



Colorado 9-1-1 Task Force

Annual Report

September 3rd 2009



Colorado 9-1-1 Task Force

Purpose of the Task Force

1. Make recommendations on database formatting standards
2. Make recommendations on implementation of 9-1-1 services
3. Evaluate alternate technologies, services, and pricing issues.
4. Consider 9-1-1 service quality
5. Consider the cost of 9-1-1 service to PSAPs and consumer
6. Report on the impact of the wireless carriers on PSAPs
7. New technologies, overall costs, billing issues etc.



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9-1-1 in Colorado

1. Qwest is the sole provider of Enhanced 9-1-1 throughout Colorado.
 - a. Weld County complaint in 1991
 - b. Six E9-1-1 DMS 100 selective routers, paired for redundancy.

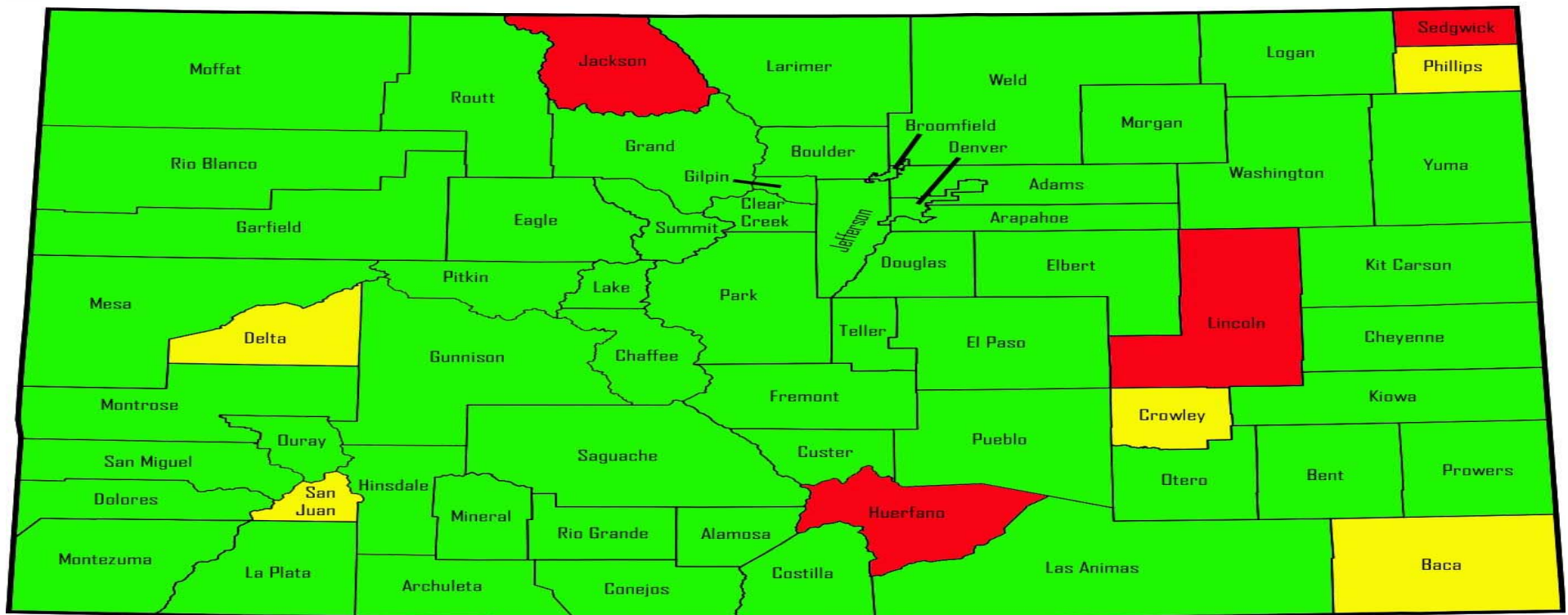
2. In 1992 more than ½ of the counties in CO had no form of 9-1-1 service



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9-1-1 in Colorado

3. For wireless 9-1-1, of the 64 counties 4 counties are Phase 0
 - a. Phase 0 – wireless calls are routed to the 9-1-1 center but the center does not receive caller information
 - i. Jackson, Lincoln, Huerfano, Sedgwick
4. Of the remaining 60 counties, 5 counties are phase
 - a. Phase I – caller # and cell tower address displayed
 - ii. Baca, Phillips, Crowley, San Juan, Delta
4. The remaining 55 counties are Phase II wireless.
 - a. Phase II – caller #, cell tower address, lat/long



Wireless Enhancement Status of Colorado Counties - 2009

- Wireless Phase 0 - no location information for wireless callers to 9-1-1
- Wireless Phase 1 - tower address and callback number
- Wireless Phase 2 - tower address, callback number, and latitude/longitude

This map shows the readiness of 9-1-1 call centers in each county to receive wireless enhanced 9-1-1 calls. Not all cell service carriers may be compliant. In counties with multiple call centers, the highest readiness in the county is indicated.



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VOIP in Colorado

1. Fixed VOIP

- a. Internet Phone Service, typically provided by cable companies

2. Nomadic VOIP

- a. Internet phone service that allows the user to plug an internet phone or adapter into a broadband connection anywhere
 - 1. Caller's location /location of the emergency vs. location the 9-1-1 call was received.
 - 2. Quality of audio on the call , back ground noise
 - 3. Remittance of surcharge
 - i. Who is doing business in CO?



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2009 and 2010 Objectives

1. Obtain funds from the E911 Grant.
2. Work with the BESP and the PUC on the upgrade to our 9-1-1 infrastructure.
3. Prepaid Wireless 9-1-1 Surcharge Remittance
4. Engage the FCC
 - a. Texting 9-1-1



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Colorado Resource Center

In January 2009 Daryl Branson was hired as the Executive Director for the Resource Center.

Daryl Started his career in 9-1-1 in 1997 as a dispatcher. He comes to us from New Mexico and will be discussing the current accomplishments of the Resource Center