

Number: 4.22

Replaces:

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Subject: Wireless Communications Devices

BACKGROUND: The El Paso – Teller Enhanced 9-1-1 Authority recognizes the importance of wireless devices making emergency calls to the 9-1-1 system. As a result, the Authority establishes a policy to provide callers with a 9-1-1 system that meets the requirements of Phase One and Phase Two under the Federal Communications Commission Rule and Order 94-102. As wireless technologies continue to be developed the Authority will endeavor to keep the 9-1-1 system current, so that all emerging technologies can utilize the service.

POLICY: The El Paso – Teller Enhanced 9-1-1 Authority will provide Enhanced 9-1-1 equipment at PSAPS capable of operating under the Phase One and Phase Two requirements. Further required services such as street centerline mapping and mapping programs will be maintained by the Authority so that map data will be current. Further, the Authority will request all wireless providers operating within the two county area to comply with the FCC Rule and Order 94-102.

PROCEDURE: Phase One- Requires wireless service providers

transmit both a callback number of the calling wireless device and the location of the cell site receiving the 9-1-1 call.

- ü During Phase One, all cellular calls in El Paso County will be routed to the Colorado Springs PSAP.
- ü During Phase One, all cellular calls in Teller County will be routed to the Teller County PSAP.

Phase Two- In addition to the requirements of Phase One, requires the location of the call to be identified.

- ü Wireless companies are to provide the geographic location of the wireless call. (latitude and longitude).

Additional requirements and considerations:

- ü Because of the nature of radio signals, delivering the 9-1-1 call to the correct PSAP will be difficult. This issue will be reviewed by the PSAP managers to determine what is in the best interest of both the 9-1-1 caller and the PSAP. When change is required, the PSAP managers will forward their suggestions for authority approval.
- ü The El Paso – Teller 9-1-1 authority is committed to maintaining the geographic information system (GIS). The resulting data will be used for incoming 9-1-1 calls and for use with CAD.

ü As new technologies become available that offers the user another avenue for calling 9-1-1, those technologies will be reviewed and appropriate changes will be made to the 9-1-1 system to accommodate those devices.