MEETING MINUTES
Emergency Telephone System Board
Thursday, January 24, 2013, 5:30 P.M.
Police Department, Second Floor Conference Room

Members Present: 9th Ward Alderman Coleen Burrus, David Blatt, M.D., Community Representative, 7th Ward Alderman Jane Grover, Division Fire Chief Tom Janetske, Fire Chief Greg Klaiber, Perry Polinski, Communications Coordinator

Members Absent: Police Chief Richard Eddington

Staff Present: Deputy Police Chief Aretha Hartley,

Presiding Member: 9th Ward Alderman Coleen Burrus

Declaration of Quorum
With a quorum present, Chairman Grover called the meeting to order at 5:35 p.m.

APPROVAL OF MEETING MINUTES of October 7, 2010
It was moved by Dr. Blatt and seconded by Alderman Grover that the minutes of the September 27, 2012 meeting be approved. A voice vote was taken and the minutes were unanimously approved as written.

COMMUNICATIONS

A. Mr. Polinski introduced to the Board recently promoted Deputy Chief Aretha Hartley who was sworn in at the December 10, 2012 City Council meeting and is assigned to the Support Services Division which oversees the 9-1-1 Communications Center.

COMMITTEE REPORTS (LEGISLATIVE UPDATES)
Verbal, Mr. Polinski:

A. SB1543 (Wireless E911 Sunset Extension) WETSA
   - Extends the sunset of the Wireless Emergency Telephone Safety Act (WETSA) form April 1, 2013, to July 1, 2013
   - Passed both houses with a 51-0 vote on January 3rd and is awaiting the Governor’s signature
   - Although only a three month extension, this gives IL-APCO & I-NENA time to continue including as part of the Telecomm Act re-write

Mr. Polinski added that the last rewrite was in June 2010 and is designed to modernize the telecommunications industry in Illinois and align it with newer trends in technology. The rewrite is to ensure that it is reflective of the current technology.
STAFF REPORTS

Verbal report with Power Point presentation, Mr. Polinski:

A. 2012 ICC Annual Filing – Mr. Polinski reports that by January 31st of each year, under the Emergency Telephone System Act, the City is required to file an annual report (mailed January 9th) to update any information that has changed. This includes the current 911 contact person (Mr. Polinski) the E911 Board members, and the current landline surcharge which is $1.50 per line. The System’s error ratio, as provided by 9-1-1 system provider AT&T, was 0.0%, which is based on an access line count of 58,488 telephone numbers. With respect to access line count, Mr. Polinski explained that, up until a few years ago, “current access count” consisted of AT&T dial tone lines only. This means that, in the past, AT&T line counts were more closely related to the surcharge counts. The total number submitted annually by AT&T now includes VoIP, wireless and competitive local exchange carriers’ as well as traditional “copper” lines. The total number of access lines (carrier neutral) in the database have decreased since 2009. This is due to the recession or land lines migrating to wireless or VoIP. Only a few pANI’s (pseudo ANI’s) get input into the database for wireless or VoIP, but they actually serve dozens, hundreds, or thousands of wireless or VoIP callers. So, a migration does not move out of landline and add one-for-one to the pANI count (it just moves out of landline). Mr. Polinski reviewed the 911 Network diagram, which is updated annually by AT&T, and includes: the total number of wireline and wireless trunks as well as the primary, secondary, and back-up PSAPs. There have been no significant changes since two additional wireless trunks were added in 2007. Renewing “Call Handling Agreements,” which outline how misdirected 911 calls from adjoining jurisdictions are routed and responded to, is also part of the Annual Filing and were mailed on December 16th.

B. Bi-annual Wireless Survey Update – Mr. Polinski presented information that twice each year the City responds to a survey from the State of Illinois on wireless traffic to help them track the status of wireless 911 communications throughout the State which includes: the total number of Wireless Service Providers operating in our area and the average monthly wireless surcharge revenue, which increased approx. $1,000 per month over last year. There are no new carriers operating in our area since Cricket was introduced early in 2009.

C. 2012 9-1-1 Call Statistics – Total 2012 911 call activity, both landline and wireless, was 44,875 (67% of which were initiated by cell phones). This reflects 13.6% fewer 9-1-1 calls answered compared to the year before. It was discussed that this could be due to implementation of the City’s 3-1-1 system in March of 2011. However, there was a 2% increase in the number of non-emergency administrative calls received in the 9-1-1 Center in 2012, and the number of out bound calls placed increased 10.6%. With respect to the wireless call graph and trending, Mr. Polinski points out that, with the exception of the drop experienced in the last year, the total call volume has been stable over the past several years while emerging, more affordable, technologies continue to replace landlines.

D. Mr. Polinski reviewed 10-year call volume data from the Cellular Telecommunications Industry Association (CTIA) which further demonstrates that the number of calls made by landline telephone users continues to steadily
decrease. This was also supported by a study conducted by the CDC during the first six months of 2012 which found that:

- 35.8% of households no longer have a wired telephone, relying instead on a cellular phone
- Not surprisingly, residents in the 25-29 year old age group were most likely to have a cellular only connection, as were households composed of unrelated adults
- People who rent are twice as likely to have a wireless-only phone as home owners (58.2% v. 28.2%)
- Those living in poverty have a higher cellular-only rate than those with higher incomes.
- As the CDC survey reflects, telecommunicators will be answering more cellular 9-1-1 calls in 2013. This has implications for telecommunicators handling 9-1-1 calls, including obtaining precise locates from cellular callers. This also dramatically illustrates the cause and seriousness of funding problems being experienced by emergency telephone systems in Illinois – which are inadequately compensated for the wireless 9-1-1 calls. Finally, Mr. Polinski reviewed information from the CTIA relative to data usage which reflected a steady increase over the past five years in minutes of use, short message service (text messaging), multimedia messaging service (messages that include photographs) and wireless data traffic, which indicates that the public demand for Text-to-911 is there.

UNFINISHED BUSINESS

A. E911 Phone System Virtual Consolidation: (verbal, Mr. Polinski)
   - The Law Department is in the process of reviewing agreement final draft.
   - Awaiting a “quote refresh” to assess impact and determine next step after vendor recently announced version 4.0 upgrade.
   - Mr. Polinski advised Board Members that the equipment vendor, Cassidian, is going in a different direction in that they are combining two separate products into one, which requires an upgrade and additional training, and will be necessary to connect Northwestern and Wilmette to the system.

B. New Fire Station tone alert system: (verbal, D/C Janetske)
   The Fire Station alerting system project has progressed. Information has been garnered through site visits to operations with systems similar to our intent. A technical description of our project has been sent to Purchasing for review, and preparation for inclusion in a proposal to be placed on the street. Potential vendors have been identified and will be receiving the information. Once the information is placed for bid, the vendors will have 30 days to respond. Providing we find a vendor able to provide the service we are requesting, the bid should be awarded within 21 days of the closing date. The project time line will then be established. We are anticipating successful completion by the fourth quarter of 2013.
C. EMD: (verbal, Mr. Polinski)

Mr. Polinski reported that staff is currently reviewing costs associated with EMD training which include, but are not limited to, product, prerequisite training (i.e. CPR), back fill (overtime), continuing education requirements, licensing, and quality assurance. Staff is also working with Fire Department Life-Safety Services Division Chief Hohl to coordinate with the Regional EMS Director. There are three State approved EMD training providers: APCO, Power Phone, and Priority. Only two offer on-line training. In addition to costs, other benefits to on-line include: convenience of anytime, anywhere training and ease of scheduling.

NEW BUSINESS

A. Text-to-911 (verbal, Mr. Polinski)

- In response to an agreement between APCO/NENA and the Big 4 wireless carriers (Verizon Wireless, Sprint, T-Mobile and AT&T) the FCC proposed “to require all wireless carriers and providers of ‘interconnected’ text messaging applications to support the ability of consumers to send text messages to 911 in all areas throughout the nation where 911 Public Safety Answering Points are also prepared to receive the texts.”

Mr. Polinski advised that the move to 9-1-1 texting is speeding up and that the industry envisions implementation and challenges similar to the wireless deployment back in 2000; process had to be put in place, equipment and networks had to be upgraded, and PSAPs and carriers worked together to deliver the calls. Mr. Polinski noted that the 9-1-1 telephone system was upgraded to i3 capable equipment in 2010, which is required to bring in IP NG911 services, and suggested that integrated TDD (Telephone Device for the Deaf) could be a method of delivery. Mr. Polinski advised that a text message to 9-1-1 is still a text message, subject to SMS (Short Message Service) limitations and sighted the State of Vermont, which recently enabled text-to-911 with one carrier and is in the process of piloting the service with a second. The number of texted received so far has been small. According to Vermont’s E911 Board, some of the limitations included:

- There are no guarantees that a message will be sent, delivered or received in a timely manner.
- Texting (typing) takes longer than making a voice call.
- Common text abbreviations and slang should be omitted to make the message as clear as possible.
- Some implementations may not provide ALI (Automatic Location Identification).
- Text messages have a 160-character limit.
- 911 texts can be sent only in areas where the PSAPs have the ability to receive them. (To this point Mr. Polinski advised that, to help inform users, the major carriers have agreed to begin sending “bounce-back” error messages when a 911 text is undeliverable.

Mr. Polinski concluded that “in an emergency, it’s still better to call!”
ADJOURNMENT

Alderman Burrus moved and D/C Janetske seconded to adjourn. A voice vote was taken and the motion was approved at 6:05 P.M.

Respectfully Submitted,

Perry J. Polinski
Communications Coordinator, Police Department