



9-1-1 Service Charge increase Frequently Asked Questions

1. Why does the El Paso-Teller County 9-1-1 Authority need a service charge increase?

The 9-1-1 emergency telephone charge increase will generate funds that would be used to improve aging infrastructure, procure next generation 9-1-1 equipment, costs directly related to the continued operation of the emergency telephone service and emergency notification service, and a portion of the salary for employees that work in a Public Safety Answering Point (9-1-1 Dispatch Centers).

2. What are the infrastructure needs for the 9-1-1 systems in El Paso and Teller counties?

Much of the current core infrastructure was put in place in the early 2000's. This system was implemented to take advantage of the then current Enhanced 9-1-1 (E9-1-1) state and national infrastructure. That infrastructure system is being replaced with Next Generation 9-1-1 (NG-9-1-1) which takes advantage of cellular and voice over IP technology that includes voice, text, and video. http://www.nena.org/?NG911_Project

Building an Emergency Services IP network (ESInet) for the El Paso-Teller 9-1-1 region will ensure that emergency calls will be answered in the most efficient manner by properly trained call takers and dispatchers. The ESInet connects all regional call sites, improves efficiency, responder safety, better access for The Access and Functional Needs Community, improving overall public safety. <http://www.911.gov/nglawenforcement.html>

The current E9-1-1 phone system will be at the end of its life in 2018. The telephone call recording system that allows storage playback of all calls will be at the end of life in 2017, however the current recording systems are incapable of recording NG9-1-1 type calls. The new recording systems will require yearly maintenance contacts for support, service and upgrades. <http://911colorado.org/learn-about-9-1-1/next-generation-9-1-1-networks/>
<http://www.9-1-1magazine.com/search/530/>
<http://www.vpi-corp.com/911-radio-recording-logging.asp>



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The current network connections must be upgraded from 1.5 megabit (Mbps) connections to 50 Mbps, to handle the increase data flow between the dispatch centers in El Paso and Teller counties. El Paso County 9-1-1 and Colorado Springs 9-1-1 need to be increased to 1gigabit (Gbps) speed. More than one connection to each site is required to ensure resiliency in case of a single connection failure. <http://verusconnect.com/blog/advanced-technology/time-is-critical-high-speed-internet-in-public-safety/>

Current backup and safety components such as uninterruptible power supply (UPS) electrical power units for the computer server rooms are more than 15 years old. These units allow the 9-1-1 centers to function when commercial power is unavailable. Service contracts must be included to ensure the systems are available when an outage occurs. <https://www.nena.org/search/all.asp?c=&bst=UPS+>

A remote disaster recovery (DR) site must be implemented to ensure that the El Paso- Teller Authority 9-1-1 is able to supply 9-1-1 service to the citizens of the region.

https://www.nena.org/?page=DisasterPlanCourse&hhSearchTerms=%22disaster+and+recovery%22&#rescol_339062

<https://www.nena.org/search/all.asp?bst=disaster+recovery>

Aging radio equipment must be replaced to in order to provide continuous communication between dispatchers and first responders.

<https://www.apointl.org/spectrum-management/resources/interoperability/p25.html>

Regular regional mapping must be maintained to provide emergency responders with the accurate locations within the ever growing communities.

<http://www.geo-comm.com/industries/ng9-1-1/>

Maintaining a highly secure network is a critical part of providing continuous 9-1-1 service. All network systems must be continually monitored and protective measures against intrusions and viruses must be implemented at every site. <https://sites.google.com/site/co911rc/resources/cybersecurity>



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3. What rate is the El Paso-Teller County 9-1-1 Authority looking to raise the 9-1-1 service charge to?

The El Paso-Teller County 9-1-1 Authority is applying to the Public Utility Commission (PUC) to raise the current 9-1-1 emergency telephone charge from \$.70 per phone line up to \$1.90 per phone line.

4. How much revenue will be generated by this service charge increase?

Up to \$11 Million Dollars.

5. Does the El Paso-Teller County 9-1-1 Authority include all public safety agencies within the two counties?

The El Paso-Teller County 9-1-1 Authority provides equipment, training and services to Public Safety Answering Points (9-1-1 Dispatch Centers) located in El Paso and Teller Counties. The PSAPs provide 9-1-1 call taking and dispatch services for all of the public safety agencies in El Paso and Teller Counties.

6. Is the Public Utilities Commission required to approve the increase because the monthly charge would exceed \$.70 per month?

The Public Utilities Commission is required to approve emergency telephone service charge increases in accordance with Colorado Revised Statute 29-11-103.

7. When do you expect the increase to go before the PUC?

The decision will be made at the next El Paso Teller 9-1-1 Board meeting on August 24, 2016 to submit the application to the PUC.

8. After the application is submitted to the PUC what are the "next steps" and the process moving forward?

The PUC will have 30 days to review the El Paso Teller 9-1-1 Authority Emergency Telephone Charge application.



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At a date to be determined the PUC will conduct a hearing to discuss the merits of the application and the El Paso Teller 9-1-1 Authority Board members will testify as to the need. The public will be invited to attend and comment on the application.

9. What is the earliest the fee increase could go into effect?

The service charge could increase as early as January 1, 2017

** The vision of a Next Generation 9-1-1 system is to enable the public to make voice, text, or video calls from any communications device via Internet Protocol based networks. The 9-1-1 Center of the future will also be able to receive data from devices such as Advanced Automatic Collision Notification systems, medical alert systems, and a variety of other “sensors.” The infrastructure envisioned by NG9-1-1 will support transfer of emergency calls to other PSAPs—including any accompanying data. <https://www.apcointl.org/resources/next-generation-communications-systems.html>*