

# VERMONT ENHANCED 911 BOARD

## Follow Up to Testimony of 4/5/2018 at House Committee on Energy and Technology Barbara Neal, Executive Director

### Outstanding Questions from Committee:

#### 911 Compliance Grant Program:

- **Is the 911 Compliance Grant Program open to private and/or independent schools?**
  - The grant program is open to all Vermont public pre-K-12 schools and Vermont independent pre-K-12 schools that receive public funds for tuition.

#### Coverage Co:

- **What type of calls display as NSI (Non-Service Initialized) to Vermont 911?**
  - Calls using a compatible handset with the radio access network, but no roaming agreement between subscriber's home network and the network they are utilizing.
  - Calls using handset with no SIM installed
  - Calls during which there is registration or account issue with subscriber's home network
  - Calls from devices with no active account or pre-paid minutes used up

#### Wireless vs Wire Line Trends

- **How many 911 calls are there per year by service type (wire line, wireless, VoIP, text) and how many wireless calls are Phase I, how many Phase II?**

Note: Phase 1 (WPH1) wireless calls provide the call-taker with the address of the tower/cell site in use; Phase II (WPH2) wireless calls provide the call-taker with an estimation of the location of the caller/handset in use – with varying degrees of accuracy. The FCC establishes phase II location accuracy requirements.

- **2016:**
  - Total Call Volume 203,142
    - Total Landline 42,136 20.74%
    - Total VoIP 19,451 9.58%
    - Total Wireless 135,427 66.67%
      - WPH1 30,036 14.79%
      - WPH2 105,391 51.88%
    - Total Text to 911 465 less than 1%
- **2017:**
  - Total Call Volume 199,324
    - Total Landline 40,515 20.33%
    - Total VoIP 19,603 9.83%
    - Total Wireless 132,392 66.42%
      - WPH1 26,505 13.30%
      - WPH2 105,887 53.12%
    - Total Text to 911 467 less than 1%

- **What are the current wireless location accuracy statistics for wireless providers in Vermont?**

Note: Additional information is needed to accurately answer this question.

In January 2015, the FCC adopted the Fourth Report and Order on Wireless E911 Location Accuracy Requirements (PS Docket No. 07-114). This order established that all CMRS (Commercial Mobile Radio Service) providers must provide (1) dispatchable location or (2) x/y location within 50 meters, for the following percentages of wireless 911 calls within the following timeframes:

- Within 2 years: 40 percent of all wireless 911 calls.
- Within 3 years: 50 percent of all wireless 911 calls
- Within 5 years: 70 percent of all wireless 911 calls.
- Within 6 years: 80 percent of all wireless 911 calls.

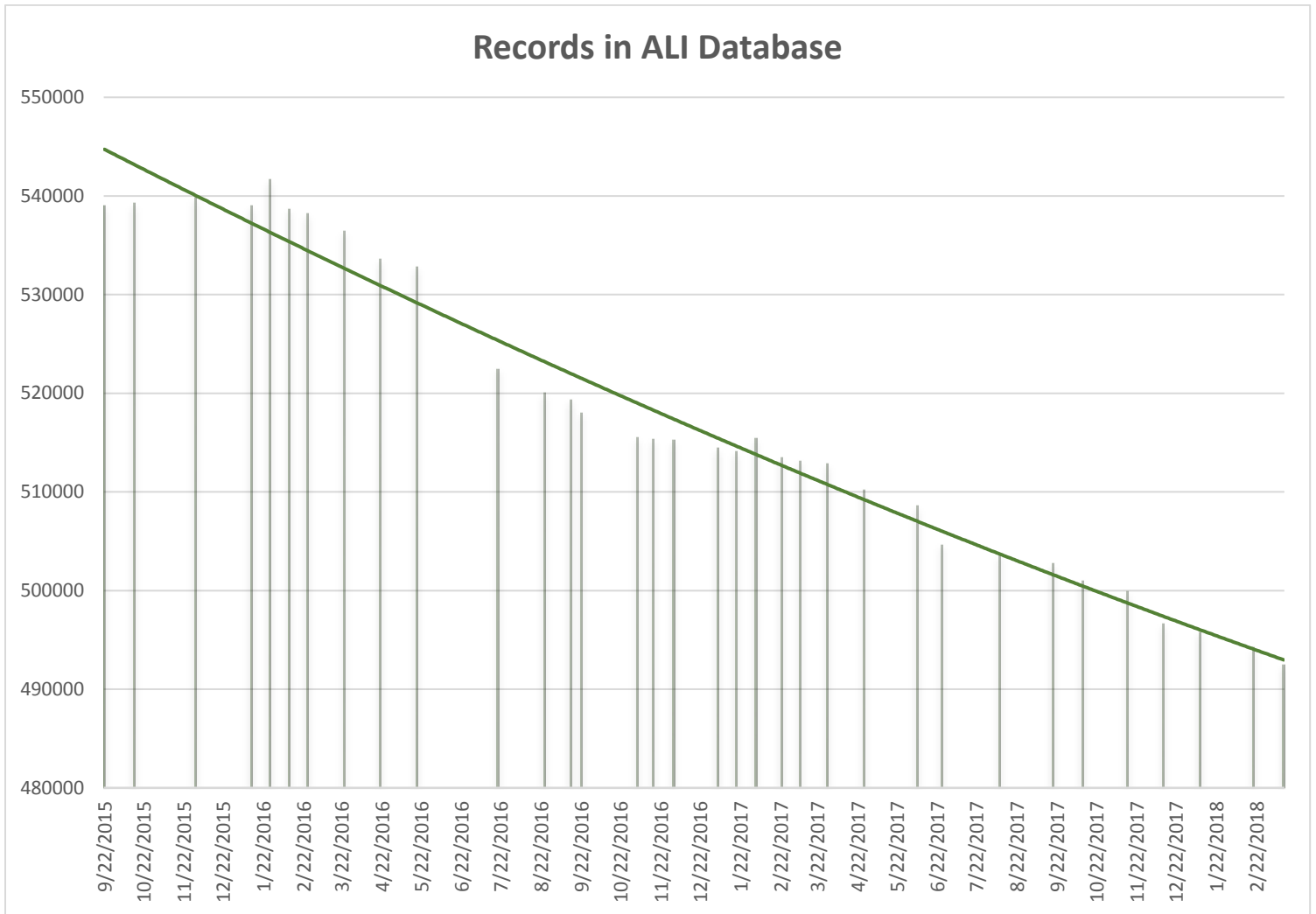
The FCC order allows carriers 30 seconds to deliver the information to the PSAP that is requesting it. Currently, the Vermont 911 system automatically requests this information at 20 seconds on every wireless call.

Vermont data from 2017 shows that approximately 57% of all wireless calls provided an x/y location of 50 meters or less within 20 seconds. A review of the data for each of the seven wireless carriers in the state indicates all but two companies were significantly above the FCC requirement of 40%. The 911 Board is unable to determine whether the remaining two carriers are meeting the metric within the FCC established 30 second timeframe with existing internal data. The Board will request additional information from the two carriers to aid in this determination.

The 911 Board is currently assessing the operational impact of changing the automatic system request for Phase II location information to 30 seconds to assist in measuring compliance moving forward.

- **What is the trend for wire line usage?**

The ALI (Automatic Location Information) database contains all wire line phone records in Vermont. The following chart shows the decline in ALI database records since 9/22/2015 from approximately 539,000 to just over 492,000. The database records decrease by approximately 57 records per day.



**END**