

**NATIONAL CAPITAL REGION
NEXT GENERATION 9-1-1
MEMORANDUM OF UNDERSTANDING**

June 19, 2017

We, the undersigned Chief Administrative Officers (CAOs) of our respective localities and other public entities (Jurisdictions), make this National Capital Region (NCR)¹ Next Generation 9-1-1 (NG9-1-1) Memorandum of Understanding (MOU) to facilitate the transition of our Jurisdictions to an interoperable Next Generation 9-1-1 system:

WHEREAS, Jurisdictions desire to transition to and maintain a regional interoperable NG9-1-1 Emergency Services Internet Protocol network (ESInet) capability by 2019; and

WHEREAS, Jurisdictions aim to deliver successful, timely 9-1-1 services when people call 9-1-1 for emergency assistance, and often operate across jurisdictional boundaries; and

WHEREAS, the NCR 9-1-1 systems and staff in the Public Safety Answering Points (PSAPs) are the initial first responders when public safety assistance is requested during an emergency; and

WHEREAS, with the increased use of advanced telecommunication technologies, i.e., smart phones, tablets, texting, social media, Voice over Internet Protocol (VoIP) telephone, and broadband applications such as video, critical infrastructure investments are required for traditional 9-1-1 services to remain effective, to include:

- Faster call setup times (the time it takes to deliver a call to the right *PSAP* based on its geographical location);
- Greater physical redundancy and additional network diversity into the PSAP;
- Call delivery resiliency provided by highly reliable, secure and standards-based call routing, network protocols and system interfaces;
- 9-1-1 call load sharing between PSAPs, resulting in automated, policy-driven call failover and re-route capabilities that enhance disaster planning and recovery;
- Supplemental information about the 9-1-1 caller or the caller's location, such as medical history, premise information, automatic crash notification, or proximity to automated external defibrillators (AED) when available;
- Text messaging, real-time photo and video transmission when available;
- Enhanced call transfer capability to any PSAP with ESInet access;
- Potential decrease in total cost through a consolidated purchase;
- Increased ability to interoperate with other PSAPs;
- Increased ability to transfer geographic information system (GIS) information across jurisdictional boundaries; and
- Improved call routing to PSAPs using GIS information about the caller's location; and

WHEREAS, NG9-1-1 will retain legacy functions, and will provide new capabilities; and

WHEREAS, these investments must be made at the PSAPs and integration with the regional Emergency Service IP networks; and

¹ Encompassed within the National Capital Region (NCR) are partner agencies, such as the Metropolitan Washington Airports Authority (MWAA), that are not statutorily within the defined area.

WHEREAS, this regional ESInet framework will require NG9- 1-1 technology within each NCR jurisdiction to support regional interoperability, governance and standard operating protocols; and

WHEREAS, purposeful implementation of NG9-1-1 will maximize the region's timely and effective delivery of interoperable 9-1-1 service; and avoid:

- Individual agencies having widely varied capabilities and limited interoperability in the event of natural or manmade disasters;
- Ripple effects from independently procured NG9-1-1 services, including multiple interfaces for disparate systems, increased staff time and fractured support mechanisms;
- Security vulnerabilities and additional costs from NG9-1-1 services purchased out of alignment with the region;
- Increased total cost of service due to ongoing service fees from continued reliance on regional legacy infrastructure; and

WHEREAS, continued, coordinated collaboration among regional partners will help the NCR move NG9-1-1 technology services forward in an intelligent, integrated and interoperable fashion; and

WHEREAS, each Jurisdiction will need to make timely and well-coordinated technology investments in:

- NG9-1-1 PSAP call handling and computer aided-dispatch (CAD) systems,
- GIS and data exchange,
- Network upgrades from legacy 9-1-1 networks to ensure maximum interoperability with regionally coordinated NG9-1-1 core services and ESInets, and
- Individual Jurisdictions should agree to such optional enhanced sharing arrangements.

NOW, THEREFORE, each signatory to this MOU represents that his or her Jurisdiction has committed to move forward to support an interoperable, regional NG9-1-1 system, and is willing to collaborate with other NCR Jurisdictions to achieve and maintain maximum levels of interoperability.

I. NG9-1-1 Service Area Definition

The current NG9-1-1 service area includes the territory under the purview of the following Jurisdictions and public entities, and the secondary PSAP's within the Jurisdictions:

- District of Columbia
- Maryland
 - Charles County, Maryland
 - Frederick County, Maryland
 - Montgomery County, Maryland
- Prince George's County, Maryland
- Virginia
 - City of Alexandria, Virginia
 - Arlington County, Virginia

- Fairfax County, Virginia
- City of Falls Church, Virginia
- Fauquier, Virginia
- Loudoun County, Virginia
- City of Manassas, Virginia
- City of Manassas Park, Virginia
- Prince William County, Virginia
- Stafford County, Virginia
- Metropolitan Washington Airports Authority (MWAA)

As authorized in Section V, Additional Participants may be added to this service area.

II. Jurisdiction Coordination

We agree to:

- Mutually agreed upon policies and procedures coordinated by the MWCOG 9-1-1 Directors Committee in cooperation with the MWCOG Interoperable Communications Regional Programmatic Working Group (IC RPWG) or successor group, and the MWCOG Chief Information Officers (CIOs) Committee, will ensure effective outcomes and adequate regional input and collaboration on NG9-1-1.
- Coordination through the MWCOG 9-1-1 Directors Committee, the IC RPWG or successor group, and the participating Jurisdiction's CAOs and CIOs, to include the Maryland Emergency Number Systems Board (ENSB), and the Virginia Information Technologies Agency (VITA) Integrated Services Program (ISP), as necessary, is important.
- Establish NG9-1-1 policies and procedures that ensure maximum levels of interoperability through involvement of appropriate authorities within the Jurisdictions, and other entities, including but not limited to, the MWCOG 9-1-1 Directors Committee in cooperation with the IC RPWG or successor group, and the MWCOG CIOs Committee, for consideration for local adoption or implementation.
- Collaborate on NG9-1-1 related matters and encourage collaboration between PSAPs and GIS authorities in the development, and maintenance, and support of GIS data and workflows to support NG9-1-1 services across the NCR.
- Provide 60 days advance written notice to the other NCR partners if a Jurisdiction decides not to pursue NG9-1-1 capabilities or technologies in order to ensure interoperability and fiscal stability are maintained. Notice should be sent to:

MWCOG
 MWCOG 9-1-1 Director Committee
 Chairperson 777 North Capitol St NE #300
 Washington, DC 20002

III. Coordinated Funding Process

We acknowledge that:

- A. NG9-1-1 ESInet service costs will be locally funded but that each Jurisdiction may agree to pay a proportional share of costs directly to the NG9-1-1 solution provider.
- B. In developing NG9-1-1, each Jurisdiction will be responsible for:
 - 1. Its internal NG9-1-1 PSAP equipment costs and recurring costs associated with delivery of 9-1-1 calls to the PSAP.
 - 2. Its local network services from the NG9-1-1 solution demarcation point to the 9-1-1 Public Safety Telecommunicator's workstation, including retaining a maintenance contract with the awarded NG9-1-1 network solution provider, if applicable.
 - 3. Its own sustainment costs.
- C. Opportunities to seek grant funding to support regional efforts in NG9-1-1 may be available to supplement these enhancements, but such grants should not be viewed as the primary strategy for implementing NG9-1-1.
- D. Committing to NG9-1-1 migration enables Jurisdictions to anticipate cost efficiencies and any challenges to achieving those efficiencies. Lower costs may be realized through leveraging the economies of scale provided when procuring from a common NG9-1-1 solution provider.

During the cutover to NG9-1-1 services, Jurisdictions operating on legacy 9-1-1 systems may continue to accrue services fees until all Jurisdictions served by common Verizon selective routing infrastructure have migrated their originating 9-1-1 traffic off the legacy systems.

IV. Procurement of NG9-1-1 Services

- A. Jurisdictions have voluntarily participated in a comprehensive process to develop individual requests for proposals (RFPs) to procure NG9-1-1 services that address requirements for regional interoperability.
- B. The Virginia RFP (Lead Jurisdiction Fairfax County, Virginia) is scheduled for award to a NG9-1-1 solution provider in 2017. This RFP is a cooperative procurement to enable other jurisdictions to use the procurement and contract with the selected solution provider through the MWCOG Rider Clause.

V. Additional Participants

Other Jurisdictions or public entities in the NCR may choose to pursue NG9-1-1, and may sign this MOU upon the recommendation of the MWCOC 9-1-1 Directors Committee and acceptance by the CAOs.

This MOU becomes effective once all of the undersigned Chief Administrative Officers sign this MOU.

NCR NG9-1-1 MOU SIGNATORIES

DISTRICT OF COLUMBIA

Rashad Young City Administrator	Date
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Timothy Firestine	Date
Chief Administrative Officer	

CHARLES COUNTY, MD

PRINCE GEORGE'S COUNTY, MD

Michael Mallinoff	Date
County Administrator	

Nicholas Majett
Chief Administrative Officer

Date

FREDERICK COUNTY, MD

CITY OF ALEXANDRIA, VA

Paul Dial	Date
Chief Administrative Officer	

Mark Jinks
City Manager

Date

MONTGOMERY COUNTY, MD

ARLINGTON COUNTY, VA

Mark Schwartz County Manager	Date
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FAIRFAX COUNTY, VA

Edward Long	Date
County Executive	

FAUQUIER COUNTY, VA

Paul McCulla County Administrator	Date
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LOUDOUN COUNTY, VA

Tim Hemstreet
Chief Administrative Officer

Date

CITY OF FALLS CHURCH

Wyatt Shields
City Manager
CITY OF MANASSAS, VA

William Pate City Manager	Date
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CITY OF MANASSAS PARK, VA

Kimberly Alexander City Manager	Date
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PRINCE WILLIAM COUNTY, VA

Chris Martino	Date
County Executive	

STAFFORD COUNTY, VA

Thomas Foley	Date
County Administrator	

METROPOLITAN WASHINGTON
AIRPORTS AUTHORITY (MWAA)

John E. Potter	Date
President and CEO	