



The Resource

The Colorado 9-1-1 Resource Center

Volume I, Issue 2

Quick Calendar

Upcoming Resource Center Update meetings:

Aug 3: Alamosa

Aug 5: Silverton

Aug 7: Colorado Springs

Nov 2: Walden

Nov 4: Custer County

For more details, visit the Resource Center web site.

Come to the meeting in your area to learn what's happening in Colorado and to tell us what we can do to serve you better!

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9-1-1 Texting Coming Soon?

Black Hawk County, Iowa, recently announced that their county 9-1-1 center was the first in the country to successfully receive a text message sent directly to 9-1-1. This is



something that industry and PSAPs have been working on for some time, acknowledging the fact that many people today, particularly younger people, communicate much more readily by text than by telephone. It's also an important breakthrough for the hearing impaired community, which

increasingly is moving away from the use of TTY devices in favor of cell phone text messaging as a means of communication with both the hearing and non-hearing world.

The difficulties for 9-1-1 on this issue have been several fold. First is the question of how to route the calls, what kind of equipment would be required on the PSAP side to be able to receive texts, and whether location information could be attached to the text message like it is from a cell phone call being received by PSAPs capable of Phase II Wireless Enhanced 9-1-1. These issues are just the start: what does the PSAP do with text messages after receiving them? Texts are one-way

communications, generally not allowing the receiver to interrogate the sender.

Clearly, a lot of questions must be answered before 9-1-1 call centers are ready to start actively encouraging callers to contact 9-1-1 by text, but whether the PSAPs are ready or not, 9-1-1 texting is coming.



9-1-1 texting tip #1: pull over before texting 9-1-1 about the accident you just passed.

NENA Unveils Its Legislative Priorities for 2010

At a meeting of the National Association of State 9-1-1 Administrators, the National Emergency Number Association announced their legislative priorities for the rest of 2009 into 2010. Patrick Halley, NENA's Government Affairs Director, laid out their goals:

- Re-authorization of the ENHANCE 911 Act of 2004,

which expires this October. This act provides an avenue for grant funding to states for upgrading their PSAPs and created the National 9-1-1 Office.

- The formation of a process by which PSAPs can block calls from specific non-initialized cell phones that are used to make prank calls to 9-1-1.

- National standards for multi-line telephone systems (MLTS), such as corporate switchboard systems, to ensure they provide accurate and precise location information to PSAPs.
- Exploring the possibility of establishing a universal service fund fee for national 9-1-1 objectives.

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Resource Center Offers to Facilitate the Creation of State 9-1-1 Plan



Every major project seems insurmountable at first. Every major success started as a project.

The ENHANCE 9-1-1 Act of 2004 authorized \$250 million in federal funds to be spent annually on the upgrading of PSAP services, either through the upgrading of actual equipment at local PSAPs or through upgrading of network infrastructure. Unfortunately, after funds are authorized in an act of congress, congress then has to appropriate funds in the annual budget for the line item. To date, only \$43 million total has been appropriated.

That \$43 million is being made

available to the states to be distributed to their local PSAPs to improve their level of service to the public, including a minimum of \$660,000 for Colorado. In order to qualify, the states applying for funds have to meet certain requirements, one of which is the creation of a State 9-1-1 Plan. The basic requirements of the Plan for the purposes of this grant are minimal, but the purpose behind the requirement is that it can act as a starting point for a more comprehensive plan that sets forth the collective vision of how the

9-1-1 professionals of the state would like to see their services evolve and improve.

To this end, the Colorado 9-1-1 Resource Center has offered its services to the Governor's Office to facilitate the creation of the State 9-1-1 Plan through a collaborative and inclusive creative processes that will endeavor to incorporate input from stakeholders throughout the state.

If the Governor's Office agrees, the basic version of the Plan will have to be drafted quickly, since the deadline for application for grant funds is August 4, 2009.

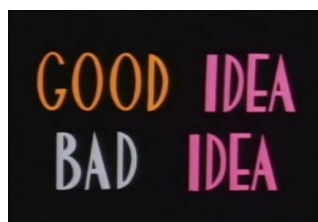
Consumer GPS Applications and Implications

"Either the Zoombak call center or the user will then call the local PSAP to coordinate the location of the vehicle with law enforcement."

In a presentation to the National Association of State 9-1-1 Administrators (NASNA), a spokesman for Zoombak, LLC, discussed one of the company's more recent product lines and how it will likely effect 9-1-1 call centers. In addition to a personal, standalone GPS tracking system, Zoombak is now offering consumers an after-market GPS unit designed for auto theft

recovery. This device can be attached anywhere to the vehicle, and in the event of the theft of the vehicle, the user is instructed to call Zoombak's call center. Either the Zoombak call center or the user will then call the local PSAP to coordinate the location of the vehicle with law enforcement.

A PSAP reference guide created by the company can be found at <http://www.zoombak.com/publicsafety>.



Good Idea / Bad Idea ?

Qwest 9-1-1 Notification Service

In the last issue, it was noted that Qwest Communications had announced a new service they planned to offer in which a pre-determined list of individuals could be notified in the event of a 9-1-1 call being placed from your address. An example might be an elderly person who automatically wanted their neighbor or adult children notified in case there is an emergency at their home. Qwest has since stated that

the roll-out of this service has been "set aside," and there is no indication at this time that they will be moving forward with it.

Communication Compartmentalization

Most states, including Colorado, have addressed legislative and regulatory issues on a device-by-device basis. Legislation originally covered only landline devices, then wireless devices, then VoIP, and now pre-paid

wireless devices are the newest focus.

Many in the telecommunications industry, however, are now talking about "convergence" technologies. Which regulatory standard do you apply to a device that is both wireless and VoIP? How about VoIP pre-paid? Landline pre-paid? Perhaps it is time for 9-1-1 to stop reacting to each new device as it comes on the market and take a more holistic approach.

PSAP Spotlight: Poudre Emergency Communications Center

Carol Workman, Manager of Poudre Emergency Communications Center (PECC) in Fort Collins, has only been in her current position for about three months, but she knows 9-1-1, having previously been both a dispatcher and a supervisor and Operations Manager, most recently in Denver. In Fort Collins, in her first position as a PSAP

Manager, Workman has the benefit of walking into a PSAP that is housed in a great facility, has state-of-the-art equipment, and a lot of potential.

PECC, which dispatches for Fort

Collins PD, Poudre Fire Authority, Poudre Valley Hospitals and Wellington Fire, exemplifies the new stereotype of the modern PSAP. Where most PSAPs used to be (and some still are)



cramped, dark, underground, and ill-suited for 24/7 occupation, Fort Collins PD's dispatch center is very spacious, well-lit, and housed in a 2004-built facility with many amenities that should be the envy of many, including a fully

equipped exercise facility, multiple training rooms, and a separate office for supervisory staff.

Within this modern, well-equipped facility, there are also very dedicated, well-trained staff are not afraid of innovation, and Carol isn't afraid to build on their existing success and knowledge. An employee mentoring program, a full policy revision, and a review of their new hire and ongoing training programs are all things Ms. Workman and the supervisory team has on her very full plates, all for the benefit of improved operations.

Keep it up, guys!



Board Member Highlight — Brian Shepherd

Brian Shepherd is currently the Deputy Director of the Adams County Communications Center (ADCOM 911) where he has worked since 2004. Since entering the public safety profession, Mr. Shepherd has chaired the PUC 9-1-1 Task Force (2006 and 2007). Two of the highlights of this time were working with multiple groups and individuals to revamp the Qwest Tariff for communications services and establishing the 9-1-1 Resource Center.

Prior to joining ADCOM Mr. Shepherd was a refugee from the dot-com era in



which he spent 10 years working for a variety of companies developing web-based applications for everything from environmental compliance to

magazine production. After taking time to travel and the dot-com bust of 2002, Mr. Shepherd decided to change careers and join the public sector. He has enjoyed his new profession immensely and is excited to be part of what is happening in the 9-1-1 community. Mr. Shepherd's has a Bachelors degree in Information Systems from the University of Colorado – Boulder and a Masters in Public Administration from CU – Denver.

He currently serves as vice-chair of the Resource Center's Board of Directors.

This issue:
Resource Center
Vice Chairman,
Brian Shepherd

National 9-1-1 Office Announces Technical Assistance Center

The National 9-1-1 Office has announced the creation of a Technical Assistance Center (TAC), geared toward providing state and local 9-1-1 officials with an informational clearinghouse for sample documents, policies, and more. Essentially, the TAC is envisioned as being the same thing nationally as the Resource Center is at the state level, providing a central point of information

distribution for the betterment of local 9-1-1 services.

So far, the TAC is still in the design stages. It is anticipated that eventually it will become a place where local 9-1-1 officials can post sample documents, ask questions, and hopefully get answers about issues currently affecting them.

Since the National 9-1-1 Office exists by order of the ENHANCE

911 Act of 2004, and since that Act is set to expire this October, the announcement of the Technical Assistance Center shows an optimism on the part of Laurie Flaherty, Director of the National 9-1-1 Office, that the Act will be renewed.





The Colorado 9-1-1 Resource Center

Serving Those Who Serve

MISSION STATEMENT:

The Colorado 9-1-1 Resource Center is committed to 9-1-1 Emergency Communications throughout the State of Colorado. To foster a single point of information dissemination, to provide facilitation and coordination for all Authority Boards and Public Safety Answering Points within the state so that they may provide state-of-the-art 9-1-1 systems to their citizens.

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9-1-1 Nuisances Keep Multiplying



Nuisance 9-1-1 calls keep multiplying because they do.

It seems like every week now, there is a story on a national news channel like the one originating in Boynton Beach, Florida, in which a man called 9-1-1 to complain that McDonalds was out of lemonade, or the one in Aloha, Oregon who called because McDonald's forgot to give him his orange juice, or the one in Clackamas County, Oregon just this week who called 9-1-1 because McDonalds didn't give him his full order.

Obviously, the problem isn't people not knowing how to use 9-1-1. The problem is McDonald's.

Or maybe it's not, since a there

was the famous case of the woman in Haltom City, Texas, who called 9-1-1 in April because she ordered extra shrimp in her Chinese fried rice, but didn't get it. A Florida man, just yesterday, called twice in one day, once because he "wasn't feeling well" after smoking marijuana and later because he wanted a police escort or a helicopter to help him get to Miami for a Lil Wayne concert.

With all of these stories hitting the news, each one pointing out that these aren't valid uses of 9-1-1, you would think they would stop, or at least become

less frequent. Apparently, it's monkey see, monkey do when it comes to 9-1-1 abuse.

And worse, in some cases it's local officials that are encouraging the abuse, like in Omaha, Nebraska, where elected officials and the police department in 2006 publicly encouraged citizens to call 9-1-1 if they saw people violating the city's smoking ordinance. It's no wonder the public is confused.

Speak out! How do you deal with nuisance calls at your PSAP?

Next issue: stemming the tide of telemarketing calls on 9-1-1.