

Colorado PUC 9-1-1 Task Force 2011 Annual Report

Brian Shepherd - Chair

Agenda

- 9-1-1 Task Force Summary
- Initial Goals/Outcomes for 2011
- Looking forward – key challenges
- Where we need help

Colorado 9-1-1 Task Force

- Representative body created by the PUC to address key issues within the 9-1-1 community
 - Colorado 9-1-1 is locally controlled
- Consists of Public Safety Answering Points (PSAP), E911 authorities, carriers, citizens, various local/state government groups
- Focuses on coordination and consensus building
 - Working committees to address specific issues
- Focused on developing relationships with legislators and private sector

Initial Goals/Outcomes for 2011

- Qwest/Century Link Merger
 - Successfully completed with no service interruptions
- Prepaid 911 surcharge implementation
 - Worked with PUC and DOR to implement 2010 legislation that established a 1.4% surcharge on prepaid wireless services.
 - Began receiving remittance mid year potentially up to \$1.6 million statewide (based on initial DOR collection reports)
 - Still working on remittance and deposit verification

Initial Goals/Outcomes for 2011

- VOIP surcharge remittance
 - Still working to verify
- Selective Router Database (SRDB) Records
 - Consistent Information
 - Recent removal of Comcast records

Looking Forward – Key Challenges

- Transition to NextGen 9-1-1: Rebuilding the system
 - Infrastructure
 - Funding
 - Governance
 - Regulatory
- Introduction of Multiple BESP
- Current economic conditions stressing the system
 - Elbert County PSAP closure

How can the PUC help?

- Continued support from staff on technical issues
- Potential rulemaking
- Clarification on regulatory issues
 - Emerging technologies
 - VOIP
 - Wireless

Colorado 9-1-1 PUC Update

Daryl Branson, ENP MPA



September 2011
Colorado 9-1-1 Resource Center, Inc.



Topics

- The Colorado 9-1-1 Resource Center: A Brief History
- The Mission of the Resource Center
- What We Do
- Annual State of 9-1-1 Report Overview
- NG9-1-1 Options Study
- Consensus Development Plan
- Goals for Next Year
- Conclusion

The Colorado 9-1-1 Resource Center: A Brief History

- Created by order of the Public Utility Commission in 2006 (decision C06-0510) after receiving input from the 9-1-1 state's stakeholders, designating initial startup funds for the Resource Center from a settlement agreement.
- Board members are elected by the 9-1-1 Task Force.
- Incorporated in the State of Colorado.
- 501(c)3 status attained in 2007.
- Through successful fiscal management, we have continued operation since then utilizing our original startup funds.

Mission of the Resource Center

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.

What We Do

The Colorado 9-1-1 Resource Center conducts a number of ongoing activities for the benefit of the 9-1-1 stakeholders of Colorado:

- Develop and maintain website resources of interest to 9-1-1 stakeholders.
- Publish a newsletter to keep 9-1-1 stakeholders in Colorado informed of current issues.
- Facilitate the activities of the Commission's 9-1-1 Task Force.
- Assists local 9-1-1 stakeholders in obtaining information necessary for them to perform their duties.
- Facilitate discussions among 9-1-1 stakeholders to improve 9-1-1 services in Colorado.
- Represent Colorado with the National Association of State 9-1-1 Administrators and other national organizations.
- Produce an annual 9-1-1 Issues Summit, a symposium to discuss current and upcoming issues concerning 9-1-1 services in Colorado.
- Produce an annual report to the Commission on the state of 9-1-1 services in Colorado.

Annual State of 9-1-1 Report Overview

The Commission has been provided copies of the 2011 State of 9-1-1 Report, produced by the Resource Center. Here are some highlights:

- Enhanced 9-1-1 for traditional landlines is universally available in Colorado.
- A small improvement has been made in the availability of wireless enhanced 9-1-1 in Colorado. There are still eight counties that do not have the ability to locate wireless 9-1-1 callers by latitude and longitude.
- The average age of equipment in use in PSAPs in Colorado increased in every category, implying that some PSAPs may be postponing the replacement of aging equipment.
- The average pay for public safety dispatchers in Colorado remained nearly flat, though still higher than the national average.
- Starting dispatcher wages actually dropped in three of the nine all-hazard regions, most notably in the South Central region.
- Small and medium PSAPs have experienced increased turnover rates over last year.
- Funding is the most pressing issue of concern reported by PSAP managers in Colorado, followed closely by staffing.

NG9-1-1 Options Study: Why We Did It

Next Generation 9-1-1 (NG9-1-1) is an IP-based 9-1-1 infrastructure. Currently, the FCC, NTIA, and NHTSA, as well as industry organizations such as the National Emergency Number Association, the Association of Public Safety Communications Officials, the 9-1-1 Industry Alliance, and the E9-1-1 Institute are advocating and working toward the implementation of NG9-1-1. This push is motivated by a number of factors:

- Traditional analogue 9-1-1 networks lack the resiliency and flexibility of modern IP network architecture.
- NG9-1-1 offers additional capabilities such as hosted PSAP solutions and the capacity to integrate modern technologies, such as texting to 9-1-1, photo and video messaging to 9-1-1, extended caller information, and more.

In 2010, the Commission's 9-1-1 Task Force asked the Resource Center Board of Directors to commission a study to identify options for migrating to NG9-1-1 in Colorado.

NG9-1-1 Options Study: How We Did It

Stakeholder input has been included in every step of the process of developing the NG9-1-1 report.

- The first draft of the RFP was written by a committee of the 9-1-1 Task Force.
- The draft was sent to every 9-1-1 Authority in the state with a request for feedback.
- Proposals were solicited using the RFP revised with stakeholder input. Proposals were evaluated by a committee of stakeholders from across the state representing different subject matter expert areas.
- The top three finalists were invited to make presentations at an event to which all 9-1-1 Authorities in the state were invited to send representatives or watch remotely.
- The winning firm was chosen by vote of the 9-1-1 Authorities.
- The winning firm began their process with numerous interviews of stakeholders from every region of the state, representing small, medium, and large PSAPs, carriers, and citizen advocacy concerns.

NG9-1-1 Options Study: What It Found

The consulting firm was tasked with examining three specific areas:

- Technology
- Funding
- Governance

The result was a 110-page document, covering 9-1-1 as it exists today in Colorado and providing starting points for discussion for how we can move forward, including multiple options for addressing the three areas listed above and recommended actions.

The report was unveiled at the 2011 Colorado 9-1-1 Issues Summit, held in Golden on August 29. Shortly thereafter the Resource Center published a draft plan for using the NG9-1-1 report to further discussion and develop consensus among stakeholders for action items.

Consensus Development Plan

The draft plan for continued discussion involves the following elements:

- The 9-1-1 Task Force would create four committees. Three of these committees would review the three areas of focus in the NG9-1-1 study. The fourth would examine current training standards for 9-1-1 call takers and dispatchers in Colorado, an issue that gains additional importance in an NG9-1-1 environment.
- Input from stakeholder community at large would be solicited so that the committees wouldn't be discussing issues in a vacuum.
- The committees would be tasked with developing consensus on positions for migration to NG9-1-1 as well as developing action items to implement that consensus.
- Action items would go back to the full 9-1-1 Task Force for approval.
- Currently, the Consensus Development Plan (CDP) is posted on the Resource Center website for public comment. A revised version will be presented to the Task Force at its November meeting for approval.

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Goals for Next Year

The Resource Center will endeavor to accomplish the following tasks in 2012:

- Work with the 9-1-1 Task Force to implement the CDP or some variation of it.
- Assist in the completion of the action items developed through the CDP.
- Incorporate the consensus positions formed through the CDP committees into the State 9-1-1 Plan, currently in development.
- Continue to reach out to the 9-1-1 stakeholder groups of the state to include them in the discussions and ensure that their input is considered.
- Continue doing everything else we already do.
- Assist with any other issue affecting the 9-1-1 community in Colorado that may arise.

Conclusion

The Colorado 9-1-1 Resource Center

Thanks you for your time and stands open for questions.

***Thank you for your support for 9-1-1 services in
Colorado!***