

**Colorado PUC 9-1-1 Task Force Meeting
May 12, 2011
Pagosa Springs, CO**

Call to order

Brian Shepherd called the meeting to order at 10:03 am.

Roll Call, Attendance

Attendees from within the room and on phone conference call introduced themselves and an attendance sheet was passed around for signatures.

Approval of Minutes for March 10, 2011 meeting

The meeting Minutes from the March 10, 2011 meeting were unanimously approved by all voting members present.

Resource Center Update

Daryl Branson briefed on the State 911 Plan Drafts, noting they are 30% complete. At the 911 Goes to Washington Conference -- a 911 Award was presented to Aurora Police Dept. as Dispatch Center of the Year. The Colorado 911 Summit is scheduled for August 29, 2011 in Jefferson County. Daryl reported the 1st draft from Mission Critical is now with the 911 Resource Center for review. No report will be presented prior to the final presentation. The final report is now scheduled to be presented at the August 29, 2011 Colorado 911 Summit.

PUC Update

The latest Outage report was distributed by Susan Travis. The report listed 2 additional outages, one due to a fiber cut and the other due to damage to a stabilizer from high winds.

SRDB Rule Workshop Update

Jaci M. Louise and Daryl Branson provided a presentation on the latest discussions of the Selective Router Data Base issues and concerns on accuracy. A workshop comprised of telecom reps, PUC staff, 911 Resource Center and 911 Solutions, Inc. staff have been meeting to discuss issues and propose solutions on these issues. An overview of issues and proposed options will be attached to the minutes for additional review. A survey will be provided to each PSAP contact in the next week to get additional responses and further direction. Results will be provided in the near future.

Qwest/Century Link Update

Scott McKenzie from Century Link provided an update of the Qwest / Century Link merger via a Corporate Presentation. He stated that Century Link has only had 3 CEO's in 60 years of business. He stated there are no immediate plans for changes in the near future. Product management will take time to develop strategies. Also, they will be looking at Database over the next 6-8 months, with no proposed changes for approximately 12 months.

New business

Rules and Tariff Committee has been formed with meetings to begin at the end of the month.

A question was posed as to where DOR is with the reports and remittance for Pre-paid Wireless surcharge with no answer at this time.

Next PUC/911 Task Force Meeting will be held in Douglas County on July 14, 2011.

Motion to adjourn

Motioned for adjournment was posed and 2nd. Motion passed and meeting was adjourned at 11:35 am.

Colorado 9-1-1 Resource Center

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Selective Router Database Issues and Options

Certain issues concerning the Selective Router Database are currently being discussed by telecommunications carriers, staff of the Public Utilities Commission, and others. Solutions to these issues carry with them benefits and drawbacks for local 9-1-1 Authorities and PSAPs. The group discussing these issues and possible solutions has asked the Colorado 9-1-1 Resource Center to help determine the preferences of the 9-1-1 community concerning the issues.

The purpose of this document is to outline the issues, possible solutions, and the pros and cons of those solutions. This document is followed by a survey that will be used to gain an understanding of preferences of the 9-1-1 Authorities of the state.

Issue: DIDs Loaded into the database

In a switchboard system, phone numbers within that system are called DIDs (Direct Inward Dial). In Colorado, DIDs are loaded into the database in some cases, but not others.

If DIDs are not loaded into the database, there is a chance that a 911 call from within the switchboard system will arrive at the PSAP as "No Record Found." The ANI will be correct, but there will be no ALI record. If the DIDs are loaded into the database, the record shown will be a generic location for the switchboard, not necessarily the specific location of the caller, but it may be a "better than nothing" option. The 9-1-1 call taker is notified that the call is from a switchboard based on the ALI class of service.

In some cases, the generic location shown by a DID record may be a significant distance from the caller. This is specifically true of switchboard systems that serve a large campus of multiple buildings.

By tariff, 9-1-1 Authorities pay the Basic Emergency Service Provider based on the number of records in the 911 database. Allowing DIDs to be loaded into the database will cause the Authority to pay more for 9-1-1 database services from the BESP, but not loading them will cause calls from those numbers to be received as "No Record Found" at the PSAP. 9-1-1 surcharges are assessed only on the access lines, so a switchboard may pay a surcharge on only a few lines while having thousands of DIDs stored in the database. If the switchboard operator is a state or local government office, they will pay no surcharge at all.

If the switchboard system uses a PSALI (Private Switched ALI) solution, records for the individual numbers within the switchboard system will be loaded into the ALI with an accurate address and location provided by the switchboard system. The cost to keep these records in the system is assumed by the switchboard systems owner/operator not the PSAP.

Proposed Solution: Restrict switchboard system administrators from loading DIDs into the database unless they have a PSALI solution. NENA's model MLTS (Multi-line Telephone System) legislation recommends this, but provides exceptions for switchboard systems that serve small facilities.

Pros: This would ensure that 9-1-1 Authorities are not paying for a record that is providing only a generic location for the switchboard system to the PSAP. It may also prompt more switchboard system administrators to adopt a PSALI solution, which will assist the PSAP by more commonly providing a useful location with 9-1-1 calls.

Cons: Some PSAP managers may prefer to receive a generic location for the switchboard to no location at all. The only way to ensure this would be to allow switchboard operators to load DIDs, regardless of the additional cost.