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HEADLINE: WIRELESS INDUSTRY COMMITS TO ENHANCING EFFECTIVENESS OF
9-1-1 CALLS

BODY:

The Cellular Telecommunications Industry Association (CTIA) and three public safety communications organizations today announced their commitment to developing a locating system for wireless 9-1-1 calls.

"Every day, nearly 50,000 calls are made to 9-1-1 and other emergency numbers from wireless phones," said CTIA President Thomas E. Wheeler. "We are committed to making certain that these callers get help as quickly as possible. We will do that by developing a new system to communicate the geographic location of the person who calls from a wireless phone."

WASHINGTON, Feb. 12

CTIA, the National Association of State Nine-One-One Administrators (NASNA), the National Emergency Number Association (NENA), and the Association of Public-Safety Communications Officials (APCO) today urged the Federal Communications Commission to adopt the timetable and methodology which the four groups have jointly developed. The new system is called Enhanced 911 (E911).

"Instead of the FCC's ongoing E911 docket being an adversarial proceeding, CTIA and the providers of public safety have worked together to provide a plan for timely and rational implementation," Wheeler said. "All of us urge the FCC to adopt it without alteration and as quickly as possible."

The agreement calls for the phase-in of increasingly sophisticated technology. Initially, the 9-1-1 operator will be able to locate the specific cell site from which the person is calling. Within five years, the specific location, within approximately a 125 meter area, will be provided. Wireless service providers will determine what type of technology they should use to identify the caller's location, and CTIA will work with the industry to develop the technology to communicate that location to the public safety answering point.

The wireless industry and the safety groups propose that the new location technology be financed through a separate subscriber line charge. This fee would not exceed the current 911 charge levied on wireline phones. The charge would be broken out as a separate line charge on a subscriber's bill.

As part of the plan, provisions will be made to make 9-1-1 access available to speech- and hearing-impaired individuals. Also, the new system will enable 9-1-1 attendants to call back the person if the call is disconnected.

"Police and fire departments and ambulance services all over the country are enthusiastic advocates of using wireless phones as a reliable communications system for reporting accidents and roadside emergencies and to safeguard the public against drunk drivers and crimes," said Wheeler. "More than 30 million people rely on wireless communications to make nearly 18 million emergency calls each year."

Two-thirds of today's wireless telephone subscribers say they bought their phones for safety and security reasons. Nine out of 10 people polled by the Gallup organization as part of Motorola's Wireless Impact survey said their wireless phone makes them personally feel more safe and secure. And 90 percent said they are more willing to lend a helping hand to a stranger now that they have a wireless phone.

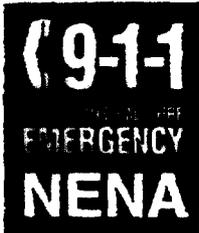
"The public safety communications organizations appreciate the wireless industry's commitment to improving 911 service," said Mary Boyd, Chairperson of NASNA. "Over 30 million people use wireless services, sometimes for life-saving communications. The location service being developed will make this life-line even stronger."

Wireless customers will be notified as the enhanced 9-1-1 location system is working in their area. In the meantime, CTIA urges all 9-1-1 callers to identify major landmarks or expressway mile markers to help pinpoint their location, and not to hang up until the operator asks them to end the call.

The wireless industry encourages users of car phones always to put safe driving first. "When possible, pull off the road to dial, ask a passenger to dial or use a hands-free phone," said Wheeler. And always keep your hands on the wheel and your eyes on the road."

CTIA, formed in 1984, is the leading international organization of the wireless communications industry, both wireless carriers and manufacturers. The membership of the association includes all Commercial Mobile Radio Service providers, including cellular, personal communications services, enhanced specialized mobile radio and mobile satellite services. CONTACT: Tim Ayers of the Cellular Telecommunications Industry Association, 202-736-3203

EXHIBIT C



ATTENTION: MAJOR E9-1-1 PSAPs
Information urgently needed on PBX/Centrex
and Cellular/PCS 9-1-1 Call Problems.
FAX REPLY REQUIRED BY 1/18/96



As you are likely aware, your national NENA and APCO organizations have been very actively working towards the publication by the Federal Communications Commission of a new set of mandatory rules which would require the implementation of a series of solutions to our profession's well known Cellular 9-1-1 and PBX/Centrex 9-1-1 problems.

We made major progress when, in October, 1994, the FCC issued their *proposed rule making document* under FCC Docket # 94-102. In general, this was a very good initial presentation of their intent to take dramatic steps to respond to this problem. We and other public safety organizations submitted strongly supportive comments in early 1995. All of us were expecting the FCC to issue their final rule or rules on these issues before the end of 1995. It was expected that the rule(s) would place rather stringent requirements on the manufacturers and system operators of these telecommunications systems to bring their systems into better compliance with the needs of the Enhanced 9-1-1 community and the public.

We have now learned that two or three factors are threatening to significantly delay and, perhaps, threaten the very issuance of these rules (more likely the PBX/Centrex portion of the rule) in an FCC "Report and Order" document. The first two are obvious, the "budget stalemate" which shut the FCC down for several weeks (and may well do so again) and the recent shutdowns due to the massive snowstorms in the East. The third is a recent volley of pressure being applied on the Commission by those for profit organizations who would rather not have these rules or any effective rules in place. In general, they are bemoaning the costs they might have to incur to modify their systems for compliance with any rules. They also don't want state legislatures or regulatory bodies to impose any rules that would have a cost impact on them. One of the most often heard statements from these groups is this: *"These PBX/9-1-1 issues are minor problems, if problems at all. We are just not aware of a significant occurrence of these alleged 9-1-1 problems in our systems to justify the 'massive' expense and disruption to our businesses"*. We all know these problems are out there, but due to the decentralized nature of 9-1-1 in the USA, with most PSAPs being operated relatively independently by individual cities and counties, we have not had an effective and on-going effort to collect the very data and information we need to counteract these statements. Our continual reliance on a few "celebrated" cases and depictions of "theoretical situations" seems to have become inadequate.

Simply put, we need a large number of real and timely facts and occurrences to head off this potential threat to our progress.

We need you to act immediately to collect the data called for on the attached survey and return it via fax by January 18, 1996 (That's NEXT THURSDAY). Please don't miss out on this opportunity to help your professional associations have an impact on your operations in a real and meaningful way. Thank you.

Ronnie Rand / PR
Ronnie Rand
Executive Director, APCO International

Bill Stanton / PR
Bill Stanton
NENA Executive Director



**MAJOR E9-1-1 PSAP SURVEY REGARDING PROBLEM
PBX/CENTREX & CELLULAR/PCS 9-1-1 CALLS**



INSTRUCTIONS: Please answer the following questions as completely as possible and return via fax to 612-623-0944 not later than January 18, 1996. TIME IS OF THE ESSENCE. The data collected will be used to attempt to influence the FCC to expedite their issuance of their long promised rule regarding needed E9-1-1 improvements to PBX and wireless 9-1-1 interfaces. You are urged to circulate the survey to your working shifts to get as much important line input as possible.

1. Responding E9-1-1 jurisdiction: _____

2. Responding person name: _____ Title: _____

3. Responding person Voice Tel. #: _____ Fax #: _____

4. Approximate annual E9-1-1 call volume: _____ Population served: _____

5. Approximately what percent of your average daily 9-1-1 call volume is:

5a. _____ Calls from PBX systems?

5b. _____ Calls from Centrex/Centron systems?

5c. _____ Calls received **directly** from cell phones or PCS phones?

5d. _____ Calls transferred to you which originated on cell or PCS phones?

6. Rate the severity of problems you encounter in handling 9-1-1 calls from PBX/Centrex systems:

Not a real problem; Somewhat of a problem; A relatively major problem; A major problem

7. Rate the severity of problems you encounter in handling 9-1-1 calls from cell or PCS phones:

Not a real problem; Somewhat of a problem; A relatively major problem; A major problem

8. Place a check mark by all of the potential 9-1-1/PBX or Centrex problems your PSAP has actually encountered in approximately the past six months:

- Callers have not known the address of where they are calling from and the PBX/Centrex ALI address was different from the address they were actually at.
- Lack of info precise location of the caller, has led to delays in emergency responses.
- Callers have not been able to speak or speak clearly enough to provide the call taker with clarifying or additional location information.
- Call takers forgot to or didn't have time to verify actual address as opposed to PBX or Centrex ALI address.
- PBX 9-1-1 "hang up calls" have created problems for us.
- Fax machines connected to PBX systems have mistakenly dialed 9-1-1 and sometimes continued to do so and we couldn't ID which Fax it was within the PBX organization.
- Some 9-1-1 calls from PBX or Centrex systems have not been selectively routed to the PSAP they should have gone to.
- Centrex stations have been moved or reassigned within the Centrex user's organization and the ALI database was not updated.
- Parties needing emergency help couldn't dial 9-1-1 because their PBX or CENTREX system had the ability to dial 9-1-1 disabled.
- We got 9-1-1 calls from a PBX or Centrex reporting emergencies that were not internal to the PBX or Centrex user facility but were outside, next door, at employee's home etc.

Turn over for page 2

Other problems (describe):

9. Please provide substantial detail on one or more of the PBX or Centrex 9-1-1 problems you described in Question 8 from above; Include dates, times, names, locations, etc. if they are available and releasable. Attach additional sheets if needed.

10. Place a check mark by all of the potential cellular/PCS 9-1-1 problems your PSAP has actually encountered ***in approximately the past six months:***

- Too many calls received, overwhelming the call takers, all reporting the same event.
- Inability to receive caller ANI and place callbacks has hampered operations.
- Received calls from far outside our jurisdiction and we didn't know who to Xfer to.
- Other cell/9-1-1 answering agency got the initial calls and didn't transfer caller to us, all we got was second hand info and responses were hampered.
- Callers with emergencies didn't know their locations and we had trouble generating a response to the problem location.
- Callers with "moving emergencies" presented problems because they presented a problem in determining where to send responders.
- Callers with "moving emergencies" taxed our system because they needed to be Xfered to the radio dispatcher for coordination.
- We got lots of calls from expressways (which we don't handle) and we have to transfer them elsewhere.
- Another cell/9-1-1 answering agency gets all of our local cell 9-1-1 calls about events they don't handle and they have to figure out which local to Xfer the call to.
- Other problems (describe):

11. Please provide substantial detail on one or more of the cell/PCS 9-1-1 problems you described in Question 9 from above; Include dates, times, names, locations, etc. if they are available and releasable. Attach additional sheets if needed.

Thanks for assisting your profession in influencing this important public policy issue. Survey results will be available after January 19, 1996. If you want a copy of the tabulation, contact NENA or APCO HQ. The results will be published in the APCO Bulletin and the NENA News.

*FAX LIST TO
WHICH SURVEYS
WERE SENT.*

Fax List #005
List of Major 911 PSAP Fax Numbers
Sorted by Fax Header Order

Fax Number	Fax Header	Create/Modify Date Time
4102689472	Anne Arundel County MD 911 PSAP	01/12/96 16:35
6124227504	Anoka County MN 911 PSAP	01/12/96 16:35
7033584454	Arlington County VA 911 PSAP	01/12/96 16:35
8174595682	Arlington TX 911 PSAP	01/12/96 16:35
5124805011	Austin TX 911 PSAP	01/12/96 16:35
4103961985	Baltimore City MD 911 PSAP	01/15/96 09:49
4108873257	Baltimore Co MD 911 PSAP	01/15/96 09:49
2015996091	Bergen Co NJ 911 PSAP	01/12/96 16:35
2052507539	Birmingham AL 911 PSAP	01/12/96 16:35
6129483936	Bloomington MN 911 PSAP	01/15/96 09:43
6173435004	Boston MA 911 PSAP	01/12/96 16:35
7168514090	Buffalo NY 911 PSAP	01/12/96 16:35
7043362797	Charlotte NC 911 PSAP	01/12/96 16:35
3127475270	Chicago IL 911 PSAP	01/12/96 16:35
5133521428	Cincinnati OH Fire/911 PSAP	01/15/96 09:55
7196321663	Colorado Springs CO 911 PSAP	01/12/96 16:35
6146454766	Columbus OH 911 PSAP	01/12/96 16:35
2146704093	Dallas TX 911 PSAP	01/12/96 16:35
6082661242	Dane County (Madison) WI 911 PSAP	01/12/96 16:35
4042942262	DeKalb County (Atlanta) GA 911 PSAP	01/12/96 16:35
3036403377	Denver CO 911 PSAP	01/15/96 09:53
5152834293	Des Moines IA 911 PSAP	01/12/96 16:35
3135961605	Detroit MI 911 PSAP	01/12/96 16:35
7086654893	DuComm (Metro Chicago) 911 PSAP	01/12/96 16:35
7032800658	Fairfax Co. VA 911 PSAP	01/12/96 16:35
7012411407	Fargo ND 911 PSAP	01/12/96 16:35
8179223333	Ft. Worth TX 911 PSAP	01/12/96 16:35
4047307909	Fulton Co GA (Atlanta area) 911 PSAP	01/15/96 09:54
9103732268	Greensboro NC 911 PSAP	01/15/96 09:46
5135958457	Hamilton Co OH (Cincy) 911 PSAP	01/15/96 09:54
4236971406	Hamilton Co TN (Chatanooga) 911 PSAP	01/15/96 09:54
6125256239	Hennepin Co MN 911 PSAP	01/12/96 16:35
8137445857	Hillsborough Co (Tampa) FL 911 PSAP	01/15/96 09:45
7138654252	Houston TX 911 PSAP	01/12/96 16:35
9046302097	Jacksonville FL 911 PSAP	01/12/96 16:35
5043495384	Jefferson Parish LA 911 PSAP	01/15/96 09:52
9135736088	Kansas City KS 911 PSAP	01/12/96 16:35
8162345022	Kansas City MO 911 PSAP	01/12/96 16:35
2062960160	King Co WA 911 PSAP	01/12/96 16:35
5174834824	Lansing MI 911 PSAP	01/12/96 16:35
7027367123	Las Vegas NV 911 PSAP	01/12/96 16:35
9188888690	Lenexa KS (KC Area) 911 PSAP	01/15/96 09:53
9044873770	Leon Co. (Tallahassee) FL 911 PSAP	01/15/96 09:48
5013714403	Little Rock AR 911 PSAP	01/12/96 16:35
2134850391	Los Angeles City CA 911 PSAP	01/12/96 16:35
2132614936	Los Angeles Co. CA 911 PSAP	01/12/96 16:35
5025747104	Louisville KY 911 PSAP	01/12/96 16:35
9015762635	Memphis TN 911 PSAP	01/12/96 16:35
6026443059	Mesa AZ 911 PSAP	01/12/96 16:35
6128882156	Metro (Twin Cities) 911 Board	01/12/96 16:35

Fax List #005
Telident List of Major 911 PSAP Fax Numbers
Sorted by Fax Header Order

Fax Number	Fax Header	Create/Modify Date Time
3055793375	Miami FL 911 PSAP	01/12/96 16:35
4149357120	Milwaukee WI 911 PSAP	01/12/96 16:35
6123487217	Minneapolis MN 911 PSAP	01/12/96 16:35
6123487206	Minneapolis MN 911 PSAP	01/15/96 09:46
3346392370	Mobile AL 911 PSAP	01/15/96 09:53
3342412333	Montgomery AL 911 PSAP	01/15/96 09:46
3012174657	Montgomery Co. MD 911 PSAP	01/15/96 09:43
7083982498	NW Central 911 PSAP (Metro Chicago)	01/12/96 16:35
6158627131	Nashville TN 911 PSAP	01/12/96 16:35
5042861204	New Orleans LA 911 PSAP	01/15/96 09:44
4054241609	Oklahoma City OK 911 PSAP	01/12/96 16:35
4024444232	Omaha NE 911 PSAP	01/15/96 09:43
4072462549	Orlando FL 911 PSAP	01/12/96 16:35
2156869639	Philadelphia PA 911 PSAP	01/12/96 16:35
6025341454	Phoenix AZ 911 PSAP	01/15/96 09:44
6025341108	Phoenix AZ Fire/911 PSAP	01/12/96 16:35
4122552693	Pittsburgh PA 911 PSAP	01/12/96 16:35
5038233940	Portland OR 911 PSAP	01/12/96 16:35
3014998155	Prince Georges Co MD 911 PSAP	01/12/96 16:35
6124811756	Ramsey Co MN 911 PSAP	01/12/96 16:35
7027854661	Reno NV 911 PSAP	01/12/96 16:35
7164286696	Rochester NY 911 PSAP	01/12/96 16:35
8017994180	Salt Lake City UT 911 PSAP	01/12/96 16:35
6195731309	San Diego CA Fire/911 PSAP	01/12/96 16:35
6195312977	San Diego CA 911 PSAP	01/12/96 16:35
4155531515	San Francisco 911 PSAP	01/12/96 16:35
4082773380	San Jose CA 911 PSAP	01/12/96 16:35
4082794560	Santa Clara Co CA 911 PSAP	01/12/96 16:35
2063869121	Seattle WA 911 PSAP	01/12/96 16:35
3144445958	St. Louis City MO 911 PSAP	01/12/96 16:35
2187262922	St. Louis County MN 911 PSAP	01/12/96 16:35
3148892066	St. Louis County MO 911 PSAP	01/12/96 16:35
6122923711	St. Paul MN 911 PSAP	01/12/96 16:35
6027913190	Tempe AZ 911 PSAP	01/12/96 16:35
7082327711	Tri-Comm (Metro Chicago) 911 PSAP	01/12/96 16:35
6027915418	Tucson AZ 911 PSAP	01/12/96 16:35
9185961288	Tulsa OK 911 PSAP	01/12/96 16:35
6124307603	Washington Co MN 911 PSAP	01/15/96 09:50
2027274032	Washington DC 911 PSAP	01/12/96 16:35

Total Members in list : 89

Extract of Extra Detail Provided Re ^{PBX}~~ESTL~~/911 Calls

AGENCY RESPONDING	CONTACT NAME	PHONE #	PBX CALL DETAIL
WINTER PARK, FL	LT. CRAMPTON	407-623-3460	BARNETT BANK, 250 S. PARK AV IS MAIN OFC FOR ALL BRANCHES IN ORANGE COUNTY. ALL 911 CALLS FROM ALL THE BRANCHES COME TO OUR PSAP. WE GET 911 CALLS REPORTING BANK ROBBERIES THROUGHOUT THE COUNTY. CREATES DELAY GETTING UNITS TO SCENE WHEN TIME CRITICAL
MESA, AZ POLICE	JOE NOCE	602-644-2283	REC'D PBX CALL FROM PUB SCHOOL RE: SHOOTING. CLR NOT CLEAR ON EXACT LOC, PD/FD UNITS DISPATCHED BUT SENT TO LOC SHOWN ON PBX ALI. SHOOTING ACTUALLY OCCURRED @ A SCHOOL 3 MILES AWAY. THIS CAUSED A DELAY FOR BOTH PD AND FD UNITS
PORTLAND, OR	PAUL STEIN	503-823-0911	NONE PROVIDED
MILWAUKEE, WI	JAMES PROULX	414-935-7472	REPETITIVE PRANK CALLS (MOSTLY FROM SCHOOLS) CANNOT BE TRACED QUICKLY TO THE SOURCE. ALSO, WHEN WE CALL BACK PBX ALI #'s THEY USUALLY DO NOT REVEAL SOURCE OF THE CALL OR IF ANSW. BY A PERSON, THEY HAVE NO KNOWLEDGE OF CLUE CONCERNING CALL IN QUESTION
TUCSON, AZ	LEN JOHNSON	520-791-3111	IT IS A FACT THAT THE LACK OF INFO OR INCORRECT INFO CAUSES SERIOUS PROBLEMS FOR 911 DISPATCHERS TRYING TO SEND HELP. IT ALSO AFFECTS SUBSEQUENT CALLS REC'D AS

DISPATCHER MUST TAKE MORE TIME
ON PBX CALL TO GET LOC INFO,
THUS DELAYING BOTH CALLS.

Extract of Extra Detail Provided Re ^{PBX} CELL/911 Calls

AGENCY RESPONDING	CONTACT NAME	PHONE #	PBX CALL DETAIL
OKLAHOMA CITY, OK	LT. SCOTT MCCALL	405-297-2250	NONE PROVIDED
DANE CO, WI (MADISON)	DUKE ELLINGSON	608-267-3912	NOT ALL TELCOS PASS "PBX" OR "CNTX" AS A CLASS OF SERVICE ON ALI RECORDS
SEATTLE, WA	RANDY TIBBS	206-684-8632	WE, LIKE OTHERS, MUST ADJUST TO THE TECHNOLOGY.
DUPAGE COUNTY (IL)	RICHARD TUMA	708-260-7500	MAJOR PROBS W/LARGE WHSES SINCE EXACT LOC CAN'T BE DETERMINED FROM PBX ALI. ALSO, SCHOOL CALLED BOMB THREAT AND FD WAS SENT TO SCHOOL ADMIN BLDG SINCE PBX ALI SHOWED THAT ADDRESS NOT THE ACTUAL LOC OF THREAT IN DIFFERENT TOWN. (LOMBARD, IL, FALL '95)
DAVIDSON CO TN-NASHVILLE	ALLEN MUSE	615-862-8554	WHEN YOU COMBINE "9" OUT CODE ON PBX W/SOME VOICE MAIL PASSWORDS WE GET FALSE 911 CALLS. HAVEN'T TRACKED THE PBX 911 PROB. CAREFULLY OVER TIME, BUT THE PROBLEM IS GROWING.
DEKALB CO, GA (ATLANTA)	BARRY WOODWARD	404-294-2858	NONE PROVIDED
BEECH GROVE, IN	WILLIAM TEMPLIN	317-782-4949	911 CALLS FROM AMTRAK TRAIN OFFICE DOWNTOWN SHOW THE BEECH GROVE BILLING OFFICE LOCATION AND GET ROUTED HERE INSTEAD OF INDIANAPOLIS WHERE THEY SHOULD BE ROUTED.
FAIRFAX COUNTY, VA	MICHAEL FISCHER	703-280-0527	GE RESCOM PROVIDES RESIDENTIAL PBX SVC. SUPPLEMENTAL 911

NOTIFICATION PROVIDED BY A 3RD
PARTY HAS CREATED ONGOING
ADDRESS, LOCATION AND RESPONSE
DELAY PROBLEMS.

Extract of Extra Detail Provided Re ^{PBX}~~CELL~~/911 Calls

AGENCY RESPONDING	CONTACT NAME	PHONE #	PBX CALL DETAIL
MONTGOMERY CO, MD	JOHN CRABILL	301-217-4656	NONE PROVIDED
APOPKA, FL	DEBORAH CARUTHERS	407-889-1757	KNIGHT'S INN MOTEL (228 W. MAIN ST, APOPKA) ACTUAL HEART ATTACK CALL, COULDN'T DETERMINE FROM PBX ALI EXCAT LOC IN MOTEL. WHOLE MOTEL HAD TO BE SEARCHED TO FIND HEART ATACK VICTIM. EXACT DATE/TIME UNK. FOR THIS SURVEY.
ROCHESTER, NY	JOHN PAGANO	716-528-2200	MAJOR CORP. W/ SEVERAL SITES DOESN'T ALLOW 911 ACCESS FROM PBX SETS, MUST DIAL 7 DIGIT#. MAJOR UNIVERSITY COMPLEX GENERATES ONE "GENERIC" ADDRESS FOR ALL BUILDINGS & HOSPITAL EVEN THOUGH THEY COVER SEVERAL SQUARE MILE AREA.
LAS VEGAS, NV	SHARON COUNTERMAN	702-229-3880	NONE DOCUMENTED, SORRY.
BALTIMORE, MD FIRE	DENIS MCMAHON	410-396-5682	NONE PROVIDED
HILLSBOROUGH CO FL-TAMPA	B.J. SMITH	813-744-5911	PBX VENDORS ARE TRYING TO SELL CHEAP PBX'S TO MOBILE HOME PARKS WITH THE ATTENDANT PBX/911 PROBLEMS. MOBILE HOME PARKS ARE EXTENSIVE AND LARGE IN FLORIDA, PRIMARILY OCCUPIED BY THE ELDERLY (MORE MEDICAL EMERGENCIES)
MARION CO, IN-INDIANAPOLIS	GARRY WEGNER	317-327-3707	PBX STATIONS IN LOCAL HOSPITAL COULD NOT DIAL 911 DURING PROBLEM THERE.

Extract of Extra Detail Provided Re ^{PBX} ~~CALL~~/911 Calls

AGENCY RESPONDING	CONTACT NAME	PHONE #	PBX CALL DETAIL
LOS ANGELES, CA (CITY)	WANDA WILLIAMS	213-485-4455	NONE PROVIDED. ** note: May not have understood this question as respondent stated that PBX/CNTX issues were "Not applicable" to LAPD??
OMAHA, NE	MARK CONREY	402-444-5800	NONE PROVIDED
HAMILTON CO, OH (CINCY)	RONALD BREN	513-595-8448	LARGE COMPANIES AND ORGANIZATIONS SUCH AS HOSPITALS THAT HAVE A LARGE NUMBER OF PHONES LEAD TO PROBLEMS IN DETERMINING THE EXACT LOCATION OF THE EMERGENCY INCIDENT.
HENNEPIN CO, MN:TC METRO	BRUCE LENNOX	612-525-6250	NONE PROVIDED
NW CENTRAL, (MET CHICAGO)	DOUG EDMONDS	847-398-1130	TIME FRAME TOO SHORT TO RESEARCH THIS AND PULL THE INFO TOGETHER.
BERGEN CO, NJ (NYC METRO)	PAUL EINREINHOFFER	201-599-6210	MANY CALLS FROM PBX TO 911 WHERE CALLER INTENDED TO CALL AN OUTSIDE LINE AND THEN TO ANOTHER COUNTY (9 FOR OUTSIDE + 11 *IT SHOULD BE 011*. WE HAVE TO ASSIGN OFFICERS TO VERIFY THAT THE CALL ISN'T EMERGENCY ONCE THEY HANG UP AND WE CAN'T CALL BACK.
ORLANDO, FL	MARILYN WARD	407-246-2446	BANKS, HOSPITALS, OFFICES AND COLLEGES CAUSE MAJOR PBX & CENTREX PROBLEMS. WE DON'T KEEP RECORDS ON THESE OCCURRENCES. THEY HAPPEN DAILY

AND IT WOULD TAKE AN EXTRA
STAFF PERSON PER SHIFT TO KEEP
THESE RECORDS!

Page No. 5
01/29/96

Extract of Extra Detail Provided Re ^{PBX} ~~CALL~~/911 Calls

AGENCY RESPONDING	CONTACT NAME	PHONE #	PBX CALL DETAIL
MAITLAND, FL	COMM COMMANDER	407-539-6262	DURING PAST MONTH, 2 PBX CALLERS WERE DISCONNECTED DURING TRANSFERS TO ORANGE CO FIRE-AND SINCE THERE WAS NO VALID ANI CALLBACK # THE CALLERS COULD NOT BE CALLED BACK TO RE-ESTABLISH COMMUNICATIONS.
ORLANDO, FL AIRPORT	PATTY BOATMAN	407-825-2065	CAR RENTAL COMPANIES HAVE 4-5 LOCATIONS WHERE THE INCIDENT COULD BE OCCURRING. EMPLOYEES HAVE NOT KNOWN EXACT ADDRESS. PBX ALI SHOWED ONE OF THEM. ABT 1/1/96, GOT 2 911 CALLS FROM AN AIRPORT BUSN THAT WAS CLOSED, TURNED OUT # WAS REASSIGNED TO RESD.
ORLANDO, FL FIRE	LAURA MIHOLIES	407-246-2134	NONE PROVIDED
KING COUNTY, WA	JIM BOWMAN	206-296-7508	RESIDENTIAL PBX CALL, CALLER DIALS 911 DURING A DOMESTIC VIOLENCE ATTACK AND LAYS PHONE DOWN WITHOUT SPEAKING. BAD PBX ALI IMPEDED DFINDING HER.
MINNEAPOLIS, MN	SUSANNE GRIFFIN	312-348-7208	MANY PBX CALLS FROM MPLS PUB SCHOOLS WHERE ONLY ALI IS THEIR MAIN OFC, MANY PROBS - MANY CALLS FROM BUSN FAXES THAT CAN'T BE TRACKED DOWN, SOME FIRE CALLS FROM PBX WHERE RESPONSE IS SENT TO MAIN PBX ADDRESS BUT FIRE IS ELSEWHERE, BANK PROBLEMS TOO.

Page No. 6
01/29/96

Extract of Extra Detail Provided Re ^{PBX} ~~CELL~~/911 Calls

AGENCY RESPONDING	CONTACT NAME	PHONE #	PBX CALL DETAIL
BUFFALO, NY	EDWARD PRABUCKI	716-851-4549	NONE PROVIDED
COLORADO SPRINGS, CO	PATRICIA REED	719-444-7771	One of the most notable PBX calls was a bank robbery where the PBX was located in a branch several miles away from the branch where the robbery occurred. The several minute delay in responding was because caller didn't know branch address of robbery.
ST. PAUL, MN	LT. RICHARD DUGGAN	612-292-3567	Large complexes without human staff to question represent our only real PBX or Centrex 911 problems.

Extract of Extra Detail Provided Re CELL 911 Calls

AGENCY RESPONDING	CONTACT NAME	PHONE #	
WINTER PARK, FL	LT. CRAMPTON	407-623-3460	PROB. W/ HAVING CELL CALLS TRANSFERRED TO OUR AGENCY THAT ARE NOT IN OUR JURISDICTION. ALSO HAVING PROBS W/ CELL USERS NOT KNOWING THEIR LOCATION.
MESA, AZ POLICE	JOE NOCE	602-644-2283	MANY CELL CALLERS ARE JUST PASSING THROUGH OUR JURISDICTION AND ARE UNFAMILIAR WITH THE AREA. WERY DIFFICULT TO GET GOOD LOCATIONS FOR UNITS TO RESPOND TO WHETHER CALLER IS MOBILE OR STATIONARY.
PORTLAND, OR	PAUL STEIN	503-823-0911	NONE PROVIDED
MILWAUKEE, WI	JAMES PROULX	414-935-7472	MOBILE CELL USER OBSERVED BANK ROBBERY SUSPECTS AND FOLLOWED THEM TO PROVIDE LOC UPDATES. INCIDENT MOVED THRU 3 JURISDICTIONS CREATING CONFUSION ABOUT ULTIMATE LOCATION WHERE RESPONSE WAS NEEDED.
TUCSON, AZ	LEN JOHNSON	520-791-3111	THERE IS NO DOUBT THE LACK OF ADEQUATE LOCATION OF PBX AND CELL 911 CALLS CAUSES UNNECESSARY PROBLEMS. CELL PHONES HAVE INCREASED OUR CALL LOADS BUT HAVE SET THE SYSTEM BACK TO PRE-ENHANCED 911 DAYS, IN OUR CASE, BACK 11 YEARS.

Extract of Extra Detail Provided Re CELL/911 Calls

AGENCY RESPONDING	CONTACT NAME	PHONE #	
OKLAHOMA CITY, OK	LT. SCOTT MCCALL	405-297-2250	NONE PROVIDED
DANE CO, WI (MADISON)	DUKE ELLINGSON	608-267-3912	NONE PROVIDED
SEATTLE, WA	RANDY TIBBS	206-684-8632	WE, OF COURSE, GET MORE MULTIPLE/DUPLICATE CALLS ON SERIOUS INCIDENTS BECAUSE OF THE WIDESPREAD USE OF CELL PHONES. IN OUR COUNTY 911 CELL CALLS ARE ROUTED BASED ON THE LOCATION/DIR. OF CELL SITE SECTOR, WE ALSO GET ANI PER STATE LEGISLATION.
DUPAGE COUNTY (IL)	RICHARD TUMA	708-260-7500	CLRS GET FRUSTRATED BEING X-FER'D TO MULTIPLE PSAPS. CLR RPTD ACC. AND GAVE WRONG TOWN. ADDRESS RPTD APPEARS IN 2 TOWNS, ONE OF WHOM WE DON'T DISP. FOR. SUBSTANTIAL DELAY IN RESP. LIFE LOSS POTENTIAL GREAT. 12/13/95 @ 1408, NAPERVILLE, IL.
DAVIDSON CO TN-NASHVILLE	ALLEN MUSE	615-862-8554	8/95 FATAL CAR ACC. RURAL AREA CELL 911 CALL WENT TO ADJACENT CO. PSAP CALL RELAYED TO US AFTER 20 MINS. OUR EMS RESP TIME WAS 35 MIN, POLICE 45 MINS, DIDN'T KNOW WHAT HAPPENED FOR 30 DAYS UNTIL COMPLAINT FILED, RESP SHOULD HAVE BEEN 6-9 MINS.
DEKALB CO, GA (ATLANTA)	BARRY WOODWARD	404-294-2858	NONE PROVIDED

Extract of Extra Detail Provided Re **CELL** 911 Calls

AGENCY RESPONDING	CONTACT NAME	PHONE #	
BEECH GROVE, IN	WILLIAM TEMPLIN	317-782-4949	NONE PROVIDED
FAIRFAX COUNTY, VA	MICHAEL FISCHER	703-280-0527	DURING RECENT TANKER TRUCK ACCIDENT, CELL CALLS FROM MOTIRISTS STANDING STILL ON FREEWAY IMPEDED ANSWERING OF OTHER VALID EMERGENCY CALLS.
MONTGOMERY CO, MD	JOHN CRABILL	301-217-4656	NONE PROVIDED
APOPKA, FL	DEBORAH CARUTHERS	407-889-1757	WE RECEIVE NUM,EROUS CALLS FROM CALLERS WHO HAVE NO IDEA OF THEIR LOCATION. SOME ARE NOT EVEN CLOSE TO OUR JURISDICTION!
ROCHESTER, NY	JOHN PAGANO	716-528-2200	ONE ADVANTAGE WE HAVE IS THAT CELL PROVIDERS SEND ANI WITH 911 CALLS. EXAMPLE: HOMICIDE W/WOMAN KIDNAPPED, DIALED 911 ON CELL, WE HEARD ENTIRE EVENT BUT COULDN'T LOCATE THE CALLER UNTIL IT WAS TOO LATE.
LAS VEGAS, NV	SHARON COUNTERMAN	702-229-3880	CELL CALL FROM FEMALE KIDNAPPED AND DUMPED IN DESERT AFTER BEING RAPED AND NOT KNOWING WERE SHE WAS (NO CELL ALI TO HELP). OUR CHOPPER WAS FINALLY ABLE TO FIND HER. GOOD THING IT WAS DAYLIGHT.
BALTIMORE, MD FIRE	DENIS MCMAHON	410-396-5682	NONE PROVIDED
HILLSBOROUGH CO FL-TAMPA	B.J. SMITH	813-744-5911	LCAK OF DEDICATED OR PRIORITY ACCESS FROM CELL SITE TO CELL SWITCH AND CELL SWITCH TO 911

SWITCH. THIS CREATES BUSY
CONDITIONS FORM 911 CALLERS IN
EMERGENCIES. MANY DON'T KNOW
THEIR OWN CELL # AND ARE NOT
AWARE CELL 911 CALLS ARE FREE.

Extract of Extra Detail Provided Re **CELL** 911 Calls

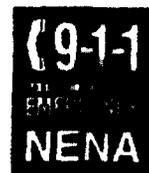
AGENCY RESPONDING	CONTACT NAME	PHONE #	
MARION CO, IN-INDIANAPOLIS	GARRY WEGNER	317-327-3707	NONE PROVIDED
LOS ANGELES, CA (CITY)	WANDA WILLIAMS	213-485-4455	CALIF HWY PATROL RECEIVES ALL 911 CELL CALLS DIRECT, WHICH IS NOT A PROBLEM UNLESS CHP HAS DELAYS IN FINDING OUT THE CALL IS IN LAPD'S JURISDICTION.
OMAHA, NE	MARK CONREY	402-444-5800	NONE PROVIDED
HAMILTON CO, OH (CINCY)	RONALD BREN	513-595-8448	A LOCAL COMPANY THAT OFFERS SMR WITH PHONE PATCH IN OUR AREA ROUTES ALL 911 CALLS TO US, SHOWING THE SMR PROVIDER'S BUSINESS ADDRESS ONLY.
HENNEPIN CO, MN:TC METRO	BRUCE LENNOX	612-525-6250	NONE PROVIDED
NW CENTRAL, (MET CHICAGO)	DOUG EDMONDS	847-398-1130	NOTE THAT WE REFUSE TO ACCEPT CELL OR PCS CALLS DUE TO THE INHERENT LACK OF ALI INFO, ADDED CALL HANDLING TIME, EXPECTED HIGH CALL VOLUME AND LACK OF FUNDING SOURCE FOR THIS SERVICE.
BERGEN CO, NJ (NYC METRO)	PAUL EINREINHOFFER	201-599-6210	PROBLEM W/ STOLEN CELL PHONES DIALING 911. WE HAD A FALSE CALL OF A SHOOTING IN PROGRESS FROM A CELL. DISPATCHED PARAMUS NJ OFFICER. HE WAS KILLED IN A CAR ACCIDENT DURING THE RESPONSE TO THIS FALSE CALL. (LETTER ATTACHED-WOULD MAKE GOOD WITNESS @ FCC

Extract of Extra Detail Provided Re **CELL** 911 Calls

AGENCY RESPONDING	CONTACT NAME	PHONE #	
ORLANDO, FL	MARILYN WARD	407-246-2446	NOT HAVING ANI OR ALI INFO IMPEDES OUR RESPONSES TO EMERGENCY CALLS.
MAITLAND, FL	COMM COMMANDER	407-539-6262	MANY PROBLEMS
ORLANDO, FL AIRPORT	PATTY BOATMAN	407-825-2065	NONE PROVIDED
ORLANDO, FL FIRE	LAURA MIHOLIES	407-246-2134	NONE PROVIDED
KING COUNTY, WA	JIM BOWMAN	206-296-7508	NONE PROVIDED. (THEY HAVE ANI AND PARTIAL ALI IN SEATTLE AREA)
MINNEAPOLIS, MN	SUSANNE GRIFFIN	312-348-7208	NONE PROVIDED
BUFFALO, NY	EDWARD PRABUCKI	716-851-4549	NONE PROVIDED
COLORADO SPRINGS, CO	PATRICIA REED	719-444-7771	
ST. PAUL, MN	LT. RICHARD DUGGAN	612-292-3567	None provided



Summary Report
Data Collected via Enhanced 9-1-1 PSAP Survey
Regarding PBX & Centrex 9-1-1 Calls &
Cellular & "PCS" 9-1-1 Calls.



METHODOLOGY: The attached survey was distributed via Broadcast Fax to 88 valid fax numbers of a sampling of small, medium and large 9-1-1 Public Safety Answering Points (PSAPs) over the January 12-14, 1996 weekend. A "return by date" of January 18, 1996 was requested. A "fax back return" was the only return option for the respondent(s).

Of the 88 surveys distributed, 35 were returned via fax, for a return rate of 39.8%. (Surveys from Colorado Springs, CO and St. Paul, MN were return too late to be included in statistical abstract attached but are reflected in aggregate totals)

The 35 respondents have the following aggregate attributes:

- They represent 9-1-1 PSAPs serving an aggregate population of 19,360,716.
- They represent an annual 9-1-1 calls answered volume of 14,046,001.
- They represent a sampling of dense urban to suburban to semi-rural areas.

The above 9-1-1 call to population ratio represents an average of 0.73 calls to 9-1-1 per person per year in the areas represented by the respondents. Applying this 0.73 calls per person per year to the total US population of 260,000,000 would mean an annual total of 9-1-1 calls in the USA of 189,800,000.

ANALYSIS OF SURVEY RESPONSES:

Question 5a. Approximately what percent of your average daily 9-1-1 call volume comes from 9-1-1 calls from PBX phone systems?: Average: 4.5%

Preliminary conclusion: 4.5% of all 9-1-1 calls come from PBX systems. Therefore, among the respondent agencies, this would represent an average annual total of 604,662 PBX/9-1-1 calls. If extrapolated to the entire USA, the number would be 8,316,000 per year.

Question 5b. Approximately what percent of your average daily 9-1-1 call volume comes from 9-1-1 calls from Centrex/Centron systems?: Average: 5.39%

Preliminary conclusion: 5.39% of all 9-1-1 calls come from Centrex/Centron systems. Therefore, among the respondent agencies, this would represent an average annual total of 755,827 Centrex/9-1-1 calls per year. If extrapolated to the entire USA, the number would be 10,439,000 per year.

Therefore, between PBX and Centrex/Centron systems, it can be extrapolated that our respondents processed 1,360,489 9-1-1 calls per year. Extrapolated to the entire USA, that would equate to 18,755,000 calls to 9-1-1 from Multi Line Telephone Systems (MLTS) per year.

Question 5c. Approximately what percent of your average daily 9-1-1 call volume comes from cellular or Personal Communications Systems (PCS) phones received directly at your PSAP (without having been transferred there from another agency)? Average: 7.4%

Preliminary conclusion: This 7.4% figure would represent an annual total of 1,071,900 cellular or PCS 9-1-1 calls being answered directly at the respondent PSAPs. If extrapolated to the entire USA, the estimated number of cellular calls answered directly at PSAPs such as the respondents (no "Highway Patrol/State Police" dispatch centers were surveyed as they are rarely true 9-1-1 PSAPs, but they often are the initial answering agencies for cellular 9-1-1 calls) would be 14,804,400.

Question 5d. Approximately what percent of your average daily 9-1-1 call volume comes from calls transferred to you which originated on cellular or PCS phones? Average: 3.39%

Preliminary conclusion: 480,981 9-1-1 calls are transferred to the respondent PSAPs each year. If that were extrapolated to the entire USA, that would mean 6,643,000 cellular or PCS calls to 9-1-1 transferred to these type of local PSAPs by another organization.

Therefore, between cellular and the emerging PCS phones, our respondent agencies reported answering an annual average of 1,552,881 calls directly & initially at their PSAPs. Extrapolated to the entire USA, that would equate to 21,458,700 such calls answered directly at or transferred to local 9-1-1 PSAPs, not counting a perhaps larger number that are initially and directly answered by Highway Patrol(s) in the various states.

Question 6: Rate the severity of problems you encounter in handling 9-1-1 calls from PBX/Centrex systems. (The possible responses are below and the points awarded to each are indicated):

- ___ Not a real problem. 1 Point
- ___ Somewhat of a problem. 2 points
- ___ A relatively major problem. 3 points
- ___ A major problem. 4 points

The average number of points accumulated for the respondents was 2.58, or somewhere between "Somewhat of a problem" and "A relatively major problem".

6 of the 33 respondents said it was a "major problem" (18.2%), while 10 of the respondents indicated it was "A relatively major problem" (30.3%).

The combined number of respondents who ranked this as a "Relatively Major" and a "Major" problem was 16, or 48.5%.

Question 7: Rate the severity of problems you encounter in handling 9-1-1 calls from cell or PCS phones. (The possible responses are below and the points awarded to each are indicated):

- ___ Not a real problem. 1 Point
- ___ Somewhat of a problem. 2 points
- ___ A relatively major problem. 3 points
- ___ A major problem. 4 points