the reliability of the State's 911 system. The TECB has submitted a User Agreement and Acceptable Use Policy for Next Generation 911 to the Oak Ridge Emergency Communication District for signature. The Mayor, as Chairman of the Oak Ridge Emergency Communication District, and the Finance Director, as Director of the Oak Ridge Emergency Communication District, are required to sign the document. The Oak Ridge Emergency Communication District Board of Directors is, therefore, required to meet to approve the User Agreement and Acceptable Use Policy for Next Generation 911.


Mark S. Watson

RESOLUTION

A RESOLUTION AUTHORIZING THE CHAIRMAN AND DIRECTOR TO SIGN A USER AGREEMENT AND ACCEPTABLE USE POLICY FOR NEXT GENERATION 911.

WHEREAS, City Council has established the Oak Ridge Emergency Communication District in accordance with Tennessee's Emergency Communication District Law (Tennessee Code Annotated §7-86-101 – §7-86-151) and has designated City Council as the Board of Directors; and

WHEREAS, the Tennessee Emergency Communications Board (TECB) has implemented a Next Generation 911 project to handle emerging technologies like Internet phone service and the capabilities of today's cell phones in order to enable emerging devices to deliver additional information to 911 dispatchers and improve call transfer capability and the reliability of the State's 911 system; and

WHEREAS, the TECB has submitted a User Agreement and Acceptable Use Policy for Next Generation 911 to the Oak Ridge Emergency Communication District for signature; and

WHEREAS, the Oak Ridge Emergency Communication District hereby authorize the Chairman and Director to sign the User Agreement and Acceptable Use Policy for Next Generation 911.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF THE OAK RIDGE EMERGENCY COMMUNICATION DISTRICT LOCATED IN THE CITY OF OAK RIDGE, TENNESSEE:

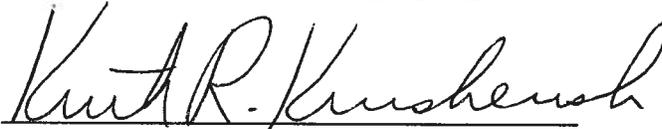
That the attached User Agreement and Acceptable Use Policy for Next Generation 911 submitted by the Tennessee Emergency Communications Board to the Oak Ridge Emergency Communication District is hereby approved.

BE IT FURTHER RESOLVED that the Chairman and the Director are hereby authorized to execute all necessary legal documents to accomplish the same.

This the 19th day of December 2011.

APPROVED AS TO FORM AND LEGALITY:

OAK RIDGE EMERGENCY COMMUNICATION DISTRICT



Kenneth R. Krushenski, City Attorney

Thomas L. Beehan, Chairman

Diana R. Stanley, Secretary

APPROVED:

Anne Garcia Garland

L. Charles Hensley

Charles J. Hope, Jr.

D. Jane Miller

David N. Mosby

Ellen D. Smith

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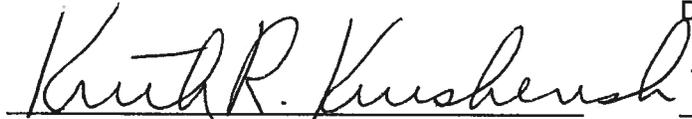
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User Agreement and Acceptable Use Policy For Next Generation 911

The OAK RIDGE Emergency Communication District (ECD) and users of the Next Generation 9-1-1 (NG9-1-1) system agree to abide by and comply with this Acceptable Use Policy (AUP) and to remain responsible for its users in exchange for access to the Next Generation 9-1-1 infrastructure provided by the Tennessee Emergency Communications Board (TECB). The TECB reserves the right to change or modify the terms of the AUP at any time.

Introduction:

Tennessee's NG9-1-1 project will migrate an aging analog infrastructure to an internet protocol (IP) based digital platform to enable emerging technology devices (like VoIP, telematics, text messaging, video relay, etc.) to deliver additional information to 9-1-1 dispatchers and improve call transfer capability and the reliability and redundancy of the State's 9-1-1 system. The project was authorized by the TECB on November 20, 2008 and is funded by the 9-1-1 emergency telephone service charge collected pursuant to Tenn. Code Ann. § 7-86-303.

Initially, the NG9-1-1 infrastructure will be used to deliver 9-1-1 calls from wireless and VoIP devices to ECD affiliated public safety answering points (PSAP) located in the 95 counties in Tennessee. These PSAPs operate within 100 ECDs as authorized by law. Ultimately, the NG9-1-1 infrastructure will deliver all 9-1-1 calls including those which utilize incumbent and competitive local exchange carriers for call processing. Call routing will utilize Geographic Information Systems ("GIS") data. The TECB has contracted with the Department of Finance and Administration, Office of Information Resources (OIR), to provide GIS data and services in support of NG9-1-1. OIR has developed a universal standard for naming and entering GIS data, the Tennessee Information for Public Safety ("TIPS") format, which must be adopted by all ECDs for successful deployment and operation of NG9-1-1.

What TECB is providing:

1. Secure and monitored ESInet infrastructure
2. Connectivity to all wireless and VoIP carriers initially, and ultimately connectivity to all wireline carriers
3. Routing of all 911 calls
4. Connectivity from the ESInet to the PSAP
5. Provision of router with Ethernet connection for PSAP controller
6. Provision of Managed Premise Firewall on E9-1-1 over NetTN connection
7. 24x7x365 network operations center for reporting all 911 related outages
8. 24x7x365 help desk function for changing 911 call routing, etc.
9. 24x7x365 network and PSAP status monitoring (in addition to NetTN/AT&T monitoring)
10. Managed ALI database
11. GIS assistance

Site Requirements:

The PSAP shall provide a climate controlled environment, a dedicated 120V electrical outlet and adequate back up power (i.e., UPS) for the router.

All power supplies associated with the common electronics shall have redundancy and shall automatically switch to the redundant power supply when the primary power supply fails. Each power supply shall be designed to operate over an ambient temperature range of 0 to 60⁰C. All power supplies shall have output over-voltage protective circuitry that will automatically shut down in the event of an electrical overload or other negative electrical event.

Each call taking position and each separate rack or cabinet which is a part of the 9-1-1 system shall have a defined ground point. All components of the call processing system shall be connected to a common ground system.

Whenever applicable, all CPE Vendors shall ensure that the common ground of the 9-1-1 system is connected to any master ground system utilized by other technical systems and components within the building or at the installation location. This includes, but is not limited to, equipment racks, radio equipment, microwave equipment, and computer aided dispatch equipment.

The PSAP shall meet or exceed the backup power requirements of TECB Amended Policy No. 32, including:

1. An uninterruptible power supply (UPS) capable of providing uninterrupted power to emergency communications operations for a minimum of one hour (in addition to considering NENA 04 001 section 6 guidelines for UPS) ; and
2. An emergency generator and fuel source for the generator capable of providing power sufficient to maintain minimum E-9-1-1 service operations and a suitable work environment to the PSAP for a minimum of forty-eight (48) hours.

System Requirements:

All 9-1-1 controllers purchased after the date this agreement is executed shall be IP capable and compliant with NENA 04-001 v. 2 (Recommended Generic Standards for E9-1-1 PSAP Equipment) and NENA 75-001 v. 1 (NENA Security for Next-Generation 9-1-1 Standard), and be capable of interfacing with NetTN which is NENA i3 compliant. PSAPs with controllers that are not IP capable will interconnect using a legacy gateway provided as part of NetTN.

All equipment shall be capable of seamlessly interfacing to standard radio, logging recorder, computer-aided dispatch (CAD) and GIS systems.

Equipment throughout the 9-1-1 CPE system shall support industry standard interfaces for an IP network and from the public switched telephone network (PSTN), including the delivery of accurate caller location information (ALI). All equipment shall be capable of seamlessly interfacing with existing trunk and line interfaces as well as future IP interfaces into 9-1-1 over NetTN.

9-1-1 systems shall connect to ALI databases of all the Local Exchange Carriers and Standalone ALI (LECs and SALI) in the legacy stages of the transition to NG.

Call Detail Record information shall be supplied by the 9-1-1 equipment through the appropriate interface port in a NENA Version 4 XML Data Exchange format consistent with NENA 02-010, v. 9 (Standard Data Formats for 9-1-1 Data Exchange and GIS Mapping (TSD)). The CPE

vendor shall maintain the XML fields to ensure separation of the data, even if the field is blank. All times shall be synchronized with the master clock in the form HH:MM:SS in accordance with the NENA 04-002 v. 4 (PSAP Master Clock Standard)

Automatic Call Distribution (ACD) systems, if utilized, shall meet NENA recommendations for 9-1-1 PSAP Equipment 04-001 v. 2, (Recommended Generic Standards for E9-1-1 PSAP Equipment), and be capable of interfacing with NetTN which will be NENA i3 compliant.

PSAPs shall have a digitized mapping system. The software shall provide a means of automatically indicating the location of a 9-1-1 caller based on the street address of the ALI record or the longitude and latitude ("long/lat") of the caller based on the long/lat coordinates provided in the ALI record. The software shall update the caller's position on the map each time the ALI record is refreshed in the call taking system.

Data Requirements:

Districts shall comply with TECB Amended Policy No. 20 and convert GIS data to the TIPS format, including but not limited to field naming conventions for address points, street centerlines and ESN boundaries. Districts shall maintain TIPS data on a monthly basis.

Security Requirements:

The TECB prohibits use of NG-9-1-1 over NetTN in any way that is unlawful, harmful to or interferes with use of NG9-1-1, NetTN's network or systems, or constitutes a security risk or a violation of privacy.

Workstations directly connected to the ANI/ALI controller shall not be connected to the internet.

Exceptions:

1. Secure internet connections used by vendors to monitor controllers, provide updates and maintain service levels.
2. Upon written approval of the TECB, a single product for ANI/ALI controller, CAD, and mapping functions, provided that the product provides a logical separation of internet access from the ANI/ALI controller function.

The NetTN IP connection shall only be connected to the ANI/ALI controller. This connection must remain separate from the connections linking the workstations.

ANI/ALI controller IP connections to CAD, mapping, and other ancillary systems shall be non-routable. Routing protocols on these connections are prohibited.

Background photos and other applications not provided by the ANI/ALI controller vendor are prohibited.

USB ports and CD readers on PSAP equipment shall be secured, either physically or by software, and only available for administrative use such as system updates.

Administrative rights on workstations connected to the NG9-1-1 infrastructure shall be limited to supervisory personnel or their designee. A log identifying persons with access to the NG911 infrastructure shall be maintained and kept current and secure by ECD management. Equipment connected to the NG9-1-1 infrastructure shall have vendor installed and supported Anti-Virus software and a specified schedule for scanning and updates.

All internet connections to PSAP equipment such as CAD, mapping or ancillary systems, such as SMART 911, shall have a firewall with regularly scheduled software updates.

Network equipment shall be physically secured. Unauthorized personnel shall not have access to the network. Cabinets accessible to the public shall be locked to prevent access.

Wireless access such as 802.11 (WIFI) or Bluetooth to the NetTN network or the ANI/ALI controller are prohibited. Other wireless connections in the PSAP shall only be used after secure access methods, including but not limited to encryption and password protection, are in place and coordinated with the appropriate CPE vendor.

New purchases of PSAP systems and software shall follow NENA 75-001 v. 1. (Security for Next-Generation 9-1-1 Standard).

Operating and application systems shall be hardened (i.e., unused services shall be disabled, and no "local administration right" shall be given to the end-user).

PSAPs shall conduct annual self-audits of security policies outlined in this contract.

Change Management:

Because NG9-1-1 is a statewide integrated system, PSAPs shall notify TECB's designated change coordinator prior to making the following changes:

1. PSAP routing plans including:
 - a. Default
 - b. Alternate Routing
 - c. Throttling
 - d. Speed dial/star codes/one-button transfer
 - e. Maintenance and incoming call handling
2. CPE equipment required by TECB for participation in NetTN
3. Network requirements
 - a. Add or change service providers
 - b. Add or change number of number of PSAP positions
4. Planned outages; and
5. PSAP location changes and consolidations

Sub-user Agreement:

PSAPs and/or dispatching centers administered by governmental entities other than ECDs shall certify in writing that they have been given a copy of this User Agreement and will abide by the terms and conditions set forth herein. All certifications must be submitted to the Tennessee Emergency Communications Board prior to connecting the PSAP and/or dispatching center to NG9-1-1.

Operating Procedures:

ECDs shall identify and notify the PSAPs that will be their backup in case of an outage.

ECDs shall practice and document call transfer processes to backup PSAPs bi-annually.

Agreed to this _____ day of _____, 2011

On Behalf of the OAK RIDGE Emergency Communications District:

Chairman

Director