



Colorado Public Utilities Commission

9-1-1 Task Force

Annual Report
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Summary

Contained within this report is a brief summary of the details that led to the need for establishing the 9-1-1 Task Force and a brief description of the current deployment of 9-1-1 services throughout Colorado. The 2007 calendar year has been a productive and challenging year for the 9-1-1 Task Force. Members of the 9-1-1 Task Force focused a great deal of time working on issues raised by the Adams County E 911 Emergency Service Authority (Adams County) versus Qwest Communications International, Inc. and Qwest Corporation (Qwest) complaint (Docket 06F-039T). This docket was resolved and resulted in the preparation of a new 9-1-1 Cost Study by Qwest and the development of a new tariff to completely replace the current Qwest 9-1-1 tariff for the provision of Enhanced 9-1-1 services throughout Colorado. The new Qwest 9-1-1 Tariff was filed approved by the Colorado Public Utilities Commission became effective on September 1, 2007. The benefits of the Tariff re-write have reached all of our 9-1-1 communities in the form of a more equitable means for applying the tariff. The adoption of the new Tariff has resulted in significant cost savings of approximately \$7 million annually for our 9-1-1 Authority Boards. This cost savings has helped several authorities to afford the cost of technology in our 9-1-1 centers without the need of raising our surcharge.

In 2007 the 9-1-1 Task Force elected an Executive board to oversee the Colorado 9-1-1 Resource Center. The board contracted with a local consulting firm to provide Executive Director and Administrative Director services for the Colorado 9-1-1 Resource Center. The contract will be open for renewal June 15, 2008. The Colorado 9-1-1 Resource Center Board will be reviewing the position, the work, and making the determination if the contract should be extended for future years.

Over the last several years, the 9-1-1 Task Force has identified a need to create legislation to capture surcharge revenue that is not being remitted from newer technological devices that provide phone service. This technology is known as Voice of Internet Protocol (VoIP) and allows a user to place phone calls using the internet. While the technology saves the consumer a significant amount of money on their monthly phone bill and provides a number of enhanced features, the service is not currently regulated by the Colorado Public Utilities Commission (Commission). The VoIP phones do not always reach the correct 9-1-1 center due to their mobile capability. In addition, several VoIP providers have selected to route their 9-1-1 phones to a national call center, which then routes the call to the Colorado 9-1-1 Public Safety Answering Points (PSAPs). This double routing of calls creates delays, confusion for the caller and the 9-1-1 call takers. While the 9-1-1 Task Force has not attempted to answer the question of how to regulate this service, the Task Force has worked on a bill to require the VoIP Vendors/Providers to remit surcharges for using the 9-1-1 Network. The bill is HB 08-1249 and has recently passed the house on a 44-19 vote and the first reading at the Senate Transportation Committee. The one concession that was taken with the bill related to pre-paid wireless cell phones. Currently the pre paid wireless cell phone providers do not remit 9-1-1 surcharges to the appropriate Governing Bodies/PSAPs. Due to the strong

opposition from the wireless vendors, to pass the HB 08-1249 we settled on an amendment that eliminated pre paid wireless.

There has been substantial interested generated in the operation of the 9-1-1 Task Force and a need was identified to expand the voting membership of the Task Force and to rewrite some of the provisions of the Task Force Bylaws. The current proposed Bylaws have been attached to this report for your review and approval.

Background

In 1991, the Weld County 9-1-1 Emergency Telephone Service Authority Board filed a formal complaint against U S West (USWC) and Wiggins Telephone Company (Wiggins) (Docket No. 91F-429T). At the heart of this complaint was confusion of who the Enhanced 9-1-1 provider was for portions of the area served by Wiggins and the perception the 9-1-1 Service Authority Boards were being doubly billed for 9-1-1 services, in part by the local rural company Wiggins, and by USWC. At this point in time, USWC provided local service to over 95% of all residential customers in the State of Colorado and had developed a statewide Enhanced 9-1-1 network for the aggregation and routing of Enhanced 9-1-1 calls to all of the PSAPs in the state.¹ The Authority Boards throughout Colorado obtain their Enhanced 9-1-1 service from USWC (now Qwest). Small rural companies were not able to offer Enhanced 9-1-1 service. Many small rural companies had no 9-1-1 service, some offered Basic 9-1-1 Service if there was a Public Safety Answering Point in their exchange or local calling area.

For the USWC local telephone customers, the cost of trunking Enhanced 9-1-1 calls from the USWC local switch to the 9-1-1 Selective Router, Selective Router Costs and cost for trunking calls from the 9-1-1 Selective Router to the PSAP were recovered through the USWC Enhanced 9-1-1 Service Tariff rates charged to the PSAPs. However in the rural areas of the state, where local telephone service was provided by small rural telephone companies such as Wiggins, the Authority Boards found themselves receiving bills from USWC and the rural telephone companies for the provision of Enhanced 9-1-1 services they had ordered from USWC. What was not understood was that in the rural areas of the state where local telephone service was being provided by companies other than USWC, there was a “joint” provision of Enhanced 9-1-1 service where USWC provided the 9-1-1 Selective routers and almost all of the transport facilities connecting the PSAP to the 9-1-1 Selective Router. The small telephone companies connected their local telephone switches to the USWC facilities that ultimately connected to the USWC Selective Routers. There was no recognition in this arrangement or mechanism for recovering the jointly provisioned trunk costs for connections between the USWC Selective Routers and the rural telephone company local telephone switch. That is, the USWC Enhanced 9-1-1 Service Tariffed offering provided USWC a vehicle to bill the PSAP for all of its local end office 9-1-1 trunking costs (local switch to selective router), cost recovery of the USWC Selective Router costs and cost recovery of the USWC transport costs for facilities connecting the Selective Router to the PSAP. There was no provision for including or averaging the small rural telephone trunking costs into the overall statewide averaged Enhanced 9-1-1 rates of USWC. The small rural companies either “ate” these costs, did not provide E9-1-1 connectivity or tried to directly bill the PSAPs for their portions of the USWC E9-1-1 service. These rural telephone company

¹ Enhanced 9-1-1 Service allows 9-1-1 calls to be routed through a special tandem switch, called a 9-1-1 Selective Router, to the designated Public Safety Answering Point (PSAP) designated to receive calls for this area of the state. Enhanced 9-1-1 also allowed the PSAPs to receive location information of the caller as well as the calling telephone number of the 9-1-1 caller. Basic 9-1-1 Service is a simple translation process in the local switch that forwards 9-1-1 calls to a local telephone number. Basic 9-1-1 Service does not identify the calling party or provide location information of the caller to the Public Answering Point.

facilities tended to be quite expensive on a per-customer basis. The PSAPs were not inclined to absorb the rural telephone facility billing when they compared the cost per customer served to the 9-1-1 surcharges they were receiving and had no control over the facilities that were being provided by the rural telephone companies. Hence the confusion and perception of double billing by the PSAPs and the generation of the Weld County Complaint case.

Upon Commission examination of this complaint and the complex 9-1-1 process, the Commission opened a rulemaking proceeding to define the various responsibilities for the provision of a Part 2 Basic Emergency Service and to formalize the structure of the offering that exists today. The rulemaking proceeding included input from USWC, the PSAPs and rural telephone companies. Wireless 9-1-1 was not an issue in the early 9-1-1 rulemaking proceedings. Later wireless 9-1-1 provisions were added to the Commission's 9-1-1 rules.² After several rulemaking hearings, the Colorado Public Utilities Commission adopted its Rules Prescribing the Provision of Emergency Reporting Services for Emergency Telecommunications Service Providers and Telephone Utilities, 4 CCR 723-29, Rules 1 through 13.³ Table 1 provides a brief history of the various Dockets and Decisions of this Commission concerning its Rules Prescribing the Provision of Emergency Services for Emergency Telecommunications Service Providers and Telephone Utilities.

In its Emergency Reporting Service Rules, the Commission created the definition of a Basic Emergency Service Provider (BESP), defined a process for certifying BESP, defined the responsibility of the BESP and of the local exchange providers and the providers of the Automatic Location Information (ALI) database. At the request of the 9-1-1 Authority Boards and other participants in the rulemaking hearings, the Commission placed in Rule 13 of 4 CCR 723-29 the requirement to establish an Advisory Task Force:

Rule 13: Advisory Task Force

The Commission shall establish an Advisory Task force comprised of customers of Basic Emergency Service and ALI Database Service Providers and the providers of Basic Emergency Services and ALI Database Services. The purpose of the Advisory Task Force is to provide oversight of the statewide implementation of Basic Emergency Service. The Advisory Task Force shall make future recommendations and report to the Commission regarding, among other things, development of database formatting standards and processes to facilitate the transfer of ALI data, and generally regarding the implementation of 911 services in Colorado. The Advisory Task Force shall be comprised of equal representation from consumer groups, Governing Bodies, Local Exchange Companies, including Independent Telephone Companies, Basic Emergency Service and ALI Database Providers. Commission Staff shall be responsible for administering the Advisory Task Force and facilitating its meetings and agenda. The Advisory Task Force shall evaluate alternate technologies, service, and pricing issues related to implementing statewide 911 services in a cost effective fashion. The Commission Staff shall provide periodic reports to the Commission in the implementation of 9-1-1 services statewide.

² Docket No. 91R 499T, noticed the Rules of the Public Utilities Commission of the State of Colorado Concerning Emergency Reporting Services for Telecommunications Service Providers and Telephone Utilities. Hearings were held on September 27, 1991, November 1, 1991, and January 27, 1992. The Commission conducted information conferences in addition to the hearings.

³ The Commission issued its Statement of Adoption of Rules, Adopted May 27, 1992, Mailed June 2, 1992.

The Commission sought recommendations of various companies, Authority Boards and providers for membership on this Task Force and approved, by Commission Order, the voting membership. The Task Force commenced to meet, drafted Bylaws that were submitted and approved and Commission's 9-1-1 Task Force commenced an evaluation of the state of 9-1-1 Service in Colorado. Initially, the Task Force found and reported that over half of all of the Counties in Colorado had no form of 9-1-1 Service (even the simplest Basic 9-1-1 was not available). The largest cities and counties had full Enhanced 9-1-1, some areas of the state had Basic 9-1-1. The Weld County Complaint brought together the large and small cities in this state. The largest cities and counties recognized that Enhanced 9-1-1 was a goal for the entire state, not just the largest cities and counties and many participated in the development of a statewide E9-1-1 rate scheme that included USWC (Qwest) absorbing the rural telephone trunking costs into its state E9-1-1 rate plan. USWC (Qwest) became the certificated statewide provider of E9-1-1 service throughout the entire state.

Through the next several years and through the efforts of various Task Force members, cities, counties and rural areas of the state were brought together through meetings and worked cooperatively to implement Enhanced 9-1-1. As reported to the Commission a few years ago, the entire state (with the exception of a few small rural border exchanges where Colorado customers are served by a central office located in an adjacent state) is fully Enhanced 9-1-1. Colorado has been a leader in extending E9-1-1 to all portions of a state that includes the smallest of the Colorado Rural Telephone Companies, includes all Competitive Local Exchange Carriers (CLECs) and provisions for the connection of wireless providers into the enhanced network..

As the nature of telephone service evolved to include wireless services and the direction of 9-1-1 has changed, so has the Commission charge to the 9-1-1 Advisory Task Force changed. In the current re-codified rules of the Commission the function of the 9-1-1 Task Force is as follows in 4 CCR 723-2:

2145. 9-1-1 Advisory Task Force.

- (a) The Commission shall establish a 9-1-1 Advisory Task Force. The purpose of the Advisory Task Force is to provide oversight of the statewide implementation of basic emergency service. The Advisory Task Force shall include, but is not limited to, the following representative parties directly interested in 9-1-1 services: customer groups, governing bodies, basic local exchange service providers, wireless service providers, providers of basic emergency services, customers of basic emergency service, ALI database providers, and other telecommunications providers. The Commission Staff shall be responsible for administering the Advisory Task Force and facilitating its meetings and agenda. The Advisory Task Force shall evaluate alternate technologies, service, and pricing issues related to implementing statewide 9-1-1 services in a cost effective fashion. The Commission Staff shall provide periodic reports to the Commission on the implementation of 9-1-1 services statewide.
- (b) The Advisory Task Force shall:

- (I) Make future recommendations and report to the Commission concerning, but not limited to the development of database formatting standards, processes to facilitate the transfer of ALI data, and the implementation of 9-1-1 services in Colorado;
- (II) Consider 9-1-1 service quality and the cost of 9-1-1 service to the PSAPs, both urban and rural, and to end-use customers of 9-1-1 service in developing its report and recommendations;
- (III) Investigate and report to the Commission the impact of wireless carriers on PSAPs;
- (IV) Investigate and report to the Commission the development of new 9-1-1 technologies;
- (VI) Study and report to the Commission on the overall costing, funding and billing issues of providing 9-1-1 service, including the 9-1-1 surcharge, Tariffs, and PSAP equipment costs; and
- (VI) Monitor and report to the Commission on FCC proceedings that may affect 9-1-1 services in Colorado.

Current State of 9-1-1 Service In Colorado

USWC (Qwest) was granted a statewide CPCN and is currently the statewide provider of Enhanced 9-1-1 service. Through its network, and the facilities that it leases or obtains from other providers, Qwest is the sole provider of Enhanced 9-1-1 call aggregation and transport throughout all of Colorado. Qwest has deployed six E9-1-1 DMS-100 Selective Routers that are paired for redundancy. Two 9-1-1 Selective Routers serve the 303/720 and eastern portion of the Front Range of Colorado and are located in Denver. Two Routers serve the 719 area code area and two routers serve the western slope. All of the six Selective routers have been interconnected and arranged with a three-digit transfer capability. That is, if a 9-1-1 call is received at a PSAP that should be routed to another PSAP, the 9-1-1 call-taker need only enter a three digit code into their equipment of the destination PSAP and the call is automatically transferred to the desired PSAP, complete with its location information. This enhances the speed of response and eliminated the manual relay of location/call back information. As a Commission requirement for the provision of basic local exchange service, all local exchange providers of traditional telephone services in Colorado provide their customers with access to full Enhanced 9-1-1 Service. Colorado has 96 Public Safety Agencies (PSAPs) spread throughout Colorado with E9-1-1 Service provided by Qwest. Qwest has deployed diverse trunking arrangements to many local switches and continues to identify and eliminate single points of failure that can cause the loss of 9-1-1 availability to end use customers. Hence, Qwest provides the E9-1-1 Selective Routing to all of the Colorado-located independent telephone companies, to all CLECs and all Wireless Mobile Switching Centers (MSCs) located in Colorado.

Colorado moved forward significantly to implement Phase II wireless 9-1-1 to a wide range of the populated areas and rural areas of the state. With the implementation of Phase I and Phase II wireless 9-1-1, Colorado has also moved beyond receiving of 9-1-1 calls from wireless customers over the administrative lines of the PSAP that often have to be transferred manually to another PSAP, to implement Phase I and Phase II wireless 9-1-1. As presented on the attached color graphic of the State's 9-1-1 Status (Figure 2), with the exception of five counties all of the state is Phase I capable and much of entire state can accommodate Phase II wireless 9-1-1 calls. Even though most PSAPs can accept Phase II wireless 9-1-1 calls, there are a number of wireless providers that are not capable of providing Phase II wireless 9-1-1 service.⁴

Providers of fixed location VoIP telecommunications have moved to populate location information in the ALI database and are interconnected into the Enhanced 9-1-1 network.

⁴ Phase I wireless 9-1-1 will route the 9-1-1 caller to a designated Public Safety Agency corresponding to the cell tower sector that received the call. Phase I wireless service will deliver the tower location receiving the call and the "true call-back number" of the wireless caller. Phase II enhances the process to provide the latitude and longitude of the wireless caller in addition to the true call back number.

On July 2, 2007, Qwest filed Advice Letter No. 3065 that completely revamps its Enhanced 9-1-1 offering. This Advice Letter filing resolved the billing issues raised by Adams County (et .al) in Docket No. 06F-039T and resulted in a \$7 million annual reduction in E-9-1-1 rates throughout Colorado. The new Qwest Tariff and rate structure assists the PSAPs with their audits of 9-1-1 surcharge receipts compared with the Qwest billing.

A graphic of the Qwest 9-1-1 system is provided in Figure 1.

Next Gen 9-1-1

The 9-1-1 Task Force continuing its evaluation of current 9-1-1 services across the State of Colorado. As previously eluded to in the work that is underway with HB 08-1249, the 9-1-1 Task Force must determine if they should reenergize this initiative to focus on all technology that can reach 9-1-1 and specifically the pre-paid wireless industry.

If discussion currently for 9-1-1 has been focused on our current 9-1-1 infrastructure and what is will and will not support. Currently the 9-1-1 infrastructure is old and outdated. The technology is traditional CAMA trunks delivering voice in an analog format to the 9-1-1 centers. The public expectation and the public need for 9-1-1 to be more than a center that answers phone calls for help is present. The public expectation is for 9-1-1 centers to be able to receive a text communication over the 9-1-1 infrastructure. It is a documented fact that a few of the students that were killed in the Virginia Tech Shootings attempted to text message 9-1-1. Those text messages for help were never received by the 9-1-1 centers. College students across the State are asking the same question, why can't we text 9-1-1 if we need help? Along with our youth, there is no population more in need of this type of technology than our hearing and speech impaired citizens.

This change in how 9-1-1 is handled is commonly known as "Next Gen 9-1-1", it is receiving national attention and obviously local attention as well.

The largest hurdle we will face in the 9-1-1 community to be able to bring this Next Gen technology into our centers has to do with our Basic Emergency Service Provider (BESP). Our BESP needs to update the back bone of 9-1-1 to allow this Next Gen 9-1-1 to occur for our State. The 9-1-1 Task Force will be working with our BESP diligently this year and upcoming years to do express the need to make this happen for Colorado.

2008 Objectives

For 2008 the 9-1-1 Task Force has the following objectives. The first was to rewrite the Bylaws. Included in this report are wholesale revisions to the Task Force Bylaws. With the Bylaws review we also extensively discussed voting membership requirements and ultimately ended up extending the number of voting members to ensure we are capturing enough industry representation in our Task Force.

The 9-1-1 Task Force will be following our HB 08-1249 and completely whatever work is needed in the process to have the bill signed by the Governor.

The 9-1-1 Task Force will be engaging PUC Staff to assist the Task Force with a study on the feasibility of collecting 9-1-1 Surcharge fees from pre paid wireless providers. The results of the study will hopefully provide direction to the Task Force if this is something that we should pursue again for next year.

The 9-1-1 Task Force will also be working closely with the Colorado 9-1-1 Resource Center Executive Board to help them accomplish their goals and objectives.

Proposed Colorado 9-1-1 Task Force Bylaws

AMENDED BYLAWS OF THE 9-1-1 ADVISORY TASK FORCE PUBLIC UTILITIES COMMISSION 03/10/08

ARTICLE I: INTENT

These Bylaws are intended to supplement the provisions of Rule 4 CCR 723-2-2145, which directs the Public Utilities Commission to establish a 9-1-1 Advisory Task Force.

ARTICLE II: MEMBERSHIP AND VOTING

Section 1. General Purpose. To provide oversight for the operation of 911 services in Colorado. The Advisory Task Force (Task Force) shall research and report on subjects related to 9-1-1 services, database formatting standards, ALI data transfer, network and related issues to assist the Colorado Public Utilities Commission (PUC) in developing rules for 911 and related matters. The Task Force shall be comprised of representation from various groups interested in 911 services. Commission staff shall be responsible for administratively supporting the Task Force and facilitating meetings. The Task Force shall evaluate alternate technologies, services, pricing issues and other matters of interest to the 911 community related to the continued operation and improvement of a cost effective 9-1-1 services.

Section 2. Membership. The Task Force shall consist of twenty-nine Voting Members and as many Nonvoting Members that desire to participate. Nonvoting Members may attend meetings, receive notices, address the Task Force and receive all other rights and benefits afforded Members, other than voting. The PUC shall maintain a 911 Task Force webpage and a 911 Task Force listserv consisting of all Voting Members, Non-voting Members, and other persons that want to be on the listserv. The Task Force Voting Members shall be selected to represent the following categories:

- Colorado Counties, Inc. (1 position)
- Colorado Municipal League (1 position)
- Disabled Community (1 position)
- Basic Emergency Service Providers (2 position)
- Incumbent Local Exchange Service Providers (2 positions)
- Office of Consumer Counsel (1 position)
- Wireless Providers, includes prepaid wireless (2 positions)
- Competitive Local Exchange Service Providers, including VoIP (2 position)
- Authority Boards and PSAPs (16 positions)
- Citizen (1 position)

Each category shall only be filled by a representative of the industry which the category represents.

Section 3. Selection of Voting Members for Term Expiration. Each Voting Member shall be subject to reelection by all other Voting Members every two years. The current Voting Member subject to reelection shall not vote on his/her own election. Elections will be by majority vote of a quorum in attendance. Prior attendance, either in person or via telephone, and the geographical location of the Authority Board and PSAP, shall be considered as significant factors in determining whether that person should be selected as a Voting Member. Elections shall be held in November or at the first meeting following November, each year. Where two or more Voting Members represent one category, the two year terms shall be staggered.

The existing Voting Members, per category, and the term expiration date are identified in the attached 2008 Voting Membership list. Unfilled positions shall be filled as set forth herein. The Chairman shall maintain a current Voting Membership list on the 911 Task Force website.

Section 4. Vacancies Other than Term Expiration. Except for vacancy caused by missing three (3) or more meetings, vacancies for the remaining unexpired term shall be filled by the organization employing the Voting Member. For the Authority Board/PSAP category, the Authority Board shall select the new Voting Member within one

Proposed Colorado 9-1-1 Task Force Bylaws

(1) month of the vacancy occurring. For a vacancy caused by missing more than three (3) regularly scheduled meetings of the Task Force in any twelve (12) month period, the existing Voting Members shall fill the vacancy at the next regularly scheduled meeting, if held more than two (2) weeks after the Chairman provides notice to the listserv as set forth herein. Upon learning of a vacancy on the Task Force, the Task Force Chairman shall either notify the organization employing the person that a replacement Voting Member needs to be appointed within one (1) month or notify the Task Force ListServ that a vacancy exists and invite nominations to fill the position.

Section 5. Voting and Quorum. Each Voting Member shall have one vote. There shall be no proxy or absentee voting. A Task Force Member may select an Alternate to cast his/her vote at any meeting of the Task Force not more than three (3) times in any twelve (12) month period. The Voting Member shall notify the Chairman of the name of the Alternate in advance of the meeting. Attendance in person or electronically by fifty percent (50%) of the Voting Members or Alternates shall constitute a quorum. Decisions shall be by majority vote of all Voting Members and Alternates present, except that any modifications to these bylaws or recommendations on any legislation or PUC Rules or Tariffs will require a 67% vote of all Voting Members or Alternates in attendance at a meeting.

Section 6. Attendance. A Voting Member that fails to attend three (3) regularly scheduled meetings, in person or electronically, in any twelve month period shall lose their position as a Voting Member. An Alternate may attend in lieu of the Voting Member not more than three (3) times per twelve (12) month period. The Voting Member shall notify the Chairman of the name of the Alternate in advance of the meeting.

Section 7. Colorado 9-1-1 Resource Center, Inc. At the first meeting each year (Annual Meeting), the Voting Members shall elect the Colorado 9-1-1 Resource Center Board of Directors as provided in the Colorado 9-1-1 Resource Center (Resource Center) bylaws and shall establish the priorities for the Resource Center for that year. At the Annual Meeting, the Resource Center shall present their annual report to the Task Force for review and approval prior to submission of such report to the PUC.

ARTICLE III: MEETINGS

Section 1. Regular Meetings. Regular meetings for the transaction of the business of the Task Force shall be held at such times and places as the Task Force Members may from time to time determine. Such meeting may be attended electronically. The Task Force shall elect officers at the Annual Meeting. The Chairman shall provide all Members with notice of any regular meeting at least two weeks prior to the date of such meeting. Notice of meetings shall be posted on the 911 –Task Force webpage.

Section 2. Special Meetings. Special meetings of the Task Force may be called at the request of the Commission, Chairman of the Task Force or any six (6) Task Force Voting Members, and shall be at such place as the Chairman or such six (6) Task Force Voting Members may determine. Notice of any special meeting of the Task Force shall be given at least seven (7) days prior thereto by electronic mail to all email addresses on the Task Force listserv. The attendance of a Task Force Voting Member or Alternate at any meeting shall constitute a waiver of notice of such meeting, except where a Task Force Voting Member or Alternate attends a meeting and expressly objects on the record to the transaction of any business because the meeting was not lawfully called or convened. The business to be transacted at the meeting must be specified in the notice or waiver of notice of such meeting. It shall be the responsibility of each Voting Member, Member or interested person to keep the Secretary of the Task Force informed of their current email address and telephone number.

Section 3. Agenda for Regular Meetings. Agendas shall be distributed by electronic mail to all email addresses on the Task Force listserv at least five business days before any regular meeting. All Task Force Voting Members shall have the right to have items placed on the agenda by notifying the Chairman ten (10) business days before the regular meeting.

Section 5. Open Meetings. Regular and special meetings of the Task Force shall be open to the public. The Task Force Members may go into executive session as provided by law.

ARTICLE IV: OFFICERS

Section 1. Officers. The officers of the Task Force shall consist of a Chairman, Vice-Chairman, and Secretary. The Task Force may elect such other officers as it shall deem necessary.

Section 2. Election and Term of Office. The officers of the Task Force shall be elected at the Annual Meeting by the Task Force Voting Members. Each officer shall hold office until a successor has been duly elected.

Proposed Colorado 9-1-1 Task Force Bylaws

Section 3. Duties of the Officers. The Chairman shall schedule all regular meetings, set the agenda for the meetings, preside at all meetings, appoint committees as necessary, and carry out general executive responsibilities. The Chairman may assign additional duties to any officer of the Task Force. The Vice-Chairman shall assume the duties of the Chairman or Secretary in his/her absence. The Secretary shall keep minutes of all meetings except executive sessions, and send copies of the minutes to the Chairman who shall in turn distribute the minutes to the Task Force listserv.

Section 4. Committees. The Chairman at his/her discretion may appoint committees to study and report on any matter of concern to the Task Force, draft proposed legislation, or develop and propose any position of the Task Force, or for any other purpose. All such committees and their Members shall serve at the pleasure of the chairman. The Chairman of the Task Force shall appoint committee chairman. Any report, proposed legislation, or proposed position of the Task Force developed by any committee shall be presented to the Task Force for Voting Members approval at any regular or special meeting.

ARTICLE V: BOOKS AND RECORDS

The Task Force shall keep minutes of the proceedings of all regular and special meetings which shall include the attendance of all present. Where any Member has requested a roll call vote on any issue, the Secretary shall conduct such roll call vote and keep a record thereof. The PUC staff shall store the books and records no longer used by an officer.

ARTICLE VI: AMENDMENT OF BYLAWS

These Bylaws may be altered, amended, or repealed and new Bylaws may be adopted as the Task Force Voting Members may from time to time determine by a 67% vote of a quorum may determine.

ARTICLE VII: IMMUNITY

This Task Force, its Voting and Non-voting Members, and the Colorado 9-1-1 Resource Center and its Board of Directors shall fall within the definition of a “public entity” and “public employee” under the Colorado Governmental Immunity Act, § 24-10-101, C.R.S., and a “nonprofit organization” under the Volunteer Service Act §§ 13-21-115.5, 13-21-115.7 and 13-21-116, C.R.S.

ARTICLE VIII: DISSOLUTION

The Task Force may be dissolved by the Commission whenever in its judgment the best interests of the Commission would be served thereby.

Approved this 12th day of March, 2008

Colorado 911 Advisory Task Force

Kimberly J. Culp

By: Kimberly Culp, Chairman

CURRENT

BYLAWS OF THE 9-1-1 ADVISORY TASK FORCE PUBLIC UTILITIES COMMISSION

ARTICLE I: INTENT

These Bylaws are intended to supplement the provisions of the RULE 4 CCR 723-29-13: ADVISORY TASK FORCE which was established by the Rules Prescribing The Provision Of Emergency 9-1-1 Services for Emergency Telecommunications Service Providers and Basic Local Exchange Carriers, found at 4 CCR 723-29.

ARTICLE II: MEMBERSHIP AND VOTING

Section 1. General Purpose. To provide oversight of the statewide implementation of Basic Emergency Service. The Advisory Task Force shall research and report on subjects related to implementation of 9-1-1 services, database formatting standards, ALI data transfer, network and related issues to assist the Commission in developing rules for emergency reporting services throughout the State of Colorado. The Advisory Task Force shall be comprised of representation from governing bodies, consumer groups and service providers. Commission staff shall be responsible for administratively supporting the Advisory Task Force and facilitating meetings. The Advisory Task Force shall evaluate alternate technologies, service, and pricing issues related to implementation of a cost effective statewide 9-1-1 service.

Section 2. Voting. Each Task Force Member shall have one vote. There shall be no proxy voting. A Task Force Member may select an Alternate to cast his/her vote at any meeting of the Advisory Task Force. If the Task Force Member selects an Alternate [need to define alternate and identify process for selection/identification of an alternate] to vote and that Alternate attends the designated meeting and casts the Task Force Member's vote, the Task Force Member shall not be counted as absent for purposes of Article II Section 3.

Section 3. Vacancies. Any vacancy in the Advisory Task Force because of death, resignation, removal, disqualification or otherwise shall be filled by majority vote of the Membership of the Task Force. Upon learning of a vacancy on the Task Force, the chairman shall immediately notify the Commission of said vacancy and solicit or cause to be solicited the names of candidates to fill said vacancy from the Membership of the Task Force. Upon determining that a Task Force Member has been absent from three meetings in any calendar year, the Chairman of the Task Force shall inquire or cause inquiry to be made to determine whether said Task Force Member intends to retain their seat. If said Member fails to respond or if the chairman deems the Members' response to be inadequate, the chairman shall cause notice to be made to said Member in writing that failure to attend the next subsequent meeting of the Task Force, be that meeting regular or special, shall ipso facto work a vacancy in the office of said Member. Failure of said Member to attend said subsequent meeting, either in person or by alternate, shall ipso facto work said vacancy in the office of said Member. If the chairman detects a pattern of non-attendance of any Member at meetings of the Task Force, the chairman may initiate an inquiry into the causes therefor, and make a recommendation to the Task Force that a Member be removed from office. Upon concurrence of two thirds of Members present at any regular or special meeting, said Member shall be removed from office. Upon such removal, the chairman shall initiate proceedings to fill the vacancy created thereby. Task Force Members may at any time be replaced at the discretion of the Commission.

Section 4. Membership Organizations.

The Task Force shall consist of twenty-five Members representing the following entities: Colorado Counties, Inc., Colorado Municipal League, Office of Consumer Counsel, Federal Communications Commission, the Colorado chapter of the National Emergency Number Association (NENA) and Disabled Telephone Users. At least five Members of the Task Force shall be appointed to represent 9-1-1 Authority Boards or Public Safety Answering Points (PSAPs). The remaining Members of the Task Force shall represent Basic Emergency Service Providers, Certificated Basic Local Exchange Service Providers, Wireless Providers, Resellers of Basic Service, Competitive Access Providers, Consumers, Governing Bodies and ALI Data Base Providers. The Membership of the Task Force shall be appointed such that a majority shall represent Governing Bodies, Consumers and PSAPs or 9-1-1 Authority Boards rather than the telecommunications industry.

Section 5. Term. Task Force Members shall be appointed for a term of two years. Terms are automatically renewed for a subsequent two years. The number of terms is not subject to limitation.

Section 6. Removal. Any Member of the Task Force may be removed from such office by the Commission whenever in its judgment the best interests of the Commission would be served thereby. A Member may also be removed by the chairman with a concurrence of two thirds of the Members present at a regular meeting with a quorum present or upon motion of any Member with a concurrence of two thirds of the Members present at a regular meeting at which a quorum is present.

ARTICLE III. MEETINGS

Section 1. Regular Meetings. Regular meetings for the transaction of the business of the Task Force shall be held at such times and places as the Task Force Members may from time to time determine. Such meeting may be attended by teleconference if the chairman so directs. The Task Force shall hold at least one regular meeting per year as its annual meeting, which shall be held at such time and place as the Members of the Task Force may designate during the month of January, in each year. The purpose of the annual meeting shall be for the election of officers and for such other purposes as the Task Force shall determine. The chairman shall provide all Members with notice of any regular meeting at least two weeks prior to the date of such meeting.

Section 2. Special Meetings. Special meetings of the Task Force may be called at the request of the Commission, Chairman of the Task Force or any three Task Force Members, and shall be at such place as the Chairman or such three Task Force Members may determine. Notice of any special meeting of the Task Force shall be given at least seven days prior thereto by written notice delivered personally or sent by facsimile or sent by first class mail or electronic mail to each Task Force Member at the address shown in the records of the Task Force maintained by the secretary. Any Task Force Member may waive notice of any meeting. The attendance of a Task Force Member or Alternate at any meeting shall constitute a waiver of notice of such meeting, except where a Task Force Member or Alternate attends a meeting and expressly objects on the record to the transaction of any business because the meeting was not lawfully called or convened. The business to be transacted at the meeting must be specified in the notice or waiver of notice of such meeting. It shall be the responsibility of each Member or interested person to keep the secretary of the Task Force informed of the current address, phone, fax, email if any, and any other relevant contact information of the Member.

Section 3. Agenda for Regular Meetings. Agendas shall be distributed by mail or sent by facsimile, personal delivery or electronic mail to all Task Force Members at least five days before any regular meeting. All Task Force Members and Alternates shall have the right to have items placed on the agenda. It shall be the responsibility of any Task Force Member desiring to have an item placed on the agenda to present it to the chairman within a reasonable time to allow inclusion on the agenda prior to distribution. Each agenda shall provide for the discussion of other items of old and new business not specified on the agenda.

Section 4. Quorum of Task Force. The attendance of a majority of Task Force Members shall constitute a quorum. All official actions of the Task Force shall be approved by a majority of the Task Force Members in attendance with a quorum present. All acts of the Task Force shall be by vote when at a regular or special meeting and recorded by the Secretary.

Section 5. Open Meetings. Regular and special meetings of the Task Force shall be open to the public, however, the Task Force Members may go into executive session as needed.

ARTICLE IV: OFFICERS

Section 1. Officers. The officers of the Task Force shall consist of a Chairman, Vice-Chairman, and Secretary. The Task Force may elect such other officers as it shall deem necessary.

Section 2. Election and Term of Office. The officers of the Task Force shall be elected annually by the Task Force Members at the regular meeting held in January pursuant to Article III Section 1 above. If the election of officers is not held at such meeting, such election shall be held at a regular or special meeting of the Task Force as soon thereafter as is possible. Each officer shall hold office until a successor has been duly elected.

Section 3. Duties of the Officers. The Chairman shall call all regular meetings, set the agenda for the meetings, preside at all meetings, appoint committees as necessary, and carry out general executive responsibilities. The chairman may assign additional duties to any officer of the Task Force. The Vice-Chairman shall assume the duties of the Chairman or Secretary in his/her absence. The Secretary shall keep minutes of all meetings except executive

sessions, and send copies of the minutes to the chairman who shall in turn distribute the minutes to Task Force Members and Alternates.

Section 4. Committees. The Chairman at his/her discretion may appoint committees to study and report on any matter of concern to the Task Force, draft proposed legislation, or develop and propose any position of the Task Force, or for any other purpose. All such committees and their Members shall serve at the pleasure of the chairman. . The Chairman of the Task Force shall appoint committee chairmen. Any report, proposed legislation, or proposed position of the Task Force developed by any committee shall be presented to the Task Force for its approval at any regular or special meeting.

ARTICLE V: BOOKS AND RECORDS

The Task Force shall keep minutes of the proceedings of all regular and special meetings which shall include the attendance of all present. Where any Member has requested a roll call vote on any issue, the secretary shall conduct such roll call vote and keep a record thereof.

ARTICLE VI: AMENDMENT OF BYLAWS

These Bylaws may be altered, amended, or repealed and new Bylaws may be adopted as the Task Force may from time to time determine by a majority vote of Task Force Members with the approval of the Commission.

ARTICLE VII: DISSOLUTION

The Task Force may be dissolved by the Commission whenever in its judgment the best interests of the Commission would be served thereby.

9-1-1 Network Diagram

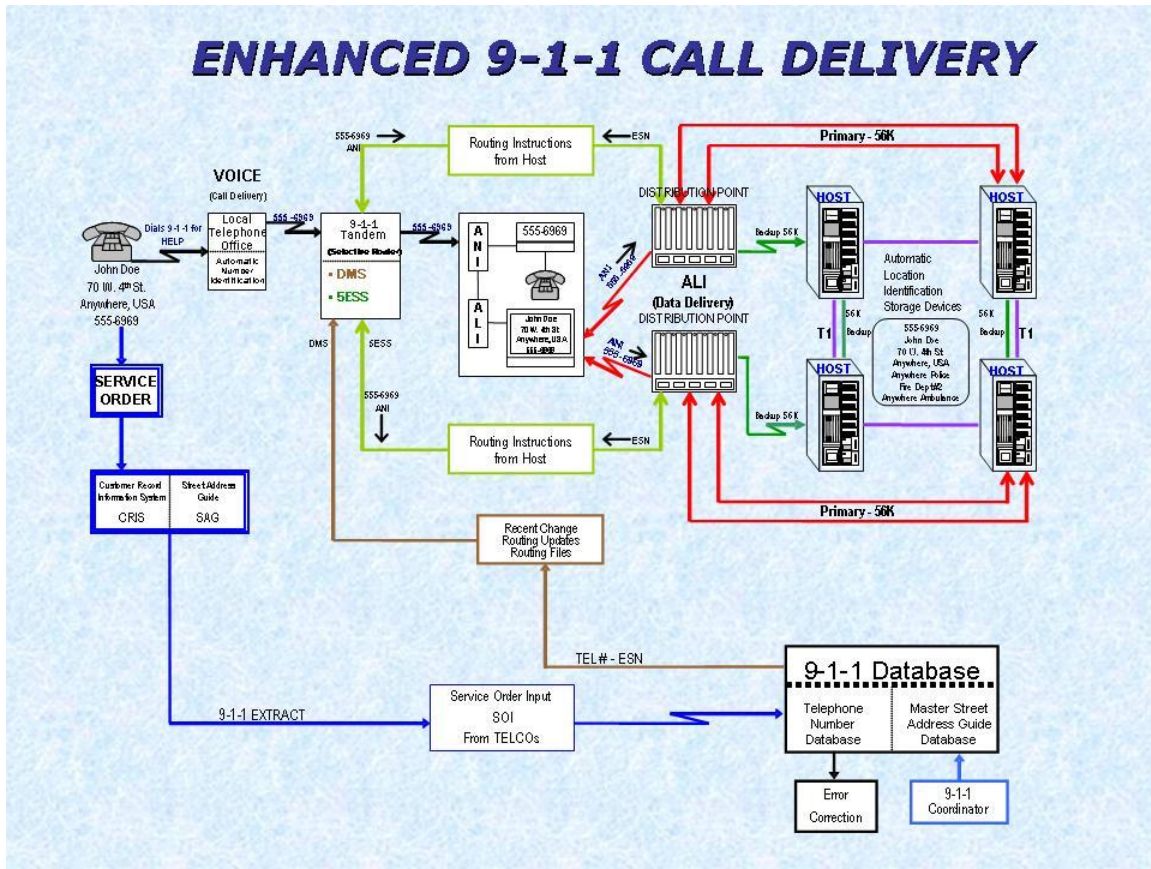


Table 1 - - 9-1-1 Rulemaking History

Docket	Subject	Effective Date	Decisions
01R-422T	To establish requirements for multi-line telephone system operators to disclose to their end-users the proper method of dialing 911 and to transmit the end-user's telephone number and location identification.	May 30, 2002	C02-360 C02-336 C02-149 C02-5 R01-1250 C01-963
00R-287T	To include wireless telecommunications as providers of 9-1-1 services. Incorporate NENA Standards. Permit Automatic Location Information. Revision of Basic Emergency Service Provider reporting. Redefine E911 as a regulated service	03/02/01	C00-1353 C00-1177 R00-1083 C00-0576
97R-177T	To establish rules that protect the public interest without forcing providers to adhere to costly and time-consuming reporting requirements or excessively detailed regulatory schemes that would be unduly burdensome and injurious to nascent competition	03/30/98	C98-0046-E, C98-0015, C97-1336, C97-1204, C970832, C97-0604, C97-0434
98R-284T	To specify requirements related to interconnection between wireless telecommunications carriers and basic local exchange carriers or basic emergency service providers to the extent such interconnection concerns the provision of 9-1-1 service.	Terminated rulemaking and closed docket	C98-1080, C98-1075, C98-0978, C98-0915, C98-0635
95R-553T	To amend the provision of basic emergency	04/30/96	C96-0242, C96-0150,

Table 1 - - 9-1-1 Rulemaking History

	service by telecommunications service providers in order to comply with the recently enacted House Bill 1335.		C96-0026, C95-1170
93R-686T	Rules prescribing the provision of emergency reporting services for emergency telecommunications service providers and telephone utilities	07/30/94	C94-0647, C94-0573, R94-0508
92R-652T	To propose a new rule 7(2)(b) and 7(3) of the E-911 Rules. To make sure that provision of 911 service and charges for automatic number identifications were compensatory, just, and reasonable.	11/10/92	C92-1382
91R-499T	9-1-1 Rules	06/02/92	C92-0561-E C92-0561 C92-0336 C91-1254 C91-999
91F-547T	Formal complaint filed on behalf of Morgan County 9-1-1 Authority Board	Dismissed, 02/93	R93-0184 R92-1434-I R92-1152-I R92-0301-I

Figure 2

