



ARLINGTON COUNTY, VIRGINIA

**County Board Agenda Item
Meeting of June 11, 2011**

DATE: June 11, 2011

SUBJECT: Memorandum of Understanding between Arlington County and the Metropolitan Washington Airports Authority (Authority) for the transferring of calls placed to 9-1-1 at Ronald Reagan Washington National Airport to the Authority's Public Safety Communications Center.

C. M. RECOMMENDATION:

Authorize the County Manager to sign the Memorandum of Understanding (MOU- Attachment #1) between Arlington County Emergency Communications Center (ECC) and the Metropolitan Washington Airports Authority (Authority) for the purpose of transferring all calls placed to 9-1-1 at Ronald Reagan Washington National Airport (Reagan National Airport) to the Authority's Public Safety Communications Center (PSCC).

ISSUES: This authorizes the County Manager to sign an MOU with the Authority to formalize an agreement for the transfer of 9-1-1 calls with enhanced data received by Arlington County ECC placed on the property of Reagan National Airport within the boundaries of Arlington County to the Authority.

SUMMARY: Arlington County ECC and the Authority agree that, for the benefit of the public, Arlington County will continue transferring all calls placed to 9-1-1 at Reagan National Airport to the Authority's PSCC for dispatch of emergency services or other resolution; Arlington County will cause available enhanced 9-1-1 information to be transferred with the calls; and Arlington County and the Authority will develop protocols and procedures for receipt, dissemination, and protection of such information that is received or to which the Authority is given access.

BACKGROUND: Since the Authority began operating Reagan National Airport in 1987, it has provided police, fire and emergency medical services, and since that time, Arlington County has been transferring all 9-1-1 calls that it receives from Reagan National Airport to the Authority's PSCC. The Authority's PSCC has been dispatching Authority police officers, firefighters, and emergency medical technicians to persons in need of those services.

County Manager:

BMD/mjs

County Attorney:

MNC

31.

Staff: Jeffrey E. Bergin, OEM, Jeffrey Horwitz, OEM

Over the years, Arlington County ECC and the Authority have worked on revising the Master Street Address Guide for Arlington County to include streets and roads located within the boundaries of Reagan National Airport, and Arlington County ECC has accepted those revisions to ensure an up-to-date master list.

The Authority, Arlington County ECC and vendors have worked on improving call routing over the years, and currently all 9-1-1 calls from telephones at Reagan National Airport on the Authority's private branch exchange are routed directly to the PSCC with enhanced data available. The enhanced data includes Automatic Location Identification and Automatic Number Identification, two data sets which are essential for first responders. In the past, 9-1-1 calls from Reagan National Airport on the public switched telephone network were transferred to the PSCC by Arlington County without enhanced data, due to limitations at the time in technology and systems. Those limitations no longer exist and calls will soon be transferred with enhanced data.

DISCUSSION: This MOU formalizes the agreement between Arlington County ECC and the Authority for the transfer of 9-1-1 calls and ensures a process in place for the updates to the Master Street Address Guide and Automatic Location and Automatic Number Identification databases to help ensure that enhanced data is available for all 9-1-1 calls.

FISCAL IMPACT: There is no fiscal impact associated with this memorandum of understanding and no additional equipment, supplies or associated material needs to be purchased to maintain this relationship with the Authority.

MEMORANDUM OF UNDERSTANDING
between
ARLINGTON COUNTY, VIRGINIA,
and
THE METROPOLITAN WASHINGTON AIRPORTS AUTHORITY

PURPOSE

Arlington County, Virginia (Arlington County), and the Metropolitan Washington Airports Authority, a public body, corporate and politic (the Authority), agree that, for the benefit of the public, Arlington County will continue transferring all calls placed to 9-1-1 at Ronald Reagan Washington National Airport (Reagan National Airport) to the Authority's Public Safety Communications Center (PSCC) for dispatch of emergency services or other resolution; Arlington County will cause available enhanced 9-1-1 information to be transferred with the calls; and Arlington County and the Authority will develop protocols and procedures for receipt, dissemination, and protection of such information that is received or to which the Authority is given access.

RECITALS

- A. The Authority has been providing police, fire, and emergency medical services at Reagan National Airport since 1987 when it began operating the airport.
- B. Arlington County has been transferring all 9-1-1 calls that it receives from Reagan National Airport to the Authority's PSCC and the PSCC has been dispatching Authority police officers, firefighters, and emergency medical technicians to persons in need of such services.
- C. Recently, the Authority has worked with Arlington County to revise the Master Street Address Guide (MSAG) for Arlington County to include streets and roads located within the boundaries of Reagan National Airport.
- D. Arlington County has accepted the revisions for Reagan National Airport and has caused them to be incorporated into the MSAG for Arlington County that is maintained by Verizon Communications Inc. (Verizon).
- E. The Authority has identified the specific location of all the telephones located at Reagan National Airport that are on its private branch exchange and has entered this Automatic Location Identification (ALI) data for each of those telephones into an Authority database. The Authority is in the midst of mapping the ALI data for those wired telephones located at Reagan National Airport that are on the public switched telephone network.
- F. All 9-1-1 calls from telephones at Reagan National Airport that are on the Authority's private branch exchange are now routed directly to the PSCC, with Automatic Number Identification (ANI) and ALI data.

- G. All 9-1-1 calls from Reagan National Airport that are on the public switched telephone network are presently transferred to the PSCC by Arlington County without ANI or ALI data.
- H. Arlington County and the Authority agree that all 9-1-1 calls placed from Reagan National Airport on the public switched telephone network should be transferred to the PSCC with available enhanced 9-1-1 information (ANI and ALI data) to provide better public service and have agreed to execute this Memorandum in order to accomplish this.
- I. Verizon is connecting the Authority's PSCC to the 9-1-1 network through Verizon's Fairfax and Alexandria Selective Routers.
- J. Verizon will bill the Authority directly for its connection to the 9-1-1 Selective Routers, Centralized ALI storage, and retrieval systems. Arlington County's bill from Verizon will not change as a result of the Authority's connection to the 9-1-1 network.

PRINCIPLES OF AGREEMENT

1. Arlington County will transfer 9-1-1 calls originating on Reagan National Airport on the public switched telephone network to the PSCC in accordance with a documented call flow agreed upon by Arlington County and Authority staffs. Arlington County will direct Verizon to route calls to 9-1-1 according to the agreed-upon call flow document.
2. The Authority will send to Arlington County corrections and additions to the MSAG and ALI databases that affect Reagan National Airport and the wireline and Voice over Internet Protocol telephones located there that are not on its private branch exchange according to procedures agreed upon by the two staffs. Arlington County will submit such corrections and additions to Verizon.
3. The Authority agrees to treat all enhanced 9-1-1 information received as confidential and to use the information only for resolving incidents and, as necessary, providing services for the health, welfare, and safety of the public.
4. The parties will establish procedures that foster efficient and secure transfer and sharing of information to help the public during emergencies, including, among other things, how to handle misrouted 9-1-1 calls and what to do if the PSCC can not accept the transfer of the call or if the line is busy or if there is no answer.
5. This Agreement will remain in effect until terminated by either party upon 90 days advance, written notice to the other party.
6. Nothing in this Agreement shall be construed to create any joint venture, partnership, or other business association, nor shall either party enter into any obligation or commitment on behalf of the other party.

7. Neither party will look to the other party to save or hold it harmless for the consequences of any negligence on the part of one of its own agents or employees.
8. This Agreement shall take effect upon its signing by authorized representatives of each party.

ARLINGTON COUNTY, VIRGINIA

METROPOLITAN WASHINGTON AIRPORTS
AUTHORITY

By _____

By _____

Barbara M. Donnellan
Arlington County Manager

Lynn Hampton
President and CEO

Date _____

Date _____