

FEDERAL COMMUNICATIONS COMMISSION

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E911 COORDINATION INITIATIVE

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Commission Hearing Room
 Federal Communications
 Commission
 445 12th Street SW
 Washington, DC 20554

Wednesday, October 29, 2003
 10:00 a.m.

GOVERNORS' DESIGNEES PRESENT:

Craig Allred(DC)	Ken Keim(OR)
Evelyn Bailey(VT)	Raymond LaBelle(RI)
Phil Bates(UT)	Paul Mallet(TX)
John Benson(IA)	James Martin(FL)
Col. Jerry Bussell(NV)	Steve Marzolf(VA)
Clay Chan(HI)	Robert Oenning(WA)
Randy Daniels(NY)	John Patterson(KY)
Laura Demman(NE)	Ken Peterson(Navajo Nation)
Peter DeNutte(NH)	George J. Pohorilak(CT)
Paul Fahey(MA)	R.D. Porter(MO)
Doug Friez(ND)	Craig A. Reiner(NJ)
Albert E. Gervenak(ME)	Daphne Rhoe(CA)
Brian Grimm(WY)	Richard Taylor(NC)
Jenny Hansen(MT)	Kristi Turman(SD)
Anthony Haynes(TN)	Gary Underwood(AR)
Stan Herrera(AK)	Jim Walker(AL)
Bill Hitchens(GA)	Derek White(Gila River Comm)
Barbara Jaeger(AZ)	Mark Whitlock(DE)
	Scott Whitney(MD)

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OTHER PANELISTS PRESENT:

Kathleen Abernathy	Richard Leicht
Jonathan Adelstein	Ken Lowden
Mike Amorosa	George Marble
Greg Ballentine	Kevin McCracken
Eugenie Barton	John McMillan
Bobby Brown	Stephen Meer
Bill Cade	Susan Miller
Ed Cameron	Jackie Mines
Gregory Cooke	John Muleta
Bob Currier	Jonas Neihardt
Charles Davidson	Jim Nixon
Drew Dawson	Gustavo Pavon
Tim Duffy	Ernie Peterson
Michael Fischel	Nancy Pollock
Wayne Gasaway	Scott Pomerantz
Jim Goerke	Jack Potter
Jeff Goldthorp	Michael K. Powell
Kyle Gruis	Arthur Prest
John Healy	Jeff Robertson
Allen Holder	Ray Scheppach
Connie Hughes	Catherine Seidel
Bob Johns	K. Dane Snowden
David Jones	Richard Taylor
David Koon	Congressman Fred Upton
Karl Korsmo	Jim Wickham
	Jerry Wilke

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P-R-O-C-E-E-D-I-N-G

10:00 a.m.

1
2
3 MR. MULETA: Good morning, everybody. I'm
4 just going to get everything started off. For those
5 of you that don't know me, I'm John Muleta, Chief of
6 the Wireless Bureau here at the FCC.

7 What I'll do is I'll turn it over to --
8 for of all, it's a pleasure to have you here, but now,
9 I'll just turn it over to the Chairman who will give
10 us some opening remarks. Chairman Michael Powell.

11 CHAIRMAN POWELL: Well, good morning. I'm
12 really pleased to be here and have the great
13 opportunity to welcome all of you to the second
14 meeting of the Commission's E911 Coordination
15 Initiative.

16 This meeting celebrates a milestone in
17 E911 cooperation and a significant achievement. As a
18 result of the joint initiative of the FCC and the
19 National Governors Association and the hard work of
20 our respective staffs, we're proud to announce that
21 every state, tribal organization, and United States
22 territory has an E911 representative designated by the
23 governor or the leader of the tribal organization or
24 territory as the focal point for E911 deployment and
25 today for the first time, the Commission is convening

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1 these state E911 designees.

2 By joining hands in cooperation, we take
3 steps forward towards achievement. The entire FCC is
4 involved in the development and deployment of some
5 aspect of the E911 wireless services.

6 Leadership, of course, begins with my
7 fellow commissioners all of who are deeply concerned
8 about E911 deployment and I want to publicly thank
9 Commissioners Abernathy, Adelstein, and Martin who are
10 going to serve as moderators over the next two days as
11 well as Commissioner Coffs who will be participating
12 in other Coordination Initiative events.

13 I also would like to welcome NGA's
14 Executive Director Ray Scheppach. Ray, good to have
15 you here joining us today and I want to thank him for
16 his leadership at the state level in helping to bring
17 the Governors' designees here today. We really
18 appreciate that.

19 I also have the great pleasure speaking of
20 great national leadership to have with me today
21 Congressman Gene Green, one of the principal
22 cosponsors of the pending E911 legislation and a long-
23 time supporter of E911 roll-out. Pleasure to have you
24 here, Congressman. It's great -- it's great to have
25 you in our house.

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1
2 And we'll be joined shortly by Congressman
3 Fred Upton, the Chairman of the Telecommunications
4 Subcommittee in the House who will provide us with an
5 update on the status of this important legislation.

6 I thank both of them for taking time away
7 from their busy schedules to be with us.

8 These men exemplify the strong leadership
9 that Congress is providing on E911 issues including
10 coordination and funding that are essential to
11 successful deployment.

12 I have others I must thank including the
13 leaders of the E911 Caucus, Senator Burns and Clinton,
14 Representative Shimkus and Eshoo for their efforts.
15 Their vision and vigorous voice on the Hill have lead
16 to current legislation.

17 The Senate and House bills provide
18 matching Federal grant assistance for special projects
19 to state governments, tribal organizations, local
20 governments, and PSAPs as well as accountability to
21 citizens with the proper use of funds collected in the
22 name of E911 deployment. Many of these caucus members
23 are scheduled to meet with state and tribal designees
24 at tomorrow's sessions.

25 I also want to recognize the efforts of

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1 other Federal agencies that have sent representatives
2 today. The Department of Homeland Security, the
3 National Telecommunications and Information
4 Administration, and the U.S. Department of Commerce,
5 the Department of Transportation, the Rural Utility
6 Service and the Department of Agriculture all have key
7 roles in the public safety arena of which E911 is a
8 part.

9 And I want to welcome Mike Gallagher, the
10 Acting Administrator of NTIA. Mike, are you here? I
11 know he's here somewhere. Good to see you and have
12 you with us.

13 I also want to recognize Bob Johns from
14 the U.S. Department of Homeland Security. Is Bob here
15 yet? Don't see him, but he should be here with us
16 shortly.

17 And Drew Dawson from the U.S. Department
18 of Transportation. There you are. Good to have you
19 with us.

20 And Ed Cameron from the Rural Utilities
21 Service of the U.S. Department of Agriculture.

22 And then there are my friends at NENA,
23 APCO, and ESIF who leadership in the public safety
24 community has been so instrumental in fostering
25 cooperation and achieving successful deployment in

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1 many regions of the country.

2 And we look out and we see E911
3 coordinators from around the states whose voices have
4 been heard advocating E911 deployment.

5 We also thank, of course, members of the
6 industry. The LECs who play a pivotal role in
7 deployment and state PUC representatives who also have
8 important roles to play and we note the efforts of
9 stakeholders including wireless carriers, their
10 associations and who also appreciate location
11 technology firms and other vendors who will discuss
12 deployment and wireless technology issues.

13 The Commission appreciates the presence of
14 all here today.

15 That's five pages of thank yous and for
16 good reason. To succeed in this effort requires a lot
17 of stakeholders, a lot of variables, and thus the
18 importance of this strong coordination initiative.

19 All the stakeholders who have come here
20 today are an essential connection and the network
21 needed to achieve full E911 deployment.

22 We all share an extraordinary number of
23 common goals that provide a solid foundation for the
24 work of the second meeting of the Wireless E911
25 Initiative. We are all committed to bringing benefits

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1 of E911 technology to as many Americans as possible as
2 quickly as is practicable.

3 We all recognize that such an effort
4 requires extensive coordination and cooperation among
5 all the parties, Government PSAPs, carriers, ILECs,
6 and the public and we all believe that resources for
7 E911 should be deployed at all levels in such a way
8 that every dollar spent is spent to save lives and we
9 all believe that consumers need to know and understand
10 what is possible for E911 and what to expect from
11 their wireless phones.

12 And finally, we all believe that parties
13 should not obstruct E911 deployment based on
14 unnecessary delay or procedural gamesmanship at the
15 state or Federal level.

16 The E911 Coordination Initiative is just
17 that. It's designed to initiate coordination between
18 and among all the parties so division of full
19 deployment will take root and grow.

20 I want to note also that homeland security
21 which is one of the pillars of our strategic vision
22 for the Commission. This Coordination Initiative is
23 an example of how all parts of the Commission are
24 working together on E911 deployment and its
25 integration into the nation's homeland security

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1 efforts.

2 E911 wireless services are a central
3 building block of the nation's telecommunications
4 infrastructure which we are working with other
5 agencies to strengthen and secure. In times of
6 national emergency, E911 wireless services are
7 increasingly the channel through which the citizens
8 call for help reaches the first link of the nation's
9 homeland security chain, the public safety answering
10 point and from there not only as the appropriate help
11 deployed to the civilian in need of emergency
12 assistance, but the alert describing the nature of the
13 national security threat is challenged -- channelled
14 to the appropriate public safety, public health, tele-
15 medicine, and other emergency defense personnel.

16 This is a complex task and one that
17 requires thoughtful planning of spectrum use, policy
18 initiatives to develop and protect our nation's
19 telecommunications infrastructure, vigilance, and
20 innovative thinking about network security,
21 reliability, and inter-operability and cooperative
22 efforts across and among the many extraordinary array
23 of agencies as well as private and public safety
24 stakeholders.

25 In 1994, the Commission first begun work

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1 on bringing the same level of E911 wireless service to
2 the nation as is provided by wireline services. It
3 was an ambitious goal particularly in the absence of
4 fully developed location technologies. Today, those
5 technologies exist and we face other challenges.

6 To understand fully what the new
7 challenges were, the Commission asked Dale Hatfield a
8 former Chief of our Office of Engineering and
9 Technology to identify the issues and the challenges
10 associated with E911 and among the key roadblocks to
11 full achieve identified in the Hatfield report was the
12 lack of coordination among stakeholders.

13 It was in response that insight that the
14 Commission launched this initiative last April and at
15 the meeting, we called for a new era of cooperation on
16 E911 and later at the APCO International Annual
17 Meeting, I issued a new challenge calling on
18 stakeholders to build more than cooperation but an era
19 of accomplishment. The era of accomplishment will
20 springboard for E911 a future which we will indeed
21 create a seamless, ubiquitous, reliable wireless
22 telecommunications network and enhanced wireless 911
23 service that the Congress envision in E911 Act of 1999
24 and one to which we can be very proud.

25 When I spoke to many of you at our first

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1 initiative in April, I outlined the significant
2 progress we had made. At that time, 53 percent of the
3 approximately 6,000 PSAPs were receiving phase one
4 data. Today, approximate 60 percent of PSAPs across
5 the country by cell site.

6 With regard to phase two, 20 percent of
7 PSAPs are now receiving location information from at
8 least one carrier, a jump from the 5 percent
9 deployment that existed just seven months ago. At
10 that time, phase two had been implemented by at least
11 one wireless carrier in 125 markets such that precise
12 location information was available to more than 300
13 PSAPs.

14 I am pleased to report that phase two
15 deployment has jumped 300 percent. In just two
16 quarters, we have added an additional 355 markets
17 including 900 more PSAPs. There are now more than
18 1,200 PSAPs across the country that are receiving
19 phase two data from at least one carrier. According
20 to NENA's analysis, four states, Rhode Island,
21 Vermont, Connecticut, and Delaware report that they
22 have implemented phase two in 100 percent of their
23 PSAPs. So, substantial progress is being reported in
24 other states as well.

25 What that means is that in these areas the

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1 PSAP can pinpoint the call for help to within 50 to
2 300 meters, a safety improvement that can save your
3 life or the life of a loved one.

4 AT&T Wireless alone added phase two at
5 3,266 cell sites, a 280 percent increase.

6 And my last report, every national carrier
7 using a handset solution had at least one location
8 capable handset. Now, Sprint and Verizon are offering
9 customers a choice among at least ten models with an
10 AGPS capability. Sprint alone has sold more than 11.6
11 million GPS handsets overall and half of those, 5.8
12 million, were sold within the last two quarters.
13 Sprint now reports that 100 percent of their new
14 handsets are GPS capable.

15 These statistics represent good news for
16 the safety of all Americans. We should see more
17 progress in the next set of reports that will be
18 released in November. But, there are real risks that
19 this progress could stall.

20 Nineteen states and the District of
21 Columbia have yet to deploy phase two to a single PSAP
22 and in 15 other states, the deployment rate is below
23 10 percent. This is why we have to double and
24 redouble our efforts so that every mobile phone user
25 can quickly and accurately be located in every region

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1 of our nation.

2 Since the last coordination initiative,
3 the Commission also has taken additional steps to
4 increase knowledge about what wireless E911 can and
5 cannot do today to further the FCC's role as an
6 information clearinghouse. You will hear about the
7 efforts of our Consumer and Governmental Affairs
8 Bureau to provide consumers with an advisory on
9 wireless deployment issues, to help consumers make
10 informed choices about their mobile phone services and
11 in addition, the Commission established a technical
12 group on E911 architecture and technical standards,
13 issues that have field recognized as potentially
14 problematic for E911. This group will be created as a
15 technical subcommittee of the Commission's network
16 reliability and inter-operability council.

17 We also have taken a number of steps to
18 address the unique deployment issues facing rural
19 communities. The Commission has undertaken a number
20 of rule initiatives including partnering with RUS,
21 investigating whether spectrum policies have
22 effectively served rural jurisdictions.

23 We also are discussing how further efforts
24 can target deployment issues in rural America through
25 innovative means such as creative use of secondary

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1 markets, multiple uses, and deployment of broadband
2 services.

3 In addition, the Commission has a
4 proceeding underway to determine how best to revise
5 the scope of our enhanced 911 rules to clarify which
6 technologies and services will be required to be
7 capable of transmitting 911 information to PSAPs,
8 specifically, the obligation of mobile satellite
9 services, telematics, multi-line telephone systems,
10 and other telephone related services.

11 This is a unique moment. As the E911
12 designees gather here for the first time, it is up to
13 the designees to work together in cooperation with all
14 of the other stakeholders to create an era of achieve
15 in E911 services deployment. Today's events are
16 designed to provide designees with the additional
17 resources to lead deployment efforts in their areas.
18 Only through their leadership can we develop an
19 accurate picture of the current state of E911.

20 This initiative will close with a look at
21 the future of E911 wireless services. We will exhibit
22 some of the latest most innovative technologies and
23 their applications to E911 and to other public safety
24 and homeland security issues.

25 So, as I close, I also want to thank the

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1 tremendous efforts of the Wireless Telecommunications
2 Bureau and Consumer and Government Affairs Bureau
3 staff who have organized this two-day event and I know
4 that the Office of Engineering and Technology Policy
5 and the Office of Strategic Planning and Policy have
6 also contributed greatly and we thank them and most
7 importantly, we thank all of you for your commitment
8 to public service, for your commitment to public
9 safety, and your commitment to join us in this
10 important initiative for our American citizens.

11 Thank you very much.

12 Before we move into the more substantive
13 agenda, one of the great substantive leaders in the
14 Congress. I want to give him a chance to make some
15 brief remarks.

16 CONGRESSMAN GREEN: Thank you, Chairman.
17 Good morning and there hasn't been a coup on the Hill
18 and I'm not Fred Upton. If you listen to my accent,
19 you'll tell I'm not from Michigan. But, Chairman
20 Upton of our Telecommunications Subcommittee I'm on
21 and the Energy and Commerce and I work together so
22 much that one of the big difference though is he's a
23 Cub's fan and I'm an Astro's fan, but the Cubs
24 actually did much better than we did this year.

25 Two years ago on September the 11th, 2001,

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1 Chairman Upton and I along with Senator Burns were
2 actually at a press conference on the Senate side on
3 E911 and -- when we found out what happened in New
4 York and Washington and now the House and hopefully
5 the Senate are very close in passing what we will see
6 in E911 implementation legislation the most important
7 public safety achievement in our 108th Congress.

8 We've sent billions of dollars to Federal
9 agencies and local governments for homeland security
10 and we hope and pray that many of these resources like
11 the preparations for bioterrorism will not be used.
12 But, E911 technology is being used today to save
13 lives. In my own hometown of Houston, we are phase
14 two complete and using both handset based and network
15 based technologies and I know a nationwide
16 implementation won't be easy from my 20 years
17 experience in the Texas legislature to get landline
18 911 up and running both locally and on the statewide
19 basis in the '80s.

20 And I remember attending an E911 event a
21 few years ago in Houston where we announced a roll out
22 initiative for E911. Well, that eventually fell apart
23 with a little bit of embarrassment. So, progress is
24 not easy.

25 So, I sympathize with my rural colleagues

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1 on their troubles with meeting the standards and
2 deadlines for E911, but achievement of the standards
3 and the deadlines for all areas will benefit all
4 Americans.

5 And I made this case even though I have a
6 very urban area when we did the landline for
7 statewide. If I'm driving from Houston to Austin or
8 Houston to Corpus Christi and I have an accident or am
9 a victim of a crime, E911 will be a lifesaver. So,
10 even those of us in urban areas have a great deal in
11 our stakeholders and an interest in having a -- a
12 seamless network statewide and nationwide.

13 I wanted to be here today to express my
14 support for all of you who are here to work on the
15 nuts and bolts and details of the E911 coordination.
16 Despite the technical challenges, we must keep going
17 forward and help on the way in the form of grant
18 assistance for our local 911 agencies.

19 And, of course, I don't need to remind you
20 again as a state legislator for many years don't let
21 your state legislators use that funding because we
22 want to make sure that it's used for E911 and because
23 I know as a legislator when -- when the budget
24 situation is like we have in a lot of our states,
25 you're always looking for money that you can get. We

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1 need to set aside 911 dollars separate from the state
2 budget.

3 And it's important that you're here and
4 we'll be pushing the legislation. Hopefully, it will
5 be enacted soon and will provide standards and
6 deadlines and Federal assistance to our local 911
7 agencies, but we can't do it without you making sure
8 the nuts and bolts and we have a system that's
9 workable.

10 And, Mr. Chairman, it's been great to work
11 with you and -- and on this and lots of other issues
12 and hopefully continue to do it and again,
13 congratulations for the FCC and your staff for putting
14 this together today. Because, again, as a legislator,
15 I -- my standard line is I can be an expert for 30
16 seconds on anything, but -- but, you know, know how it
17 really has to get done and we can just provide the
18 framework on the legislative side and the FCC doing
19 the regulatory side.

20 So, thank you, Mr. Chairman.

21 MR. SCHEPPACH: First I want to thank Mr.
22 -- Chairman Powell, for having us here today to
23 cosponsor this event. I think it is -- coordination
24 is the key here and this is a critical meeting.

25 I think most of us in this room know --

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1 remember where we were and what we were doing when
2 9/11 hit. Looking back, I can say I made one smart
3 decision and one dumb decision.

4 The smart decision was I got everybody out
5 of the office because after the hit at the Pentagon, I
6 was concerned being very close to the Capitol Hill
7 where the next plane was going. So, I managed to get
8 everybody out of the office very quickly. I then got
9 in my car, drove across town, unfortunately ended up
10 about two blocks from the White House, couldn't move
11 for an hour and a half and my cell phone could not
12 work.

13 It taught me a couple of things. One,
14 coordination is, in fact, key and second, you've got
15 to fix technology for a crisis. You can't wait
16 essentially until after.

17 This issue of E911 implementation needs to
18 be done very, very quickly. I think from a state
19 perspective we've had a tough year the last year. We
20 had 25 new governors, 36 elections, and major fiscal
21 problems.

22 However, I think we're ready now to step
23 up, take more responsibility. I think that the people
24 here are making a major commitment to push this up in
25 priority and attempt to get it done essentially over

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1 the next year or two.

2 So, again, thank you, Mr. Chairman and we
3 look forward to a very productive meeting. Thank you.

4 MR. MULETA: I'd like to thank Chairman
5 Powell and Congressman Green as well as Ray Scheppach
6 for their introductory comments.

7 What we'd like now to do is to move to the
8 next program which is to talk about the E911 line
9 policy discussion and moderating it will be my
10 colleague Cathy Seidel who's Deputy Bureau Chief in
11 the Wireless Telecommunications Bureau.

12 Along with her will be other folks who
13 will be coming up to participate in the discussion.
14 So, Drew, Bob, and Genie if you can come up and add as
15 well.

16 MS. SEIDEL: Welcome to the first panel of
17 the second meeting of the Commission's E911
18 Coordination Initiative.

19 My name's Cathy Seidel and I'm a Deputy
20 Bureau Chief in the FCC's Wireless Telecommunications
21 Bureau which oversees wireless E911 issues.

22 I am pleased that so many of the state
23 designees of the governors' designees are able to be
24 here today and we have a very lively and comprehensive
25 program planned for you both today and tomorrow.

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1 As Chairman Powell said in his remarks,
2 the FCC has taken many steps to achieve rapid E911
3 implementation including rulings to clarify
4 implementation responsibilities, investigation of
5 technical and operational challenges, outreach and
6 coordination and enforcement actions. These are all
7 part of our mission to serve the public interest by
8 developing and implementing communications policies to
9 meet the needs of first responders and our civilian
10 population.

11 Our work is part of a much larger picture
12 that involves many Federal agencies, state governments
13 in every local jurisdiction, enhanced wireless E911
14 service is an essential part of the larger
15 interconnected telecommunications infrastructure that
16 supports homeland security, public safety, and citizen
17 activated emergency response capabilities. Strong and
18 knowledgeable leaders at the state and local level are
19 critical to our success in deploying E911.

20 To that end, we hope that our speakers on
21 this morning's E911 law and policy panel help further
22 educate you on where they things currently stand with
23 respect to E911 legislation, the current state of play
24 with the FCC's E911 rules as well as other Government
25 efforts relating to E911 deployment.

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1 Before we get into the discussion though,
2 I'd like to tell you a little bit about the folks who
3 will be up here with me today and also go over a
4 little bit of housekeeping about how the -- this panel
5 and all the panel's will work during the initiative
6 and I think it can be seen that other's probably had
7 as bad a commute this morning as I did, it took about
8 two hours, and a couple of our panelists should be
9 arriving shortly.

10 First of all, as I said, we have the
11 Honorable Fred Upton who is the Chairman of the House
12 Subcommittee on Telecommunications and the Internet.
13 Congressman Upton has been instrumental in E911 issues
14 and we are pleased that he could join us today to talk
15 about E911 legislation. Thank you, Mr. Chairman.

16 Next, we have Genie Barton who is with the
17 Wireless Telecommunications Bureau with the FCC.
18 She's a senior attorney who's been very active on E911
19 wireless issues. Prior to the -- working in the
20 Bureau, she worked in our office as general counsel
21 and prior to that, she worked at the Commerce
22 Department.

23 We also have today Drew Dawson from the
24 Department of Transportation who is the Chief of the
25 Emergency Medical Services Division, Highway Traffic

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1 Safety Administration, a position he's held for about
2 five months. Prior to moving to Washington, DC, he
3 worked for about 30 years for the state of Montana
4 including about 25 years as its EMS Director.

5 We also have Ed Cameron from the
6 Department of Agriculture Rural Utilities Services
7 Advance Services Division. The Division is
8 responsible for the agency's telecom universal
9 services activities including advocacy for adequate
10 universal service funding and administration of USDA's
11 Distance Learning and Tele-medicine Program.

12 Finally, we have Bob Johns, hopefully,
13 he'll be arriving shortly, who's with the Department
14 of Homeland Security and he will be representing the
15 Office for Domestic Preparedness.

16 Now, the ground rules just to let you know
17 how the panels will work so we kind of stay on track.
18 We have a lot to cover as you can imagine. We have a
19 very full agenda and so, we'll try to keep things on
20 schedule. We'll have a timekeeper both today and
21 tomorrow who is sitting over here who will be given
22 the approximate amount of time that each speaker will
23 have and will give speakers a one-minute warning just
24 so that we can stay on track. It will show up as a
25 yellow light and then once the time is expired, there

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1 will be a red light.

2 During questions and answers and round-
3 table discussion, both those asking questions and
4 those answering will have two minutes and there will
5 be no warning lights.

6 If attendees who are not speakers or on
7 the round table up front would like to ask a question,
8 there are index cards at the back table on which you
9 may write your question. FCC staff are available to
10 collect the cards and bring the cards forward to the
11 moderators for each of the panel.

12 And we do encourage questions. So, to the
13 extent you have them, fell free to find one of those
14 cards.

15 With that, I would like to turn the
16 discussion over to Chairman Upton who will tell us a
17 little bit about the E911 legislative activities.

18 CONGRESSMAN UPTON: Boy, it is my pleasure
19 to be here. I very much appreciate all of you being
20 here as well and I must say that I probably won't use
21 my full allotment of time because we are in session
22 this morning. I just changed parking places with Gene
23 Green outside. I understand he was here a few minutes
24 ago. So, he's ahead of me when the votes are called
25 this morning. So, I'll be here just a little while

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1 before I go back up to Capitol Hill.

2 Let me tell you a couple of things. As
3 Chairman of the Telecommunication Internet
4 Subcommittee, we have made this issue one of our top
5 issues. Gene Green and I were together on September
6 11th, 2001 that morning. We were actually doing a
7 press conference. The FCC was there as well. Paul
8 Jackson back here the chairman's able -- very able man
9 running Capitol Hill. We were all together doing a
10 press conference about the need for E911 services in
11 the Hart Building in the Senate and that's when we got
12 the word. With Senator Burns, this has been a
13 bipartisan issue from the -- from the get go and
14 that's where we got the word.

15 And for me, I stepped across the hall and
16 saw some of flames on TV in Senator Lieberman's office
17 whose office was across the hall and then my senator
18 as well next door and we decided to take the stairs
19 down and figured out the rest of the day and that's a
20 day that every second will remain in all of our minds
21 that is for sure.

22 But, we are very close now to seeing E911
23 legislation pass. In fact, I was hoping that it was
24 going to be this morning and I actually had a fill-in
25 this morning so that I could help lead the debate on

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1 the House floor this morning, but it looks like it
2 will be up next week. We've got an agreement I think
3 with the leadership to bring this bill up, but your
4 help on the front lines has been most useful.

5 I tell you as we've had our hearings over
6 the -- the last number of months and when I look down
7 to my Republican side to the right and my Democratic
8 side to the left, the witnesses that we had come
9 testify tell us the need for E911 legislation, I don't
10 think that there was a member on our panel that hadn't
11 made a 911 call using a cellular phone.

12 My district is in southwest Michigan and
13 I've been to our PSAP centers throughout my district.

14 Some of them actually get calls from Chicago because
15 they get bounced from tower to tower and they'll say
16 they see an accident on the Dan Ryan and they need
17 some help and -- but, where's St. Joe Benton Harbor,
18 you know, and we're still an hour and a half drive
19 around the lake.

20 Just this last month, we opened up a major
21 new PSAP center in one of the most rural counties in
22 the entire state, but it's state-of-the-art and
23 they're doing a wonderful job and what our legislation
24 does I think has followed exactly what you wanted us
25 to do.

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1 We're going to have a national E911
2 facilitator, an office, really helped by the NTIA and
3 others in the administration so that we'll have one
4 stop shopping in terms of where we are.

5 We're going to have a grant program to the
6 states, \$100,000,000 a year for each of the next five
7 years. Obviously, it's subject to an appropriation
8 bill, but we're going to try to get this bill done and
9 passed on the floor this next week so that we're in
10 the queue for some of those dollars.

11 We're also going to have a requirement and
12 we learned this from a number of states and I don't
13 know if anybody here is from North Carolina. Anybody?

14 But, we heard I believe it was North Carolina that's
15 diverted some of the money that's been collected from
16 us the users for other purposes and I don't think
17 that's right and as I talk to my local people on the
18 ground, my emergency folks whether they be
19 firefighters and I got a sister-in-law that's a
20 firefighter or my police or my sheriff, they don't
21 think it's right either.

22 And so, North Carolina just to pick on
23 you, I didn't know you were going to be here, you're
24 not going to be -- you're not going to be eligible for
25 that pot of gold until that practice is changed and my

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1 bet -- my hope is that the incentive is going to be
2 there so that, in fact, it'll get -- it'll get changed
3 to -- to where I hope Michigan is, my state, at the
4 end of the day.

5 But, the good news is this is a priority.

6 It's bipartisan. It's going to help save lives.
7 It's going to help on homeland security and God help
8 us if we have another 911 like we had in 2001, but
9 we're going to be ready.

10 We're working with the Senate. That
11 legislation is just behind us. They usually are, but
12 we're -- we're moving them along. That's for sure and
13 I'm hopeful that when we pass this hopefully next
14 Tuesday or Wednesday next week in the House that the
15 Senate will be shortly behind us so that we can get
16 this thing done, obviously to the President's desk.

17 But, I want to commend Chairman Powell for
18 the leadership that he has shown. The FCC has been
19 with us every step of the way. Our local people and
20 we've got a major conference that I've been to a
21 couple of times now in Michigan as we brought together
22 all the players to try and make sure that the
23 legislation that we passed is right and appropriate
24 and I want to thank our staff, too, both on the
25 Republican side as well as the Democratic side as we

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1 put this bill together.

2 John Shimkus from Illinois is the prime
3 sponsor of the bill. Anna Eshoo from California a
4 Democrat. John being a Republican. So, from the --
5 from the get go, we've made this bipartisan and it's
6 going to happen and I just want to thank you all for
7 your support.

8 I know that when I've made my couple of
9 911 calls using a cell phone, obviously, I know my
10 district like a blanket, the first time I was on a
11 rural highway, but I knew exactly where I was. Seven
12 person crash, couple of kids that should have been in
13 car seats that weren't, a lot of blood, some people
14 ejected from the car, but because our state police and
15 our EMS folks were there within two minutes, they all
16 lived.

17 A couple of weeks later, I was here in DC.

18 I confess I -- in DC even though I've been a member
19 of Congress for a little while, I sort of know how to
20 get to the dry cleaners and the gas station, the
21 Safeway, the airport, and the office. Don't ask me
22 how to get to Seven Corners or other places. I have
23 no clue where they are, but tragically, I saw a woman
24 that was hit by a car and there was -- I could not
25 call anybody because I did not know where I was as it

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1 related to the cross streets and thankfully, I suspect
2 somebody did call, but I -- I was not of use because I
3 couldn't tell where I was.

4 And we have kept the -- the cellular phone
5 industry, their feet to the fire. The technology is
6 there and we're going to see this happen and Americans
7 all across the land will be far better off because of
8 the legislation we pass.

9 And again, I thank you for your support.
10 I'm going to stay for a little while. I'm a little
11 worried about my beeper. Oh, my staff is saying we're
12 going to vote.

13 Thank you. God bless all of you. Have a
14 great day. Thanks.

15 MS. SEIDEL: Thank you. Next Genie Barton
16 from the Commission will come up and talk about the
17 Commission's rules and -- and some of the things going
18 on at the Commission.

19 MS. BARTON: Thanks, Cathy.

20 It's a privilege to work on E911 at the
21 Commission. To know that what I do here can make a
22 difference that may one day save a life.

23 Some say it's rare to catch a lawyer doing
24 good. As a lawyer, I couldn't agree with that, but I
25 know that when I work on deploying E911 wireless

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1 services, I'm contributing to the safety of my
2 community and the security of my nation.

3 In doing so, I'm carrying out the mandate
4 of Section 1 of the Telecommunications Act of 1934
5 which created the Federal Communications Commission
6 for purpose of regulating interstate and foreign
7 commerce in communication by wire and radio, to make
8 available to all the people of the United States a
9 rapid, efficient nationwide and worldwide radio and
10 wire communication service for the purpose of the
11 national defense, for the purpose of promoting safety
12 of life and property through the use of wire and radio
13 communication, and for the purpose of securing a more
14 effective execution of this policy by centralizing
15 authority in one agency.

16 Wireless E911 is one of the central
17 regulatory means by which the commission promotes the
18 national defense and the safety of life and property.

19 As Chairman Powell explained, wireless E911 serves as
20 part of the Commission's homeland security mission.

21 Law is a complex matter in the context of
22 telecommunications and particularly wireless E911.
23 Legal knowledge is not enough to make wireless E911
24 regulations effective. Our regulations must be
25 informed by the technology that makes wireless E911

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1 work and the economic forces that have an impact on
2 that technology.

3 Our regulations work to respect the roles
4 of the different branches of Government. They work
5 effectively within the framework of state and local
6 jurisdiction. They must be understandable to the
7 consumer and the small business.

8 As an E911 lawyer, I, therefore, draw on
9 the Commission's incredible resources to do my work.
10 It's engineering staff. It's economist. It's
11 consumer and Government affairs specialist and it's
12 legislative affairs expert.

13 We work cooperatively to create the best
14 regulations we can in accordance with four guiding
15 principles, to promote public safety in the public
16 interest, to maintain technical and competitive
17 neutrality, to integrate the Federal role with the
18 roles of state and local governments, and to balance
19 the interests of affected stakeholders.

20 I could like today to give you a brief
21 introduction to how we put these policy principles to
22 work in our regulations and initiatives. I'm going to
23 cover three main topics and given the time, I will be
24 covering them lightly but telling you where you can
25 find out more if you need to.

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1 First, I'm going to begin with a brief
2 overview of the history of the Commission's E911
3 rules, then highlight our current regulation, and
4 discuss our mandate under the E911 statute to work
5 cooperatively at all levels to create a seamless web
6 of enhanced 911 services including advance wireless
7 services throughout the nation, and last, I will
8 outline the FCC's internal structure as it relates to
9 E911 and the resources that we can provide to you in
10 meeting some of the challenges facing you as a state
11 leader in E911 implementation.

12 First a little history. Wireless E911
13 began as a policy vision of parity between wireless
14 and wireline telecommunications in the delivery of
15 emergency information. When the vision was first
16 created at the Commission and in cooperation with
17 industry and public safety, the vision was ahead of
18 the technology. Nonetheless, the Commission took the
19 first step in 1994 to inquire as to the feasibility.
20 That docket number 94102 which many of you know very
21 well is still the prime way to search for all wireless
22 E911 rule makings in our electronic filing system.

23 In 1996, the Commission issued its first
24 wireless E911 regulations. These developed out of
25 consensus agreement between representatives of

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1 industry and state and local safety officials.

2 The vision was to provide the same
3 enhanced E911s as wireless customers in most parts of
4 the country already enjoyed, but the history of
5 wireline and wireless E911 are very different.

6 Wireline E911 had developed as a private
7 initiative before deregulation. The wireline
8 technology necessary to provide automatic number
9 identification and you'll hear this in our rules ANI
10 or A-N-I and automatic location information ALI to the
11 appropriate PSAP with a stationary landline customer
12 was relatively simple. To do the same thing with the
13 moving target of a wireless 911 required the
14 development of new and complex location metric and
15 technology.

16 The E911 rule makings that followed the
17 first order in 1996 have refined the original
18 regulations and have adjusted schedules in light of
19 technological developments and deployment lags.

20 While the Commission has vigorously
21 encouraged the roll out of E911, it has not hesitated
22 to use its enforcement authority to prompt compliance.

23 We have to understand that the -- the
24 revisions of the original deployment deadlines were
25 realistically predictable in light of the ambitious

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1 vision of parity between wireline and wireless E911
2 with which the rule making process began.

3 Today as you've heard, we have major roll
4 outs. We still have a ways to go and we have granted
5 certain stays of our rules while we consider the
6 merits of potential waivers, but we have also made
7 very clear in our orders that the burden is extremely
8 high for anyone who is seeking to delay deployment
9 because of the overriding public safety concerns that
10 weigh against further delay.

11 What I'd like to do now is just take you
12 through some of the reasons that it's so important now
13 to get E911 rolled out as a policy matter because
14 there are so many 911 calls being made from mobile
15 phones. Therefore, the realization of the mandate in
16 our regulations is imperative. In some jurisdictions,
17 over 60 percent of E911 calls from wireless devices
18 and there are 170,000 wireless calls per day.

19 So, I want to just take you through what
20 our regulations currently require. In your materials,
21 we've given you a copy of the regulations if you want
22 to look at them in more detail or you can find them in
23 the Code of Federal Regulations at 47 CFR 2018. Just
24 so you know, 47 is the number associated with FCC
25 rules.

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1 I also want to note that the Commission's
2 regulations operate in the statutory context of the
3 911 Act of 1999. That Act made 911 the universal
4 emergency number for both wireline and wireless
5 telecommunications, protected the consumer's privacy
6 rights in it's location information and set forth a
7 vision of emergency service deployment that I think
8 was ahead of its time. The legislation foresaw the
9 recommendations of Dale Hatfield for the Commission to
10 provide assistance to state's localities and other
11 stakeholders to deploy 911 effectively.

12 Under our rules, that is what we are all
13 about and we require deployment in two phases for
14 advance services. First, phase one E911 requires that
15 within six months of a PSAP request, a carrier must
16 provide cell site location to the designated PSAP.
17 This is -- this is the beginning of location
18 identification.

19 Under E911 phase two, carriers must
20 provide phase two location information within six
21 months of a PSAP request for at least 50 percent of
22 the PSAPs coverage area and with -- within 18 months,
23 carriers must provide phase two location information
24 for 100 percent of the PSAP coverage area or
25 population.

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1 As you know, we are technology neutral and
2 -- and a carrier has the right to choose either a
3 handset-based location technology or a network-based
4 location technology. The deployment deadlines and the
5 degree of accuracy varies a bit with the technology
6 chosen, but both will give you a good measure of
7 accuracy when deployed by the carrier.

8 I'd like to close by saying that our
9 resources are quite extensive and are visitable on the
10 website. If you just go to the FCC website and go to
11 wireless and then start clicking on E911, you will
12 enter a world of more information than you can
13 probably absorb.

14 But, I would also urge you to realize that
15 another great resource here is our staff. We all
16 stand ready to give you whatever assistance we can at
17 anytime to help you deploy E911.

18 Thanks very much.

19 MS. SEIDEL: Do any of our -- do any of
20 the governors' designees have questions for Genie
21 before we move on to the next panelist? If you do,
22 feel free to pose them now or if you think of them
23 later, we can do that, too. Okay. Okay.

24 Next we have Drew who's going to talk to
25 us about some of DOT's initiatives.

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1 MR. DAWSON: Thank you very much. I'm
2 please to be here.

3 Certainly like to express my appreciation
4 for my mentors in Montana about 911 who are here
5 today, Becky and Genie.

6 And for us, many years actually, I had an
7 opportunity to serve on the 911 Advisory Council in
8 Montana. Had an opportunity to learn I guess kind of
9 first-hand about E911 implementation on a state level
10 and what I really learned is certainly to appreciate
11 each of you on a state level who are 911 coordinators
12 and the very, very important role that you play in
13 implementing 911 in your respective states.

14 Certainly, I've seen first hand the -- the
15 good work that can result from having an effective 911
16 office.

17 The other thing I'd like to certainly give
18 credit for as I say I've only been at the Department
19 of Transportation for about five months and having
20 come there from Montana and I would like to giver
21 certainly credit to all the good work that has been
22 done in the Department of Transportation with the
23 Intelligent Transportation System Public Safety
24 Program.

25 Craig Allred who is sitting over there,

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1 Craig, raise your hand, has been very involved in
2 helping guide some of the Department's 911
3 implementation efforts. Certainly, it's been through
4 the resources of Craig and his staff that many of the
5 efforts that we have done at 911 have -- at the
6 Department of Transportation have been possible.

7 Certainly, Secretary Mineta and I carry
8 his greetings to you. Secretary Mineta is very
9 interested in accelerating the deployment of 911 and
10 has taken pretty consistent actions for the past
11 couple of years to focus in on helping you, all the
12 players in 911, and the nation come to consensus about
13 what action step each of you and your respective
14 organizations could take in accelerating the
15 deployment of E911.

16 Now, that initiative of the Department of
17 Transportation -- again realizing that we are
18 interested in transportation safety at the Department
19 of Transportation and wireless E911 is a key factor in
20 looking at transportation safety certainly among other
21 emergencies as well, our efforts at the Department of
22 Transportation are twofold. One is looking at
23 stakeholder leadership and certainly, many of you have
24 been involved with that effort and secondly, the
25 provision of technical assistance.

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1 Now, we generally do that through the
2 provision of contracted services.

3 I think many of you are familiar with the
4 Wireless E911 Steering Council and Evelyn Bailey is
5 the Chairperson of that Steering Council. That
6 Steering Council convened many of the non-Federal
7 partners from industry, from state, from others to
8 come together for several different meetings to
9 outline how all of the players could come together,
10 what steps and actions they could take to accelerate
11 911 deployment throughout the nation and certainly,
12 I'd like to commend Evelyn and the rest of you who are
13 members of that Steering Council for the good work
14 that you have done both on the Steering Council and on
15 the expert working group.

16 The Steering Council has completed our
17 priority action plan and has identified six major
18 areas which are listed on the slide for action in
19 order to accelerate the deployment of 911 and I think
20 what's important is that these don't specify all
21 actions that the Department of Transportation or -- or
22 FCC or any other agency could take. It recognizes
23 that the deployment of E911 is complicated, it's
24 important, and that there's a role for all of the
25 major organizations and hopefully what it can do is to

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1 provide some guidelines and some steps that each of
2 the organizations can take to accelerate the
3 deployment of wireless E911 in -- in a coherent
4 fashion. So, certainly, that group has done a lot of
5 -- of very good work.

6 In addition, we have contracted with and
7 you'll certainly hear throughout the day I believe
8 with the National Emergency Number Association for the
9 NENA DOT clearinghouse on 911 for the development of
10 the wireless deployment profile and map and that
11 actually is an effort both with APCO and with NASNA in
12 addition to NENA and it just points out the NENA DOT
13 clearinghouse which there's considerable amount of
14 information contained on that site that should make
15 your lives easier as state 911 coordinators.

16 Also, profile and map so you can get an
17 idea of the status of 911 deployment in a -- in a
18 fairly easy to understand fashion.

19 Also, funded some activities in New York
20 State to try to involved the medical community better
21 as kind of a neutral party to facilitate the
22 deployment of 911 throughout the state.

23 And on the ITS Public Safety website,
24 there is a considerable amount of information and
25 resources that may be available to you, that are

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1 available to you to assist you in your 911 deployment
2 roles in your state.

3 As I mentioned -- as Congressman Upton has
4 mentioned, there is -- are several pieces of
5 legislation pending. The administration has made some
6 recommendations concerning a coordinated approach to
7 911 implementation office involving both Department of
8 Transportation, Department of Commerce, Homeland
9 Security, FCC, and others. Obviously, we don't know
10 whether those positions will be reflected in the final
11 bill or not, but there was a lot of certainly
12 coordination among the Federal agencies in terms of
13 making recommendations for that bill.

14 At the DOT, we remain and Secretary Mineta
15 remains firmly committed to the implementation of
16 wireless E911 as -- as a transportation issue and
17 certainly pledges to continue working with all of the
18 Federal agencies.

19 Again, I'd like to give credit to the
20 Joint Program Office at ITS for the work that they
21 have done on implementing -- helping to implement and
22 facilitate the deployment of E911. Some of those
23 responsibilities may be shifting to the Emergency
24 Medical Services Division at NHTSA over the next
25 several months and we're still kind of working out the

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1 details of that, but certainly, we're both still
2 involved and both committed to working with all of you
3 folks to help.

4 And with that, I'd be happy to entertain
5 questions.

6 All right. Thanks.

7 MS. SEIDEL: Ed, do you want to come up
8 and tell us a little bit about what is happening at
9 the Department of Agriculture.

10 MR. CAMERON: Okay.

11 MS. SEIDEL: Thank you.

12 MR. CAMERON: Hello, I'm glad to be here,
13 too. My name is Ed Cameron. I am with the Rural
14 Utilities Service at the Department of Agriculture.

15 We are a principled lender of funds --
16 affordable funds to rural service providers, wireline
17 and wireless, and we have entered into a partnership
18 with the FCC to try to improve the availability of
19 rural wireless mobile telephone service.

20 I am a 33-year veteran of this agency and
21 I have to tell you its been a terrific ride and I want
22 to give my little anecdote about E911 service.

23 Twenty-five years ago, I was a field
24 engineer for my agency in the state of Louisiana and I
25 worked long, hard hours and I often would be driving

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1 from one rural town in south Louisiana to another
2 rural town in south Louisiana over roads that would
3 scare you to death and I -- I have to tell you when
4 you're out in the dark on a road that's an elevated
5 surface above a canal on one side and wet land on the
6 other, you just seem like you're in the most dangerous
7 place in the world and there's no one who knows where
8 you are or what's going on with you and that was
9 exactly the situation.

10 If you had told me 25 years ago, I could
11 not only have a telephone that would work in these
12 areas, which is something we're striving to make
13 happen all over the rural America, but that if
14 something happened to me, that telephone could tell me
15 where I was at the time, I'm not sure I would have
16 believed that.

17 And so, every time I think of E911,
18 instead of thinking about the emergencies that I can
19 call in or 911 where I -- where I was, what was going
20 on, I think of the general quality of life and
21 confidence and comfort that E911 gives everyone.

22 Many of us would never make an E911 call
23 in an emergency situation, but just knowing that the
24 service is there and knowing that that is a capability
25 of the wireless network is a tremendous enhancement

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1 just in the quality of our lives.

2 Now, the Rural Utilities Service is a
3 lender and we provide funding for rural telephone
4 infrastructure. We lend to service providers.

5 In 1993, Congress gave us a piece of
6 legislation that put us in the E911 business on the
7 wireline side. RELRA the Rural Electrification Loan
8 Restructuring Act directed us to make only telephone
9 loans to providers which were -- which were equipping
10 their central offices with E911 capabilities. That
11 was not clearly defined, but it was certainly
12 consistent with what we wanted to do anyway. We have
13 always provided funding for new services and new
14 capabilities in the network and our goal is to make
15 the rural telephone customer feel like he's in
16 suburban Washington, DC in terms of service quality
17 and availability of features.

18 So, RELRA gave us the authority and the
19 responsibility of financing E911 facilities which we
20 broadened from central office to just any kind of
21 facilities, trunking or anything else, for wireline
22 providers.

23 In the late '90s, we began to finance
24 rural mobile wireless providers and naturally, we went
25 forward with the RELRA initiative and we certainly

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1 would be delighted to finance any trunking, central
2 office equipment, data storage, data processing, any
3 equipment that a provider needs to move -- to move
4 forward with E911 implementation.

5 Most of the loans that we have made to
6 rural wireless providers have provided for E911
7 capability.

8 This will show you the approximate budget
9 that we have for annual lending in our telecom
10 program. It's about 650,000,000 and the interest
11 rates are extremely affordable. They -- for most of
12 the funding programs, they run at the Government's
13 cost of money and then we have a fairly small amount
14 of money which we call a hardship fund which is fixed
15 at 5 percent. This is affordable money available to
16 rural carriers to not only install E911, but extend
17 rural coverages to cover all of rural America.

18 So, we have funding. That funding is not
19 particularly oversubscribed although each year we --
20 we essentially lend our budget and so, we are here
21 with money and capital should not be a problem.

22 Even though we usually lend to small rural
23 independent telephone companies, there is no
24 restriction as to who we can lend to as long as the
25 coverage is rural under our statute.

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1 Now, another thing I want to mention that
2 you might not hear from the other speakers is that
3 role that universal service support can play in E911
4 funding. When we process a loan, of course, we look
5 at the feasibility study of the applicant and I'm
6 going to tell you that the majority of rural telephone
7 companies wireline depend heavily on universal service
8 support to be able to provide affordable modern
9 telephone service in rural areas. These are high cost
10 providers serving very high cost areas.

11 The wireless picture is the same. The low
12 densities, lower numbers of customers covered by site
13 cell, higher cost for -- for communication between
14 cell sites and -- and just the general cost picture,
15 cost profile for rural wireless service is very
16 unattractive and the rural service providers in the
17 wireless area have begun to qualify as eligible
18 telecommunications carriers which means they have
19 begun to qualify for and collect money from the
20 universal service fund and when the FCC first
21 established the list of supported services which was
22 in essence defining universal service in 1997, E911
23 was included in the list of supported services.

24 So wireline providers have all this time
25 been including the cost of E911 facilities in their

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1 universal service support calculations, the cost
2 calculations. Wireless providers can do the same
3 thing.

4 So, these are the resources that -- that
5 we either bring to the table in terms of loans or we
6 certainly know about and can talk to you about in
7 terms of universal service support.

8 I'd like to mention that a -- up until
9 about a couple of years ago, one of the folks at this
10 front table was a deputy administrator. That was
11 Anthony Haynes and Anthony Haynes has been a very
12 effective state representative and leader in the E911
13 field. I know that is because he knows a lot about
14 rural infrastructure and the resources that world
15 service providers have available to them should they
16 choose to exercise their opportunities.

17 Thank you.

18 MS. SEIDEL: Thank you, Ed. Does anyone
19 have a question for Ed at this point?

20 One question I had, you talked about the
21 qualifications, who might qualify to receive support.

22 Could you talk a little bit about practically how a
23 carrier would go about getting the funds? Step
24 through the process just briefly.

25 MR. CAMERON: From our program?

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1 MS. SEIDEL: No, from the -- yes. Yes.

2 MR. CAMERON: Okay.

3 MS. SEIDEL: From the program.

4 MR. CAMERON: Well, you just file a loan
5 application. The service providers come to us
6 directly and they -- they just -- they develop a -- an
7 engineering plan which includes usually the extension
8 of coverage area in the case of wireless providers and
9 usually modernization of switches and in many cases,
10 evolution from one modulation system like TDMA to
11 another like GSM so that they can provide services
12 into the future and then we process the loan and
13 advance the funds and it's -- you come to us directly.

14 Instead of giving you our web address,
15 what I always tell people so that they don't have to
16 really remember anything, our name is Rural Utilities
17 Service. If you do a Google search for ?rural
18 utility,? you'll find us pretty fast. We have one of
19 the most active websites in the Department of
20 Agriculture.

21 MS. SEIDEL: Very good. That's helpful.
22 Thank you, Ed.

23 Finally, we have Bob Johns from Department
24 of Homeland Security. Bob.

25 MR. JOHNS: Sorry, I don't have a fancy

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1 presentation here with the overhead.

2 On behalf of ODP and the Department of
3 Homeland Security, I'd like to thank you all for the
4 invitation to speak with you today and serve on your
5 panel.

6 I've been asked to keep my remarks,
7 squeeze them to about five minutes and I had about ten
8 or 12 minutes worth of material. So, just yank me if
9 I start going over.

10 I'd like to provide you all with a brief
11 overview of ODP including our mission and our support
12 programs, our homeland security assessment and
13 strategy process, and the use of ODP resources for
14 homeland security preparedness.

15 ODP's mission is to enhance the
16 capabilities of state and local emergency service,
17 emergency response, and other homeland security
18 preparedness entities; to prevent, respond to, and
19 recover to WMD incidents involving chemical,
20 biological, radiological, nuclear, and explosive
21 incidents.

22 We pursue our mission by providing
23 planning, equipment, training, exercise support, and
24 technical assistance. Some of this is provided
25 directly by consortium members. If any of you are

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1 familiar with our programs, I know some SAA's sitting
2 around the table, some friendly faces here.

3 Some of this is provided directly by
4 members such as NUMETROTEC that provides bomb
5 training. Louisiana provides biological training.
6 Other is provide through financial support and this is
7 probably what you all are most interested in talking
8 about today as our financial support.

9 We've been in the preparedness business
10 since 1997 when ODP was part of the Department of
11 Justice.

12 To understand how support services are
13 used to enhance homeland security, it's very important
14 to understand how our assessment and strategy process
15 works. I'm going to talk to you about how we set up
16 jurisdictions within states and how our state
17 administrative agencies administer this program.

18 Beginning in 1999, we asked the governor
19 of each state to designate a state administrative
20 agency to coordinate ODP resources and services within
21 that state. At that time, the SAA or State
22 Administrative Agency divided each state into
23 jurisdictions for the purpose of conducting
24 assessments, needs and capabilities assessments.

25 In each jurisdiction and this is typically

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1 done, not always, but typically done by counties.
2 Sometimes it's done by region. Sometimes they break
3 down jurisdictions more specifically to cities and
4 counties. It's up the state as long as the area of
5 the state is completely covered. So jurisdictions are
6 covering the complete state again normally by county,
7 but it's up to the state to -- to determine
8 jurisdictions.

9 Within each jurisdiction, risk and needs
10 assessments are conducted. The needs assessment
11 reports the current capabilities and existing needs
12 for equipment, planning, training, exercise, and
13 technical assistance.

14 All of this information is submitted to
15 the state administrative agency that analyzes this
16 information and prioritizes needs across the state.
17 They use this information to draft a statewide
18 homeland security plan, strategic plan.

19 Throughout 2003, we've been working with
20 the SAAs and local jurisdictions to go through the new
21 assessment and strategy -- updated assessment and
22 strategy process. Again, this started in 1999. They
23 developed homeland security strategies. We called
24 them preparedness strategies at the time and now we
25 call them homeland security strategies, but we've

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1 updated the original strategies.

2 We have a much more robust assessment
3 process. It's on-line. Collects very detailed and
4 comprehensive information.

5 We're also conducting a parallel and
6 concurrent process with selected urban areas. That's
7 our urban area security initiative and that parallels
8 again the whole assessment and strategy development
9 process.

10 The information that's gathered through
11 the -- the urban area assessments is provided to the
12 state for the state strategy, but each of those urban
13 areas that's selected is also developing their own
14 urban area homeland security strategy. So, there will
15 be -- for those states that have urban areas selected,
16 there will be -- there will be a local strategy for
17 the urban area as well as a statewide homeland
18 security strategy.

19 When the states develop -- they're in the
20 final stages now of completing their assessments and
21 -- and drafting their strategies. The strategies are
22 will provide goals for enhancing, prevention,
23 response, and recovery to terrorist incidents.

24 We ask that -- that they provide a goal
25 for each of those, how they're going to address those

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1 goals through planning, organization, equipment,
2 training, and exercise objectives.

3 Now, ODP program managers work very
4 closely with the states and the SAAs and local
5 jurisdictions to assist in directing financial and
6 direct support resources as I mentioned. All of the
7 -- the resources that we provide, the training, the
8 exercise, the equipment.

9 Some of that is through grants. In each
10 of those categories, there are -- there is grant
11 funding. There's also direct support. The training
12 direct support. Exercise direct support.

13 Our program managers work with the states
14 and with local jurisdictions to use the -- that
15 support to address the goals and objectives noted in
16 those strategic plans.

17 In fiscal year '04, ODP will be
18 administering the homeland security grant program.
19 For the first time, we're combining multiple programs.

20 This includes a State Homeland Security Program, the
21 Law Enforcement Terrorism Prevention Program, the
22 Urban Area Security Initiative, and the Citizen Corps
23 Program.

24 In each case, for each of these programs,
25 at least 80 percent of funding must be provided to

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1 local jurisdictions. The state may retain 20 percent
2 for activities, statewide initiatives. The remaining
3 80 percent must be passed through to local
4 jurisdictions.

5 Each program has allowable expenditures
6 within the areas of planning, equipment, training, and
7 exercises.

8 On thing I should note, if we're going to
9 talk about facilities and building facilities, we are
10 prohibited by law from allowing use of funds for
11 construction or renovation of facilities. Talking
12 about that.

13 Again, these resources along with direct
14 training, exercise, and technical assistance must be
15 directed towards the goals and objectives that are
16 noted in their homeland security strategies.

17 And I will cut my remarks short there so
18 that we can get on to the question and answer. Thank
19 you.

20 MS. SEIDEL: Are there questions? Go
21 ahead. Richard.

22 AUDIENCE MEMBER: I guess two questions
23 really. One, what is the -- the strategy of Homeland
24 Security in dealing directly with E911 centers? I
25 mean you talk about law enforcement. You talk about

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1 fire and EMS responders, but what about directly with
2 the E911 folks? The -- the place where the calls are
3 actually made. Where that first responder response
4 is. What -- what is the strategy of Homeland Security
5 to -- to that?

6 MR. JOHNS: Well, with regard to our
7 programs, we would allow -- when -- when I was talking
8 about construction of facilities and things like that,
9 while we don't allow construction of facilities, we
10 would support -- in -- in each of these programs there
11 is allowable equipment for the four programs that I
12 mentioned that are combined.

13 The two that would cover that would be the
14 State Homeland Security Program and the Urban Area
15 Security Initiative. Within the equipment category,
16 there's multiple categories of allowable use. Within
17 those two programs, you would be able to use funds if
18 it -- if it was in conjunction with the -- the State
19 Homeland Security Plan. You could use funds -- the
20 equipment funds from those programs towards equipment
21 that would enhance a 911 system. So, it's not -- we
22 do support it.

23 AUDIENCE MEMBER: But, there's no direct
24 connection between homeland security and 911 is what
25 you're telling me.

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1 MR. JOHNS: Well, if -- if it's identified
2 by the state and local jurisdictions as a need. Needs
3 are prioritized across each state. So, it would
4 depend on the needs of local jurisdictions as well as
5 states.

6 So, we wouldn't say -- we don't go out
7 normally and say you need this, you must focus on
8 this. We believe that the locals and states have the
9 best idea of where they need to prioritize and address
10 homeland security needs. So, it -- if the state and
11 local jurisdictions are in agreement that funds should
12 be used towards enhancing 911 systems then --

13 AUDIENCE MEMBER: Okay. So, there --
14 there will be no direct grants for 911?

15 MR. JOHNS: These programs do not have
16 direct grants for 911 per se. It is -- the -- the
17 State Homeland Security Grant Program is very broad in
18 scope. The equipment is one of the allowable areas
19 and again, if that's -- if that's identified as a need
20 by locals and the state, then I -- I believe somebody
21 else was talking about a grant program that was being
22 developed specifically for this, but -- but our
23 program would support it again within the context of
24 the homeland security strategy.

25 Yes, sir.

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1 AUDIENCE MEMBER: I -- I work very closely
2 with our state homeland security adviser in the state
3 of Missouri and I can tell you from conversations with
4 him that the way he understands the grant programs
5 that 911 is not even considered in -- in the Federal
6 funding portions of that. His definition and -- and
7 his interpretation of the requirements a first
8 responder is somebody that's got a vehicle and tires
9 and runs around all over the place.

10 So, maybe there may need to be a
11 discussion with the states homeland security advisors
12 and directors that this really is not the case.

13 MR. JOHNS: Well, we definitely want to
14 emphasize that it's much broader. We -- our program
15 stated in '97 focused on first responders -- "first
16 responders" and there's always been some contention
17 about what that means, but it was initially fire, EMS,
18 law. Those types of first responders.

19 But, homeland security is much, much
20 broader than just first responders. So, we -- while
21 obviously we want to support them to the maximum
22 extent, there are other elements to homeland security
23 and we recognize that. Our assessment system collects
24 that and the strategy is definitely geared to be
25 broader than that.

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1 So, I -- but, I appreciate your -- your
2 comment on that.

3 AUDIENCE MEMBER: How difficult would it
4 be then just to change your wording and add 911 when
5 you speak of fire, EMS, and law enforcement?

6 MR. JOHNS: Actually, within our grant
7 program, we have solicitation kits and we have
8 allowable areas of expenditure within each of the
9 programs for the homeland security program, for the
10 urban area initiative. Right now, we're developing
11 the guidance. We're -- we're finalizing our guidance
12 for those -- for the FY04 program.

13 But, within each of those -- within the
14 solicitation kit that goes out to the states, there
15 are lists of allowable uses and that include inter-
16 operable communications.

17 Right now, I know that computer-aided
18 dispatch is specifically noted in there as allowable.

19 We -- but, we would look at an enhancement of 911 if
20 -- again, depending on the application, but it can be
21 tied directly to homeland security preparedness. So,
22 does -- does that answer you question?

23 MS. SEIDEL: Question over here.

24 MR. OENNING: In the state of Washington,
25 the first thing we encountered was a requirement to do

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1 a critical infrastructure report to come in to be
2 reported to Office of Domestic Preparedness what our
3 critical infrastructure was. Our people believe that
4 911 and our public safety answering points are part of
5 critical infrastructure. Yet, we were unable to even
6 put that on the form meaning that it didn't come back
7 to you to begin the process of saying these are things
8 that needed funding.

9 I will tell you in our state, we've bought
10 a lot of things, but nothing has gone in PSAPs. So,
11 we have wonderful radios they've bought out there with
12 encryption but not one piece of equipment so the
13 person who does the dispatching can use the same
14 technology and it goes very deep.

15 We've been trying to figure out how to get
16 around this as a real issue under homeland security
17 because in our state 98 percent of the time when you
18 call 911 you reach an agency which is not police and
19 not fire. They are independent agencies, an
20 independent discipline. Their job is communications.

21 They do all kinds of inter-operable things everyday
22 with agencies that have different kinds of radio
23 systems and they feel completely and totally left out
24 of the picture and they're the ones who gather the
25 information the very first second someone calls and

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1 there's an incident.

2 MS. SEIDEL: Why don't -- why don't we
3 take it as something that -- Richard, perhaps at -- at
4 one of the breaks, you and I can talk further with --
5 and anyone else who's interested and see what we can
6 do in terms of like, you know, just more of education
7 or see what it is or whether maybe in the -- the
8 planning process you're undergoing if there's a clear
9 -- a clear indication at 911 to make it -- the process
10 more, you know, perhaps more efficient and easier for
11 both to get through.

12 MR. OENNING: Yes.

13 MS. SEIDEL: Okay. But, thank you for the
14 questions.

15 MR. OENNING: Okay.

16 MS. SEIDEL: It's a very good point.

17 MR. OENNING: Okay.

18 MS. SEIDEL: Quick question.

19 AUDIENCE MEMBER: I'd just like -- in that
20 -- in that light, I know my boss who is also Director
21 of Homeland Security has brought this to the attention
22 of -- of the Homeland Security Department that we need
23 more flexibility. The -- the funding is great, but
24 there's only so much PPE and so many gizmos and
25 widgets you could buy. We've sort of saturated that

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1 now.

2 There's other needs and 911 is one of
3 those critical needs that -- that starts the whole
4 thing rolling. I mean that -- that's where the
5 initial call is going to start and that's where we
6 need some flexibility in this funding so that we can
7 use this money wisely rather than just keep stacking
8 level A suits on a shelf that are going to set and dry
9 rot because they're not used.

10 MR. JOHNS: Yes, I think that in our FY03
11 package, we had within the equipment categories I
12 believe it's 14 categories of all allowable equipment
13 and one of them is PPE, but we definitely recognize
14 that it's -- it's -- it's much beyond that and that's
15 why we do allow for other types of equipments and
16 that's just within the equipment. We also have
17 allowable planning and exercise and training, but --
18 and -- and we've opened up the -- the whole pot so
19 that within that whole realm you can use funds as you
20 need to. They're not necessarily directed towards
21 equipment or specific types.

22 MS. SEIDEL: I -- I hate to cut the
23 discussion off because I think it is -- certainly is
24 interesting, but we do have so much on the agenda I
25 hate to -- to take much more time. But, if you do

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1 have questions, talk to folks off-line.

2 I want to thank each of our panelists
3 today for their insights and for their efforts and the
4 efforts of each of the states to insure that our
5 citizens can be located and assisted in the times of
6 emergency. We applaud your efforts. The FCC values
7 your continued commitment and leadership in speeding
8 full implementation of wireless E911 service and we
9 look forward to continuing to work with each of you to
10 insure that E911 deployment continues at pace.

11 Now, I'd like to turn the podium over to
12 Commissioner Adelstein who will be moderating our
13 session on ongoing industry and public safety efforts
14 to facilitate deployment.

15 Thanks to each of you.

16 COMMISSIONER ADELSTEIN: I think we'll get
17 started. You've -- you've been hearing today about
18 the work underway by the FCC and Congress and other
19 Federal agencies to promote E911 services and now,
20 we've assembled some key leaders to fill us in on some
21 of the outstanding efforts by public safety
22 organizations and by industry to move E911 deployment
23 forward.

24 I also want to thank and we appreciate the
25 presence of some representatives of tribal nations who

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1 have been here today for their work in bringing this
2 process forward. Especially glad to have here as a
3 South Dakotan and somebody that comes from -- from
4 Indian country to have you here today and we
5 appreciate your presence.

6 This issue I think of E911 is one of the
7 most critical issues we face at the FCC. As I've --
8 I've said, I think that we handle so many issues that
9 get so much attention, but this is really one of life
10 and death and the -- the key people that we brought up
11 here on this panel today are -- are some of the -- the
12 best and brightest in the field. They've done some
13 great work and they really merit our -- our closest
14 and highest attention. I want to thank each of them
15 for coming and joining us to be with us today to join
16 us and give us their insights.

17 The way we're going to organize this is to
18 hear short presentations on four major projects that
19 are now underway from each of the panelists and we
20 scheduled about 20 minutes for each panel. So, we're
21 asking that panelists limit their presentations to
22 about ten minutes or so so we have time for some give
23 and take and some questions or comments from -- from
24 those of you who are here today and the governors'
25 representatives in particular.

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1 So, if you would, please ask questions of
2 each individual panelist. After they're done with
3 their presentation, then we'll wrap that up and move
4 on to the next presenter.

5 We're going to start with -- with NENA.
6 As all of you know NENA's created a strategic wireless
7 action team or SWAT team to tackle this E911 issue and
8 they've done a great job. The SWAT Initiative is
9 bringing together all of the relevant stakeholders,
10 leaders of public safety groups, state and local
11 government, wireless and wireline phone industries,
12 and many other experts in a cooperative effort much
13 like what we're doing here today to try to overcome so
14 many of the obstacles that are facing us.

15 I think John Melcher got it about right
16 when he said it's about getting the right people, the
17 right information to solve wireless E911 problems.

18 We're going to start with -- with Jim
19 Goerke who's the Wireless Implementation Director of
20 NENA. He's -- he's the Wireless Implementation
21 Director where he's been doing that for the last two
22 years. Prior to NENA, he spent ten years working for
23 the Texas Commission on State Emergency Communications
24 which is the Texas 911 agency.

25 While with the Texas Commission, he held

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1 the position of Executive Director for seven years and
2 prior to that, he was Executive Director of the
3 Council of Governments in northeast Texas for 19 years
4 and during that time, he helped to implement 911
5 services throughout that region.

6 So, Jim will give us an overview of the
7 SWAT and its latest efforts.

8 Okay, Jim.

9 MR. GOERKE: Thank you, Commissioner. Let
10 me see if I can -- F5? So, I pushed F5. Okay.

11 Welcome, everybody. As Commissioner
12 Adelstein indicated, I spent the better part of -- of
13 the decade of the '90s as one of you and -- and there
14 are so many friends of mine that are out in this front
15 row that have been in this business as long as I have
16 that it's like speaking to family to a large extent.

17 During that period of time in Texas, our
18 state had the opportunity to be involved in several
19 things that we're talking about today. Most notably,
20 I guess, is that -- that our state agency along with
21 other state 911 agencies in Texas and along with the
22 three national associations filed the original
23 petition with the FCC that ultimately lead to the
24 940102 docket. So, in -- you know, in a very real
25 way, we're all here today because of -- of a lot of

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1 that work.

2 We also had the opportunity during that
3 period of time of passing two key pieces of
4 legislation in Texas both of which relate obviously to
5 -- to activities that we're talking about today. One
6 of those dealing with our wireless cost recovery
7 statute and then the other dealing with private switch
8 and we'll be talking about that a little bit more in
9 just a second.

10 The -- the SWAT Initiative is something
11 that -- that many of you are involved in or have been
12 touched by either directly or indirectly, either
13 involved in the project or the initiative itself or
14 have been impacted by its -- its research activity,
15 Ron Wintery and some of the work that he's doing or
16 the Monitor Group interviews which I'll be talking
17 about more in just a second or one of those
18 activities.

19 But, really the -- the origin of SWAT was
20 much more straightforward and I think, you know, much
21 more simple in the beginning. As we are learning
22 today, there are a number of wireless initiatives that
23 are out there all of which, I think, are doing a great
24 job helping foster the deployment of -- of 911. We
25 heard about some of those earlier today. The USDOT

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1 project, for example, is one that NENA's directly
2 involved in and certainly, all of that work is -- is
3 critical to what we're trying to achieve.

4 When we started out with the SWAT
5 Initiative, the intent was not to duplicate or overlap
6 with what those other initiatives are attempting to
7 do, but -- but truly to coordinate with and to
8 supplement that activity.

9 We understood that -- that all of those
10 activities couldn't do everything for everybody and we
11 also understood that many of the barriers while we
12 could maybe conceptualize or generalize on the nature
13 of those barriers at a very high level ranging from
14 cost recovery to technical issues to equipment
15 upgrades and others that how those barriers came
16 together often they came together in a unique way from
17 state to state, from locality to locality.

18 So, the original thought was that -- that
19 maybe what we could do if we really want to help
20 foster deployment is to put together action team folks
21 that would be tailored to address specific arrays of
22 problems in -- in specific states and localities.
23 Hence, the word SWAT and that was a phrase I think
24 that John Melcher brought much of the original energy
25 and passion to this project point and we kind of

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1 backed into the acronym the Strategic Wireless Action
2 Team piece of that, but that was really the -- the
3 original focus.

4 The other idea that -- that, you know, was
5 kind of the underpinning of -- of SWAT was what if we
6 got all of the right people, the constituents that are
7 involved in deploying wireless 911 from public safety
8 to the carrier community both landline and wireless to
9 other third party support entities that are -- are
10 essential to the process, what if we got all of them
11 as John phased it the collective intellect together in
12 one room at one point in time, what could we
13 accomplish? What if we started out and said
14 everything was possible. We understand that there's
15 some very high level critical issues that are out
16 there some of which are vested very clearly in matters
17 of public policy both at the Federal level and at the
18 state level and that's what we did.

19 The -- and I'm not going to go through
20 these one-by-one. You can read those and I think
21 you'll have access to the -- the presentation a little
22 bit later on, but essentially the over-arching
23 objectives dealt with facilitating the deployment of
24 both landline and wireless 911. Landline because we
25 found out through our work with our DOT project that

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1 we have approximately 5300 PSAPs out there in the
2 country, but we have some 200 counties plus or so that
3 really don't have 911 at all and part of our goal is
4 to implement ubiquitous wireless 911 out there. We're
5 going to have to deal with the landline issue first
6 and so, starting at that what we called the green
7 field arena and working our way all the way through
8 phase two, that's the process that we've been involved
9 in.

10 There was another piece of that, too, that
11 really dealt with the future proofing piece of that.
12 It seems like in our industry we've spent most of the
13 last two decades always trying to catch up with
14 technology and new ways to -- to communicate and
15 obviously, those challenges are only accelerating
16 today. They're not slowing up.

17 What can we do once and for all to really
18 put the infrastructure in place that has the
19 flexibility to deal with those kind of challenges.
20 Another big piece of what we've been attempting to
21 deal with in SWAT as well.

22 And then, of course, a key piece of the
23 SWAT effort was the deployment of those resource team.

24 Many of you or a number of you have -- have had some
25 contact with some of that effort.

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1 I think Ron -- where are you, Ron? He's
2 over here. Has been the point person for a lot of
3 that activity out there and I don't know what the
4 state number is now that you've touched. Ten states
5 maybe? At least.

6 In terms of organization, we essentially
7 organized ourselves around what we felt like were the
8 -- the key, the obvious key functional areas. When we
9 look at barriers, they generally fall into one of
10 these four areas.

11 We discovered real quickly that when we
12 talk about financing 911 that that generally involves
13 a -- a policy issue either at the state level, local
14 level or at the Federal level and we ended up several
15 months into the project consolidating those two
16 committees, policy and finance into one.

17 We also discovered too that if we were
18 going to do a credible job really taking a -- a
19 detailed and concentrated look at some of the issues
20 that are out there dealing with that, that -- that we
21 were going to need some help and we didn't have the
22 ability in an organized way to bring capacity to the
23 table that would allow us to do the research necessary
24 to give us the information we felt like we needed to
25 make an ultimate consensus recommendation about the

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1 best way to address those objectives that I described.

2 What came out of that was the employment
3 of a third party facilitator. That's the monitor
4 group and many of you've had the opportunity to have
5 discussions and dialogue with the monitor group.
6 They're based in Cambridge, Massachusetts. They are
7 a, pardon me, David, a think tank that we felt like
8 had the experience and the capability to -- to support
9 us in this effort and they felt provide some structure
10 to our -- our activity and I'll talk about that a
11 little bit more in a second.

12 Just very quickly in terms of where we're
13 at today, if we're going to be making recommendations
14 regarding cost recovery and financing 911 both today
15 and into the future if we're dealing with this future
16 path or future proofing idea, then we're going to have
17 to know something about what it's going to cost to
18 implement phase one, phase two, and ultimately an
19 infrastructure out there that would support that --
20 that future migration.

21 That required that we do a lot of
22 financial modeling and the technical track or -- or
23 portion of our group has spent the -- the last 12
24 months or so essentially going through a very detailed
25 and a very consecrated cost modeling effort to

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1 essentially identify what those costs are and I think
2 for the first time. Because that's always the
3 question we're always asked whether it's by a member
4 of a state legislature or a member of Congress or
5 somebody else, you know, tell me how much it's going
6 cost. If I'm going to be asked to pass a piece of
7 legislation that's going to provide the basis for cost
8 recovery, then I need to have some feel about what
9 that cost is going to be. So, that's -- that's been a
10 big piece of what we've been attempting to do.

11 On the operations side, just very quickly,
12 the kind of operational impact that both deploying
13 phase one and phase two will have on our PSAPs as well
14 as preparing the future. Our operations track has --
15 has been a long time analyzing ways to -- to take a
16 look at a PSAP and identify how prepared they are to
17 move both into phase one and phase two and into the
18 future.

19 They've looked at things like staffing models and
20 other things of that sort that can be used to help
21 facilitate that process.

22 And there's just one final comment on the
23 -- on the consensus piece and really the first bullet
24 here is the most important one. Developing a detailed
25 legislative regulatory and administrative strategy and

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1 most of the other bullets under that really help
2 support that activity. For the better part of a year
3 now, we have pulled together all of those constituents
4 that I referred to earlier and the goal has been to
5 see if we can get them all in one room and we could
6 come to a consensus about how to deal with very high
7 level national issues of cost recovery incentives to
8 implement or -- or foster wireless deployment and
9 other activities of that sort.

10 Our goal is to essentially bring that to a
11 close, the initial piece of that, by the end of this -
12 - this calendar year and essentially release in a
13 public way a consensus recommendation that'll identify
14 what we feel like is the best approach to addressing
15 the many barriers that are out there. Much of which
16 is vested in public policy.

17 Now, the challenge -- once we do that, the
18 challenge then, of course, is to implement it and
19 hopefully that will provide some information basis and
20 some data for you all as you go back to your state
21 legislatures and begin to talk about either enhancing
22 or improving the state statutes that you have if you
23 feel like you need to do that or in many cases,
24 addressing that issue for the first time.

25 So, Commissioner, I'll be glad to answer

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1 any questions anyone has.

2 COMMISSIONER ADELSTEIN: I'd like to start
3 one off myself. Just -- just from the SWAT team's
4 perspective, what are you -- what are you seeing as
5 some of the biggest challenges now facing 911
6 deployment? Where do you think the SWAT team's going
7 to come down on how we -- how we approach maybe the
8 biggest one or two challenges that you see?

9 MR. GOERKE: Well, I think it's -- when we
10 have these conversations, one of the first items that
11 always comes up, of course, is cost recovery and the
12 cost of -- of -- of implementing phase one and phase
13 two. That's an issue not only for the PSAP but the
14 carrier community as well and we've spent a lot of
15 time kind of working through what might be the best
16 approach to balancing those two needs and in the
17 process of doing that, fostering wireless deployment.

18 Once you get beyond that, then in many
19 states, I think Ron over there would tell you that in
20 many states they're really just beginning to -- to
21 move through this process. They don't know where to
22 start, you know. So, that kind of hand-on guidance
23 giving them some -- some feel for the first steps to
24 take, you know, the kind of coordination issues that
25 are out there is going to be critical in those parts

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1 of the country where it hasn't really even begun yet
2 and -- and the Chairman referred to that a little bit
3 earlier today.

4 Now, I'm sure everyone in this room has
5 their own thoughts about those issues, too.

6 COMMISSIONER ADELSTEIN: No further
7 comments or questions? Thank you very much. Thank
8 you very much, Jim.

9 And now we're going to hear from Nancy
10 Pollock about Project LOCATE.

11 Now, Project LOCATE's a multi-year
12 commitment by APCO and its members to work with the
13 FCC and carriers within the new rules to accelerate
14 E911 deployment.

15 At the heart of Project LOCATE are the
16 model PSAPs in every state that serve as a case study
17 for deployment activity and through their commitment
18 to PSAP readiness, they provide, I think, to us
19 valuable data detailing the complexities and barriers
20 associated with phase two deployment.

21 Nancy Pollock who we're going to hear from
22 is Executive Director of the Metropolitan and 911
23 Board in Minneapolis/St. Paul, Minnesota. That --
24 that board coordinates and oversees the E911 system
25 through the metropolitan area of Minneapolis which

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1 represents a population of about 2.4 million people.
2 Their coverage includes seven metropolitan area
3 counties with 26 PSAPs with regard to 911 network
4 engineering. So, she's a great person to hear from
5 about how you bring all that together and coordinate
6 it.

7 She works on service performance and
8 wireless E911 deployment and data base integrity
9 issues. So, we look forward to hearing more from
10 Nancy as soon as she has that all -- hear at the FCC,
11 we often have issues with technology. My phone wasn't
12 working yesterday for example, but we won't get into
13 that.

14 Anyway, here's Nancy with no further ado.

15 MS. POLLOCK: Thank you, Commissioner.
16 Thank you for your introduction and for the
17 opportunity to speak to you today on APCO's behalf.

18 Genie Barton said it this morning. You
19 know, we get involved in this 911 business and pretty
20 soon it sort of gets in our blood and we know that
21 what we're doing is really important and critical for
22 public safety and I think that at least for me, that's
23 what gets me over the challenges that we're going to
24 be hearing about throughout the day today. Is that we
25 know that what we're doing is -- is critical and

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1 critically important.

2 APCO's Project LOCATE is as Commissioner
3 said a multi-year commitment on the part of APCO and
4 -- and the LOCATE acronym really stands for Locate Our
5 Citizens at Times of Emergency.

6 It is a nationally recognized effort to
7 monitor the deployment of enhanced wireless 911
8 technology deployment in all the fifty states and the
9 District of Columbia. The focus of Project LOCATE
10 remains to assist those designated model communities
11 to learn from their experiences and then to
12 extrapolate that information and offer that checklist
13 or that, you know, how to guidance for implementation
14 across the country.

15 Those LOCATE model communities are Public
16 Safety Answering Points from local small jurisdictions
17 to large metropolitan areas to regional programs to
18 state programs as well. So, they run the whole gambit
19 and the whole spectrum of public safety throughout the
20 country and we work on those many issues that have
21 been identified and are going to be identified
22 throughout the day today.

23 The efforts, challenges, and lessons
24 learned from these representative throughout the
25 nation provide APCO with a unique perspective. We can

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1 report actual facts from the field concerning the need
2 for those innovative strategies and true collaboration
3 for the benefit of all users.

4 The model community managers were brought
5 together at APCO's annual conference this summer in
6 Indianapolis and that special meeting of that group
7 really focused on a couple of -- several important
8 items and produced a couple of very important
9 documents. This experienced group, half of which by
10 the way had already deployed phase two wireless
11 service in their communities developed a top tips for
12 deployment urging their peers among other things to
13 learn more about current Federal and state
14 legislation, learn more about wireless technology,
15 learn more about location determination options as
16 well as recognize the very, very critical important
17 role of a strong working relationship with local
18 exchange carriers, wireless service providers as well
19 as vendors of telephone, computer-aided dispatch, and
20 mapping equipment.

21 The model communities managers also at
22 that conference developed and defined pre-deployment,
23 active deployment, and post-deployment challenges to
24 be recognized and resolved by all those seeking to
25 reach our shared goal, full deployment of enhanced

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1 wireless 911 service to save lives, reduce pain and
2 suffering as well as mitigate damage to property and
3 disruption of public services. These challenges have
4 existed since the days of the earliest efforts of
5 deployment.

6 Today based on those practical experiences
7 by the model community mission, we can provide clear
8 and convincing support to those still challenged by
9 the common problems of inconsistent information,
10 dramatic local cost variables, and data delivery
11 configuration which still delay the rate of
12 implementation.

13 We are particularly please to report that
14 Project LOCATE has initiated a collaborative effort
15 for a national public education program aided at the
16 wireless service consumer. Beginning in early 2004 is
17 our -- our hope and our goal. This is an important
18 interim step in managing public expectation. Managing
19 the anxiety and frustration of the reported 70 percent
20 of wireless 911 users who believe to this day that we
21 can still actually locate their call on all situations
22 when they dial 911.

23 Since only about 10 to 12 percent of the
24 PSAPs across the nation actually have phase two
25 deployed, it's critical to alert callers to the

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1 importance of enhanced 911 service the questions they
2 must answer to assist the prompt dispatch of emergency
3 services as well as the options that each of these
4 consumers has in the matter and we've just included a
5 little bit of information of what this call -- 911
6 call card looks like.

7 We do have printed copies of my text in
8 the back of the room for any of you who want to -- to
9 pick that up on your way out. It's a two-sided -- a
10 two-sided card for the wireless consumer.

11 The Project LOCATE team will also dedicate
12 its resources to deliver regional information seminars
13 to those areas of the country in particular that are
14 experiencing significant difficulty in reaching the
15 goal of deployment.

16 Commissioner Powell this morning talked
17 about, you know, 19 states that haven't even deployed
18 phase one yet. We're talking about those particularly
19 under-deployed areas that we'd like to -- to get to
20 and hold these regional information seminars.

21 Aimed at educating and assisting and
22 facilitating deployment together with the local PSAP
23 manager, these local intense sensitive focus groups
24 are intended to break the barriers that prevent well
25 intentioned but still struggling PSAP managers to

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1 resolve political, fiscal program management issues
2 which are delaying the deployment of phase two.

3 Jim talked a little bit earlier about they
4 don't know where to start sometimes and these regional
5 focus groups and informational seminars are intended
6 to perhaps hold their hands a little and -- and yes,
7 indeed it -- it does seem like holding hands, but we
8 find that among our 16,000 members that's indeed what
9 we need to do and we need to use the collective
10 knowledge of those who have been through the
11 experience, our model communities in some cases, to --
12 to go forward with that particular effort.

13 The challenges identified across the
14 nation will be addressed from a local perspective
15 focusing on the particular roadblocks of that locality
16 or region, deal with the specific barriers of that
17 particular locality, and using the experiences and
18 lessons learned of other 911 professionals as the road
19 map to successful deployment.

20 The involvement of policy makers,
21 governing boards, and political leaders will be
22 essential to this successful outcome.

23 The success of APCO's Project LOCATE
24 effort is measurable in many ways. First of all, the
25 -- compressing the time line for deployment of

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1 enhanced 911 services, the emphasis of a -- on a
2 thoughtful collaborative approach to solutions based
3 on experiential evidence of what works, what doesn't
4 work, what approaches have been successful throughout
5 the country, the increased awareness and participation
6 of the wireless 911 user as a critical political and
7 market force for changing -- for change and as an
8 impetus for achieving phase two deployments is also
9 part of Project LOCATE seeking collaboration.

10 And the continued identification and
11 resolution of challenges such as those the Rural
12 Services present, accuracy of data delivery to the
13 PSAP, disparity of data configuration as well as the
14 inconsistency of cost elements across the nation are
15 also goals of Project LOCATE.

16 The model community managers recite
17 episode after episode of delayed and even denied
18 emergency response due to the absence of accurate
19 location data from wireless callers. Citizens die,
20 they suffer longer, damage is more severe and
21 disruption of normal, all result from the emergency
22 call that cannot be accurately and quickly located.

23 In addition, the dispatch of traditional
24 first responders to the wrong address certainly
25 creates an additional risk to them as public servants

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1 as well as to the general public they encounter in
2 route.

3 Project LOCATE joins all of you as a part
4 of the required solution for this national crisis and
5 has reconstituted our efforts with ever great
6 vigilance and commitment.

7 And I am available for questions on APCO's
8 Project LOCATE.

9 MS. HANSEN: I'm Jenny Hansen. Are you
10 finding through the model communities a common thread
11 in the delays of the funding, strictly with model
12 communities and if so, are there commonalities more
13 between rural and rural and urban and urban centers?

14 MS. POLLOCK: Thank you, Jenny.

15 Yes, we -- we are. The -- the common
16 threads in some of the items that both those who have
17 been through deployment and those who are in the --
18 you know, in the process.

19 First of all, some of them don't know
20 where to start. They -- they don't -- they don't know
21 even who to contact sometimes in their particular
22 communities and where to begin that process.

23 And I do think in cases they're
24 undereducated on what the rules are, what they can ask
25 for, what they can demand, and that the fact that, you

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1 know, in many cases public safeties in the driver's
2 seat of asking for what it is they need in order to do
3 their jobs.

4 And I think that because there's somewhat
5 of a lack of knowledge, they're afraid. You know,
6 these -- these guys are not -- they're not the enemy,
7 but we -- you know, they're afraid because they don't
8 know where to start and that's -- that's been part of
9 the problem which is why LOCATE is focusing on, you
10 know, getting into a region especially that which is
11 under-deployed and trying to assist them with the
12 process.

13 I think the other thing is -- is cost
14 recovery. It's expensive for public safety to
15 implement phase two and many states do not have a
16 cost-recovery mechanism for public safety. For this
17 endeavor, perhaps what they have in place today might
18 be sufficient for wireline 911 services, but it
19 certainly doesn't take into account some of the
20 additional effort, equipment set up and implementation
21 costs for wireless.

22 And I -- I think that, you know, some of
23 the -- the testing, the monitoring, the -- the very
24 intensive planning for implementation on a -- you
25 know, a cell site by cell site basis and how that all

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1 gets tested and -- and so forth is sort of -- is a --
2 a daunting task for public safety and we -- we need to
3 tackle that. We need to educate ourselves better and
4 that's, you know, part of the mission certainly of
5 Project LOCATE.

6 Does that answer you question?

7 MS. HANSEN: It does. Do I have time for
8 one more?

9 MS. POLLOCK: I didn't get to your urban
10 versus rural challenges, but we'll get --

11 MS. HANSEN: If there are -- if there are
12 inherent issues there, I -- I would certainly like to
13 hear those, but you mentioned the testing issue and
14 that brings about discussions we've had on a national
15 911 committee discussion level on standards for those
16 testing and accuracy reviews.

17 Are you finding difficulties because X
18 isn't X from one PSAP jurisdiction to another and
19 would you recommend or are you looking at suggesting
20 national standards for those tests?

21 MS. POLLOCK: The -- the data accuracy
22 that I -- you know, I talked about the inconsistency
23 and data accuracy is certainly a challenge. It's a
24 challenge for training a 911 call taker that from this
25 carrier you're going -- you're going to see this and

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1 from this carrier, you're going to see something
2 different on a call and it means -- it means here one
3 thing and it means something different over here.

4 I think Jim is going to speak to ESIF and
5 their work and APCO is a part of that. NENA is a
6 part. Certainly been a co-convener of the ESIF group.

7 So, public safety has come to the table
8 with ESIF to work on -- I know one of the
9 subcommittees that -- that we're on is the testing
10 piece and the accuracy of that data.

11 It's a huge challenge. You're absolutely
12 right. They -- the wireless carriers need for that to
13 be accurate all the way to the PSAP and we're
14 certainly working those issues in partnership with
15 them on -- on that.

16 MS. HANSEN: Okay. Thank you.

17 MS. POLLOCK: Anybody else? Thank you.
18 Thank you, Commissioner.

19 COMMISSIONER ADELSTEIN: Thanks a lot.
20 Well, thank you. You're doing a -- and we appreciate
21 your -- your efforts.

22 Next as Nancy said, we're going to hear
23 about the ESIF from Jim Nixon.

24 As Nancy mentioned, ESIF is a primary
25 venue for -- for the telecommunications industry,

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1 public safety, and other stakeholders to develop and
2 refine technological and operational interconnection
3 issues and that I think this will insure that this
4 lifesaving service is available to everyone in as many
5 situations as possible.

6 ESIF allows many different telecom
7 entities to fully cooperate and interconnect with each
8 other in order to determine the best practices and
9 solutions necessary to effectively deploy E911
10 services.

11 Now, Jim Nixon who's going to present on
12 this is the Director of Public Affairs for T-Mobile
13 USA and Governmental Affairs. Right?

14 He's responsible for the national E911
15 policy within the company and works closely within the
16 FCC with national, state, public safety organizations
17 as well as communications industry groups.

18 His public safety background includes
19 positions as 911 Coordinator for the state of
20 Maryland, supervisor of 911 county center in Nevada,
21 and a patrolman on the local police force for New
22 Jersey. So, he's got all the different levels on it,
23 but most importantly, he holds a Masters of Public
24 Administration from the University of South Dakota, in
25 my own home state.

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1 So, Jim's going to give us a quick update.
2 Thanks for -- thanks for being here.

3 MR. NIXON: Okay. Thank you very much,
4 Commissioner. I'm very happy to be here.

5 I'm actually giving this presentation on
6 behalf of Susan Miller the CEO of ATIS. She's
7 unfortunately tied up in a board meeting and -- and
8 asked me as the Chair of ESIF to make this
9 presentation.

10 A couple of things, number one, I think
11 we've established and I'm -- I'm not Susan Miller. I
12 apparently am not all that technology savvy either.
13 So, there's a second thing and a third, maybe more
14 surprising for many of you, I'm not the enemy. Thank
15 you very much, Nancy.

16 I think that's a very -- I think that's a
17 very -- a very important point and make light of it
18 just to -- to -- to kind of bring it up again, but,
19 you know, we all are in the midst of working together
20 on this. I think we've gotten past a lot of initial
21 misunderstandings et cetera and making some really
22 significant progress and -- and I think it's critical
23 for us to continue forward with that.

24 So, with that, I'd like to start the
25 presentation here. Do I need to hit anything

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1 particular for this? Up arrow. Down arrow. F5.
2 Okay. So, either we're going to have slides or I'm
3 going to talk from these slides. So, in either case,
4 we'll go.

5 Again, I'm Jim Nixon. I'm the current
6 Chair of ESIF and I -- I work for T-Mobile USA
7 representing them on ESIF.

8 ATIS is the Alliance for
9 Telecommunications Industry Solutions as you may know.

10 Is working together with NENA and -- and host of
11 others to make ESIF a very viable and -- and vibrant
12 functioning body. ATIS being a leader in standards
13 development through the USA which is developing the
14 very technical standards of how phones work and -- and
15 things work together, talk to each other, has a lot of
16 very good experience to bring to this table.

17 Their executive board which is made up of
18 a number of representatives from across the
19 communications industry made 911 a top priority and
20 they've been working very hard in supporting the ESIF
21 effort very well I might add.

22 NENA obviously a leader in the technology
23 advancement for 911 issues and representing public
24 safety has for some time had a series of technical
25 committees which address various -- did I? Okay. I

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1 got to remember. Multi-tasking.

2 Another -- as I say, NENA has been working
3 on technical issues for some time and together ATIS
4 and -- and NENA formed ESIF largely to create a -- a
5 forum where we could resolve issues without FCC
6 filings. As you know in the past, if we had a -- a
7 dispute between the parties, very often it ended up on
8 a commissioner's desk needing a resolution to an issue
9 which in many cases probably didn't really need to go
10 there. It would have been much better for the parties
11 to work cooperatively on a solution and that -- that
12 whole concept was the genesis of ESIF.

13 We have a -- a wide cross-section of
14 stakeholders. I'll show you the list of members in a
15 moment and the goal is -- the reason I mentioned we
16 initially began our focus on the FCC mandates and the
17 technical issues kind of falling out of that or
18 growing out of that, but the scope of the ESIF work
19 could certainly grow and is growing a little bit into
20 a little bit farther realm than just the FCC mandates.

21 The list here as you can see of ESIF
22 memberships is a very, very good cross section of both
23 industry, public safety as well as government
24 involvement. FCC participates in some of our meetings
25 that -- when we have them in locations that are

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1 convenient for their travel. We have a lot of guest
2 appearances or guest participation.

3 As we move the ESIF meetings around the
4 country, we invite local folks to come in and
5 participate in that. The last meeting was in San
6 Antonio. We had several local Texas area 911
7 representatives for entrance in -- for instance that
8 were able to participate simply because of proximity
9 of the meeting.

10 We're very interested in -- in getting all
11 the players to the table. So, we're -- one of our
12 intentions coming out of today's meeting is to take
13 the contact list for the state representatives and --
14 and provide you all who are not already centrally
15 involved in ESIF with some information about it, what
16 it's -- it's goal is, mission is, et cetera. Meeting
17 -- meeting schedules, et cetera. So, that if you have
18 the resources, you can be involved. Certainly
19 everyone is welcome to be involved through the website
20 and to follow our activities, make suggestions, et
21 cetera.

22 Next, I'd like to show just a sampling of
23 the issues that are currently being worked in ESIF or
24 have already been worked. We worked through PSAP
25 readiness issues early on and came up with a list

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1 that's jointly published or release with NENA.

2 I believe NENA, APCO, and NASNA all have
3 it available to -- to the various public safety folks
4 so they can take a look at what the basic criteria is
5 for -- that makes a PSAP ready for phase one or phase
6 two.

7 Essentially, someone mentioned earlier
8 that not everyone has the time to -- to read through
9 and become intimately familiar with all of the FCC
10 rulings and -- and the various policies and et cetera
11 that drive this whole process. This was simply an
12 attempt to kind of boil all that down to the key
13 features so that it would be most helpful to public
14 safety so that they could know what they needed to do
15 to get their PSAP ready or when they could make a
16 request and have everything go as smoothly as
17 possible.

18 We've also addressed issues on non-service
19 initialized handsets. The handsets that don't have
20 current service and what happens with identification
21 of those handsets as far as a call-back number since
22 -- since they cannot be called back at this point.
23 How would they be identified to the PSAP so they can
24 identify a recurring nuisance caller and not waste a
25 lot of resources on them.

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1 We're currently working on a number of
2 other issues. Location and -- location reliability
3 and confidence factors are two optional parameters
4 that are in the standard for location technology to be
5 -- as part of the data that could be delivered to the
6 PSAP. We want to make sure that that's meaningful
7 data. It's consistent data as was mentioned earlier
8 and that the PSAPs have an understanding of what it
9 is.

10 You can see a number of these things are
11 driven by -- by phase two. Obviously mid-call
12 location update is one of those. We've got issues
13 before us about how you handle call-back capabilities
14 for international roamers whose numbers don't meet the
15 -- or comply with the ten-digit North American
16 numbering plan scheme that we have. Some standard
17 text messaging in what signals go to the PSAP again
18 for clarity and consistency. Contact lists so that
19 for follow up on -- on harassing calls. Those are
20 some of the things that have been and are being worked
21 in inside of ESIF.

22 By far, the most passionately discussed
23 items is the -- the issue that Jenny mentioned earlier
24 about the location testing guidelines and there is an
25 issue before ESIF right now whose goal is not to

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1 develop a single wireless testing program or accuracy
2 testing program that must be applied nationally
3 because there's so many varieties, local factors, et
4 cetera. The carriers have different technologies.

5 The goal of this group in this issue is to
6 identify the major pieces of a -- of an appropriate
7 and reliable testing program so that each carrier can
8 look at their internal testing regimen and compare it
9 to that list. The more that a carrier meets those
10 suggested standards or suggested elements and mirrors
11 those, the more that -- the implication is that the
12 more that testing regimen would produce reliable
13 consistent results that we're secure in relying on
14 when they get the data into the PSAP.

15 So, there's -- there's components there
16 about, you know, how do you do -- how do you do the
17 testing? Is it mobile or is it all static testing?
18 What are the statistical elements of a test program
19 which I mean my eyes glaze over when I pull out the
20 calculators on this stuff. So, I'm happy to have that
21 all in the back room and have a product as a result of
22 this that we can all agree is a reasonable, logical,
23 consistent, and reliable approach to validating
24 location accuracy and a list of terms to describe the
25 various pieces of that whole accuracy testing process

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1 so that when we're talking about test calls and issues
2 that we've seen or problems that come up, we can be
3 using the same vocabulary and not wasting time talking
4 past each other. Okay.

5 So, finally, I just wanted to reiterate
6 again that, you know, ESIF is made up of components of
7 -- of a very broad spectrum of players in the whole
8 911 arena. We're very active in the NENA SWAT, the
9 DOT, the 911 Institute and ATIS and ESIF are very,
10 very concerned about 911. We share the Commissions
11 desire to make it work properly and -- and quickly and
12 look forward to working with all of you along the
13 lines of achieving that goal.

14 Be very happy to answer any questions
15 about the ESIF process.

16 I thought I had stunned silence for a
17 minute there, Bob.

18 MR. OENNING: No, I had to do something.
19 On none of your slides did you mention anything about
20 number portability which, of course, is -- is coming
21 in days now and how -- is ESIF fairly confident that
22 we're going to go through this without problems?

23 MR. NIXON: Yes, actually, the -- I
24 mentioned the -- the NENA technical committees and
25 then NENA had a very, very robust number portability

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1 effort under Rick Jones able guidance that I -- I
2 think many, many of the players in ESIF were involved
3 in. That issue never arose to a specific ESIF issue
4 because I think it was handled so well and so
5 thoroughly through cooperation of all the player even
6 before ESIF got started. Because that -- that group
7 had been going on for several years as I recall and
8 had some -- had some very good interaction. So, a
9 very good question.

10 Any other questions? How are you doing,
11 Ray?

12 AUDIENCE MEMBER: What is your success
13 with the un-initialized phones? The un-initialized
14 phones where we have these wacky callers calling --

15 MR. NIXON: I missed the first part of
16 your question, Ray.

17 AUDIENCE MEMBER: I said what success have
18 -- have you achieved through your committee in
19 studying the non-initialized phone problem?

20 MR. NIXON: Okay. What we did was we
21 looked at the calls have to be completed. Have to be
22 passed on to the PSAP.

23 There is no solution currently technically
24 that would allow a temporary call-back number to be
25 uniformly provided for those types of phones. Again,

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1 there is a -- a technical effort going on concerning
2 that that NENA has taken the lead on. ESIF is
3 monitoring and providing support on.

4 So, the whole ability to call back those
5 handsets still is not -- not there for us technically.

6 What we did as far as the question of how
7 do you represent those calls when they arrive at the
8 PSAP, there had been an FCC filing in process that
9 suggested perhaps it would be better for public safety
10 if you had a standard number that came in to identify
11 non-subscribed handsets. I think the Commission on
12 the strength of the information that was in the docket
13 at the time suggested that 01234 up to 9, the whole
14 ten digits up to 9, would be sent back to the PSAP to
15 identify a handset that was not -- did not have call-
16 back capability.

17 ESIF had just started at that time. We
18 asked the -- the Commission and they very graciously
19 granted a stay on that while we considered it a little
20 bit more and we -- we came out with a solution that
21 was recommended and -- and has been enacted pretty
22 widely that in order to identify those handsets a
23 little bit more uniquely is you would have 911 as the
24 first three digits on a call-back number and then the
25 last seven digits of the handset's own serial number.

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1 So, you wouldn't continually get just 0 through 9.
2 You would get 911 plus seven digits that you would be
3 able to recognize if they were, you know, consistently
4 if you -- if they made a number of calls. You tell it
5 was about the same handset that was making the calls,
6 help a little bit and again helped the -- the PSAP
7 operators identify that it is a problem call.

8 So, that's -- that's where we are on it
9 today with that 911 plus seven, the last seven digits.

10 AUDIENCE MEMBER: Right.

11 MR. NIXON: There is technical
12 investigation going on into the -- the overall
13 capability of being able to return calls to those
14 handsets at some point in the future.

15 AUDIENCE MEMBER: And, Jim, that's what
16 we're getting now. We're getting 911 and seven
17 digits, but -- but no other call-back information.
18 So.

19 MR. NIXON: Yes, that -- that's -- yes,
20 there's -- there's very little that we -- any of the
21 carriers even have on the -- on the call back.

22 One of the issues that we're addressing as
23 well on here and I'm not sure if it made it to the
24 slides is the -- the whole issue of congestion control
25 and thank you, Jim, for bringing that up and that is

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1 how do we -- how do we avoid flooding a 911 center
2 with calls from the incident? How do we -- how do we
3 more closely mirror the congestion control process
4 that's in place on landline 911 networks? How do we
5 more accurately mirror that in the wireless side to
6 try and give some relieve in that area?

7 So that -- and there are a number of -- a
8 number of issues. I think we're up to issue number 27
9 now that we're working on. We've completed some of
10 those. So -- so, it's a very active forum.

11 If you have any questions or issues and
12 you want to submit them to us, there's a form on the
13 website where you can put those in. You can call me.

14 You -- many of you have my phone number already, but
15 I'd be happen to give it to anyone who doesn't.

16 Yes, ma'am.

17 AUDIENCE MEMBER: (Off microphone) Do you
18 see any help to process the work related e-mails that
19 goes --

20 MR. NIXON: I don't think that that hold
21 -- where you have the -- the one number that -- for
22 the Internet numbers, I'm not sure that -- where that
23 issue is being address. Rick may have some
24 information on that that -- that he could help us
25 with.

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1 AUDIENCE MEMBER: (Off microphone) Won't
2 be using those e-mail numbers when --

3 MR. NIXON: Okay. That is in -- the NENA
4 has a voice-over IP packet, Communications Committee
5 that is looking at that particular issue and again,
6 the -- there's a split between NENA and ESIF about
7 which issues go where based on a joint decision
8 concerning workload, technical capability, membership
9 of the folks on the various committees to try and make
10 sure they get most -- the most thorough and -- and
11 timely review. So.

12 Thank you. Rick, I learned.

13 I think one -- one last question.

14 MR. WHITNEY: Jim.

15 MR. NIXON: Hi, Scott.

16 MR. WHITNEY: Scott Whitney from Maryland.
17 With respect to the recommendations for a testing
18 strategy, do you anticipate making recommendations to
19 the Commission that those be adopted nationally since
20 they're already established the accuracy standard?

21 MR. NIXON: I think that testing strategy
22 as in whether you start at one end of the country and
23 go to the other, whether you do it at a PSAP level or
24 a national level or a market level or those type
25 things, is that --

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1 MR. WHITNEY: Yes.

2 MR. NIXON: -- the strategy you're talking
3 about?

4 Those issues are being considered in the
5 -- the ESIF work group. That's -- that's view more as
6 kind of a policy issue than the -- than the technical
7 accuracy components. So, they've -- they're --
8 they're spending most of their time right now trying
9 to identify the individual pieces, the statistical
10 pieces, the -- the site selection pieces, et cetera,
11 et cetera to -- to lock those down so we have
12 something to work with. The -- the policy issue I
13 think will probably start in ESIF growing out of that
14 -- that discussion.

15 I'm not sure the ESIF would be the final
16 place to make a recommendation of that and it will be
17 another form, but that's -- all of those options are
18 open at this point. We're just more focusing on the
19 technical pieces at this juncture than the policy
20 pieces.

21 So, you know, I wouldn't be surprised if
22 they came up elsewhere, but they could also come up in
23 ESIF. It's just too early to tell. It's a -- it's a
24 big world.

25 Okay. Any other questions? Okay. Thank

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1 you all very much.

2 COMMISSIONER ADELSTEIN: Well, thank you,
3 Jim and we do especially appreciate all the times the
4 ESIF has kept off our desks. It's best to work it out
5 that way.

6 Finally, in the last 15 minutes, we've set
7 aside some time to give you a brief update from FCC
8 staff about the situation surrounding E911
9 capabilities of multi-line telephone systems. We'll
10 get some commentary on that from Greg Cooke who's with
11 the Commission. He'll provide a report and hopefully,
12 afterwards, we'll get some commentary from some of our
13 other panelists especially Jim Goerke and Nancy
14 Pollock I believe are going to respond in depth on
15 that.

16 Now, Mr. Cooke is currently a Deputy Chief
17 of the Wireline Competition Bureau's Competition
18 Policy Division where he's worked on E911, carrier
19 discontinuances, 271s and other matters. He joined
20 the FCC in 1995 as a staff attorney and he's now a key
21 player for us on all these MLTS issues regarding E911.

22 So, Greg.

23 MR. COOKE: Thanks, Commissioner
24 Adelstein.

25 I know that today is pretty much wireless

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1 E911 issue, but I think the overall theme that we've
2 heard throughout a number of these panelist
3 discussions so far is accurate location information.
4 So, we thought we'd take a few minutes and shoehorn in
5 something that is currently before the Commission and
6 that is the provision of E911 over multi-line
7 telephone systems or more commonly known as PBXs.

8 And I'm sure that anybody from any of the
9 states, I noticed Bob Oenning with whom I worked a
10 number of years ago on this matter, has stories of
11 people whether they are in a -- an office cubicle, a
12 dormitory room, a hospital room, a hotel room, perhaps
13 a bank branch making an E911 call and then having the
14 emergency responder come to either the main office or
15 the location of the switch. A location that is not
16 the location of the emergency.

17 And -- and this is an issue that was first
18 brought to the Commission's attention in the -- in the
19 original rule making that was going on in 1994 from
20 which a lot of the wireless issues have -- have
21 developed and it is an issue of -- of great concern to
22 the commission and one that at the time back in 1997
23 we had a two-day meeting with -- with folks from APCO
24 and NENA and -- and I know Bob was there. A number of
25 the folks from the business operator community were

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1 there to -- to discuss what the issues were, try to
2 air them out, and -- and take next steps.

3 And a number of the parties have made
4 tremendous -- made tremendous strides afterwards to
5 try to reach some level of consensus among the
6 parties. Did a lot of work in that and most recently
7 NENA and APCO made an excellent effort which they
8 included into the docket that the Commission is
9 concerning right now of model legislation.

10 Now -- now, this is a different animal
11 from most of the other 911 landline issues you will
12 hear. Because certainly for any of us at our homes,
13 if we call 911, all of the determination of what is
14 the geographical coordinate to our particular house is
15 something that -- that doesn't implicate us at all.
16 It's there. It's something that the carrier does, the
17 PSAP does. It's our of our hands.

18 When you have MLTS 911, however, it's --
19 it's quite different and it does implicate the -- the
20 operator of the system and the manufacturer of the
21 unit in a very particular fashion.

22 I'll just run through that very, very
23 quickly.

24 In order to have this work that particular
25 business or other kind of MLTS owner/operator has to

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1 be able to -- to transmit data that -- that is
2 specific to that number that is being called through
3 their PBX to the PSAP and also somehow update the data
4 base with information that coordinates those -- that
5 data with an actual physical location.

6 Now, this implicates certainly issues that
7 are before the Commission having to do with our rules.

8 There are requests for us to revise our rules to
9 insure that all PBXs are E911 capable for example.
10 There are requests in front of us right now to -- to
11 insure that carriers who have to transport this data
12 are able to do so and actually do transport it to the
13 PSAP.

14 But -- but, underlying all of this is the
15 issue of do -- what do the -- the providers have to
16 do, the actual operators have to do to -- to supply
17 this information to the -- to the PSAP and as I
18 mentioned before, this is something that -- that a lot
19 of the commentators in this area feel quite strongly
20 about because they realize that for them it's a
21 significant expense and it's also sometimes that they
22 are looking at -- that either technical difficulties
23 in -- in implementing this as well as they might feel
24 that they have other options. I mean say well, look,
25 you know, I've got old equipment. We really shouldn't

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1 have to be compliant or look, I've got my own in-house
2 emergency response team. Why should I have to go
3 through all of the time and the expense to become E911
4 compliant?

5 What we have noticed, however, is that
6 when we took a look at the most recent docket, the --
7 the Commission was asked a number of questions and --
8 and one of the things that it asked was whether the
9 state action had been sufficient to implement
10 Commission on 911 and might say vis-a-vis this model
11 legislation and one of the things that we noticed in
12 the interim period from let's say 1997 when we last
13 had meetings on this to now is that very few states
14 have enacted legislation.

15 Now, I will tell you that -- that it's a
16 fair amount of controversy in front of the Commission
17 as to whether the FCC has jurisdiction over private
18 entities such as an IBM or a -- or any other private
19 company operating a PBX and that's obviously not an
20 issue I'm going to discuss today. It's on the record,
21 but there's no controversy that the states have --
22 have jurisdiction over these entities through their
23 state police power.

24 And the question then is well, what do
25 they do with this jurisdiction. Do they do -- take

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1 some kind of action to insure that this gap in the --
2 in a national deployment of effective E911
3 implementation is somehow filled and that's where I
4 think NENA and APCO have done a tremendous job by --
5 by drafting this model legislation, copies of which
6 are in the back.

7 Because what it does is it -- it addresses
8 each of the issues that are of particular interest to
9 a -- to a locality. Should a particular locality, for
10 example, regulate all of the MLTS within -- within the
11 state or should it limit it to -- to perhaps multi-
12 tenant dwellings or -- or dormitories or should it
13 actually include businesses. States -- the states
14 that have enacted this legislation vary in this
15 regard.

16 What about companies that have older
17 equipment? Should they be grandfathered in?

18 What about companies that, for example,
19 have in-house call centers alternative emergency
20 response teams? Should they be allowed to have
21 waivers?

22 These are very locally driven, locally
23 determined questions. All of which I think to a
24 greater or lesser degree are -- are addressed in this
25 model legislation and so, it is something that -- that

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1 we wanted to sort of shoehorn this issue into the
2 otherwise wireless discussion today to bring to your
3 attention and -- and urge that you take copies of it
4 and review it and consider what actions if any would
5 be appropriate for individual states to take in this
6 regard.

7 And that pretty much closes my remarks.
8 But, I'm happy to have any input from the folks at
9 APCO or NENA on the -- on the model legislation and to
10 open it for questions.

11 MR. GOERKE: So, I'll make -- so, I'll
12 make just a few comments.

13 And I -- I certainly agree with -- with
14 what Greg had to say.

15 As I indicated earlier, our state took a
16 shot at this in, you know, early on in the middle
17 1990s and that's always -- you know, being, you know,
18 early on something like this, that's always a good
19 thing/bad thing.

20 I mean it's good that you're showing
21 initiative and that you get out there and you provide
22 your citizens a level of service.

23 On the other hand, you may discover
24 subsequently, you know, later on that there is a
25 better way to -- to approach it.

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1 So, I would dare say that if we had to do
2 it over again, that we would approach this issue in a
3 more comprehensive way than we did.

4 What we ended up doing was we ultimately
5 passed legislation that addressed specifically and
6 Greg kind of referred to that to what we labeled or
7 characterized as shared tenant services.

8 We discovered that we had a growing
9 industry, that we had shared tenant service providers
10 that were actually marketing private switch telephone
11 service to apartment complexes in our state and that
12 we had a growing number of -- of large apartment
13 complexes that were switching over to private switch-
14 type service. That was attractive to apartment
15 complexes because ultimately, they could offer cheaper
16 telephone service to their -- to their tenants.

17 And so, that became an issue for us and
18 the statute that we ultimately passed dealt
19 specifically with what the model legislation
20 characterizes as shared residential service, but it in
21 way touched on the -- the whole commercial arena and
22 in some cases, that's an even larger issue I think
23 that's out there.

24 I would encourage you to pick up a copy of
25 the model legislation. I think the position that NENA

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1 and APCO if I can represent both for just a second has
2 taken on this that -- that the most effective approach
3 to ultimately resolving this issue is a balanced
4 approach between states assuming their responsibility,
5 passing legislation that deals with kind of the -- the
6 local public policy part of that, and then as
7 appropriate, the Commission dealing more with the part
8 68 standard piece that's -- that's associated with the
9 PBX equipment itself.

10 So, the -- the PBX issue was originally
11 part -- way back when was part of the '94 -- the
12 original '94 102 documents -- docket. So, it has a --
13 another connection technically with our -- our
14 wireless activity here today and then the Commission I
15 think rightfully so ultimately separated that from
16 -- from the wireless portion as they move on with the
17 latter.

18 Nancy.

19 MS. POLLOCK: Thank you, Jim.

20 I don't have anything really new to add
21 except to reiterate what has been said.

22 It is true that this issue -- you know,
23 we've been talking -- this whole two days has focused
24 on wireless location technology, but location has been
25 a problem on multi-line telephone systems with the 911

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1 community since 911 began. We have been dealing with
2 this for 20 years and I think we've been negligent
3 frankly in not being more vociferous about the
4 problems.

5 We've -- we've sort of allowed this to
6 happen. Have -- and -- and we overcompensate for it
7 in our -- in our communication centers.

8 And it is true. This has been on the
9 Commission's table since 94102. I think it's time we
10 do something about it and, you know, we -- we know how
11 -- the Commission knows how effective location is for
12 improved public safety response. This is no
13 different. It's just a different animal and it is a
14 -- it is a bigger animal.

15 If -- if we thought regulating wireless
16 location technology was different, this is bigger
17 because it's private business and -- and that's what
18 makes it difficult. The FCC doesn't have -- doesn't
19 hold licenses for private -- private public safety --
20 excuse me -- for PBXs.

21 So, it -- it is bigger and there are --
22 there are two responsible parties I think for the most
23 part. Certainly, the FCC can do their part via acting
24 on part 64 and part 68 and I -- I think it's
25 appropriate to -- to move forward with that.

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1 Greg is right. There's lots and lots of
2 stories.

3 We are also in Minnesota starting to see
4 this in residential service where they are bundling
5 not only telephone with the rent but high-speed
6 Internet, cable TV, telephone, all a part of the rent.

7 Makes it very attractive for the renter, but we also
8 have the stories where their responders are running up
9 and down the halls of an apartment complex at 3:00 in
10 the morning trying to find the heart attack victim.
11 That is absolutely inappropriate service for our
12 citizens and we need to do something about that.

13 The states, Jim is absolutely right, have
14 I think a responsibility to move forward on
15 legislation. The model legislation that NENA
16 developed is -- is very -- is a very good starting
17 piece and a basis.

18 I have to report that we have been
19 unsuccessful in Minnesota and I think that's why we
20 see so few states, Greg, having acted on this although
21 I know Florida was successful this year and Maine I
22 believe was successful this year in legislation.

23 In Minnesota, it's another issue of they
24 want less Government. They want less regulation. You
25 know, private business doesn't want to be told what

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1 they have to do.

2 But, this is a public safety issue just as
3 sure as wireless 911 is a public safety issue and I
4 think we have to as state representatives and as
5 public safety people and as Federal Government that
6 have a piece in this, we have to step up to the plate
7 and do something about this issue which has plagued us
8 for far too long.

9 So, I would encourage you as Jim has
10 indicated to pick up a copy of the model legislation.

11 APCO and NENA are very consistent on this issue in --
12 in trying to move this forward and it -- it is
13 something that I think we need to tackle.

14 Thank you.

15 COMMISSIONER ADELSTEIN: Any response or
16 questions or comments on multi-line -- yes, go ahead.

17 MR. OENNING: Oh, I -- I can't -- I can't
18 patent this. You know, I -- it's been on our plate
19 for so long.

20 In the state of Washington, we have
21 legislation that's fairly close to the model. I wish
22 ours was the model because it reflects some errors we
23 made. So, that would have been helpful.

24 We have a very high compliance rate in the
25 state from just about everybody. Those who are

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1 required to and from business because we've been going
2 to business and saying you ought to really do this and
3 the telecommunication manager doesn't have any money.

4 We then walk over to the risk manager and say what do
5 you think about this and the risk manager says I think
6 that he better find the money and -- and they both go
7 up to the CEO and we're having a very high compliance.

8 So, we're having a lot of success. It's a
9 lot of work, but we still have a couple of problems
10 and they go right back to the FCC and the biggest one
11 is that some of the local exchange carriers still
12 haven't got the hint that they need to be really
13 cooperative on providing connectivity.

14 It isn't just, you know, the old style
15 camma trunks will work for this. There's others --
16 other technologies that business users use on a
17 regular basis and they need -- already buying stuff
18 that will work if they're allowed to use it and so, we
19 need to push for the carriers to do their part.

20 Now, our local -- our state commissions
21 have been very helpful on that on a couple of fronts
22 and we've really made some progress, but they were
23 looking for guidance, too.

24 And the other thing is something I run
25 into which I have a whole pile of e-mails on that --

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1 that one of my school districts called me because they
2 allied for some money that comes from National
3 Exchange Carriers Association and they asked for money
4 for their PBX and they put a specific item on there,
5 991 interface, and that was denied and I stepped in
6 line and said why is it denied and they said well,
7 because the FCC hasn't included interface to 911 as
8 something that's permittable when you use those
9 universal service fund monies for school PBXs.

10 And that has been an ongoing problem and I
11 haven't been able -- been able to get around it other
12 than a minor issue of it. We just make them all
13 include it in their specifications and don't list it
14 separately so no one knows.

15 But -- but -- and I'll tell you in our
16 state, school safety is a huge -- huge issue. We're
17 going out and mapping and taking pictures of the
18 inside of the schools and -- so they know where every
19 phone is located and can go. The responders can click
20 on their PC and see what that room looks like and all
21 the routes to it. So, we're doing a lot of work, but
22 if we can't reliably get the phone interface there,
23 one so it's affordable and two, so that they, you
24 know, it's a real problem for us. So.

25 COMMISSIONER ADELSTEIN: Just to show you

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1 on behalf of the FCC that we're going to do everything
2 we can to insure that that kind of model situation you
3 have in Washington takes place throughout the country
4 using what resources we have to -- to make this --
5 make this work.

6 Any other thoughts on multi-line systems?

7 Well, with that, I'll just thank our
8 panelists for an excellent presentation. We've
9 learned a lot and we've arrived at that magical hour,
10 lunch hour, and so, we're not just going to leave you
11 hanging. We're going to fill you in on -- those who
12 aren't familiar with our facility where you might go
13 for lunch from our own Lauren Patrich.

14 MS. PATRICH: Hi, there. I might have
15 spoken with almost everyone in the room at some point
16 in the last month. I'm Lauren Patrich from the
17 Wireless Bureau.

18 I have a few basic pieces of information.

19 Before we do the lunch stuff, we're going to do the
20 other stuff.

21 If any speakers for today or tomorrow have
22 Powerpoint slides and you haven't sent them yet, I
23 needed them yesterday. So, just find me and hand them
24 to me or Cindy Sheiber in the back from the Wireless
25 Bureau who's waving her hand.

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1 I want to remind people also we have lots
2 of interesting handouts at the back table. Some FCC
3 documents. Some legislation. Some things from APCO
4 and NENA. Please feel free to grab those.

5 I also want to remind people we have the
6 index cards on the back table for any public questions
7 or comments that you would like sent up to the
8 moderators.

9 I'll be in every session. Other FCC staff
10 will be in every session. Feel free to hand the
11 questions to us and we'll be -- we'll bring them up to
12 the moderators if you like.

13 In addition, tomorrow, we will be having a
14 number of panelists speaking about the future of
15 public safety communications in the next ten years and
16 those panelists are setting up exhibits in Hearing
17 Room B just down the hall here. I think there's a
18 sign up there now that you can see and one or two of
19 them are actually set up today. I know Com Care
20 Alliance is set up today. I think Global Locate was
21 setting up today. So, please feel free to walk by and
22 look at the exhibits.

23 And now, onto lunch. We actually -- if
24 you haven't been to this building before, you probably
25 thought to yourself on your way down here where the

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1 heck am I going to eat lunch?

2 There are two very decent cafeterias here.
3 They are on the courtyard level.

4 For those of you who do not have blue
5 frequent visitor badges for the Commission, you have
6 the red like Evelyn has the red V badge, just want to
7 let you know that you'll have to give that badge in to
8 the nice man at the security desk to go to the
9 courtyard because that is not a FCC secured space.
10 That's actually public space and then when you go back
11 into the building, you'll have to get your badge back.

12 Just wanted to let you know that.

13 We've told the security people there will
14 probably be a lot of people coming through in the next
15 few minutes. So, I apologize if there's a wait, but
16 that -- that's our process.

17 If -- if it's not raining and I have
18 absolutely no idea what it's like outside right now
19 and you don't feel like eating in the cafeterias on
20 the courtyard level, you can go straight up 12th
21 Street either walking about 15 minutes or a five-
22 minute cab ride if you can find one and you usually
23 can on 12th Street, on Pennsylvania Avenue about, you
24 know, just a 15-minute walk up the street -- up 12th
25 Street, there are lots and lots of restaurants and

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1 since we have an hour and 45 minutes for lunch, that
2 should be -- that should be doable.

3 I think that's it and at 2:15,
4 Commissioner Martin will open this up to talk about
5 what's involved in a PSAP upgrade.

6 Thanks.

7 (Whereupon, the hearing was recessed at
8 12:38 p.m. to reconvene at 2:15 p.m. this same day.)

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A-F-T-E-R-N-O-O-N S-E-S-S-I-O-N

2:19 p.m.

COMMISSIONER MARTIN: Thank you all for coming -- for being back this afternoon to continue the discussions today and this afternoon, we're going to focus particularly on E911 deployment and for the next 45 minutes, we've got a panel discussing the upgrading of Public Safety Answering Points, the PSAP, from both the technical, financial, and operational standpoint.

We're pleased to have each of the three panelists with this morning. I know some of the issues have been alluded to already this morning, but -- but I think each of the panelists will have at least an initial ten-minute presentation followed by questions and answers from -- from everyone here.

Just a couple housecleaning details. If you have any questions, please make sure and identify yourself for our court reporter and as we go through, I'll try to keep -- remind everyone of that and also that the panelists have said that they're all open to questions during and immediately after their presentation. So, if you have any questions, you can feel free to go on and try to alert -- alert the

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1 panelists to the questions you might have immediately
2 and then we'll have questions and answers for all
3 three of them after the three panelists have all
4 finished.

5 Our first presentation this afternoon will
6 be from Jim Nixon who's the Director of Government
7 Affairs for T-Mobile. He's responsible for the
8 national 911 policy at T-Mobile. He works with many
9 of the national and state public safety organizations
10 as well as communications industry groups. He's
11 formerly served as 911 coordinator for the state of
12 Maryland and he's also supervised 911 accounting
13 center in Nevada.

14 So, Jim, if you want to come up and start
15 our presentations for this afternoon.

16 MR. NIXON: Thank you, Commissioner.

17 I'm very happy to be here, brought back up
18 again because there's still some lingering question
19 about whether I'm Susan Miller or not and I assure you
20 all that I just did her presentation for her. So,
21 those of you who keep referring to me as Susan can
22 probably stop doing that.

23 Very happy to be her, sir, and thank you
24 for the kind introduction.

25 I would like to -- to talk about some --

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1 some issues here that have to do with deployment, et
2 cetera and I -- I think I'll just get right into the
3 slides.

4 Basically, this is the real 100,000 mile
5 view down on the overall architecture of how the whole
6 911 system works generally. There's some -- certainly
7 a lot of variety across the -- the nation in the way
8 it's been implemented in -- in different localities,
9 but typically, this is kind of the way it's divided
10 into the carrier piece, the -- the current 911 service
11 provider piece which does the interconnection between
12 the carriers and the -- the PSAP or 911 center piece
13 at the far end.

14 For purposes of today's presentations,
15 I've -- I've talked to my -- my fellow panelist here
16 and I will cover the carrier part. Bob Currier from
17 Intrado will cover the -- the -- the LEC piece in the
18 middle and Michael Fischel from -- from L. Robert
19 Kimball will cover the PSAP side.

20 So, as -- as the Commissioner said,
21 anytime you have any questions for me, certainly give
22 me a holler.

23 Basically, the -- for phase one, the
24 wireless providers have to do a particular set of work
25 as described here. Need to collect from data on who

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1 the PSAPs are or where they are or where the -- where
2 the sites are, how they match up with this PSAPs and
3 PSAP boundaries, how we're doing to do addressing to
4 make sure that the -- a good 911 record shows up at
5 the PSAP when a call comes in, how we're going to
6 route those calls, which PSAP is going to get a call
7 from -- sector A of a site for instance might cover
8 two or three different PSAP geographical footprints
9 simply because the two are not meshed, RF being RF and
10 cellular being essentially a radio technology. You
11 just kind of go over boundaries without -- without
12 thinking very much about it.

13 After the -- the sites, all this data is
14 collected and coordinated with PSAPS, we turn the site
15 up for phase one, do some testing, and everything is
16 good to go. On an ONNES, we make major changes to the
17 911 network in particular and -- and most -- most
18 currently that's what happens.

19 As we make changes to the carrier network,
20 I'm sorry, we add a new site. We reorient the site.
21 Whatever we do to change our configuration of where
22 that site footprint actually falls on the PSAP maps,
23 we need to do ongoing maintenance with the -- the PSAP
24 following those other rules -- other -- other
25 processes to identify the site and keep the data

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From an engineering perspective, carriers need to identify the router that we need to connect physically with trunks. We need to also identify which alley database or automatic location information database we need to connect to physically with trunking. Put those trunk orders into the provider whether it's a LEC or IXE or whichever way we need to go to get the trunking in place.

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Internally, we need to do translations to make sure that the switch knows how to handle each 911 call from each sector. Theoretically, each sector in a -- off of a switch could theoretically have a different set of 911 routing instructions. So they each have to have individual translations to handle that.

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The site 911 database that we maintain internally is very critical to us. It represents all the information that we've coordinated with the PSAPs and the LEC as far as PSAP identification, addressing, information, and format, et cetera, et cetera. So, we have to maintain that and use that internally to drive our 911 service and -- and maintenance operations.

25

So, there are a number of -- of steps here

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1 that we need to do to -- to simply provide phase one.

2 Phase one has been -- has been deployed
3 pretty widely to several thousand PSAPs across the
4 country and more being added every day. I'm -- I'm
5 very comfortable in saying and we're making good
6 progress on that.

7 When you got to phase two, the rest of the
8 -- the work for phase one remains as already described
9 because we build on phase one by -- when we provide
10 phase two. Essentially, we need to add to that that
11 bit of work that we do for phase one. We need to add
12 the -- the data collection about -- more precisely
13 perhaps about the boundaries and -- and PSAPs, et
14 cetera so we can incorporate some additional
15 information that may be necessary for the phase two
16 data.

17 Certainly, we need to add the location
18 determination element or position determination
19 element to our network and connect that in our network
20 so that when a 911 call comes in it will know to --
21 through our translations as I mentioned earlier that
22 that's a phase two provision site. So, in addition to
23 sending the rest of the phase one data, it will also
24 trigger a phase two location estimate which data would
25 eventually be set -- sent forward to the PSAP for

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1 their use.

2 Engineering-wise I've already talked about
3 the additions. You have to add on the equipment. You
4 need to verify the -- the location of the equipment
5 itself obviously. You need to verify the -- the
6 trunking capability. The trunks that you already had
7 in place to the PSAP for phase one may or may not be
8 capable of handling the phase two data flow. So, you
9 need to verify that. You need to verify the
10 signaling. You need to verify a whole host of new
11 technical and engineering issues that arise from
12 the addition of that phase two to the phase one
13 stream.

14 Additionally, with -- each carrier has a
15 choice about whether they're going to go with a
16 handset-based solution or with a network-based
17 solution. So, there's different -- there's a
18 different pace of deployment for each carrier
19 depending on their choice and on a whole range of
20 other factors within the -- the different carrier
21 environments.

22 In the case of the -- the carriers who
23 have chosen handset solutions, many of them have
24 already deployed throughout their networks nationwide
25 the software and hardware capability to handle the

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1 additional data and the location capability that's
2 generated by those handsets that -- that they are
3 selling to provide location.

4 So, some of that work is -- is already
5 done on a national scale again in that -- in that
6 carrier slice of that earlier slide. Some of that
7 preparation work is already done. They're simply
8 waiting now to do the remainder of it which is get the
9 respect, identify the PSAPs, do all the engineering
10 and -- and data work essential to these two locations,
11 to the PSAPs.

12 With the -- the network-based solutions,
13 the network typically has to have something added to
14 each site or each switch throughout the country. So,
15 as you -- you go along, maybe -- maybe the carrier has
16 deployed that location technology in Richard's PSAP
17 area because they've already deployed for a neighbor
18 and they might get a little bit of a jump of deploying
19 future requests or follow-on request such as Richards
20 because they have that site infrastructure already in
21 place.

22 In other cases, they're going to have --
23 where they're going in fresh, it may take a little bit
24 longer for them to actually get out to each site, hang
25 that equipment, optimize it, test it, and validate it

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1 all.

2 So, you'll see different time scale
3 presented by each of the carriers. The major
4 carriers, the big six as they -- they call them,
5 pretty much all have agreements with the FCC on how
6 they're going to deploy these things. So, there's --
7 there's some pretty good information on scheduling, et
8 cetera that you can get from them.

9 The -- the best thing that you can do,
10 however, is have a very good and open line of
11 communication with your carrier, your LEC, your PSAP
12 equipment suppliers, and any other folks that you have
13 involved in your whole 911 system from the get go.
14 Because this -- this is a -- a very, very powerful
15 improvement, the phase two capability and it touches a
16 lot of pieces of your existing equipment and
17 infrastructure both inside the PSAP and outside.

18 So, with that in mind, I'm getting ahead
19 of myself a little bit on the slides here. So, I'll
20 go through with this one faster.

21 One of the -- the items that -- that has
22 been pointed out from the beginning of this whole
23 process is the gold plating of -- is not required of
24 any of the pieces in this whole system to make phase
25 two work. So, no party needs to necessarily hold out

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1 beyond the point where they have the basic capability
2 to receive and use the phase two data. You don't
3 necessarily need to wait until you've got the newest
4 bells and whistles to deploy it.

5 If you choose to do that, that's
6 completely your choice, but that's not a basic -- one
7 of the basic requirements from our perspective that's
8 necessary for deploying phase two.

9 The last thing on my side here, of course,
10 is to encourage you all to get more from life with T-
11 Mobile service.

12 Oh, I'm sorry. That was a commercial.
13 I'm not allowed to do that.

14 I'd be very happy to -- to answer any
15 questions anyone has now or -- or later on.

16 Excellent. Thank you.

17 COMMISSIONER MARTIN: Thank you, Jim. Our
18 next presentation will be from Michael Fischel who's a
19 senior consultant with Robert Kimball and Associates.

20 He also has extensive experience in the E911 system
21 implementation. Currently, is recently retired after
22 serving as the Public Safety Communications Center
23 Director for Fairfax County, Virginia, the largest
24 PSAP dispatcher in Virginia.

25 So, with that, we appreciate Michael.

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1 MR. FISCHER: Thank you, Commissioner.
2 How do I get this one up? I broke it. Here we are.
3 I got it. Just close that out? Yes, move it up.
4 Okay.

5 Well, what I'm going to try to talk about
6 today I'm going to be repetitive of some of the things
7 that have been said this morning and -- and just now,
8 but I'm going to try to give you some perspective
9 being on the ground, being a -- being a PSAP director
10 having gone through this, and being involved with a
11 consulting firm that is assisting PSAPs and states in
12 implementing the provisions of phase one and phase two
13 and I'm going to try to -- to key on the more
14 practical aspects of things.

15 I'd first like to make one distinction.
16 There -- you have the FCC requirements and you have
17 the need to meet them, but for a PSAP director, it
18 really means incorporating that technology and
19 incorporating the data into your everyday operation
20 and think Jim mentioned it. Is that though you don't
21 need to be gold plating, you do need to be sensitive
22 about the impact it is going to have on your
23 operations and things like do you need a mapping
24 system? Do you need CAD? Probably not to comply with
25 the regulations, but in many PSAPs, without those

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1 tools and without all the other supporting things, you
2 can't really make it work.

3 So, let me go through my slides here.
4 PSAP readiness environment, we talked about some of
5 this. Obviously, you have to have basic ENOM on one
6 operation to begin. I know in many states part of the
7 wireless is trying to get those localities and
8 jurisdictions in the state to be in 911 compliance so
9 they can move forward through the whole process.

10 Another important thing for the PSAP right
11 in this environment is you need to have local
12 commitment and you need to have authority and they can
13 set up the funding whether it's from the state or
14 whether it's from your local jurisdiction.

15 We find that one of the -- one of the big
16 issues here and we've spoken about it this morning is
17 time, resource, an expertise. I got to you wireless
18 911 is very, very important, but it's not the only
19 thing on the plate for a PSAP director and we tend to
20 go -- come to these things and focus on that like it
21 was the only thing that as a director you have to and
22 I think we need to keep in mind that there are a lot
23 of things going on when you're -- when you're trying
24 to run a local PSAP.

25 Program management is essential here

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1 whether it's internal or it's achieved from the
2 outside. This is a fairly complex thing in terms of
3 knowing how to incorporate into your operation. The
4 technology is there. PSAP directors really don't have
5 to worry as much as they think they do about the LEC
6 and the wireless service providers although there are
7 some basic things, but they need to focus more on what
8 they don't know and get over that fear and then, of
9 course, you have to make the formal request.

10 We also talked about the cooperation and
11 it's absolutely essential between the PSAPs, the
12 wireless providers, and their local change carriers.
13 You need to maintain the contacts and they need to be
14 accessible among each other and to the PSAPs.

15 You need to go through the process of
16 identifying the technologies that the wireless
17 providers are using and the LEC's ability to support
18 those technologies.

19 PSAP director often finds himself in the
20 middle trying to -- to get that cooperation going and
21 that's another area where we need to emphasize.

22 At the PSAP level, you know, there are a
23 lot of PSAPs out there that still do not understand
24 what phase one and phase two requirements are and the
25 impact that it's going to have or could have on its

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1 operation and I think somebody mentioned earlier the
2 fear. The fear of trying and changing and I think
3 that is one of the impediments to moving forward with
4 deployment.

5 And then, of course, we've talked about
6 establishing and maintaining lines of communications.

7 Again, program management.

8 PSAP readiness in terms of your telephone
9 equipment, many PSAPs are not -- their telephone
10 equipment is not able to utilize the information that
11 is provided from wireless E911 and they need to go
12 through that assessment. Do they need to upgrade
13 their equipment or do they need to replace it. That's
14 money.

15 Telephone trunks, we've talked about that.

16 How many? What kind? Should they be separate from
17 wireline? Should they not? What's the impact on your
18 operation? ALI screen the data. How -- how to
19 incorporate it into your ALI screen and incorporate it
20 into your telephone system cold processing operation
21 and then integrate it with CAD and mapping.

22 One area we haven't really talked a lot
23 about is voice logging. A lot of PSAP, they're voice
24 logging equipment is not sufficiency large enough to
25 record the additional trunks. Another area of

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1 expense. Another area of integration.

2 And, of course, we've talked about
3 alternate and default routing.

4 Computer aided dispatch, this is one of
5 the areas, you know. Not -- not essentially an FCC
6 requirement but in most centers and particularly in
7 the larger centers, it's essential to making effective
8 use the information that's provided from wireless
9 phone calls. You need to be able to interface your
10 telephone equipment with your CAD system and with your
11 mapping so that you can effectively process the calls
12 and get people to the right place on time.

13 That involves looking at your geofile
14 information, your mapping systems, your mapping
15 information and then, of course, the issue of re-bid
16 whether you do it from your telephone equipment or
17 whether you can do it via a CAD system and how that
18 affects your CAD system in terms of how you collect
19 the information, keep track of it through a cap of the
20 call in case there is a real need to get to that data
21 quickly.

22 Mapping and GIS, somewhat important in
23 phase one. Absolutely critical to phase two. It
24 basically optimizes the effective use of the wireless
25 location information. We need to remember we can't

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1 send somebody to an XY coordinate. We need to send
2 them to a point -- a locational point, an address, a
3 point of interest. Mapping and GIS is -- is key to
4 doing that.

5 PSAP has to have the available map data
6 and the supporting database to make that happen. So,
7 that's part of being ready and then have to make
8 decisions with their mapping systems. If they don't
9 have one, if they're going to upgrade it, well,
10 whether it will be part of their telephone system,
11 part of their CAD system or a stand-alone system and
12 how it will be integrated.

13 And you talk about initiation of service.

14 This is one area we really haven't talked a lot
15 about. When you -- when you start bringing wireless
16 calls into your center for the first time, presuming
17 you haven't taken them at all, they're different
18 procedures. You've got to train your people on how to
19 deal with the unique aspects of wireless calls and
20 also the differences among the wireless service
21 provider technologies. What you do with the different
22 information? When you can bid? When you can't bid
23 re-bid? You know, if you have a one or two person
24 operation, it's one thing. If you have a huge
25 operation, it's a tremendous impact on your operation

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1 to train your people so they know what to do with the
2 wireless phone calls.

3 Public education, I think we've talked
4 about that. The public really does need to know what
5 the differences are between wireless and wireline to
6 assist the PSAPs when they call and then testing.
7 When you're bringing -- bringing on new service from a
8 wireless service provider, a PSAP has to ensure that
9 all the things that I've talked about previously work
10 together and are tested effectively until they
11 incorporate them into their operation.

12 I guess one of the -- one of my pet peeves
13 is the PSAP operation support issues. We haven't
14 talked about staffing. If your -- if your a 911
15 center and haven't been taking wireless calls, it's
16 going to make a tremendous impact on your operation
17 and the volume of calls and it's going to have an
18 impact on service levels. You have to be sensitive to
19 the staffing requirements.

20 So, if you need new staffing, then you
21 probably need new console positions for your call
22 takers to use. So, that's a cost issue and an
23 equipment issue.

24 And then I -- I think I've touched on the
25 call processing differences between wireline and

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1 wireless and even among the different wireless service
2 providers and the wireless calls.

3 Database maintenance, with the wireless
4 service providers 24-hour notification in case you
5 have troubles. Those kinds of things.

6 I guess to sum it up, I mean, what we
7 found is the key to success is leadership. State
8 leadership I believe is very, very important, but also
9 at the local level. Above the PSAP managers somebody
10 has to -- the stakeholder has to take charge and say
11 we want to go there. We need to do there. I've seen
12 regional approaches that work quite well where there
13 have been regional leaders that have pushed the ball
14 and that's an excellent way of going about things.

15 Program management, again, most PSAP
16 managers particularly those in the smaller
17 jurisdictions, it's a matter of having the time to
18 coordinate the expertise and know what to do -- know
19 what to do and not -- when not to worry about it which
20 is probably one of the key things and the time to do
21 that and like I said, this is not the only thing on
22 their plate.

23 And then we have mentioned funding whether
24 it comes from the state or the local levels, how much,
25 and who's going to pay.

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1 That's about it. Any questions? Okay.

2 MR. KEIM: I'm Ken Keim, state of Oregon.

3 I'm glad to hear you talk about the
4 training issue. We're finding we're on the verge of
5 deploying phase two. That training issues are -- are
6 a major source of -- of concern, irritation to the
7 personnel, to the PSAP, et cetera having to do with a
8 lot of the issues you're talking about as far as the
9 different -- different wireless service providers
10 giving different data and I -- I really think we
11 dropped the ball somewhere along the way where we let
12 that happen. Because we've taken a problem that, you
13 know, that -- that's brand new, just caused enough
14 issues already, but by letting people do it however
15 they want to do it and give us whatever they want, the
16 issues of CAD interface and all sort of stuff has
17 basically brought us to a standstill until we can
18 resolve that.

19 And one of the things we're trying to do
20 in our state or we're going to do is -- is pass
21 administrative rule that you're going to deliver the
22 information this way no matter who you are and if you
23 don't, then you're not going to do business in Oregon.

24 Because we're not going to go through that issue with
25 six different carriers, three different service

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1 providers having different data streams, et cetera.

2 So, I think that's something that -- that
3 I'd like to see more being done on than -- than I
4 think is currently being done, the re-bids, et cetera.

5 I mean once you get this up and running,
6 you have a whole other set of headaches to deal with.

7 I'm glad to see you bring that up.

8 MR. FISCHER: Yes, we have to keep a --
9 keep in mind that this all comes down to a -- a call
10 taker sitting there --

11 MR. KEIM: Right.

12 MR. FISCHER: -- that's infused with all
13 this information and we're expecting them to do
14 certain things under certain conditions. I think we
15 have to keep that in mind as a -- as an ultimate goal
16 where we're trying to go here.

17 MR. KEIM: Yes.

18 COMMISSIONER MARTIN: Michael, I actually
19 -- Michael, there's one question from -- there's one
20 question from someone in the audience for you and
21 actually for Jim as well. I just wanted to see if
22 either of you could elaborate anymore on what you mean
23 by gold plating in phase two solutions.

24 MR. FISCHER: Jim, I'm not -- I'm not
25 going to presume I knew what you meant, but -- but

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1 what -- what I assume you meant is a lot of PSAPs
2 don't want to move forward because they don't have the
3 best map system that will get you down to the, you
4 know, think of some arcane thing, but, you know, the
5 process and not -- not an end goal and I think, you
6 know, there is -- there is a philosophy.

7 Let's get this stuff into the center, but
8 you have to keep in mind that you have to be able to
9 use it, but this is going to develop, you know.
10 Mapping systems are going to develop. Re-bid
11 technologies. How are -- how are you going to provide
12 that to somebody's running street and you have a call
13 taker there trying to re-bid? When do I re-bid?

14 And I'm sure there's going to be
15 technology that comes along in the future that will
16 allow that to happen, but I don't think we can wait
17 for the very best all the time or we won't get -- we
18 won't go forward. I mean we have to make that
19 judgment.

20 MR. NIXON: Yes, that's -- that's pretty
21 -- pretty accurate to -- to what my reference was to.
22 You know, there are some PSAPs today that have
23 requested phase two from all the -- the big six
24 carriers. The big six carriers are waiting to deploy
25 and because of some issue within the -- inside the --

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1 the -- I think it's inside the PSAP, but it's
2 certainly beyond the carriers piece of the network
3 that they control.

4 There's some issues that seem like they
5 could be addressed after the deployment is done.
6 Meanwhile, you have a lot of -- a lot of effort, a lot
7 of resources, a lot of investment that's been put in
8 to provide a better level of service to our customers
9 frankly that we would like very much to see deployed
10 and the approach -- deployed with the approach that
11 the finer things, the, you know, the -- the best bells
12 and whistles, the best alternatives or -- or not
13 alternatives but optional equipment or capabilities
14 would be deployed after the basic -- basic phase two
15 sounds like an oxymoron to me because we've been in
16 this so long.

17 But, after you start getting the basic
18 phase two data, if you want to polish it and -- and
19 improve the systems to make it even shinier, that's
20 fine, but we don't think that withholding the service
21 where it's -- it's there and available and waiting for
22 customers and -- and citizens is the best idea.

23 MR. FISCHER: I would agree with that
24 except I have experienced some incidents where some of
25 the providers think something is a very minor issue

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1 and to them -- and from the -- sort of the policy
2 point of view, you may think so, but when you're
3 sitting there with 25 call takers and you say well,
4 for the next year, you have to do it this way because
5 we -- we just don't have our CAD system set up quite
6 right or there's -- it can have a -- a very, very
7 large impact on operations.

8 MR. NIXON: Yes, I absolutely agree and
9 that's -- you know, fall back again on the -- on the
10 criticality of communications in this whole process.
11 You know, if we can -- if there's things that we can
12 do to -- to change the -- the call flows or I think
13 all the -- all the carriers that I know of at least
14 are using NENA standard data flows and data streams,
15 et cetera. So, how they're -- how they're ending up
16 and confusing factions and -- and presentations at the
17 PSAP and -- is kind of disturbing and we -- we should
18 really all be kind of looking into how that is
19 actually happening and -- and what piece of the system
20 is not handling that data appropriately to give
21 consistent information.

22 But, I'd -- I'd certainly agree that, you
23 know, that we are -- we are not the -- the -- the PSAP
24 experts and we -- we certainly would like to get
25 feedback from -- from some of the PSAPs a little bit

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1 more strongly and directly on what exactly the value
2 of some of these things are that seem to us to be kind
3 of ancillary and -- and second tier.

4 COMMISSIONER MARTIN: Are there any other
5 questions?

6 Thank you, Michael, for that.

7 Our final presentation is by Bob Currier,
8 Industry Relations Liaison for Intrado. Bob provides
9 support for the PSAP community with the focus on
10 wireless education and deployment. He previously
11 served as the Director of Communications and 911
12 Project Coordination for St. Clair County, Michigan.
13 He also received the Emergency Number Professional
14 Designation from NENA in 1999 and he serves on the
15 National APCO Corporate Advisory Committee.

16 So, with that, welcome Bob Currier for our
17 final presentation.

18 MR. CURRIER: Thank you, Commissioner
19 Martin.

20 Good afternoon. It's a pleasure to be
21 here.

22 In some of the earlier versions of the
23 agenda for this event, you may have noted that Mary
24 Boyd was scheduled to present. Mary is the Vice
25 President of External Affairs with Intrado and do to a

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1 family emergency, she was to able to be here with you
2 today. She sends her best to the audience and asks
3 that I appear in her stead.

4 You've heard a lot of common themes
5 already today. Coordination, education, PSAP
6 readiness. The message that I'd like to put across
7 today are those lessons that we have learned as a
8 third-party providers or vendor to the wireless
9 carriers and the local exchange carriers in deploying
10 and helping them to place E911 wireless services out
11 there for the public.

12 Over the past few years, we've been
13 engaged actively in deploying on behalf of our
14 wireless carrier customers, supporting the PSAPs,
15 doing education and we've learned some very critical
16 and important lessons.

17 Probably the most important thing we've
18 learned and you've heard this many times already
19 today, both Jim and Michael touched on it, but we
20 think the education at the PSAP level, those that are
21 actually taking the calls, the folks that are
22 deploying the service in their communities is
23 something that we need to enhance.

24 It's already been done quite a bit at
25 national forums. Both the APCO and NENA national

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1 conferences have had several forums on what it take to
2 become ready, but in our data collection efforts and
3 surveys throughout the country that -- that we're
4 dealing with and in some projects that we have going
5 on where we're assisting states to determine their
6 levels of readiness, we're finding that that message
7 still has not gotten to a majority of the public
8 safety communities in certain parts of the country.

9 It was mentioned earlier by Chairman
10 Powell, Nancy referred to it, that there's still 19
11 states that have not even begun to deploy phase one
12 services. So, we think it's very critical that this
13 education take place.

14 There is a commitment to do this at
15 regional conferences, within publications. We've been
16 active on national committees both NENA, APCO. Jim
17 made his presentation on ESIF earlier today and we
18 were actively involved in the readiness checklist to
19 roll out. So PSAPs know what they need to do to
20 become ready to accept wireless calls.

21 What this has really shown us in this data
22 collection, the education process, and so on is that
23 while we're doing an education effort, the largest
24 issue that the carriers site and this was reenforced
25 at a recent carrier forum, the number one reason the

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1 deployments are lethargic and are not moving forward
2 as they should is there is a misunderstanding or a
3 fear that the PSAP community has about moving forward.

4 So, we think that the readiness education is still
5 something that's very necessary.

6 The PSAPs understanding of the
7 capabilities of wireless, they're still sorting that
8 out. The roles and responsibilities that must take
9 place.

10 In these next few slides while I will not
11 go into detail on them, just briefly go over the
12 individual roles and responsibilities that are
13 required for the public safety agencies, the local
14 exchange carriers or the 911 service providers, the
15 wireless carriers themselves and the third party
16 vendors, they talk about project management and
17 support. Michael touched on that as being critical.

18 Boundary verifications, who is going to
19 provide service to what areas of their particular
20 parts of geography?

21 The data formats that come from the 911
22 caller through the network and ultimately show up at
23 the Public Safety Agencies. Equipment configurations,
24 there are several items on this project task list that
25 need to be managed and then ultimately maintenance

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1 once the systems are up. Who is responsible for which
2 roles?

3 We agree that the state coordination is a
4 key issue. We have found that the deployments that
5 we've been involved in that move smoothly and seem to
6 do a much better job or don't lag quite as often are
7 those areas where the states have stepped up and there
8 is a coordinating office or a statewide 911
9 coordinator that's helping to manage that process and
10 assist the local agencies as necessary.

11 The local involvement from a funding
12 statement. Michael talked about the equipment that
13 may need to be put in place. That probably is the key
14 issue on the PSAP side. We need to do this. Where
15 are the dollars going to come from?

16 The impacts of PSAP education, the
17 differences between phase one call delivery and what
18 the call takers will see on their screen for phase one
19 calls and then as we transition to phase two, the
20 technologies that are used dependent upon the carrier,
21 whether they use a hybrid non-call pass signaling
22 system or a traditional non-call pass signaling
23 system, those differences present differently to call
24 take and while we don't have the time to go into the
25 deep technical discussion of that, they are different.

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1 The call takers see different things and they present
2 differently and we need to help support that education
3 process. As Ken mentioned, we've dropped the ball on
4 that.

5 This education can help us. The more
6 educated the folks are at the call taking positions,
7 the more efficiently we can deploy testing and
8 ultimately deploy that life service.

9 Probably first and foremost as we move
10 forward to echo the comments that other have made, the
11 things that we feel are most important are the
12 commitment of all the resources in this partnership.
13 It's a team approach. No one does it individually.
14 The PSAPs understanding of the roles and
15 responsibilities, their education, the more educated
16 the industry is, the faster this will move and of
17 course, the bottom line is the dollars and sense that
18 it takes to do this. The committed funding that needs
19 to be there to support PSAP upgrades, the PSAP
20 education, and the ability to deploy this service for
21 the consumers and the users out there so we can
22 provide the best possible service to our citizens.

23 Those are my comments. Any questions?

24 Thank you very much.

25 COMMISSIONER MARTIN: We've got just a few

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1 more minutes -- just a few -- just really a few brief
2 minutes before. I don't know if there's any -- if
3 there are any questions for any of our panelists
4 following any of those presentations.

5 But, if -- if not, if we go on and get our
6 next panel to -- to come on and come up and take their
7 seats.

8 Oh, I'm sorry. I'm sorry.

9 MR. KOON: Yes, just a quick question for
10 Jim. I know there is a lot of talk at least I've been
11 a part of it over the years with these carriers. If I
12 have -- I'm just going to name a couple of names.
13 Verizon Service but I'm at a T-Mobile location where
14 the only wireless service is T-Mobile and I call 911
15 and I have a digital or an analog phone, will T-Mobile
16 pick up that 911 call and what is being done to make
17 sure that that happens? It's not -- I'm not just
18 blaming T-Mobile, but I mean all of the providers.

19 COMMISSIONER MARTIN: Could you --
20 actually, could you just tell us who you -- your name
21 and who you're with again?

22 MR. KOON: I'm New York State Assemblyman
23 David Koon.

24 COMMISSIONER MARTIN: Thank you.

25 MR. NIXON: Thank you, Assemblyman. It's

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1 a good question and I -- no -- no offense taken at all
2 on the name choices. You got to have some points of
3 reference for the -- for the examples.

4 But, certainly, all the carriers deploy
5 their 911 systems such that they will answer and
6 complete 911 calls from any handset capable of
7 reaching their network.

8 So, the -- the issue you start running
9 into is different air -- air interface technologies.
10 T-Mobile's a completely GSM interface which is
11 different than CDMA say. So, even though they -- the
12 antennas may be located right on the same site,
13 actually co-located as many of them are today, a CDMA
14 handset will not see the GSM antenna and vice versa.
15 So, there's no technical capability to complete the
16 call.

17 But, the system from the ground up, from
18 the beginning and the FCC's rules has been that a
19 carrier who gets a 911 call must deliver that call and
20 that's what we -- we do today. I feel very, very
21 comfortable that all the carriers understand that and
22 -- and comply with that.

23 And -- and we do, in fact, see that in
24 practice occasionally with calls that we get to our --
25 our investigations' lines or -- or other -- further

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1 information is needed on a 911 call, say it was a
2 prank call, a bomb threat or something like that that
3 was called in on -- on a roamer's network. The
4 initial contact from the PSAP will be that roaming
5 carrier because that's what comes up on the screen and
6 then they'll be referred back over if there's a
7 telephone number available that they can identify with
8 the appropriate carrier, they'll refer them over and
9 we'll follow up on that route.

10 So, I know that that's the practice out
11 there. It's absolutely the rule.

12 COMMISSIONER MARTIN: Are there any -- any
13 other questions? Anyone that I missed?

14 Well, please join me in thanking all of
15 our panelists this afternoon and appreciate all of
16 their -- their time and effort and if -- if Jenny
17 Hansen could come on up who's going to moderate the --
18 the next panel and our panels come on up, we'll --
19 we'll be going just momentarily.

20 MS. HANSEN: Good afternoon. We're from
21 the state government and we're here to help.

22 I'm Jenny Hansen. I manage the Public
23 Safety Services Office for the state of Montana and
24 I'm also the FCC's point of contact for wireless
25 issues. This includes all 911 network issues as well

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1 as spectrum and radio infrastructure and wireless
2 projects that are occurring in our state in public
3 safety.

4 I'll give you an overview of how we're
5 going to discuss the state leadership portion of the
6 panel and how the format is going to work, but feel
7 free to interject any questions and we're here to
8 provoke thought and promote more participation and Q&A
9 more than anything else.

10 We're going to begin with an overview of
11 the legislation especially what's before us today in
12 the House bill and Senate bills focusing on enhanced
13 911 and while we're at the threshold or the -- nearing
14 the end of dropping the gavel on where that's going to
15 end up, state leadership is certainly one significant
16 point of that legislation no matter which one is left
17 standing, the Senate version or the House. State
18 leadership is certainly an integral piece and
19 significant importance to the Federal Government above
20 all.

21 And then focus on the points of contact
22 for enhanced 911 in general looking at E911 caucus,
23 the program office from the Hatfield inquiry and
24 subsequent report, and then the E911 Institute and
25 representative task forces that came out of those

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1 discussions primarily due to focus on enhanced 911 and
2 Federal discussions.

3 Then looking at the distribution of funds
4 or the funding aspect of state leadership in what we
5 do, how that works, perhaps discuss best practices,
6 this gold plating idea, and then identify where we
7 need some assistance, where we need some perhaps more
8 empowerment instead of protecting our funds to no
9 avail in some of our cases of these state offices when
10 we talk about the state raids as an example.
11 Empowering those state offices if we have state
12 leadership. Giving them the -- the power and the
13 authority to say no, we have to protect these for
14 these reasons and -- and let's collectively come up
15 with ways perhaps by educational means in our state
16 legislatures, but collectively and collaboratively on
17 best practices, what's worked, and where we need some
18 -- some help perhaps even from the Federal Government.

19 Also in strategizing, having a plan and
20 streamlining processes for local public safety
21 answering points. Even as simplifying the process
22 right down to a boiler plate form that goes out to the
23 PSAP that says sign here and Daphne Rhoe will talk
24 about that, how that works very well in California.

25 And then talking about project management.

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1 Michael just talked about project management and how
2 beneficial it was to have that piece identified in
3 every role of the Public Safety Answering Point. The
4 maintenance and the upgrades that come with every
5 piece of technology in a PSAP. It's not just here is
6 your initial one-time nonrecurring piece of Federal
7 money that comes your way. What happens thereafter?
8 Are we building a Cadillac and only able to maintain a
9 GEO product or something? I'm sorry for all the car.

10 I shouldn't have used that one. But, any -- my dad's
11 retired GM. I can start using Cadillac.

12 But, are we building something that we
13 cannot maintain or that will become obsolete in five
14 years. We'll look at that from a coordination
15 standpoint from the state office level.

16 And resources, coordinating funding. We
17 talk about how this cost recovery is now becoming a
18 four-letter word, but a business plan includes a
19 fiscal line item. We have to include the bottom line
20 no matter what we do. We all have chains of command
21 and identify options on what we need to buy. Federal
22 Government certainly is going to ask you're asking us
23 for money. What is this going to buy? Where are the
24 options? What will it do for us and what will you
25 need to maintain it?

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1 Especially, we cannot afford to do
2 anything wrong. We, you know, are 49th or 50th. We
3 kind of beat out Alabama once in a while on that
4 monetary bottom line element and we just can't afford
5 to do anything incorrectly. We've got to do the best
6 bang for our buck no matter what and I'm sure that's
7 true of everyone. It's not to say that we do
8 frivolous spending, but especially when we have much
9 much less and we don't expect it to get better anytime
10 soon, we've got to make sure to stand true to that
11 less is more and work with -- work more with less of
12 course.

13 And then with project coordination. From
14 a state leadership standpoint especially in -- in
15 areas where we have clean slates. We have -- we
16 inherited few enhanced 911 landline PSAPs in Montana.

17 So, we have to go from zero to 60 literally from a
18 landline to wireless deployment schedule and our
19 strategy is aggressive, but we're going to get there
20 in probably light speed considering where we are
21 today. But, by doing that and -- and having a
22 leadership role, we're able to coordinate and connect
23 the dots between respective public safety projects
24 whether they're 911 related or spectrum related or
25 public safety radio just because we have to and

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1 because the local PSAPs don't have the resources by
2 way of people or funding to get those project
3 management pieces off the ground.

4 And coordinate the networks. We have with
5 the state offices a large electronics network and we
6 share real estate. We share real estate with local,
7 state, and Federal agencies. If it's a -- if it's
8 microwave site, if it's a telecommunication's network
9 or a microwave or telephone back hall equipment, we're
10 there to share not only in those land-lease agreements
11 with the ranchers as an example, but perhaps in the
12 upgrades or bring in the industry to put power into
13 those sites. We're able to coordinate those efforts
14 as well from our offices.

15 And then the technology. Where is it
16 headed? We mentioned voice-over IP. That's playing
17 the leap frog over many of these E911 efforts and
18 who's to say we should stop. Where was that eight-
19 track tape player that we have in the attic? Well,
20 that was kind of a device that maybe we should have
21 held off and some of us did hold off and waited for
22 the next best thing and it took over.

23 Perhaps -- and I'm comparing voice-over IP
24 to eight-track tape, but it's not as simple as that.
25 It's just the -- the way technology works and we're --

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1 we're following technology through respective APCO,
2 NENA, NASNA groups and associations and in also
3 working with the Nortex's, the Sisco's, the scientists
4 that were let out of the closet with us to understand
5 operationally what do you need and we educate them and
6 then from a telecommunications world, electronically
7 you tell us what's available. Because we don't know
8 how to ask those questions. Likewise, they don't know
9 what we do.

10 So, we have a reciprocal-type of agreement
11 in education and that's what's so exciting about
12 working in this industry now is that we're able to
13 show the need and identify solutions on the ground.

14 And before I bring my respected colleagues
15 up to the -- the lectern here, talk a little bit about
16 Montana just because I'm going to bring up California
17 and we have some extremes here shoulder to shoulder.

18 While I had 20 years in -- in urban
19 California as most of my public safety career, moving
20 to the last best place for balance and never being so
21 busy in my entire life because of the need, but more
22 importantly because of the exciting time we're and the
23 champion that I'm so honor to be practically adopted
24 by in the Federal office and that's our Federal
25 delegation in Montana and Senator Burns, Baucus and

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1 Congressman Rehberg, they're all now chiming in, but
2 especially Senator Burns in his efforts on the
3 telecommunications issues and the enhanced 911 issues.

4 I haven't seen anything like it and now
5 sweeping in issues and groups like the E911 caucus
6 with Senators Clinton and Representatives Eshoo and
7 Shimkus and Representative Koon and all of their
8 efforts. It's definitely exciting to participate in
9 these Robin Hood like efforts in bringing these issues
10 and funds and legislation back home.

11 Chairman Powell mentioned spectrum and
12 it's just not about 911. In our business, we talk
13 about how we need 911 technology. Yet, most of us in
14 this room represent PSAPs that do it all. I don't
15 know of a dispatch center who handles just 911 and no
16 component of radio or other kind of transferring if
17 you will and just letting the call go. In large
18 metropolitan areas like where I'm from, there was --
19 there was component of that.

20 Congressman Upton talked about the
21 accident in Michigan where the state trooper was there
22 within two minutes. It's likely that that same PSAP
23 handled the 911 call and -- and fortunately, the 911
24 infrastructure was in place to appropriately receive
25 the call. The dispatch then dispatched the call to

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1 get those troopers out there and guess what? The
2 state of Michigan just put in a statewide inter-
3 operable public safety radio system that they're
4 offering up to the local agencies to plug and play.
5 They have a comprehensive public safety network that
6 they took on from a state leadership role.

7 So, again, it's not just about 911. We
8 all talk about convergence. I submit to you we have a
9 911 program office. Those intersections of technology
10 in getting things done will happen more and more every
11 day the more we improve and increase technology.

12 Let me get now to the reason why we're
13 here. Even though soap boxing -- my colleagues always
14 talk about I hired a new 911 program manager in our
15 office and she's got a bell-shaped head as her
16 background. So, it was perfect and we're going to
17 that zero to 60 overnight deployment plan in our state
18 and her telecom folks gave her a call when she was
19 first in the office and said hey, this is -- Becky,
20 this is great. Because what we really want are for
21 the PSAPs to all do the same thing the same way and
22 she responded to them, you know, that's really
23 interesting because I just had a PSAP call me and they
24 said wow, this is going to be great, this state point
25 of contact, because the PSAP wants the telephone

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1 industry to provide the same level of service the same
2 way and give them the same data in the same format.

3 So, we got the same request. Now, how do
4 we do this. We're often in the middle of -- of making
5 people happy and making it work and that's what a
6 state coordination office can do, too.

7 Before I bring up Daphne and talk about
8 her incredible résumé, I -- I would like to remind you
9 all and we're away from the outside world, but to put
10 in your thoughts and prayers -- can I say prayers in
11 this -- okay, the fires burning in the state of
12 California. I was part of a search and rescue effort
13 when -- in my past life and we used to call October
14 Black October just because the month would go never go
15 by in California without a disaster. So, please put
16 them in your thoughts and prayers all the first
17 responders and all the first first responders in the
18 911 industry battling those blazes and in some cases
19 firefighters fighting and losing their homes in this
20 effort.

21 So, let me introduce Daphne Rhoe who's the
22 Chief of the California 911 Emergency Communications
23 Office. Daphne began her career in telecom more than
24 20 years ago, starting when I did when she was seven,
25 and then she came to work to a small office of

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1 dedicated people who were there just introducing 911
2 to California cities and counties.

3 After about three years, Ms. Rhoe joined a
4 team responsible for developing telecom strategic
5 planning and policy for the state of California. She
6 later went on to work in other areas of
7 telecommunications primarily dealing with public
8 safety radio, in contracts, cost recovery, budgeting,
9 fiscal service, human resources management, and
10 training.

11 Finally, in 2000, Ms. Rhoe returned to 911
12 to head the California 911 office.

13 Ms. Rhoe is a member of the National
14 Association of State 911 Administrators or NASNA, the
15 National Emergency Number Association NENA, and the
16 Association of Public Safety Communications Officials
17 International or APCO.

18 She has a Bachelor of Science Degree in
19 Business and an MBA in Strategic Management. Daphne
20 Rhoe.

21 MS. RHOE: Thank you and thank you, Jenny
22 for that very generous introduction.

23 If you'll give me just a moment to bring
24 up -- I have one slide and hopefully I can get this
25 up.

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1 First of all, I'd like to say that it's
2 truly an honor to be here today and to share with you
3 California's experience with regard to planning and
4 implementation of wireless E911. I appreciate the
5 opportunity to participate in such an incredibly
6 valuable initiative the results of which will form the
7 future of public safety communications across the
8 country.

9 There are a lot of thanks yours that we've
10 heard today and I'm not different. I've got a lot of
11 thank yours. Certainly, I'd like to thank my staff for
12 their support, I'm not quite ready for it, and in
13 particular most of you who have dealt with wireless
14 E911.

15 Obviously, you know John Marengo who is
16 our statewide wireless E911 coordinator. He's done
17 tremendous things in our state practically single-
18 handily. So, we're very proud to have him as a member
19 of our staff and probably a lot of you have sought him
20 out for his expertise.

21 I'd like to start out by giving you a
22 little background on the California 911 program and
23 how we're structured. We're probably a little bit
24 different from some of the other states. We are
25 centrally structured. We have a 911 program office

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1 and it's administered out of Sacramento. It's a
2 fairly small office.

3
4 We are part of the Telecommunications
5 Division which is part of the Department of General
6 Services and General Services is part of State and
7 Consumer Services Agency which is cabinet level in
8 state government.

9 Cost for the 911 network, database, and
10 PSAP equipment are funded through a surcharge on all
11 intrastate telephone usage. This surcharge is
12 currently set at .72 percent and is collected from
13 both wireline and wireless telephone subscribers
14 without distinction. We don't have a separate
15 collection of revenue for wireless subscribers.
16 Everything is collected from both wireline and
17 wireless at the rate of .72 percent and it's all
18 deposited into the state emergency telephone number
19 account for use for 911 support and maintenance and
20 upgrades regardless of whether it's wireless or
21 wireline.

22 Getting onto to planning, collaboration,
23 and communication. Given the sheer size, complexity,
24 and number of PSAPs in California not to mention just
25 the complex issue of wireless which strikes fear in

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1 the heart of a lot of people just when you say
2 wireless because it is so complex. There are a lot of
3 issues technical and operational. A lot of people
4 have a lot of questions and someone mentioned earlier
5 the fear factor and a lot of it is the fear factor.
6 A lot of the PSAPs have a lot on their plate just
7 managing their centers and here now, they have to
8 address something totally different, new, new
9 technology. They have no idea where to start.

10 We're here to help. We're the central
11 office. We developed a -- a group that provides some
12 central support and information to provide planning,
13 collaboration, and communication.

14 Initially, we had to change the -- the
15 law. In California by law up until January of 2001,
16 all wireless calls had to go to the California Highway
17 Patrol. We didn't have a choice in that and at the
18 time that the law was -- went -- went into effect,
19 that made sense. Because most of the calls were
20 generated from -- from cars and the cars were on the
21 highways. So, obviously, California Highway Patrol
22 would be the logical agency to receive those calls and
23 to respond.

24 The new law allows wireless calls to be
25 routed to other than the CHP if the call originates

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1 outside the CHP's jurisdiction and only if the CHP,
2 the local PSAP, the wireless industry, the ILEC's, and
3 the state office all agree that it's in the best
4 interest of the public to do so.

5 This means that local PSAPs are not
6 required to take wireless calls. It is strictly
7 voluntary in California which presents its own sort of
8 interesting situation.

9 Understanding the daunting challenge ahead
10 of us, we knew extensive planning was absolutely key
11 and because of the massive effort involved in just
12 understanding the issues and coordinating all the
13 parties who would need to be involved, it was
14 essential that there be a central coordination point.

15 The state 911 office provided that central point for
16 cities and counties, wireless service providers,
17 third-party database providers, and the ILECs. Our
18 office shares information. We act as a go between, a
19 referral point, distribution center and we basically
20 just make sure that obstacles are removed so that
21 whoever has questions gets the answers they need to
22 stay on course.

23 For example, Jenny mentioned a little bit
24 ago that we developed a -- a template. We try to make
25 the administrative part of it easier so that the local

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1 PSAPs don't have to deal with -- with relearning the
2 things that we've already gone through. We developed
3 a template for requesting wireless phase one and phase
4 two that we send out to the PSAPs that are interested
5 in ordering the service.

6 They don't have to think about what needs
7 to be in their letter, who needs to sign the letter,
8 who does it go to. We do all of that for them. Which
9 sounds like a small thing, but when you're dealing
10 with 500 PSAPs and each PSAP has to go through that
11 whole learning process, it becomes really invaluable
12 to go to one resource within the state that can answer
13 your questions, that can provide that simple kind of
14 support just to keep the project moving.

15 It was our desire to deploy phase one and
16 phase two to PSAPs in the most densely populated areas
17 first. Just as Chairman Powell mention earlier, we
18 wanted to do it as quickly as possible to deliver it
19 to the greatest number of people possible. So, we
20 developed a regional deployment plan that called for
21 implementation beginning in the Los Angeles and San
22 Francisco Bay area regions first.

23 We began regularly scheduled planning and
24 implementation meetings that involved everyone from
25 the California Highway Patrol, the local PSAPs to

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1 wireless service providers, ILECs, third-party
2 database providers. Basically, we included everyone
3 and probably a lot of you off and on have been
4 involved in some of those monthly meetings.

5 You probably are also on our mailing list.

6 If you're -- if you've expressed any interest at any
7 point in time with California's implementation of
8 wireless, then John Marengo has you on his mailing
9 lists and you probably get the minutes of all of our
10 monthly meetings and any major issues that come up
11 with regard to wireless implementation in California.

12 Communication is absolutely key.

13 Our concerted effort to communicate at all
14 levels on many issues has paid off. It is only
15 through the collaborative and cooperative efforts of
16 all these individuals and groups that we are beginning
17 to see real progress. Rather than duplicating effort
18 and cost 500 times over, which is the number of PSAPs
19 about that we have in California, we are -- we are
20 accomplishing statewide deployment with the least
21 amount of cost, confusion, and effort through the use
22 of centralized planning and regional coordination.

23 What I have here if I can get it to come
24 up is a map of California's deployment. She's going
25 to have to do it. Okay. Thanks. Thank you. To

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1 press F5.

2 This is the California plan, our latest
3 and greatest. We're very proud of it.

4
5 California -- we -- we spent about two
6 years in just planning alone and we feel that that
7 planning has really paid off. I think we probably
8 were criticized a bit because people kept saying well,
9 where's California? Where's California? You haven't
10 done anything. You haven't implemented. You haven't
11 deployed phase one even. Where are you?

12 Well, we spent a great of time up front
13 planning and the reason we did is because we wanted to
14 work out all the bugs. We wanted to work out the
15 technical issues before trying to deploy it in one
16 jurisdiction and find out oh, okay, it works for that
17 jurisdiction. Now, we go to a different jurisdiction
18 or a different PSAP and they have totally different
19 issues that we could have addressed up front.
20 Meanwhile, we've already worked this all out with the
21 -- with the LECs, the wireless service providers, and
22 the third-party database providers and they're going
23 down one particular path only to find that later we
24 should have gone down a different path.

25 So, what we're trying to do and what we've

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1 basically accomplished is a standardized deployment
2 process that has included all the parties and we've
3 asked what are your limitations? What can you do?
4 What can't you do technically? And we'll live by
5 that.

6 What we'd like to do is make sure that
7 when we do deploy that the PSAPs can use that
8 information and that it works for their operation.

9 We'd like it to be fairly standardized. We have a
10 standard ALI format and by the way, all of this is on
11 our website which I think is going to be made
12 available to everyone attending here today.

13 As you see, our entire state is scheduled
14 to be deployed to state being deployed no later than
15 2005. WE've already got some major deployment in Los
16 Angeles and Los Angeles County looks like it's fairly
17 small, but I think as everyone knows, that's a huge
18 population area and we're making really good process.

19 We've got almost 4,000 cell sectors deployed in
20 California and that's just with the city and county of
21 San Francisco and parts of the California Highway
22 Patrol and Los Angeles County and a few other cities
23 in Los Angeles.

24 So, you can imagine. WE've probably got
25 somewhere close to 50,000 cell sectors in California

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1 overall. So, we're making really good progress now
2 that we've gone through the planning process.

3 Costs for implementing wireless are
4 generally paid for by -- by the 911 -- state 911
5 office. The cost for PSAP equipment upgrades if
6 needed for wireless, additional incoming trunks,
7 network, database costs are all paid by the 911 funds.

8 About three years ago, we developed and
9 received approval for a budget augmentation to
10 accommodate the implementation of wireless statewide
11 over a multi-year period. That essentially set aside
12 the funds that we would need for wireless deployment
13 and for the ongoing costs.

14 A regional deployment has also given us
15 the opportunity to address associated network issues
16 such as passing data intact from a PSAP being served
17 by one selective router to another PSAP being served
18 not only by another selective router but by another
19 service provider. This tandem to tandem feature is
20 currently being deployed in Los Angeles and will be
21 used through California where it's needed.

22 That network issue I believe is best
23 served from a central state coordination point where
24 you can see from the 50,000-foot level what the needs
25 of the whole state might be not just within one

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1 jurisdiction.

2 And that's all I have. I'd be happy to
3 entertain any questions that anyone might have.

4 MR. OENNING: (Off microphone) Why -- why
5 Los Angeles first? It just looks like they've got an
6 enormous --in Los Angeles.

7 MS. RHOE: That's a very good question,
8 Bob. Thank you very much.

9 That's exactly why we went to Los Angeles
10 first. Because ever conceivable scenario that could
11 possibly occur in California would occur in Los
12 Angeles. So, we -- we intentionally went there first
13 because we knew it would be the most complex, would
14 have the most issues that we would have to resolve.
15 So, if we got it right in LA, then we felt fairly
16 confident sort of a proof of, you know, service if you
17 will then it would work in the rest of the state.

18 So, the rest of the state would be fairly
19 easy in comparison.

20 Yes, Ken.

21 MR. KEIM: Are you getting a lot of PSAPs
22 that are opting out other than the Highway Patrol in
23 taking wireless? Not wanting to do it or they want in
24 service.

25 MS. RHOE: Well, and that's another very

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1 good question.

2 Because they are not required to take
3 wireless calls and by default, the California Highway
4 Patrol would continue to receive. California's
5 answered -- all the wireless calls are answered by --
6 by CHP.

7 MR. KEIM: Right.

8 MS. RHOE: And if no one opted to take
9 their wireless calls, CHP would continue to take those
10 calls.

11 We are getting more and more PSAPs to take
12 the calls -- their calls. A lot of it is fear. We
13 are also providing some financial incentives through
14 providing GIS funding, mapping funding, and that is
15 enticing some of the PSAPs to -- to take their calls
16 and we're hopeful.

17 John Marengo's out there marketing it
18 everyday. Certainly, the best selling point is that
19 you want to provide the best customer to -- best
20 service to your customers and his is the best way to
21 do it to get the calls to the point where they need to
22 be originally.

23 Yes, Barbara.

24 MS. JAEGER: Hi, Daphne.

25 MS. RHOE: Hi.

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1 MS. JAEGER: Barbara Jaeger. The only
2 question I have is are you deploying your wireless
3 services on separate networks? Are wireline and
4 wireless on separate networks to the PSAP actually
5 adding network trunking at the PSAP maybe double in
6 some cases? Are you letting them make the decision
7 whether they want to go with one set of trunking for
8 both or diverged trunking systems?

9 MS. RHOE: By and large, it's the same
10 trunking and if the traffic indicates that they need
11 to add additional trunking, then we will add. It's --
12 it's over the same network.

13 MS. JAEGER: So, the wireline and wireless
14 calls will be coming in on the same trunks?

15 MS. RHOE: In some cases, yes.

16 MS. JAEGER: You're letting them make that
17 decision?

18 MS. RHOE: What we're suggesting to them
19 is to -- to partition them so that they can determine
20 which calls are wireless and which ones are wireline.
21 Because we don't want the wireless calls to overtake
22 the wireline calls or vice versa.

23 Thank you very much.

24 MS. HANSEN: Daphne mentioned mapping
25 incentives and for rural areas, I know nationally

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1 there are no mapping standards for rural addressing.
2 We provided federal funding assistance to our state
3 GIS office and a local PSAP who just deployed enhanced
4 911 wirelines and did an outstanding best practices
5 product on mapping. So, we are embracing that and
6 using that as a standard for the state of Montana and
7 helping those cities and counties with their planning
8 and mapping efforts and providing full funding for
9 those efforts.

10 Naturally, we have such few resources in
11 the people. Typically, we get somebody calling our
12 office that drew the short straw and said, you know, I
13 -- I was this school teacher and now, I'm -- now I
14 have to serve as postmaster and now, oh, yes, they
15 just assigned planning commissioner to me and I don't
16 know how to do that. What do you suggest? And we
17 offer up these services for E911 deployment. So,
18 that's a significant difference, but it's an incentive
19 nonetheless. It's just how we handle it differently
20 than California.

21 Karl Korsmo is the Vice President of
22 Government Affairs for AT&T Wireless in Redman,
23 Washington. Karl's team works with public safety and
24 the AT&T Wireless deployment team to meet the
25 objectives for wireless enhanced 911 service.

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1 Karl.

2 MR. KORSMO: Thanks, Jenny and thank you
3 and the Commission for inviting AT&T Wireless to share
4 our observations today about state leadership.

5 I truly feel up here like I'm preaching to
6 the choir. That classic saying, you know, because I
7 see a roomful of leaders that I'm addressing about
8 leadership and why they asked me to do that, I'm not
9 quite sure, but I'll do my best.

10 I'm going to give you some wireless
11 carrier observations collected over the last several
12 years as we work with you, with public safety
13 officials all around the country. I want to emphasis
14 that these are merely my observations and that I
15 really want to give credit for the good ideas you'll
16 hear in my observations to where the credit goes and
17 that's to the leaders in the state and local
18 government in public safety who generated the type of
19 leadership I'm going to give examples of.

20 Finally, when we talk about leadership, of
21 course, we're not here to do an academic conference
22 about leadership. We're really talking about the next
23 phase of wireless 911 which is taking it to a
24 ubiquitous deployment around the country.

25 Can we all agree about that? Right.

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1 That's what we're talking about when we talk
2 leadership. Deploying this thing ubiquitously,
3 seamlessly around the country. Okay. That's --
4 that's the -- the code word when I -- that's my
5 objective when I say leadership. Okay.

6 As background, AT&T Wireless is using a
7 network based, you know, in the cell sites sort of
8 location technology for wireless 911 in both our
9 national digital networks. We have a older TDMA
10 network and our relatively new GSM network. With a
11 network-based location system, of course, one does not
12 need to purchase a new handset in order to take -- in
13 order to take advantage of wireless 911 phase two when
14 it becomes available in their area.

15 We've made a lot of progress and Monday,
16 November 3rd, we will file our latest quarterly report
17 with the FCC and -- and you'll be able to download
18 that from the FCC's website and you'll see the types
19 of progress we're making with our public safety
20 partners.

21 I'll just give you a brief summary of some
22 of that progress that we're -- we're making with --
23 with you all. First, on our TDMA network, over 15,000
24 PSAPs receive phase one service today around the
25 country on our TDMA network and approximately 600

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1 PSAPs on phase two and I say approximately because
2 every day every week we're deploying more phase two.
3 We have a small army of people across the country
4 deploying phase one and phase two service as do, you
5 know, my -- my other carrier counterparts in the
6 wireless industry.

7 On our new GSM network, we've deploying
8 dual mode GSM and TDMA equipment in our cell sites for
9 the past ten months. We completed successful testing
10 of that equipment in midyear and we've been roaring
11 ahead with deployment ever since and we currently have
12 approximately 350 PSAPs up and running on GSM.

13 And I know some of you have gone through
14 the growing pains with us and thank you. They're
15 right in the front here and they're looking at me.
16 They know what I'm talking about. Okay.

17 When I spoke here six months ago, I
18 observed that state and regional leadership by public
19 safety officials significantly speeds phase two
20 deployment. That's what I said six months ago. I
21 still believe it. I pointed to examples of statewide
22 leadership in Tennessee, in California, Indiana, New
23 Jersey, Minnesota, North Carolina, Florida among
24 others. I also pointed to large districts in Texas
25 and the Metropolitan Area Regional Council Regional

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1 System in the Kansas City area as good examples of
2 regional leadership.

3 Now, ought to elaborate on those comments
4 a little bit in this talk, brief talk about
5 leadership.

6 Tennessee is a great example and here's
7 Anthony over here from Tennessee. It's a good example
8 of statewide leadership. We provide phase two today
9 to most PSAPs in Tennessee because of Tennessee's
10 foresight in funding, planning, scheduling 911 network
11 upgrades and working closely with us very flexibly.
12 We had some bumps in the road, Anthony, I understand,
13 but we got there. They were very flexible or very
14 good working with as we deployed 911 phase two
15 statewide in -- in Tennessee.

16 They gave us a schedule. They were
17 flexible about, but, you know, they kept our feet to
18 the fire and we currently have over 800 cell sites
19 deployed in Tennessee and just a handful -- a small
20 handful of PSAPs waiting to be upgraded and then we'll
21 have a full statewide deployment there and that's a
22 great example of state leadership.

23 California is another good example. I can
24 only say thank goodness for Daphne Rhoe and John
25 Marengo for the extensive planning and upgrading and

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1 testing that Daphne talked about in preparation for
2 phase two service in California.

3 Our California wireless network includes
4 thousands of cell sites covering hundreds of PSAPs as
5 well as extensive areas with the California Highway
6 Patrol. Anything other than a statewide plan would be
7 extremely inefficient. I think would be a train wreck
8 and would really slow ultimately 911 -- E911
9 deployment in the state of California.

10 That little yellow rectangle that Bob was
11 referring to why LA? In that little yellow rectangle
12 down in Daphne's map called LA, we have close to a
13 thousand cell site. I mean that's one of the most --
14 most complicated areas of the country and without a
15 plan that we were working with them on, it would have
16 been extremely difficult to deploy in those places.

17 We already have approximately 700 location
18 equipped cell sites in LA, in the Bay area and that
19 number is going to more than double by midyear next
20 year to over 1500 cell sites in LA and the -- and the
21 Bay area as we follow the state's plan. So, we're
22 roaring ahead in California.

23 Now, all of the examples of statewide and
24 regional leadership I've cited require good and have
25 used good fiscal management as a prerequisite for

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1 success. The leaders I've talked about have had the
2 resources at their disposal and they've used those
3 resources wisely to make the prerequisites for phase
4 two service widely available in their states.

5 From a wireless carrier's perspective, now
6 efficiency is great. I like efficiency. Of course,
7 that's my perspective. I'm a wireless carrier. But,
8 how does this deployment efficiency that goes with
9 statewide leadership, how does that help public
10 safety? Well, I have a couple of comments on that.

11 While up front planning takes time as
12 Daphne pointed out, it appears to yield few results at
13 the front end. When that -- when you kick that plan
14 in if it's a well-coordinated deployment plan, that
15 allows for rapid deployment, well-coordinated
16 deployment when you finally get ready.

17 So, like in the state of Tennessee when --
18 when we went through the state of Tennessee, it was
19 relatively rapid. That is the longest state I've ever
20 seen by the way from east to west, but we -- I forget
21 which end we started at, Anthony, but we got there.
22 But, without a well-coordinated plan, it would have
23 been a bit chaotic and we did it quickly.

24 Second, the coordination involves gaps in
25 PSAP by PSAP phase two coverage. That could limit the

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1 effectiveness of emergency response, you know, between
2 -- as between adjacent political jurisdictions and
3 third, when we get gaps in phase two coverage for sort
4 of willy nilly requests, those are difficult to
5 explain to our customers. You know, where is phase
6 two? Where do I get phase two? Customers are
7 starting to ask this because of awareness and it's
8 difficult to answer if it's kind of here, there, and
9 hard to -- everywhere.

10 Okay. As an example of these kinds of
11 gaps, I was talking about, I would offer the following
12 situation just as an illustration. Paradoxically, we
13 have phase two coverage today in PSAPs which cannot
14 receive phase two. Let me say that again because I
15 think that was confusing. We have today phase two
16 network coverage with PSAPs that can't receive phase
17 two.

18 You say well, what are you -- what are
19 you, Karl, stupid? Well, why is that? All right.
20 Well, how does that happen?

21 Because their PSAP neighbor's requested
22 phase two and they received -- now, they're receiving
23 the phase two service and to get location accuracy in
24 those requesting PSAPs, we had to build all around
25 them. Right. We build in adjacent jurisdictions with

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1 our network based service, okay, and then we have
2 coverage outside that area, but they're not ready,
3 even though we have coverage, they can't get the phase
4 two. So, we have 911 assets sitting there unused.

5 I think that's bad. It's bad for the
6 public and it could be solved I think by a little more
7 regional and statewide planning as to where we're
8 going to go.

9 Now, this is not a criticism. I hesitate
10 to add. This is not a criticism of local leaders who
11 took the initiative to request phase two and to get
12 ready for phase two. I'm not criticizing those
13 people. In fact, there are some of them. My -- my
14 shins bear the dents of their -- their boots. Right.

15 They were kicking me in the shins. They were leaders
16 to get phase two going originally.

17 I think of Norm Forsee in the state of
18 Illinois. Right. Richard's laughing. Yes, I've got
19 the dents in my shins because he was leading. Right.

20 And others were leading, too, and they were single
21 PSAP implementations, but they led in their own way.

22 Now, we want to take it to the next level.

23 Right. We are where we are and we're taking it to
24 the next level and saying how do we get the rest of
25 the nation deployed. Okay.

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1 Now, because carriers are required by the
2 FCC's rules to deploy wireless E911 in response to
3 PSAP request, wireless carriers alone cannot provide
4 state and local leadership or state and regional
5 leadership, excuse me. We stand willing to assist
6 with pre-deployment efforts, your pre-deployment
7 teams, pre-deployment planning, training. We stand
8 willing and our vendors -- I've talked to our vendors.

9 They are willing to work with you in your states in
10 that pre-deployment planning, training, et cetera, but
11 we can't do it alone. Only the state and regional
12 leaders can establish that initial framework and
13 sustain that effort over time.

14 So, in summary, based on our experience
15 over the past couple of years, I believe state and
16 regional leadership on wireless 911 makes sense for
17 all of us, for public safety, for wireless carriers,
18 and for the citizens we all serve. It's going to
19 hasten the day when wireless E911 is -- is a reality
20 for all of our citizens.

21 Thank you.

22 MS. HANSEN: Does anybody have any
23 questions about state leadership for either Karl or
24 Daphne? Pros? Cons? Haves? Have nots?

25 You know how to reach them. They're state

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1 leaders afterward and especially now in the next day.

2 Network with them and each other on trade secrets.

3 Thanks very much for your time and enjoy
4 the conference.

5 MR. PATRICH: We have a 15-minute break
6 and then we're back for parts three and four of
7 deployment with Anthony Haynes.

8 (Whereupon, at 3:44 p.m. a recess until
9 4:05 p.m.)

10 MR. HAYNES: Well, now for our last
11 session of the day, thank you for -- for coming back.

12 My name is Anthony Haynes and I serve as the
13 Executive Director of the Tennessee Emergency
14 Communications Board and unlike some states, we not
15 only do or are the sole authority for wireless E911
16 implementation, maintenance, and advancement, but we
17 also have some degree of authority over local landline
18 911 operations and have total financial oversight over
19 the state's local 911 districts which total 100 in
20 Tennessee and each one of those are statutorily
21 created and defined municipality.

22 We are -- we have a great sessions -- a
23 couple of panels coming up for you this afternoon, but
24 just as we're coming back and Lauren, if you'll be so
25 kind to let me deviate from the program here just a

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1 moment, I think it would be an appropriate time for us
2 to recognize the hard work of the staff of the FCC
3 particularly the Wireless Bureau. They're upstairs
4 cranking on a number of items now and we never get to
5 see these people when we come here to work with people
6 at commissioner's level and -- and really that's where
7 the work is going on upstairs and I think we ought to
8 offer them a round of appreciation through applause
9 for all the hard work that they do.

10 Anyone that has done this work before
11 where you're Steve Marzolf in Virginia trying to
12 coordinate it or you're the wireless carrier that's
13 trying to implement it with the PSAPs, just imagine,
14 at least you've got a first-hand view of what's going
15 on. Imagine being the staff that's having to deal
16 with nothing but white papers, position papers,
17 filings, and conflicting stories from all over the
18 place and trying to do the right thing.

19 So, we really appreciate the hard work
20 they do and if the FCC staff that is here with us this
21 afternoon would pass that along to them, we would most
22 appreciate it.

23 I've had the great opportunity during
24 lunch today to meet a very fine individual that I
25 think a lot of and -- and coming from 11 years in

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1 Washington, some of you will appreciate what I'm about
2 to say. It is always an honor to meet an honorable
3 that's truly honorable and we have that here today
4 with Assemblyman Koon.

5 He has really become a champion for us in
6 911 and has a personal story that he may choose to --
7 to share with us, but he'll also share with us some of
8 the things that's going on in New York that relates to
9 funding and as many of you know, all this technology
10 is great. It's wonderful, but unless you can pay for
11 it, it is very difficult to put it to work
12 particularly in the more rural areas of the particular
13 states and jurisdictions that you may be working with.

14 What I'll also do right after Assemblyman
15 Koon's presentation is maybe call on a -- a few people
16 to give some of their personal experiences from around
17 the states particularly for the benefit of those of
18 you that may not be worshipping at this church of 911
19 all the time. This may be your first meeting and your
20 first experience interacting with some of our pioneers
21 that are scattered around the table working in E911.

22 Assemblyman Koon was elected to represent
23 the 135th district in a special election in 1996 and
24 that following November has been reelected ever since.

25 He serves as a member of the Alcoholism and Drug

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1 Abuse Economic Development, Job Creation and Commerce
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3 - and the Library and Education Technology Committees.

4 Is also a Chair or also the Chair of the
5 Government Administration Commission and Vice Chair of
6 the Legislative Commission on Toxic Substances and
7 Hazardous Waste. Very active in the legislature as
8 you can see.

9 He is a graduate of Fairmont State College
10 in West Virginia and in 1982, he joined Baush and Lomb
11 and was an industrial engineer and that took him to
12 Oakland, Maryland and there was an Executive Board
13 Member for Scouting where he received Scouting's high
14 -- or the Scouting Award Merit and then later on,
15 Baush and Lomb took him to Fairport just outside of
16 Rochester in 1989 and that's kind of where his
17 political career began.

18 He is very active in his church there and
19 he -- he and his family received the Faith in Action
20 Award there from the Greater Rochester Community of
21 Churches.

22 In 1994, Dave was appointed to Mayor
23 William Johnson's Transition Team on Crime and
24 Violence and he then became the Co-chair of the Task
25 Force to Reduce Violence.

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1 Dave helped to organize the Rochester
2 Challenge Against Violence, a grassroots campaign that
3 brought up to 2,000 volunteers into the city and the
4 volunteers spent about 15,000 hours providing the --
5 proving that people can stop the violence by getting
6 involved.

7 He was given the Peacemaker Award from the
8 Center for Dispute Settlement, selected for the
9 '95/'96 Class of Leadership in Rochester and a recent
10 graduate of the Rochester Citizen's Police Academy and
11 he was recommended for the New York State Crime
12 Coalition's Crime Prevention Award and President
13 Clinton's Task Force Against Youth or President
14 Clinton's Task Force Against Youth Drugs, and
15 Violence.

16 We're very fortunate to have him here with
17 us this afternoon. So, I'll turn it over to
18 Assemblyman David Koon. David, than you for being
19 with us.

20 MR. KOON: Thank you very much, Tony. I
21 appreciate that, your kind words, but I'm really
22 honored and I want to thank the FCC for inviting me
23 and allowing me the time to speak before this very
24 distinguished audience.

25 I know a lot of you are involved in E911

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1 and I know there's some of your that are really
2 committed to E911 and I'm not sure you know the
3 difference, but I'd like to tell you just a little
4 story that may bring that home to you. I don't know
5 what you all had for breakfast this morning, but I had
6 bacon and eggs and for that bacon and egg breakfast,
7 the chicken was involved and the pig was committed.

8 And I really truly believe that you had to
9 be committed to make something happen and I'll tell
10 you why I'm committed.

11 My daughter had a car phone in 1992. I
12 installed that car phone in her car and in 1993, she
13 needed that car phone. She was abducted and she
14 called 911 on her cell phone, her car phone, and the
15 poor dispatcher that took that car could only listen
16 to what was going on in the car. My daughter could
17 not explain where she was. He abductor had control of
18 the car and was driving the car at the time and that
19 dispatcher along with others at the E911 or at the 911
20 center in Rochester, New York listened to that call
21 for 20 minutes before Jenny was shot three times and
22 killed. They could not locate her.

23 So, am I committed? You bet I'm
24 committed. Can we make a change? You bet we can make
25 a change. It has happened. It is happening across

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1 this country.

2 In Rochester, we had a simulated terrorist
3 attack just last year to train -- make -- see how
4 trained our first responders were. The call to start
5 that simulation came from a cell phone in a park at a
6 music fair where they said a tank of gas has been
7 released and people are falling. Had that gentleman
8 been overcome by gas before he could tell the
9 dispatcher where he was located, they would not have
10 been able to find what was going on and the terrorist
11 attack would have continued and people would have
12 died.

13 My local PSAP in Monroe County is up to
14 phase one and they will be at phase two complete and
15 total with all of the vendors in January. So, I'm
16 very happy with that. Our county legislature and our
17 county exec has been very good at getting the money
18 and the funding because it did not come from the
19 state.

20 In 1992, the state of New York enacted a
21 law that said a 70 cent surcharge would be collected
22 on every car phone or wireless device. That 70 cents
23 is still being collected today and in 1992, what they
24 did -- they said that in order to answer those, that
25 70 cents would go to the New York State Police and

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1 they would set up the PSAPs to answer wireless calls.

2 That took place. By 1993, they were answering the
3 calls and everything was fine.

4 That's 70 cents today still goes to the
5 New York State Police. That 70 cents is probably
6 around \$100,000,000 a year right now or pretty close
7 to it and instead of taking that money and using it,
8 they've allowed it to go to the state police general
9 fund and taken money from the New York State general
10 fund that went into the state police and lower that.
11 So, the amount the state police gets is still the same
12 even though most of their money now is coming from the
13 enhanced 911 surcharge.

14 That monthly surcharge was increased in
15 August of last year I think. Right. Yes, last year
16 from 70 cents to \$1.20. Well, an extra 50 cents
17 surcharge was added. That goes into the New York
18 State general fund. So, last year, we were able in
19 the assembly and the senate and the governor signed it
20 in the budget to get \$20,000,000 set aside for
21 enhanced 911.

22 That most was to be used to give back to
23 the counties of the PSAPs, repay them for what they
24 had already put in to E911. It was an incentive to
25 get them to move forward and some of our counties have

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1 not even began to install phase one.

2 Thanks to a lot of leadership in New York
3 States, especially the speaker of the New York State
4 Assembly Sheldon Silver and my Assembly colleagues
5 especially Bob Sweeney, Rowanda Stedo, and Tom
6 DeNapoly, we were able to get money this year put into
7 the budget for \$100,000,000 in the state of New York.

8 Now, that \$100,000,000 is not coming from
9 the surcharge. So, it took some creative thinking to
10 find out how to come up with the money to get the
11 project going and what we did, we found that out of
12 all the money that was being collected in the state,
13 there was about \$40,000,000 that wasn't being
14 designated so to speak to other areas of the state
15 budget. What we did, we said in our budget, we're
16 going to take \$100,000,000. We're going to make that
17 capital money. We're going to go out and borrow that
18 \$100,000,000 because we want to implement this now,
19 not a year from now, not two years from now, but now.

20 So, we did that and we're running it
21 through the dormitory authority in New York State.
22 That 100,000,000 is in 2003/2004 budget and will be
23 paid for -- the debt service on that \$100,000,000 will
24 be paid for through the enhanced 911 surcharge.

25 So, in a way, it is paying for that, but

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1 it is a way to get the money right up front and this -
2 - this part of the budget goes back and does what last
3 year's 20,000,000 didn't do. It creates an incentive
4 to the counties to set up a PSAP to phase one and
5 phase two. Is it money that can be used. You can
6 come in and apply for it in all your counties.

7 One of the things that I'm pushing for is
8 -- and I don't -- I don't know how California and some
9 of the other states are, but I know in our state, one
10 county has 59 PSAPs. Another one has 18. For us to
11 fund every PSAP in the state of New York would be
12 ludicrous.

13 I know in talking to Ray LaBelle in Rhode
14 Island, Rhode Island, the whole state of Rhode
15 Island's got one PSAP. So, my suggestion is let's put
16 -- let's fund one PSAP in each country at least not 59
17 in one county and one in another county. That's not
18 fair to the county. So, those people are going to
19 have to come together in the counties and decide which
20 PSAP to fund, but at least the funding is there and
21 the incentive is there to move this program forward.

22 It's called the Local Incentive Funding
23 Enhancement or LIFE Program and this funding will help
24 saves lives, I think, in the state of New York.

25 The wireless LIFE will encourage the

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1 development of enhanced 911 services in providing
2 funding to the local emergency dispatches or the PSAP.

3 The money goes to the local. Not to the state, but
4 it is being overseen by a 13-member board and with us
5 here today is the Secretary of the State of New York
6 Randy Daniels and he is the chair of that board and
7 this is what the driving force is for that money,
8 making sure that it's being used properly, making sure
9 that the people are applying for it properly, and
10 creating the incentive to get this done rather than
11 sitting back and just being involved and not
12 committed.

13 So, all the approvals will go through that
14 -- through that board and the other piece that I want
15 to mention and -- and when people think of New York,
16 they say oh, my god, how do you live in that big city?

17 Well, I don't live in that big city of New York, but
18 everybody when you mention the state of New York
19 thinks that. Well, we have a very, very diverse state
20 not only its citizens, but also its terrain and New
21 York City does have 12,000,000 million people, but we
22 have a county in the state that has 2500 people.

23 We have the Adirondacks which is 600,000 acres --
24 6,000,000 acres. Okay. I just missed it by one zero.

25 And to try and get all of those counties

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1 to set up a PSAP, some of them don't even have a PSAP.

2 So, what they need to do is work together and put one
3 or two counties together, two or three counties
4 together to set up one PSAP.

5 So, it's -- it's like everybody's talked
6 about here today. It's working together and
7 coordination that we need to continue to push for to
8 make sure that the funding is there. It's such a key
9 piece to this whole puzzle and, you know, the -- the
10 providers, they have to do their things. The PSAPs
11 have to be ready to accept it.

12 It's all working together and I can't
13 stress that enough and the thing is that this -- this
14 money is there now and is being used now and it's my
15 goal and I'm hoping -- I know it's -- the Secretary of
16 State's goal is to get up as quickly as possible. My
17 goal is to hopefully have all of the state of New York
18 up on phase two before the -- by the end of 2004 and
19 I'm not sure we can do that, but it's going to be --
20 going to be tough to push, but let's try and do it.

21 One of the things that I was really
22 impressed. I've been down to my local PSAP hundreds
23 of times and John Merkelinger who -- who runs that
24 does such a superb job in finding money and getting
25 things and moving things ahead without having money

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1 basically from the state until this year.

2 But, one of the things that he showed me
3 was a mapping thing and I found out that the people
4 that do that are right in Monroe County. It's called
5 Tectonics and it's absolutely a phenomenal mapping
6 device that they have that's not only just for E911,
7 but they're using it for -- if they have a drug house
8 in the city of Rochester and they want to go in and --
9 and do a bust on that drug house, the police now have
10 access to the mapping in Monroe County and they can
11 look at all four sides of a house and determine
12 exactly, you know, where the entrances and exists and
13 driveways and the whole nine yards are for that home
14 before they ever go in to do that drug bust.

15 There -- the technology today is just mind
16 boggling to me and everything must be meshed together
17 to save lives and that is the key here and that's why
18 I'm here and that's why, you know, I try and do
19 everything I can do to push this forward.

20 And if anybody has any other questions
21 about New York and how we finally put \$100,000,000
22 together, I'm not sure that 100,000,000 even going to
23 be enough yet, but it's like everybody said here
24 today. Nobody knows how much money it's going to cost
25 to put everything in place and we're going to have to

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1 take it a step at a time. But, let's take those steps
2 at least. Let's start moving forward and doing the
3 things we have to do in every state so that we can
4 save lives.

5 Thank you.

6 MR. HAYNES: Thank you very much, David.

7 Are there any questions for David at this
8 time?

9 I would just ask David if you would have
10 some advice for some of us non-electeds in the group,
11 the increasing pressures that state governments face
12 both in the general assembly and with the governors in
13 balancing state budgets. Some budgets you and I
14 talked about over lunch have a constitutional
15 requirement to -- to balance the books every June 30
16 regardless of the situation.

17 Would you have any advice for us as well
18 as maybe those states that might be listening of how
19 we can possibly deter this effort? What could we do
20 to influence people like you in our respective states?

21 MR. KOON: Well, I can tell you, you know,
22 having been a program manager before going into
23 politics, you need to really be prepared when you go
24 in and talk to, you know, because I've been on both
25 side of that now. I was, you know, I -- I'm now "a

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1 politician" I guess, but I don't call myself that.
2 I'm an elected public servant and that's what I want
3 to look at myself as.

4 But, what you really need to do and I
5 truly believe this is if you go into your
6 representative whether it's Senator or House of
7 Representatives or Assembly or whatever it's called in
8 your state and don't go in and just say this is what
9 we need, but go in and say this is what we need and
10 this is how we can get there. Have that plan in place
11 when you walk in.

12 That's the key here and there's so many
13 legislators that have so many issues that we're trying
14 to deal with on a daily basis that if somebody comes
15 into my office and said look, I'd like to have this
16 bill introduced and here's the bill and I can read
17 through it and say hey, this is good. I send it to
18 bill drafting. It's -- it's much easier than
19 requiring my staff and myself to sit down and draft a
20 piece of legislation to get money or to get into the
21 budget or whatever.

22 So, you know your states better than I do,
23 but even if you have to have a balanced budget,
24 Anthony, as we do in New York State, it's -- it's part
25 of our constitution, it's got to be a balanced budget,

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1 but there is ways of borrowing and as long as you have
2 a funding stream to pay for that borrowing, you can
3 get it up front and get this thing in place now.

4 The piece is if you wait until you get the
5 funding collected over the next five or ten years, you
6 may never get there. With New York having had \$11.5
7 billion deficit last year, you know, it was very
8 difficult, but we got the \$100,000,000 because we were
9 able to put it in as a capital bonding out. So, we --
10 we -- we got that done and that to me is one of the
11 things that is so important is getting the funding and
12 getting it up front.

13 MR. HAYNES: I think we had one question
14 first and I'll go to someone right over here, but the
15 question from the audience was is there a long-term
16 goal to move state police away from 911 funding?

17 MR. KOON: Is there a long-term goal to
18 move state -- oh, police.

19 Not that I'm aware of. The state police
20 are still getting that funding and it is in statute in
21 law that was created in 1992 that the funding would go
22 to the New York State Police.

23 I can tell you that what happened last
24 year when we got the 20,000,000 was the governor said
25 he would allow the counties to collect an extra

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1 surcharge of 30 cents per month to take it to \$1.50 in
2 some of the counties and 18 counties in New York State
3 decided to do that and raise that surcharge by another
4 30 cents.

5 When I saw the legislation coming in from
6 the 18 counties last year, all it said was that the
7 money had to be used for public safety. It did not
8 specifically state enhanced 911. This I found out the
9 last day of session in 2002 and I guess I went to the
10 mat. I walked to the speaker's office and I was very
11 upset that we were going to allow the counties to do
12 the same exact thing that the states had been doing
13 for ten years, collecting the money and not putting it
14 on enhanced 911.

15 I was told that we would fix it this year.
16 Well, we have. All the other counties that have come
17 to us this year, the language says for enhanced 911
18 only and I think that's what you have to look at as
19 you're going forward.

20 If you're starting a surcharge, make sure
21 that it's used properly. Make sure the language is
22 written properly in the law so that the counties or
23 the PSAPs, the people that really need the money that
24 are going to make the difference get the money.

25 MS. JAEGER: Barbara Jaeger, state of

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1 Arizona. I have a question.

2 You envision putting this enormous amount
3 of money on the table to deploy the services which I
4 understand and commend you for. How do you expect to
5 sustain them? Because this equipment only lasts for a
6 given time period. You need the technology refresh
7 capabilities, network enhancements. What do you look
8 as a way to sustain this project long term?

9 MR. KOON: Well, I know my governor won't
10 like what I have to say about that, but it is going to
11 be somehow prying funds out of that enhanced 911
12 surcharge and I think the answer is that 30 cents to
13 the counties. Even if the state still has uses for
14 the \$1.20 a month and that's not just per wireless
15 telephone, it's for wireless device and so, they've
16 kind of covered everything that's coming out now with
17 -- not -- for everything from pagers to computers that
18 are running wireless and so on, but that 30 cents if
19 we can get that dedicated.

20 Like in New York state, for the wireless
21 911 we have a 35 cents I believe it is per month
22 charge on the hardwired 911 service and a lot of the
23 money in Monroe County actually came from the wired
24 services, that 35 -- 35 cents, and was used for the --
25 to upgrade the PSAPs so we could get to the enhanced

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1 911.

2 So, there's ways of doing it and you're
3 absolutely right. As we go forward, it's going to
4 require more and more. Not more and more money, but
5 at least some upkeep of the equipment and upgrading
6 the equipment as we go.

7 MS. JAEGER: Thank you.

8 MR. KOON: Any other question? Yes.

9 AUDIENCE MEMBER: (Off microphone) I'm
10 editor for a publication called Homeland Security
11 Funding Report. I'm curious about two things. How
12 911 calls are routed to those counties that don't have
13 PSAPs and secondly, 100,000,000, have you got
14 estimates of how many PSAPs we can serve by that
15 100,000,000 for the E911 --

16 MR. KOON: The -- let me take the second
17 question first. The -- when I sat with the
18 supervisors in the PSAPs and the providers of the
19 wireless services and so on and try to come up with a
20 number as to how much it would cost to really put E911
21 in place across New York State, the number was around
22 300,000,000. The thing that is so difficult to get
23 your arms around is that some PSAPs have already
24 started and some PSAPs are already up to phase one.
25 Some of our counties are already up at phase two.

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1 Only a handful, but some of them are.

2 So, it's almost impossible to know the
3 exact dollar figure. So, what -- in the negotiations
4 between the Senate and the Assembly in the budget this
5 year, we decided we'd start with the 100,000,000 and
6 see how far that got us and then go back and finish
7 that once we were able to get our arms around how much
8 it's really going to cost to get the whole state up
9 and running.

10 I'm not sure. I'm not, you know, really
11 up on how small counties or rural counties work. So,
12 I'm not sure. I assume that there's a PSAP somewhere
13 in a county around them that's taking all those calls
14 for them. I don't think -- I know that there's no a
15 county, there may be part of a county that still
16 doesn't have the wired 911 in New York State and up in
17 the Adirondacks somewhere, but I think we're pretty
18 much -- the whole state is up on wired 911. It's the
19 E911 we're really working on right now.

20 Yes.

21 MR. PORTER: R.D. Porter, state of
22 Missouri. Assemblyman, my question would be how did
23 the New York State Police or their lobbyists or
24 "public safety's" lobbyists looking at setting aside
25 \$100,000,000 for enhanced 911? Was there any issues

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1 with that?

2 MR. KOON: I did not get anybody fighting
3 for that that I'm aware of. I mean most of the
4 citizens in New York State and I think that it -- at
5 least the citizens in my district, I have educated on
6 911 wireless that you cannot be found and it's been
7 stated here many times today that there are so many
8 citizens out there that believe they can be found on
9 their cell.

10 And another piece of legislation that I'm
11 working on and I don't know if anybody else wants to
12 take it back to your states and I know the providers -
13 - I'm working with the providers on this, but it's
14 still an issue in my opinion. That my legislation
15 says that when a provider sells that phone, that they
16 must educate that citizen whether their -- whether or
17 not they can be found in the county that they're
18 buying the phone in or that they live in. That I
19 think is a key piece.

20 We're a little late in getting started
21 since there's already I think nine or ten million cell
22 phones in New York State, but at least when those
23 people go in an upgrade and so on, if we can get that
24 legislation passed, the providers will provide some of
25 that education to make sure that everybody's well

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1 aware of that.

2 But, I didn't have anybody, even the state
3 police have said, you know, that they want E911.

4 The biggest things that we ran into was
5 that the state police and the governor want a
6 statewide wireless network for police, fire, and
7 ambulance so that they are not in any dead areas and I
8 agree wholeheartedly with them and will help them
9 fight for the money to get what they want and the way
10 that I explained it on the floor of the Assembly when
11 we were talking about this was that sure we definitely
12 need to protect all the police officers, all the fire
13 fighters, and all the ambulance and -- and everybody
14 else in New York State, but we look at the population.

15 It goes back to what California was doing. You take
16 the numbers. We've got 19 million citizens in New
17 York State. I would rather protect, you know,
18 18,750,000 than the 200 or, you know, 500,000 or I
19 don't know how many fire and police and so on.
20 Probably maybe 100,000 of those.

21 So, which one do we go for first and in my
22 opinion, it's E911 and it wasn't too hard to sell on
23 that basis.

24 In any other questions? Yes, Ray.

25 MR. LABELLE: I'd like to ask you your

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1 opinion of the pending federal legislation and what
2 impact it would have on a diversion state such as your
3 own?

4 MR. KOON: Well, I assume everybody knows
5 the pending federal legislation that the Senate I
6 think has one out there, a bill out there that says
7 that they would create a \$500,000,000 pot a year to
8 help finance E911 and the Congress or the House of
9 Representatives has 100,000,000 or whatever, but I
10 think the real kicker in that is that, and I'm not
11 sure it's in the House -- House of Representatives
12 bill, but I know it's in the Senate bill, that if the
13 states collect an E911 surcharge, they must use it
14 toward E911 or face the penalties from the Federal
15 Government. Meaning withholding some of the dollars
16 that normally come from the Federal Government to the
17 states and I'm not sure how -- what dollars they're
18 talking about. Whether it's highway dollars or
19 homeland security or whatever it may be.

20 But, if look at -- quick example. All the
21 states I think now are at .08 on DWI driving and the
22 only way it got there was because the Federal
23 Government stepped in and said well, we're going to
24 withhold highway dollars unless you take your laws and
25 make them uniform across the country and that

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1 happened.

2 So, I'm hoping that one of these bills or
3 a negotiated bill between the House of Representatives
4 and the Senate will be forthcoming this year and get
5 something in place so that states like New York will
6 have to use that E911 surcharge to get us up to phase
7 two and then at that point, if they want to continue
8 to collect and -- and fill the budget gap or whatever
9 they want to do with it at that point fine, but there
10 still has to be some money there to keep the systems
11 upgraded.

12 MR. HAYNES: I think just to kind of wrap
13 things up here, there was a couple of people in the
14 round table here I wanted to pull upon some of their
15 expertise. I know we've got one of the pioneers in
16 setting up state boards and wireless E911 in the
17 country. John Patterson here from Kentucky.

18 And, John, I think there's probably this
19 misconception out there that if you have a wireless
20 fee in your state and you're able to collect some
21 monies from landlines that just getting to that point
22 if you can ever make it there, everything's going to
23 be fine.

24 You and I have had some conversations
25 related to that especially maybe some of your ideas,

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1 but could you just briefly share with us the Kentucky
2 perspective in how diverse the money is that you
3 collect to support 911 operations and some of the
4 challenges you see not only for you maybe, but coming
5 down the pike for us around the country.

6 MR. PATTERSON: I think -- I think the --
7 the real problem from my perspective from the state of
8 Kentucky's perspective is that the current funding
9 paradigm, the way we fund enhanced 911 is broken.

10 Folks are migrating from strictly wireline
11 telecommunications to a diverse array of
12 telecommunications devices. We have pinned a lot of
13 our hopes and dreams for the future on surcharges for
14 wireless and I think that as we go forward, we need to
15 recognize that a wirelines/wireless surcharge is not
16 the only way that this can be done and we need to
17 attack this problem with a similar diverse array of
18 funding mechanisms that embraces the full range of
19 technology that people are using today or are likely
20 to use in the future.

21 At the same time, we have to understand
22 that deployment of enhanced 911 is -- wireless is the
23 tip of the iceberg. I worry about what's underneath
24 the water that we can't see. I worry about leaving
25 counties behind when we talk about a seamless 911

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1 system across the nation and I look at my state with
2 25 counties that don't have enhanced 911.

3 Well, it's all good and well to say that
4 we're going to have enhanced 911 for wireless
5 consumers everywhere we go, but about the little old
6 lady in the mountains of Kentucky who has a heart
7 attack and needs to call 911 and she doesn't have 911
8 service in county. Why is her heart attack less
9 important than the agile mobile traveler with the
10 sophisticated telecommunications device and suddenly
11 wants to report a highway accident? I don't think
12 that that person's problem is any less important.

13 I think if we're really going to talk
14 about a seamless ubiquitous 911 system, public safety
15 network across the nation, we need to look at a
16 complete network that leaves no community left behind
17 and at the same time, we've got to discover funding
18 strategies that really allow us to pay for it.

19 To -- to pin all our hopes and dreams on
20 phase two wireless and that's what House Bill 2898
21 says I think is the role model. I really think that
22 that has to be done, but we also got to look at the
23 big picture and look at the whole scope of what's
24 needed and then develop a vision for that entire
25 problem.

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1 MR. HAYNES: It's a good point, John.

2 At this time, are there anymore questions
3 for Assemblyman Koon before we move on to the next
4 panel?

5 Well, Assemblyman Koon, we'll thank you
6 for not only your dedication and in our fight and now
7 your fight, but we appreciate your strength in sharing
8 with us some of your own reflections over some of the
9 things that's happened in your life and we're just --
10 we're glad that we have you on our side.

11 So, on behalf, if I make take the liberty,
12 on behalf of the 911 community across the country,
13 thank you for what you're doing in New York and -- and
14 thank you for what you're doing nationally. So, thank
15 you for being with us.

16 If I could, I'll ask our last panel to --
17 members to come on up at this time.

18 We're going to go ahead and start. One of
19 our three panelists is -- is in route here today. Had
20 a prior commitment up in New Jersey, Connie Hughes,
21 and she'll be arriving just a few moments late.
22 Probably in the middle of this -- this panel, but
23 we're going to go ahead and get started.

24 And the first person -- the way I'm going
25 to -- to handle this is that I will go ahead and

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1 introduce each person first and let them give their
2 presentations and then if you would be so kind to
3 maybe hold you questions until the end of the -- until
4 all panelists have finished, we'll move to questions
5 and answers at that point, but we'll just move right
6 onto you after that, Greg.

7 Our first person to my -- to my right here
8 is Charles Davidson who is Commissioner with Florida's
9 Public Service Commission. He was just recently
10 appointed to a four-year term that goes into 2007 by
11 Governor Jeb Bush.

12 He has relocated from New York. I guess
13 probably like a lot people in Florida, but he is -- he
14 came down in October of 2000 to serve in the Office of
15 the Governor as Executive Director for Florida's
16 Information Technology Task Force and in 2001,
17 Commissioner Davidson was recruited by the Florida
18 House of Representatives to launch the state's first
19 ever committee on information technology.

20 He currently serves as an ex officio
21 member of the Board of Directors of IT Florida, a not
22 for profit that is focused on developing sound
23 technology and related public -- public policies.

24 Prior to that from 1993 to 1999,
25 Commissioner Davidson was an attorney and resident at

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1 the New York Office of Baker and McKinsey one of the
2 world's largest law firms if not the world's largest
3 law firm and in 1999, he joined the New York Office of
4 Dwayne Morris with other attorneys from Baker and
5 McKinsey to form a new international dispute
6 resolutions practice group and while in private
7 practice, Davidson was responsible for an array of
8 regulatory, commercial, international technology
9 matters in the United States and abroad.

10 His work also included international
11 tribunal claims against the government of Iraq before
12 the United Nations Compensation Commission. He also
13 had worked with claims against the government of Iran
14 before the Iran/United States Claims Commission and
15 while in New York, he was also a special professor of
16 law at Hofstra University's School of Law.

17 He speaks frequently on technology and
18 public policy issues and recently in 2003, this year,
19 he testified before Congress on regulatory treatment
20 that should be afforded to broadband technologies.

21 And he is a phi beta kappa graduate. He
22 holds a Masters in Law and Trade Regulation from New
23 York University. He also hold a Masters in
24 International Business from Columbia University and he
25 received his Baccalaureate and Juris Doctor degrees

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1 from the University of Florida where he served as a
2 Fellowship Instructor at the College of Law.

3 If you would, please welcome Charles
4 Davidson.

5 COMMISSIONER DAVIDSON: Thank you so much.

6 I would like to extend a special thanks to Lauren and
7 all the staff here at the FCC for -- for the hard work
8 on this issue.

9 I appreciate the opportunity to be here.
10 I think we wouldn't be here today without the
11 leadership of -- of Chairman Powell. So, a special
12 thanks and appreciation of gratitude to him as well.

13 The Florida Public Service Commission like
14 perhaps many of the utility commissions across the
15 country is not responsible for E911. Rather, we have
16 a -- a centralized state technology office that --
17 that works on most of the E911 issues.

18 I -- I can tell you that the PSE
19 coordinates with that office and from our standpoint
20 and I think from the state's standpoint generally,
21 Florida has a very successful enhanced E911 program.

22 Florida is perhaps one of -- it's
23 geographically one of the largest states. It's
24 perhaps one of the largest states in terms of number
25 of counties. We have 67 counties.

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1 Currently, 99.8 percent of our population
2 is served by enhanced 911 service. We expect to be
3 fully enhanced by March of 2004. Roughly 52 of the 67
4 counties or 51 of the 67 counties are phase one
5 compliant, fully phase one compliant, and the others
6 are -- are coming on-line very soon.

7 About half of those 67 counties are phase
8 two compliant with one or more carriers. So, overall,
9 I -- I think the Florida program can be characterized
10 as -- as very successful.

11 As I was going over materials and I have
12 to thank my aid. She prepared a -- a notebook that's
13 about 12 inches thick of -- of enhanced 911 materials,
14 but as I was going through, I ran across a quote from
15 William Todd a Senior Executive with
16 Telecommunications Systems, Inc. who states that
17 states must make E911 a priority and he suggests two
18 ways of getting there, appointing E911 czars to
19 oversee the upgrade to enhanced services and he said
20 federal lawmakers should also lean on states to
21 protect E911 funds.

22 As I was going through and -- and studying
23 Florida's E911 regime, I thought what -- what makes
24 this state different? What characterizes why Florida
25 is so successful?

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1 And the first thing that came to my mind
2 and for anyone who has worked with -- with Governor
3 Bush, you'll know what I'm saying. We are so
4 successful because of the leadership of Governor Bush
5 on this issue. He has really done two things and
6 they're both the things that -- that the quote just
7 referenced.

8 One, he has tasked one of his top team
9 members, the state CIO Kimberly Baramie and his state
10 technology office with the primary responsibility for
11 oversight and planning of the state's E911 system. He
12 has also been very aggressive in protecting the
13 state's trust fund dollars from the aggressive actions
14 or attacks of -- of many state legislators. So, he's
15 been able through that protection to avoid scenarios
16 like a \$53,000,000 diversion in California;
17 \$162,000,000 diversion of -- of funds in New York; the
18 \$9,000,000 diversion in Oregon and I have no doubt
19 that it's through that aggressive action that the
20 citizens and the counties and the businesses in
21 Florida have been protected by E911 system.

22 Beyond the leadership of the governor, I
23 think there are several structural type of factors
24 that one can point to for why the state has been so
25 successful and I -- I'm focused on these factors in

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1 the hope that if there are other states pursuing new
2 courses of action, trying to figure out what they need
3 to do to their regime that perhaps Florida can serve
4 as a -- a type of best practices model for those
5 states.

6 The first factor that I would point to is
7 that Florida has a -- a clear and a strong legislative
8 mandate that does several things. I won't bore you
9 with the detail of -- of that legislation. We have a
10 -- a representative from the state's wireless board
11 here who can -- who can help with those specific
12 questions if folks have them.

13 But, one the -- the legislation tasks our
14 statewide technology office with primarily
15 responsibility for this program.

16 Two, it establishes a very meaningful, a
17 very functional, a very diverse and representative
18 wireless board.

19 Third, it sets forth the parameters for a
20 trust fund that makes sense. You've got a certain
21 amount of dollars coming in. Those can only be used
22 for very specific purposes. The legislation itself
23 makes clear that there cannot be the diversion of
24 funds that -- that other states have witnessed.

25 The second distinguishing factor I think

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1 and it's -- it's referenced in the legislation and
2 it's part of the governor's efforts to manage this
3 project is the involvement of the state technology
4 office.

5 Jim Martin who many of you know and
6 probably work with on a daily basis is here. He's
7 sitting right -- right here at the round table and he
8 works with coordinators everyday and I think can fill
9 you in in greater detail.

10 But, the state technology office in
11 Florida I think is -- is unique. It takes on an array
12 of technology issues, a truly statewide enterprise-
13 wide approach to the delivery of -- of public
14 services, delivery of technology to Floridians. It's
15 enabled Florida's government to be more responsive,
16 more effective, and substantially less costly in the
17 past few years that it has been in years -- years
18 past.

19 The state CIO is bizarre for E911 services
20 in the -- in the state of Florida and as a result of
21 this relationship between the state's technology
22 office, the wireless community, the wireline
23 community, local government, and how the governor has
24 tasked this organization with accomplishing its
25 mandate, the STO I think has brought a number of -- of

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1 very positive benefits to this initiative in the
2 state.

3 First, the state technology office has
4 brought statewide, truly statewide oversight by
5 reviewing and approving requests to implement 911
6 systems and by regularly auditing those systems. The
7 S-T-O or STO as we call it has also brought
8 standardization to the table by developing technical
9 specifications for 911 equipment and services that are
10 deployed and utilized in the state.

11 Importantly from -- from a funding
12 perspective, STO has brought the buying power of the
13 state to the table by establishing statewide contracts
14 for 911 services and equipment, that counties, that
15 local government can benefit from.

16 Importantly, and -- and I've heard this
17 theme echoed today, they bring information sharing and
18 strong collaboration amongst the industry, local
19 government, and state's law enforcement to the table.

20 Again, Jim Martin is here at the table and
21 he's -- he's an invaluable resource to the state of
22 Florida.

23 The next factor and it's related to the
24 preceding ones, the legislation, the role of state
25 technology office, is that there is a -- a very strong

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1 culture of collaboration and success and working hard
2 on our state's wireless board. Our board is comprised
3 of three reps from the wireless industry appointed by
4 the governor for staggered terms. Three
5 representatives from local government, a small county
6 representative, a medium county representative, and a
7 large county representative as well as the state
8 coordinator.

9 The board, and -- and I believe we're --
10 we're somewhat unique here, this board meets every
11 month for 1.5 days for a total of 18 days every year.

12 That's a lot of meetings and I can tell you firsthand
13 that the board is very, very productive and
14 hardworking. They -- they get a lot done.

15 The next distinguishing factor is that
16 Florida has a fiscally sound and for now, safe trust
17 fund. The trust fund is fiscally sound because it's
18 regularly audited by the state auditors. It's also
19 sound because the trust fund relates specifically to
20 the cost recover -- cost recovery of items that are
21 enumerated in the legislation. Dollars can't be used
22 for boots or shirts or pens or pencils. There are a
23 specific number of factors for which state funds can
24 be used.

25 I say the trust fund is safe because under

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1 this administration, the governor has protected that
2 trust fund from raiding by other agencies, by other
3 groups that -- that are seeking that money.

4 It's also safe because the wireless board
5 and I listened closely as Assemblyman Koon made this
6 point, the wireless board is capable of explaining to
7 our elected officials why this money is needed, how it
8 was collected, specifically what it's to be used for.

9 Here's the budget plan for that. These are the
10 expenses we anticipate in a few years. They've done a
11 great job of educating the legislature and I can't
12 overemphasize the -- the importance of that -- that
13 educational effort.

14 One additional factor that I think has
15 been critical to Florida's success is that we are a
16 high growth state. Month after month, year after
17 year, the number of wireless users is increasing. So,
18 there is a steady stream of -- of money coming in
19 which allows for greater resources to be spent by
20 Florida's 67 counties on equipment services.

21 And -- and with that, I think I'll wrap
22 up. Those were really the key factors that I think
23 makes Florida successful and different as a state
24 among states.

25 MR. HAYNES: Thank you, Commissioner

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1 Davidson.

2 At this time, we'll move onto our next
3 panelist, Greg Ballentine. Greg is the Director of
4 Public Safety and Emergency Services for Mid-America
5 Regional Council in Kansas City, Missouri.

6 His responsibilities include
7 administration, coordination of multiple jurisdiction,
8 public safety, and emergency service programs in the
9 Kansas City metropolitan area including regional 911
10 system, pre-hospital EMS coordination, homeland
11 security planning, hazardous material response, and
12 coordination with -- of the areas of emergency -- with
13 the areas of various emergency managers.

14 The Kansas City metropolitan area covers
15 eight counties and more than 100 cities and serves in
16 the area a population of nearly 2 million people.

17 Mr. Ballentine has 20 years experience in
18 various emergency service communications operations
19 including managing large multi-agency public safety
20 communication centers in Florida and Texas. He is the
21 current President-Elect of the Association of Public
22 Safety Communications International, also referred to
23 as APCO, commonly referred to as APCO and has held
24 officer positions at the Texas, Florida, and Missouri
25 chapters of APCO.

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1 Previously, he served two terms on the
2 APCO Institute Advisory Committee and was instrumental
3 in the development of APCO's membership assistance
4 program and homeland security initiatives.

5 He holds a seat on the U.S. Department of
6 Transportation's Public Safety Advisory Group and
7 recently appointed by Government Holden to fill a
8 vacancy on the Missouri Governor's Advisory Committee
9 for 911 Oversight.

10 If you would, please welcome Greg
11 Ballentine.

12 MR. BALLENTINE: Thank you very much. I'm
13 please to be here with you this afternoon in my
14 capacity as President-Elect of APCO.

15 APCO International is the largest public
16 safety communications organization in the world and is
17 really the only association that handles the entire
18 scope of public safety emergency communications
19 ranging from public safety spectrum to 911 issues,
20 training, and a variety of other activities.

21 APCO 16,000 members represent public
22 safety agencies in all 50 states and the District of
23 Columbia.

24 We applaud the Commission for bringing
25 together the appropriate parties today to talk about

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1 wireless 911 deployment across America. The
2 Commission has been very strong in oversight of
3 wireless 911 implementation and the public safety
4 industry is please with the priority that the
5 Commission continues to place on 911 matters.

6 APCO supports the Commission continuing to
7 hold strong to current wireless deployment time lines
8 established under previous orders. Our public safety
9 members are united in the belief that wireless service
10 providers must be compelled to complete deployment
11 within the established guidelines. Having said this,
12 we understand that public safety agencies also have a
13 responsibility and that we need to ensure our own
14 readiness.

15 Since this panel is primarily focused on
16 PUC issues, I'm going to spend the majority of the
17 five minutes that Lauren allows me to speak today
18 talking about local exchange carriers.

19 The importance and impact of local
20 exchange carriers toward successful deployment
21 continues to be the least defined and control aspect
22 of this complicated implementation process. One of
23 the main factors in readiness is the ability of the
24 local exchange carrier specifically those that act as
25 911 service providers to be able to deliver the

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1 enhanced 911 attributes to public safety agencies in
2 an effective and cost-efficient manner.

3 Many PSAPs are still struggling with being
4 able to certify that the local exchange carriers are,
5 in fact, ready for phase two deployment. Even those
6 that may verbally claim that they're ready, some of
7 them have been either reluctant or unable to produce
8 the documentation that allows PSAPs to avoid readiness
9 challenges.

10 Another major part of the struggle at the
11 local level is being able to identify the true cost of
12 implementation. Many of the costs quoted by local
13 exchange carriers are bundled, meaning that selective
14 routing, database transport, p ante costs are offered
15 as one rate making it virtually impossible to identify
16 the true cost of each component.

17 Several years ago as you all know, the
18 Commission removed the prerequisite for full cost
19 recovery as a condition for implementation mandates.
20 The removal of that cost recovery requirement does not
21 extend to the local exchange carriers. In fact, APCO
22 believes that today this is the primary obstacle to
23 deployment.

24 In many areas of the country, there are
25 lingering questions as to the legitimacy of data

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1 transport, database, and pseudo ante or p ante
2 charges.

3 As you know, these charges are regulated by the states
4 and we urge the public service regulatory commissions
5 to take a strong look at all 911 charges.

6 There's been a lot of talk here today
7 about where is the money going to come from? How are
8 we going to create new legislation or find additional
9 resources? APCO urges the commissions that have
10 regulatory responsibility to not just accept that the
11 costs that are on the table today are necessarily
12 appropriate. Rather than focus solely on finding the
13 money that is "needed for implementation" we urge all
14 of the commissions to take a close look at whether
15 that is the appropriate amount of money that is
16 needed.

17 APCO has received and you heard the term
18 this morning, facts from the field. We have received
19 information from our various model communities that
20 really support the fact that this cost issue at the
21 local level is a -- an impediment to deployment.

22 In fact, some examples. Seven counties in
23 Georgia are not moving forward with implementation due
24 to the recurring costs quoted by the local exchange
25 carriers. We have reports from 11 counties in Florida

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1 that are not implementing for this same reason. The
2 entire St. Louis metropolitan area, the state that --
3 that I work full-time in has not deployed enhanced
4 wireless 911 because of continuing disagreements
5 between the public safety agencies in the area and the
6 local telephone companies on who is responsible for
7 the p ante or the pseudo ante charges.

8 Maui County, Hawaii is another example.
9 Maui County has been ready for phase two deployment
10 for the past two years, but is involved in ongoing
11 disputes with the local telephone company over the
12 cost structure.

13 At the last FCC Coordination Initiative, a
14 presentation was made on our deployment in the Kansas
15 City metro area where we bypassed the local exchange
16 carrier and created a direct connection to wireless
17 service providers thereby by eliminating the costs
18 that local exchange carriers charge to most public
19 safety entities.

20 The fact of the matter is in the Kansas
21 City metro area since both Kansas and Missouri are
22 non-cost recover states, we would not have been able
23 to deploy phase two or phase one had we not come up to
24 some -- come up with some alternative to the local
25 exchange carriers costs.

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1 I understand that several major population
2 areas of the country are also moving toward a direct
3 connection with wireless carrier. It's an excellent
4 solution for major population areas, but it is not
5 cost effective for everyone. State regulatory
6 entities must insure that affordable deployment
7 opportunities exist in all areas of the nation not
8 just those with large major population areas.

9 There been a lot of talk lately about the
10 decline in PSAP requests. We believe that the local
11 exchange carrier cost issues are responsible for this
12 decline. We talked earlier about the fear factor of
13 PSAP managers and how many PSAP managers are unsure or
14 somewhat intimidated by the -- the process that's
15 before them in order to begin deployment.

16 While we don't disagree with that concept,
17 we also are aware of numerous PSAP manager who know
18 exactly what they need to do. Who know what steps
19 need to be taken in order to start this process, but
20 frankly are embroiled in a budget crisis within their
21 agency without embarking on this new initiative and
22 simply cannot afford the costs that are being quoted
23 by the local exchange carriers.

24 In summary, I'd just like to -- to end
25 with a -- a recommendation. APCO does identify the

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1 local exchange carrier cost issues as the current
2 biggest stumbling block to wireless 911 deployment
3 because of their attempt to charge what some would
4 call outrageous pricing. We encourage the FCC to work
5 with each state regulatory body to either remove the
6 cost recovery at the state level and require local
7 exchange carriers to deploy 911 services as a cost of
8 doing business or at a minimum require that the
9 provision of wireless 911 services by the local
10 exchange carrier be mandated in a nondiscriminatory
11 un-bundled and cost recovery model pricing. The cost
12 recovery model pricing is what's crucial in that
13 statement. 911 lifesaving services should not be a
14 profit center.

15 I look forward to the questions and
16 comments.

17 MR. HAYNES: Thank you very much, Greg.

18 And last we'll move on to our last speaker
19 who has been running to get here quite literally.
20 Connie, thank you for being with us. We appreciate
21 it.

22 Connie Hughes, Commissioner Hughes, was
23 nominated to the New Jersey Board of Public Utilities
24 on July 16, 2001. She serves -- she served as acting
25 president from that time through October 3rd and then

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1 president until January 15th, 2002.

2 When you think of NARU telecommunications,
3 think of Connie. She's on every telecommunications
4 subcommittee working group, but chairing a very --
5 she's also on the Ad Hoc Committee for Critical
6 Infrastructure Protection. She's also a member of the
7 NARU Washington Action Committee. So, those of you
8 here in Washington probably see Connie from time to
9 time.

10 Prior to her appointment, Commissioner
11 Hughes was the acting governor's at the time Chief,
12 Management and Policy or Chief of Management and
13 Policy responsible for policy development
14 implementation for -- across all state agency. She
15 also oversaw the Office of the Chief Information
16 Officer, the Office of Employment Relations, Office of
17 Constituent Reactions, and the governor's Washington,
18 D.C. office. It's pretty obvious that the governor
19 has a lot of -- a lot of confidence in Connie.

20 Formerly, Commissioner Hughes was
21 Assistant Commissioner of the Work Force New Jersey
22 responsible for administration of the Department's One
23 Stop Career System and the Director -- Director of the
24 Division of Employment and Training.

25 She has also co-authored three books and

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1 authored over 30 articles on demographic and economic
2 issues including Anticipating Census 2000, New
3 Jersey's Emerging Demographic Profile which she co-
4 authored with her husband.

5 She was -- she was Chair of the National
6 Electronic Technology Board, NET Board, and Chair of
7 the National State Data Center Advisory Board of the
8 U.S. Bureau Census. She's a member of the
9 International Women's Forum, National Association of
10 Female Executives, Women Executives in State
11 Government, the New Jersey 300, Central Jersey Women's
12 Network, and Women Executives of New Jersey.

13 She has received a Bachelor of Science
14 Degree from East Strasberg University and her MCRP
15 from the Edward is it Balstein School of Planning and
16 Public Policy at Rutgers. She also attended the
17 Kennedy School of Government.

18 If you would at this time, please welcome,
19 Commissioner Connie Hughes from New Jersey.

20 COMMISSIONER HUGHES: Unfortunately, they
21 gave you the exaggerated version of my biography.

22 Good afternoon and my apologies for being
23 late. I did literally get off the train, race into a
24 cab, and race out of the cab and drag my luggage up
25 here and somewhere is my luggage, my pocketbook, and

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1 my coat, but the topics far more important than any of
2 that certainly.

3 As was just mentioned, I'm honored to be
4 the Chair of the NARU Ad Hoc Committee on Critical
5 Infrastructure Protection and I'm also the NARU
6 designee to the U.S. Department of Transportation's
7 E911 Steering Council.

8 This topic is -- is particularly
9 interesting to me when we talk about the cost recovery
10 because I'm not sure that regulators have figured out
11 yet how to recover costs for new and inventive
12 technologies, needs and my friend Charles here is
13 shaking his head yes. If you don't know regulation of
14 the utility industry has been around about 100 years
15 and then that's just about where our -- many of our
16 formulas are in terms of determining how to recover
17 costs.

18 New Jersey's I think and I'm always going
19 to have to brag on things like that implementing
20 ES911. It's currently facing, of course, many
21 operational and technical challenges as many of them
22 has.

23 Originally, it funded quite a bit of the
24 technology, but now Verizon is paying for a lot of the
25 improvements and I'm sure our representative from New

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1 Jersey can go into the very, very details of that, but
2 as a regulator, that -- that makes me pause somewhat
3 when our major telecommunications company in the state
4 is picking up the tab for something like this because
5 it causes a little bit of -- in my mind, a bit of a --
6 of a conflict.

7 I'm always a little concerned when the
8 regulatory company out of the "graciousness of their
9 heart" picks up the tab for something. So, I think
10 the cost recovery needs to be addressed heads on.

11 One of the things that illustrates the
12 importance of wireless 911, almost half of the 911
13 calls in New Jersey last year according to our annual
14 report were from wireless phones. Almost half. It
15 was almost equal between wireless and landline calls
16 from 911. Just imagine that.

17 Now, New Jersey's the most densely
18 populated state in the nation. Finding any of us at
19 any particular time isn't always easy. At the same
20 time, however, this is -- it's critical that we put
21 the second phase totally in place and that wireless
22 911 is totally effective, but it's just as important
23 that we figure our cost recovery.

24 The previous speaker has some interesting
25 thoughts when he talked about the cost recovery model

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1 proceeding -- processing. Is that what you said? Is
2 that the phrase that you used, Greg?

3 MR. BALLENTINE: The cost recovery model?

4 COMMISSIONER HUGHES: Yes. I'll give you
5 a two-second course in rate making. I actually went
6 to a five-day course in -- in Utility Commissioners'
7 Rate Making. If you're a utility commissioner, it's a
8 good idea. If you're not, it's -- it's don't -- don't
9 bother.

10 But, two of the things they put into your
11 head over and over again, you don't have to put in the
12 rate base anything that's not already in the ground.
13 So, in other words, if someone is planning to
14 implement the second phase or full thrust with ES911
15 but hasn't even started it yet, a utility commission
16 can say that's not going to be recovered in the next
17 rate case.

18 So, imagine that kind of rate making, I
19 mean cost recovery where anything that's in the
20 future, if somebody's planning to do something, they
21 can't start recovering costs until it's already paid
22 for. Which means in my mind, it's going to cost even
23 more because somebody has to borrow some money and
24 money costs money and then the cost of the ratepayer's
25 going to -- the consumer is going to cost even more.

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1 I think it's definitely time that we start
2 as -- as regulatory commissions looking at this out
3 front and this last week, I had a day and half
4 coincidentally workshop on cost recovery for critical
5 infrastructure protection and in New Jersey, 911
6 systems has been designated as critical
7 infrastructure.

8 So, that falls right under the category of
9 it's something different, it's something we never
10 anticipated, it's something our forefathers never
11 anticipated, and it's something when the legislation
12 in New Jersey was written establishing the Board of
13 Public Utilities never anticipated because at that
14 time, we were regulating railroads. We don't regulate
15 railroads in our -- on our board anymore. We regulate
16 telecommunications, water, gas, and electricity.

17 So, I think that this panel is
18 particularly opportune. I would like to build on
19 whatever the discussion brings out today and -- and
20 bring that back to the work that I'm doing with my
21 committee that also has Charles Davidson from Florida
22 on it on cost recovery for critical infrastructure
23 because the ES911 system is part of the critical
24 infrastructure devastation.

25 Thank you.

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1 MR. HAYNES: Thank you very much,
2 Commissioner Hughes.

3 We have a -- a few moments for questions.

4 Is there anyone in the audience who would have a -- a
5 questions for either Commissioner Davidson or Hughes
6 or Greg on any of the subject matter that they
7 covered?

8 Did you have one? Okay.

9 I see -- if I could call on Jim Rian just
10 a moment. We were talking earlier about the different
11 roles that state entities can play whether it's an
12 office of technology, the role of the PSCs can play.

13 Jim, if I might could just call on you for
14 a minute. For states that have not gotten as far down
15 the road as maybe your state has or my -- my state
16 has, maybe Steve's in Virginia, what's some of the
17 recommendations that you would have from where you sit
18 at the state level in terms of working and starting
19 the 911 operations -- E911 operations for this whole
20 wireless and cost recovery issue? How would you --
21 what would be your advice to them in working with the
22 public utilities commission which in some states some
23 of us work very closely with and others we do not,
24 working with state offices of technology?

25 How would -- what would be your advice in

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1 how they should start with trying to recover their
2 E911 wireless cost, work from scratch, and working
3 with all these different entities and state government
4 from state to state? What would be your advice?

5 MR. RIAN: Well, a lot of this is kind of
6 tautological or truisms, but it's -- it's a necessary
7 mix.

8 As you've heard so many times, you have
9 such a number of stakeholders and you want to make
10 them into partners and obviously, the biggest players
11 are the major WSPs. They're the ones that are going
12 to have to spend the most money. They're the ones who
13 are going to have to do most of the work.

14 Obviously, as a lawyer, you're always
15 trying to figure out who your client is while you're
16 doing your job and ultimately the clients here are
17 primarily the wireless subscribers. Sometimes I think
18 either the WSPs -- some of us forget that -- that's
19 who they're serving rather than the PSAPs when they
20 provide these services.

21 I -- we -- we found when we started off in
22 South Carolina, we initially were trying to get the
23 wireless subscribers to contribute to the existing 911
24 structure. Our wireline 911 law, requires that the
25 PSAPs handle wireless calls and at the same time, the

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1 -- most of the costs was borne by the wireline
2 subscribers in the form of county surcharges. The
3 rest of it went from county funds and we -- we didn't
4 have any success when we were just trying to get a
5 surcharge applied to the wireless subscribers.

6 After the FCC passed its order and cost
7 recovery became a prerequisite to implementing phase
8 one and phase two, then we -- we got in a team with
9 the WSPs, the LECs, the PSC in -- in South Carolina
10 and -- and major PSAPs and under the sponsorship of a
11 State Senator and a State Representative and -- and
12 that -- that team and that team approach has continued
13 throughout our whole implementation.

14 When -- when -- the most effective way to
15 deal with that obviously is to take a -- an attitude
16 that there are umpteen different issues and principals
17 that you're pursuing and you can't always accomplish
18 all of them, but you try to find congruence,
19 convergence, ways in which you can do two things at
20 once.

21 For instance, we had to do a cost study
22 for the legislature and ultimately, we determined that
23 the only way we could get halfway decent figures was
24 the cost recovery applications. So, we combined the
25 cost study and the cost recovery applications and --

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1 and did it all at once.

2 At the same time, it -- the -- the way we
3 sort of deal with all this is sort of like the
4 middleman, coordinator of whatever and we have all
5 these different interests that we have to balance. We
6 have to be fair to everybody and -- and whatever we
7 do, we try to use the model of chess rather than poker
8 and -- and whatever moves, whatever actions or
9 strategies we're -- we're taking, we -- we try to do
10 it right out in the open and at least be -- don't tell
11 any lies and be honest about what some of your reasons
12 for the moves are and they can't always necessarily
13 figure out the rest.

14 In that way, ultimately you kind of get
15 the -- the WSPs and all the players get the attitude
16 that you're trying to look out for everybody's
17 legitimate interest, the business interest, the bottom
18 line and the cooperation becomes much better than --
19 than you might expect. 911 being the cleanest
20 endeavor that most of us have ever even heard of let
21 alone participated in.

22 People actually do really -- it's kind of
23 like the Great Gatsby said "The rich are different."
24 So, are people who work in 911 and that applies to all
25 over.

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1 So, it really is a case where if you deal
2 with them honestly in good faith that they'll pretty
3 much reciprocate and you just try to figure out ways
4 to operate where you can serve a lot of different
5 purposes with the same actions.

6 As far as cost recovery itself is
7 concerned, if -- if -- in the drafting of the statute,
8 you could provide a little flexibility in anticipation
9 that things might change for instance such as the FCC
10 removing the prerequisite of WSP cost recovery. Then,
11 you can be in a little bit better position to deal
12 with things like diverting some of your funds so that
13 you really might not end up enough -- with enough
14 money for the PSAPs and the WSPs and obviously, the
15 PSAPs are the first in the chain and they're also the
16 poorest. For the most part, they are going to have to
17 have money from some source. They are not going to be
18 able to make the changes they need to effectively
19 handle phase two data without a lot of assistance from
20 the state.

21 I've gone on. I don't know whether I
22 answered your question or not, but --

23 MR. HAYNES: Well, it was a tough question
24 to answer. So, I think you did a yeoman's job of
25 trying to answer it.

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1 I would just shift very quickly -- did you
2 have something, Bob? Bob Oenning from Washington.

3 MR. OENNING: A comment and first of all,
4 I want to say that the state of Washington our utility
5 commission has really really been good to work with
6 particularly the last couple of years. They've really
7 started to understand and work and for instance, they
8 just came up with a whole new set of rules for
9 telecommunications companies. They after all of this
10 decided to throw out all of the rules they had and
11 write a new set and they drug us in right up front to
12 be partners in that and a couples times, we -- we sat
13 and had to sort of mediate other issues that had
14 nothing to do with this.

15 But -- when in that, there's some things
16 they did that I think are important particularly here.

17 Outage notification, for instance, is a big item
18 there. Where when they have a outages that impact an
19 area, now we hear about it. There -- the carriers are
20 still trying to get it all together, but they tell the
21 PSAP they've got -- not just the 911 outage, but other
22 outages because people can't call 911 and so, the
23 whole set of that.

24 Other things like the reverse search rule.

25 We've had reverse search rule in place where we could

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1 do it for a long time. They cleaned it up because
2 with multiple carriers and competitive carriers, the
3 old rule was messy and hard to use. The new one is
4 clean and so, there's a lot of things like that that
5 commissions can do looking at them, working together
6 to make it go.

7 There's one item we think we may have
8 gotten over, but has been out there forever in this
9 wireless piece and that is that the carriers for
10 various reasons and various rules have different
11 sections of their companies doing different things and
12 they can't cross some magic lines that have been built
13 and 911 crosses those magic lines. So, many times a
14 wireless carrier is trying to order services and
15 simply can't get them from the people they normally
16 work with because those carriers are in another piece
17 of the regulation on the LEC side and it -- and we get
18 around it, but it is really disruptive to the process
19 and slows you down.

20 So, encouraging carriers to come in and
21 work around those up front really helps that work.
22 So.

23 MR. HAYNES: Thank you, Bob. Yes, Jenny
24 from Montana.

25 MS. HANSEN: Jenny Hansen from Montana.

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1 For the Commissioners, we are having some interesting
2 and innovative discussions on finding funding
3 opportunities and we're noting an increase in ETC
4 status filings with tier two and tier three carriers
5 and while we're now in the midst of these interesting
6 and sometimes lively discussions with our public
7 service commissions and carriers, we're going to see
8 and my hunch is we're going to see an increase in
9 these filings. I'm wondering if you've experienced
10 increased filings in your respective jurisdictions and
11 what kind of discussions and/or outcomes you've had?

12 MR. HAYNES: Good question. Thanks,
13 Jenny. Connie, do you want to take a shot?

14 COMMISSIONER HUGHES: I have a very short
15 answer. We haven't had an increase of ETC filing at
16 all.

17 COMMISSIONER DAVIDSON: And my answer is
18 similar. Is that on?

19 MR. HAYNES: I think so.

20 COMMISSIONER DAVIDSON: My answer is -- is
21 similar. By statute, Florida does not regulate
22 wireless companies. So, it lacks the jurisdiction in
23 the first instance to make the ETC determination. So,
24 those applications -- and we just ruled on this
25 jurisdictional issue a couple of weeks ago and now,

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1 those applications with that order as an attachment
2 are going to be ruled upon by the FCC.

3 But, it does raise an interesting issue
4 because there is not a pressure on the universal
5 service fund because of these additional application.

6 So, at -- at some point, how that interplays with
7 carrier of last resort obligations roll out of E911
8 will have to -- have to be addressed in some type of
9 -- of comprehensive manner, but we won't see an
10 increase because we don't have jurisdiction.

11 MR. HAYNES: Go ahead.

12 MS. HANSEN: As a follow-up -- as a
13 follow-up to that -- thank you. I'm waiting for the
14 mike to turn on.

15 As a follow-up, I see a connection because
16 of no filings in New Jersey and some filings in tier
17 two/tier three with urban and rural environments
18 certainly to make up for that windfall.

19 Additionally, it's offering us as state
20 leaders an opportunity in an intervention mode
21 depending on your governor's office and your rules and
22 policies on intervening and taking a position on these
23 particular items.

24 We -- we just met with our respective
25 chief information officer as an example to identify do

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1 we have an intervention process to work with our
2 public service commission and weigh in on our
3 position, taking a position on ETC filings, and what
4 would that be and it could be as specific as we
5 support as long as it plays for and is earmarked
6 strictly for E911 procurement and get even more
7 specific than that depending on what your specific
8 needs are.

9 So, that when the subsequent filings
10 occur, it's not paying for an expanded infrastructure
11 of a carrier to increase business and/or revenue.
12 It's to enhance what they have in place and meet
13 accuracy standards, E911 standards that we all need in
14 the outcome.

15 But, thank you.

16 MR. HAYNES: Go ahead, Commissioner.

17 COMMISSIONER DAVIDSON: If I may just one
18 follow-up point. You -- you hit on a key element and
19 that's leadership. It's simply and -- and leadership
20 is sense is binary. It either exists on a particular
21 issue or it doesn't.

22 I mean I can tell you just with reference
23 to Connie, the Critical Infrastructure Committee of
24 NARU would not be 5 percent along the path of where it
25 is without Connie's leadership. I mean she's sort of

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1 taken the reins and she had propelled us forward like
2 it or not. I mean we're -- we're working. We're
3 handling issues, but Connie has led that issue.

4 You've got to have leadership at every
5 level. I mean I spoke about Governor Bush, but he's
6 really taken an interest here.

7 Jim Martin, he leads everyday on -- on
8 this initiative by working with folks across the
9 state.

10 So, the leadership is essential, but --
11 but I think also creativity in how to deal with these
12 funding issues is really important.

13 Florida's wireless board distributes
14 revenue in this manner: 44 percent of -- of what
15 comes in to counties; 54 percent to providers; 2
16 percent to counties via supplemental monthly grants of
17 -- of \$3,000 and last year, because of -- of some just
18 creative funding and -- and being able to -- to deal
19 with some money, there was a million dollars handed
20 out last year to small counties for assistance in
21 buying 911 PSAP equipment.

22 So, you just -- if you have an interest in
23 this as -- as Assemblyman Koon spoke to, you just --
24 being involved is good, but being committed is better.

25 So, if you commit with leadership and commit with

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1 creativity, I think you'll have different solutions
2 and until there is a national -- a fully national
3 program if indeed that would be a desirable goal,
4 you're going to have different strategies and
5 opportunities and outcomes in different states.

6 MR. HAYNES: Let's give all our panelists
7 here a round of applause for a very find program.

8 At this time, I think Lauren's going to
9 come back up and maybe have some announcements that --
10 about this evening and possibly tomorrow.

11 MS. PATRICH: My announcements are very
12 simple. Just thank you everyone for being here today.

13 We're starting tomorrow morning at 9:15
14 and just so everybody who's sitting around the -- all
15 the governors' designees know, actually, tomorrow,
16 we're going to switch out the round table and we're
17 going to have different stakeholders sitting in a
18 smaller group of round tables. So, you're not going
19 to find your tent cards in a big circle like this when
20 you come in tomorrow, but we'll see you tomorrow at
21 9:15.

22 (Whereupon, the meeting was adjourned to
23 reconvene tomorrow at 9:15 a.m.)
24
25

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