

Florida NENA News

Spring 2003

Calendar of Events:

APCO/NENA Florida Conference:
Sarasota, May 18-23

2003 National NENA Conf:
Denver, CO, June 16-20

Florida Database Conference:
Tallahassee, FL, July 24-25

International APCO Conference:
Indianapolis, IN, August 10-14

Fla NENA/Coordinators Conf:
Pensacola, FL, October 7-8

Increased Call Volume from Uninitialized Wireless Phones

By Mary Anderson, AT&T, Florida Wireless Board

Wireless phones provide easy access to 9-1-1 in an emergency. However, this ease of access can lead to a large number of unintentional or accidental 9-1-1 calls. Wireless phones can also be used to make false police reports and bomb threats, clogging 9-1-1 lines and wasting emergency services resources. These incidents present a threat to the timely processing of legitimate 9-1-1 calls.

newer model. These used phones are sold at garage sales, flea markets, traded in or simply thrown away. The phone number programmed in the old phone still belongs to the original customer. The carrier simply reprograms the system to recognize the new phone. The used phone is then no longer able to access the network *unless it is used to dial 9-1-1*. When PSAPs contact the carrier to determine who owns the number, they are often directed to the customer who has that number but a new phone. This often results in delays as the carrier is unable to immediately access the call record.

In the past, FCC rulings required that uninitialized phones be permitted to access 9-1-1. Recently the FCC reversed itself, stating that phones that make nuisance calls to 9-1-1 can be blocked by the carrier. While PSAPs celebrated this ruling, it quickly became clear it was impossible to implement. Wireless carriers have developed systems that *prevent* the blocking of 9-1-1 calls. Selectively blocking one phone is just not possible with the current technology.

There are several types of uninitialized phones, and each carries its own unique set of issues. The first and typically the most problematic is the used phone that has been replaced with a

The second type of uninitialized phone is the one purchased just for emergencies and never has a number installed. The carriers have no record of these phones in their databases and are unable to provide any information on the caller because the equipment has never been registered. Again, based on current technology, providers are unable to deny service to these phones, even though there may be a clear pattern of 9-1-1 abuse and potential public endangerment.

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FLORIDA CHAPTER OF THE
NATIONAL EMERGENCY
NUMBER ASSOCIATION

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9-1-1 Coordinators Tentative Agenda May 22-23, 2003, Sarasota

THURSDAY, MAY 22, 2003

- 0830 – Welcome, Roll Call of Counties
Wireless Board Update
- 1000 – Break
- 1015 – Legislative Committee Update
- 1200 – Lunch on your own
- 1330 – Vendor Updates
- 1430 – Break
- 1445 – NENA Chapter Meeting, Election of Officers
- 1630 – Adjourn for the Day

FRIDAY, MAY 23, 2003

- 0830 – Welcome, Coordinator Updates
- 0900 – 3-1-1 for Government Access
- 1030 – Break
- 1045 – Wireless Roundtable
- 1200 – Adjourn

**Special Thanks to Positron
Public Safety Systems for their
support of the Florida NENA
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NENA News!**



**Hyatt Sarasota: Site of the Spring
Conference. See You There!**



Proud to support Florida NENA



Letter from the President

Linda Draughn-Woloski, Interact

I would like to start by extending a personal thank you to Mark Adler, Palm Beach County, and Steve O'Connor, Brevard County, for all their help setting up the Wireless Training Seminar in Tampa in January. This was a team effort and it was a pleasure working with them. In addition to Mark and Steve, I would also like to thank Ira Pyles and Sharon Camp for arranging the conference facility, Joe Reavy for hosting, all of those who did presentations and all of you who attended. I understand it was a very worthwhile training class.

As a result of the training class, it was recommended in the SOFA meeting that NENA work on continuing the education that was started. One of the concerns expressed is that the people who need the training don't attend. It was suggested that Regional Vice Presidents and Counties that have already implemented Phase 1 and Phase 2 help those counties in their area that have not. This would be done like a mentor program. It seems there is a lot of expertise within the State that could help out fellow Coordinators and NENA members. Please think about this as it will be an item of discussion at our State meeting in May.

Joe Reavy and I had the privilege of going to Washington, DC, for the Critical Issues Forum. NENA put together a very exciting program. Kevin Martin from the FCC was the key note speaker. Mr. Martin indicated that one of the FCC's top priorities was working on interoperability. The FCC is opening up more frequencies. Right now, the 800 MHz spectrum is subject to interference from the wireless carriers. The goal is to maintain workable networks for everyone.

Mr. Martin also stated that wireless E9-1-1 must be in place by all carriers by 2005. He stressed that a high level of cooperation is needed between agencies and private industry. 9-1-1 rules need to be clearer. Wireless carriers cannot delay deployment if the PSAPs object. Neither can they unilaterally say a PSAP is not ready.

Non-initialized phones have become an area of con-

cern for the FCC. These phones must be able to call 9-1-1 even though the caller can not be called back. The FCC is calling for a public education program by wireless carriers and warning labels on the phones indicating that they can not be called back by the PSAP. They are looking at delivering a number that indicates to the caller that they cannot call this phone back. Another issue the FCC is looking at is harassing 9-1-1 calls. Carriers and PSAPs should be able to block harassing calls.

The scope of E9-1-1 is changing. In addition to wireless phones there are also satellite phones, telematics, Voice over IP, disposable phones, prepaid phones, wireless TDD, and also PBXs.

It is imperative that all interested parties work together. The LECs are the 9-1-1 system operators and play a critical role. It is their responsibility to update the network and the ALI database. The FCC believes that extra costs are being incurred due to LECs not doing their part. If the wireless carriers send the wrong information, no help will come. If the LECs charge too much for the service the PSAPs can't afford it. The States must work to insure that PSAPs have the funds to implement all E9-1-1 services. Again, everyone must work together.

Both NENA and APCO have programs to assist PSAPs. NENA has the SWAT program to assist agencies in implementing all phases of E9-1-1. For more information call NENA at 800-332-3911 or visit www.nena9-1-1.org. APCO, through the Public Safety Foundation of America (PSFA), is offering grant funds. The second round of grant applications must be pre-approved by June 6th, 2003 and submitted by July 3rd, 2003. To obtain information on the PSFA Grant Program call the PSFA at 386-322-2500 or visit www.PSFA.us.

I am looking forward to seeing all of you in Sarasota in May at the State APCO/NENA conference. Also, a reminder that National NENA will be in Denver starting June 15th, 2003. Hope all of you can make both these exciting events!

Sincerely,

Linda Draughn-Woloski

CEFA News

By Chuck Freeman, CEFA VP, Pinellas County

The Central Florida Area (CEFA) quarterly meeting was held in Seminole County in January. Larmerle Lee, Intrado, gave an overview of their involvement with Phase I & II. A couple of counties are Phase II with multiple carriers. Others are in the process of testing. Several counties have been experiencing problems with wireless calls displaying a wireline address. This is a wireless carrier issue and needs to be addressed with them. Verizon reports they are in the process of cutting a new tandem switch, and that five more Wireless carriers are now Phase I.

Hillsborough County hosted the first Wireless Conference in conjunction with the Statewide Database conference in January. Thirty-eight counties were represented with a total of one hundred ten participants. Many thanks to Steve O'Connor for putting this conference together, and Ira Pyles for arranging the facilities.

Steve O'Connor, Brevard County, was voted in as CEFA Vice President. Nominations that will be forwarded to Pat Welte for state offices are Sandy Mercer for President and John Schroeder for treasurer.

SOFA News

By Mark Adler, Palm Beach County

The SOFA group met in February at the Palm Beach County EOC. Implementation of wireless E9-1-1 is moving forward, with Phase 1 in many of the coastal counties and some stage of Phase 2 in the larger counties. The group tasked the Area VP with contacting the counties not active in Wireless E9-1-1 implementation to offer assistance from those counties that are.

Public Education was discussed, including the Red E. Fox program used by Collier County, the Public Education Team in Palm Beach County that presents programs to adult groups, and the NENA Buzzy program.

Ginnie Bonura, Broward County Coordinator was elected as SOFA VP, and Linda Draughn-Woloski was nominated for Florida Chapter President.

NOFA News

By Susan Nelson, Alachua County

The North Florida Area (NOFA) quarterly meeting was held in Nassau County in March. Wireless Phase 2 was a hot topic. Both St Johns and Nassau Counties are running Phase 2 test calls with several carriers. They are experiencing some good success and also working out bugs and problems.

Another discussion topic was 9-1-1 call boxes that terminate at the PSAP. This is an issue in Duval County, and Pat Welte suggests other counties adopt ordinances to prevent it. Other topics included pending budget cuts, the NENA Washington forum, and the successful Wireless and Database conferences held in January in Tampa. After the meeting Pictometry did a product demo of their aerial photography.

Valerie Curtis of Nassau County was voted in for NOFA VP, and Francesca Anderson of St. Johns County was nominated for state chapter Secretary.

WEFA News

By Jerry Brock, WEFA VP, Washington County

The quarterly WEFA meeting was held in January in Washington County. The turnout of about thirty was excellent and included some first time visitors from the Panama City Police Department and our good friend Steve Latza. Kevin Sowell of Santa Rosa County attended and introduced his replacement, Kenneth Bass.

One of the items discussed was the Fall 9-1-1 Coordinator's meeting scheduled for October 7-8, 2003 at the Crowne Plaza in Pensacola, where the wireless board will also meet October 9-10. Although Ken is new, he agreed to host the meeting, and we all agreed to help.

Washington County just purchased a complete color aerial photo project from Pictometry. PSAP personnel will be able to see detail on the images including color of the structure, the number doors and windows, etc.

The meeting included product discussions from Interact, Dictaphone, Moducom, Kimball Inc, and micro-DATA GIS. Topics of discussion included legislative issues, database, phase II, wireless PSAP fees, grant requirements and deadlines, and various other items.

APCO/NENA Spring Conference

Here are some of the classes and training sessions on the drawing board for the annual APCO/NENA Spring Conference:

Sunday, May 18 – Region 9 Training, Training Committee Meeting, APCO/NENA courses (see page 4)

Monday, May 19 - Intergraph User's Group, Interact User's Group, APCO Committee Meetings, Region 9 Committees, Golf Tournament

Tuesday, May 20 – Opening Breakfast, New Attendee Lunch, Florida Domestic Terrorism Task Force, Intro to CALEA, Pre-employment Testing, Handling Brush Fires, Disaster/Events Communication, MANAPCO

Wednesday, May 21 – Vendor Show, Handling Suicidal Callers, Anti-Harassment, Wireless E9-1-1, QA Workshop, Intro to CALEA, Comm Center Design, NENA Board Meeting

Thursday, May 22 – 9-1-1 Coordinators Meeting, Victim Assistance Responses, K-9 Search/Rescue, FRS Update, ICS for Comm Centers, Personal Crime Prevention, Recruiting/Retaining, Past Presidents Lunch, APCO Chapter Class, 9/11 Response to Pentagon, APCO Mutual Aid, Fla. Comm Domestic Security Task Force, Stress Reduction, Reception/Banquet

Friday, May 23 – 9-1-1 Coordinators Meeting, Sarasota County Comm Center Tour, APCO Board Meeting

See www.apco-florida.org for more information

Wireless TTY Devices

By Pat Welte, 9-1-1 Coordinator, Duval County

The availability of wireless phones has expanded to include hearing or speech impaired persons who might normally use text telephones (TTY).

TTY users can now use their wireless phones connected to a portable TTY device to enjoy the convenience of wireless calling anywhere, anytime. This also provides TTY users with equal access to 9-1-1 in compliance with the Americans with Disabilities Act.

The typical portable wireless TTY device weighs less than 2 pounds and is approximately the size of a video-tape cassette. This technology is still limited. Not all wireless phones are compatible with wireless TTYs, and not all portable TTYs are equipped with a jack for wireless phones.

The Wireless Board and the State Technology Office/State 9-1-1 Office recommend that all Florida Counties receiving a distribution of the 9-1-1 fee are aware of the possibility of handling wireless TTY calls and that the PSAP calltakers are appropriately trained and prepared to handle Wireless TTY calls effectively. This subject will be explored more fully at our future meetings as this technology becomes more common.



Grant Funds now available from Public Safety Foundation

The Public Safety Foundation of America (PSFA) was established by the Association of Public Safety Communications Officials to receive and distribute funds to assist public safety communications agencies. PSFA has announced the release of grant funds now available for **wireless 9-1-1 projects**. Visit www.psf.us for more information and applications. The following deadlines are in effect.

<u>Round 2</u>	<u>Date</u>
Pre-application	June 6, 2003
Grant application	July 3, 2003
<u>Round 3</u>	<u>Date</u>
Pre-application	September 5, 2003
Grant application	October 3, 2003
<u>Round 4</u>	<u>Date</u>
Pre-application	December 5, 2003
Grant application	January 2, 2004

Uninitialized Cell Phones *(Continued from page 1)*

A third type of uninitialized phone is one that is disconnected for non-payment. In these cases, the carrier can still provide customer information, as long as the customer has not thrown or given the phone away.

Virtually all these types of uninitialized wireless phones can also be donated to humanitarian and human service agencies such as battered women's shelters, senior citizens and crime watch associations. The objectives of these organizations are laudable; however, the capability of these uninitialized phones to access 9-1-1 has also been misused and abused.

PSAPs have expressed an interest in establishing a "registry" of uninitialized phones provided for humanitarian purposes. These phones would be permitted to access 9-1-1 and would present to the call taker a provider-determined service number. However, this would only be feasible if all phones were donated by carriers and they could track them by electronic serial number. Unfortunately, these types of phones can be donated by any number of corporations or individuals, and since there is no need to contact the carrier to access 9-1-1, there is no way to insure a true and accurate accounting of these phones would exist. Additionally, this would impose a burden on carriers because cur-

rent billing systems are designed to track telephone numbers. As discussed above, many of these phones may not have numbers at all, and if they do have numbers, those numbers have most likely been reassigned.

A related issue is that of unintentional 9-1-1 calls generated by one-button dialers on some models of

phones. These phones are able to call 9-1-1 with the touch of a button, or when the owner sits on the button, or bumps or jostles it in a pocket or purse. Again, these unintentional calls are tying up valuable resources. Since customers are often unaware this feature exists on their phone, insisting that phones not be preprogrammed by the manufacturer with this feature would eliminate some of these nuisance calls.

Legislation at the federal level or action by the FCC is required to correct these issues. Until then, increased call volume due to uninitialized phones is likely to continue, and may even get worse.



Florida Wireless Board Update

By Susan Nelson, E9-1-1 Coordinator, Alachua County

The Wireless Board has spent considerable time this Spring reviewing rural grant applications. The first round of grants was awarded at the April meeting, with more to be voted on at the May meeting. They have also finished the 2002 Report to the Governor which should be on the website soon (<http://www.state.fl.us/dms/e911/wireless.html>).

Legislation has also taken up a lot of Board attention, as SB 1450 and HB 1307 have gone through many twists and turns this legislative session. Both bills have provisions that more clearly define Board responsibilities and require pre-paid wireless accounts to fork over the monthly 9-1-1 fee (see update on page 4).

Two new members of the Florida Wireless Board

have been appointed by Governor Bush. Norm Leggett, Monroe County, is the new medium county representative with a term running through November 2005. Deborah Caruthers from Orange County will represent the large counties. Her term runs through November 2006.

Other Board members include Nelson Green, Bradford County, who is serving a second term representing small counties. Wireless industry representatives are Rodney Bent of LOCUS, Mary Anderson from AT&T Wireless, and Jim Smith of Sprint PCS. The Board Chair is Winston Pierce of the State Technology Office.

The Board's May meeting will be held May 20-21 at the Radisson Hotel in Sarasota. The June meeting will be held June 11-12 at the Crowne Plaza in Singer Island.

Legislative Watch

By Sandy Mercer, 9-1-1 Legislative Committee Chair, Polk County and Susan Nelson, E9-1-1 Coordinator, Alachua County

As of this writing, the bills the Legislative Committee has been following in the Florida Legislature have undergone many changes, been shuttled through several committees and are making significant progress.

If enacted, HB 1307 and SB 1450, The Emergency Communications Act, will amend FS 365.172 and 173, and will create FS 365.175. Both bills:

- Require 9-1-1 fee collection from pre-paid wireless accounts;
- Clarify and prescribe additional duties of the Wireless 9-1-1 Board;
- Require new PBX systems to have automatic location capabilities; and
- Give the Wireless Board accounting firm flexibility and the ability to hire a technical assistant.

These bills are the result of several years of hard work on the part of the Coordinators, the Legislative Committee, the Wireless Board and the State Technology Office. Also, Bob McKee, Government Liaison for the Florida Association of Counties, as well as various County legislative liaisons have all worked extremely hard to advance these bills.

The bills are not without controversy however. The wireless industry succeeded in having language included that exempts wireless carriers from complying with local zoning regulations in siting their facilities. Most of this language has been amended, with the result that the Senate version pre-empts local zoning regulations on state-owned land only, and the House version requires a study commission for tower siting issues. As of press time, both versions are enjoying broad support in their respective chambers.

It is unclear how such different bills will be reconciled as the voting process moves forward. It is expected that these issues will become clear over the next month and the results will be discussed at the May Coordinators' meeting.

NENA commends Launch of E9-1-1 Caucus

WASHINGTON, DC ---The National Emergency Number Association (NENA) commends Co-chairs United States Senators Conrad Burns (R-MT) and Hillary Rodham Clinton (D-NY) and United States Representatives Anna Eshoo (D-CA) and John Shimkus (R-IL) for the launch of the Congressional E9-1-1 Caucus on Capitol Hill on February 25, 2003.

The Caucus is a first for Congress. It was created to advance 9-1-1 issues before Congress and will serve 9-1-1 as a body of political champions and allies.

"This Caucus presents an opportunity to share our story with the public, media, government and Congress like never before," said John Melcher, NENA president. "For more than 30 years, 9-1-1 has been a critical safety link in our communities---now it is paramount in our federal government as well."

Pre-Conference Courses!

Several interesting courses are being offered in conjunction with the Spring Conference. Check the APCO web page for details www.apco-florida.org.

May 18-20—*APCO Communication Training Officer Course:* The CTO program will instruct your one-on-one trainers how to teach, evaluate, and document performance on new hire trainees.

May 18-19—*Critical Incident Stress Management:* This course will present the core elements of a crisis intervention curriculum including CISD.

May 18—*Introduction to Wireless 9-1-1:* Phase 1 and 2 implementation including checklists. Call NENA for details and to register 800-332-3911.

Quick and Easy Bill Search Tool—*Wondering how your favorite bill is faring this session? Go to the Bill Search Page at <http://www.leg.state.fl.us/Welcome/index.cfm>. Simply type in the bill number and click Go for status, vote history, analysis and more.*

Telematics and 9-1-1

By Pat Welte, 9-1-1 Coordinator, Duval County

Telematics is defined as the transmission of data via wireless media. Currently, we can find elaborate telematics systems that interface with the 9-1-1 system.

In-vehicle telematics systems can provide an array of services including concierge services, which allow the vehicle occupants to receive directions to the nearest gas station or restaurant. More importantly, in-vehicle telematics systems can notify Public Safety Agencies via a central call processing center in the event the vehicle airbags deploy.

In addition, some vehicles are equipped with sensors that provide additional data about the vehicle and its passengers, such as vehicle speed, number and weight of passengers and whether or not passengers were wearing seat belts when the airbags deployed. Such

data can be used by emergency personnel to evaluate potential injuries prior to arriving on scene.

Another type of telematics is wireless call boxes. These boxes are located in areas not normally accessible by landline phone, such as parks, river walks and bike trails. These devices present a benefit to public safety and access to emergency services, as well as the potential for false calls and system abuse.

Public expectations of telematics may present an additional workload on the existing 9-1-1 networks and wireless carrier facilities. Issues include where the call terminates, and if the wireless network is robust enough to handle the additional data and call volume.

If your PSAP has not yet received a telematics call, it's only a matter of time before it does. Telematics systems are in high demand by the public, and their use is expected to continue to grow over the next decade.

Newsletter Sponsor

Positron Gives the City of Key West the Power to Respond

When Monroe County wanted a proven 9-1-1 system for the City of Key West Police Department's new building, they knew that they could turn to Positron Public Safety Systems. As one of the first users of **Power 911** in Florida, Monroe County has relied on Positron solutions to reliably serve the 9-1-1 needs of the Florida Keys since 1998.

After carefully evaluating his choices, Senior Director Norm Leggett decided to purchase his system direct from Positron Public Safety Systems and maintain it in-house. This decision offered Monroe County significant cost savings and greater control. Since moving into the new building and turning up 9-1-1 service, Norm says his system "installed well, performs well and we're happy with our decision." Monroe County is now in the process of implementing Wireless 9-1-1 Phase II service with the knowledge that their equipment is ready and waiting.

Positron Public Safety Systems is very proud to

welcome the City of Key West Police Department to its family of direct customers.

The southernmost city in the continental US, the City of Key West is a tropical paradise six feet above sea level and frost free. From Hemingway to Buffet, to the beaches and bars, the City of Key West's special vibrancy infuses locals and visitors alike. Please don't forget that you are invited to come as you are.



Positron in action at the City of Key West Police Department