Committee Members
Dick Groff, Chair
David Allison
Chief Robert Baty
Oscar Delpino
Mike Hicks
Gary Graham
Bret Bradford

Deputy City Clerk
Robyn Kincaid

CITY OF CORDOVA
E-911 REVIEW COMMITTEE MEETING
FEBRUARY 8, 2011 @ 6:00 PM
CITY HALL CONFERENCE ROOM

AGENDA

A. CALL TO ORDER

B. ROLL CALL
Dick Groff, David Allison, Chief Robert Baty, Oscar Delpino, Mike Hicks, Gary Graham and Bret Bradford.

C. APPROVAL OF AGENDA (voice vote)

D. AUDIENCE PARTICIPATION (3 minutes per speaker)

E. NEW & MISCELLANEOUS BUSINESS

1. Review of E-911 RFP's
2. Selection of the recommended E-911 Design and Installation Company (voice vote)
3. Discussion on recommendation report to City Council

F. AUDIENCE PARTICIPATION

G. COMMITTEE COMMENTS

H. ADJOURNMENT

If you have a disability that makes it difficult to attend city-sponsored functions, You may contact 424-6200 for assistance.

All City Council agendas and packets available online at www.cityofcordova.net

City of Cordova
Request for Proposals & Bids for E-911 System

REQUEST FOR PROPOSALS
The City of Cordova is seeking proposals for the design and installation of a 2 position E-911 system to tie in with the Motorola MCC-5500 communications system currently installed and operating in the Cordova Police Department's Dispatch/Communications center.

The system must be NENA compliant and must include a minimum of ANI, ALI, ESRI GIS Mapping, Reverse 911 (or similar) and a logging recorder with the ability to backup/store either single calls or a designated block of calls to a storage media. The system must be compatible with the Motorola MCC-5500 communications system without extensive modifications to either the proposed E-911 system or the MCC-5500. There must be seamless compatibility with the latest version of ESRI GIS Mapping software. The system must be capable of handling and processing both 911 calls and administrative calls at both positions. The system must be NG-911 ready and both cellular Phase I and Phase II compliant.

PROPOSAL AND SUBMISSION REQUIREMENTS
To achieve a uniform review process and obtain the maximum degree of comparability among proposals, it is required that the proposals be organized in the manner specified below.

Title Page
Show the RFP name and subject, the name of your firm, address, telephone number(s), name of contact person, and date.

Table of Contents
Clearly identify the materials by section and page number.

Letter of Transmittal
1. Briefly state your firm's understanding of the services to be performed and make a commitment to provide the services as specified.
2. Give the name(s) of the person(s) who are authorized to make representations for your company.

Experience
1. Detail the firm's experience in the requested services or similar areas of expertise.
2. Provide at least three references for which your firm has provided the same or similar services. Include a point of contact, telephone number, and a brief description of the services provided.

Project Engineer/Manager and Key Project Staff and Sub-consultants
Provide detailed information on the qualifications and experience of the Project Manager as it relates to the required services. Include project reference contact name(s) and telephone number(s). Identify key project staff and subconsultants expected to provide services on behalf of the firm.

Available Resources/Project Management
Provide information on resources available to your firm, which indicates that you have access to the services necessary to perform the work.

Contractor Location
Describe the firm's location where the primary services are to be provided and the ability to meet in person with City personnel when required during the performance of the contract.

Project Methodology and Approach
Provide detailed information on the firm's methodology in meeting the scope of work requirements identified in the scope of work. Describe overall approach to include any special considerations, which may be envisioned.

EVALUATION CMTEE AND PROCESS

Criteria:
The criteria to be considered during evaluations, and the associated point values, are as follows:

1. Experience	40 points
2. Project Engineer/Manager	25 points
3. Methodology/Approach	50 points
4. Available Resources/Project Management	30 points
5. Compatibility with CPD existing system	30 points
6. Ability to respond to a service request in a timely manner.	25 points

Total Points Available: 200 points

Qualitative Rating Factor
Firms will be ranked using the following qualitative rating factors for each RFP criteria:
1.0 Outstanding
0.8 Excellent
0.6 Good
0.4 Fair
0.2 Poor
-0- Unsatisfactory

The rating factor for each criteria category will be multiplied against the points available to determine the total points for that category.

A committee of individuals representing the City of Cordova will perform evaluations of the proposals. The committee will rank the proposals as presented. The City of Cordova reserves the right to award the contract based on the highest ranked proposal.

The City of Cordova also reserves the right to request interviews by phone or in person. The purpose of the interviews is to allow the expansion of the understanding of the scope and qualifications to perform the scope.

SELECTION PROCESS

The Proposer with the highest total evaluation points may be invited to enter into contract negotiations with the City of Cordova. If an agreement cannot be reached, the second highest Proposer may be contacted for negotiations. This process may continue until successful negotiations are achieved. However, the City reserves the right to terminate negotiations with any proposer should it be in the City's best interest. The City of Cordova reserves the right to reject any and all proposals submitted.

TIMELINE (subject to revision by City of Cordova)

On or about:

2/1/2011	Proposals/Bids due at Cordova Police Department by 5:00 PM.
2/8/2011	Bids opened by Evaluation Committee.
2/9/2010	Select winning bidder and submit recommendation to City Council.
2/16/2010	City Council officially awards bid.

CONTACT INFORMATION:

Mailing address: City of Cordova
PO Box 1210
Cordova, AK 99574

Phone contacts: Police Chief Robert Baty
(907) 424-6100

Gary Graham
Dispatch Supervisor
(907) 424-6100

E911 ADDRESSING OFFICER

Enhanced 911

From Wikipedia, the free encyclopedia

Enhanced 9-1-1 or **E9-1-1 service** is a North American telecommunications based system that automatically associates a physical address with the calling party's telephone number, and routes the call to the most appropriate Public Safety Answering Point (PSAP) for that address. The caller's address and information is displayed to the PSAP calltaker immediately upon call arrival. This provides emergency responders with the location of the emergency without the person calling for help having to provide it. This is often useful in times of fires, break-ins, kidnapping, and other events where communicating one's location is difficult or impossible. Also see Wireline Enhanced 911, below.

The first 911 system was installed in Haleyville, Alabama in February 1968 as a way to quickly connect a subscriber to the local police station. This system did not identify the caller but did provide a means to access emergency services that had not previously been available. This system was quickly adapted and improved by other telephone companies to become the E911 system which provides both caller location
itification. A pioneering system was in place in Chicago by the mid-1970s, providing both police
departments access to the source location of emergency calls. Enhanced 9-1-1 is currently
d in most metropolitan areas in the United States and Canada.

em only works in North America if the emergency telephone number **911** is called. Calls made
telephone numbers, even though they may be listed as an emergency telephone number, may not
is feature to function correctly.

he United States this type of facility is often called *caller location*, though its implementation is
it on how the telephone network processes emergency calls.

Contents

Public Safety Answering Point (PSAP)

The final destination of an E911 call (where the 911 operator sits) is a Public Safety Answering Point (PSAP). There may be multiple PSAPs within the same exchange or one PSAP may cover multiple exchanges. The territories covered by a single PSAP is based more on historical and legal police considerations rather than telecommunications issues. Most PSAPs have a regional Emergency Service Number, a number identifying the PSAP.

The Caller Location Information (CLI) provided is normally integrated into emergency dispatch center's computer-assisted dispatch (CAD) system. Early CAD systems provided text display of the Caller's Address, call history and available emergency response resources. In 1994, working in cooperation with the emergency response agencies of Covington, KY, 911 Mapping Systems, Inc.[1] founded in 1992 by Robbie Thomas[2], implemented the first real-time on-screen E911 street map display to highlight the caller's position, nearest available emergency responders and other relevant information such as fire hydrants, hazardous materials and/or other data maintained by the city. Shortly thereafter, integrated mapping became a standard and integral part of all CAD systems and continues to evolve alongside 911 response technology. For Wireline E911, the location is an address. For Wireless E911, the location is a coordinate. Not all PSAPs have the Wireless and Wireline systems integrated.

Wireline Enhanced 911

There is special privacy legislation that permits emergency operators to obtain the caller's information. This information is gathered by mapping the calling phone number to an address and ESN in a database. This database function is known as ALI, Automatic Location Identification. The database is generally maintained by the Incumbent Local Exchange Carrier (ILEC) under contract by the PSAP. Each ILEC has their own standards for the formatting of the database. Most ALI databases have a companion database known as the MSAG, Master Street Address Guide. The MSAG describes the exact spelling of streets, street number ranges, and other address elements.

Each telephone company (Local Exchange Carrier, or LEC) has at least two redundant DS0-level (that is, 64 kbit/s, or voice quality) trunks connecting each host office telephone switch to each PSAP. These trunks are either directly connected to the PSAPs or they are connected to a telephone company central switch that intelligently distributes calls to the PSAPs. These special switches are often known as 911 Selective Routers. Their use is becoming increasingly more common as it simplifies the interconnection between newer ISUP/SS7-based host office switches and the many older PSAP systems.

If the PSAP receives calls from the telephone company on older analog trunks, they are usually Pulse driven circuits. These circuits are similar to regular telephone lines, but are formatted to pass the calling party's number (ANI). For historical reasons, the PSAP will refer to these as CAMA circuits even though CAMA is actually a reference to a call tracking standard.

If the PSAP receives calls on older-style digital trunks, they are specially formatted Multi-Frequency (MF) trunks that pass the calling party's number (ANI) only.

Some of the upgraded PSAPs can receive calls on ISUP trunks controlled by the SS7 protocol. In that case, the calling party's number (ANI) is already present in the SS7 setup message. The Charge Number Parameter contains the ANI.

The PSAP trunking does not pass address information along with the call. Instead, only the calling party number is passed. The PSAP uses the calling party number to look up the address in the ALI database. The ALI database is secured and separate from the public phone network by design.

ALI Failure is when the phone number is not passed or that the phone number is not in the ALI database. If this happens, the call is passed to the trunk group's default ESN, which is a PSAP designated for this function. The PSAP operator must then ask the incoming call for their location and redirect them to the correct PSAP. The legal penalty in most states for ALI database lookup failure is limited to a requirement that the telephone company fix the database entry.

Competitive local exchange carriers (CLEC) and other competing wireline carriers negotiate for access to the ALI database in their respective Interconnect Agreement with the ILEC. They populate the database using the ILEC MSAG as a guide.

Emergency Service Number/Zone (ESN/ESZ)

The ESZ is a geographic region which is associated with unique emergency responders (Police, Fire, EMS), and associated with a unique PSAP. A PSAP may have multiple ESN's associated with it, but all ESN's will only be associated with a single PSAP. The ESZ serves two functions. It is used to update the 911 selective router with the correct routing information and is used to associate English Language Translation (ELT) to the record in the ALI database.

Master Street Address Guide (MSAG)

The Master Street Address Guide is a system used to associate a telephone number from a customer subscriber to an Emergency Service Zone (ESZ). Customers telephone number records are submitted to the ALI provider and, if MSAG validation exists, will match the customers address information to an MSAG entry containing the ESN.

Wireless Enhanced 911

A second phase of Enhanced 911 service is to allow a wireless or mobile telephone to be located geographically using some form of radiolocation from the cellular network, or by using a Global Positioning System receiver built into the phone itself.

Radiolocation in cellular telephony uses base stations. Most often, this is done through triangulation between radio towers. The location of the caller or handset can be determined several ways:

- **Angle of arrival** (**AOA**) requires at least two towers, locating the caller at the point where the lines along the angles from each tower intersect.
- **Time difference of arrival** (**TDOA**) works like GPS using multilateration, except that it is the networks that determine the time difference and therefore distance from each tower (as with seismometers).
- **Location signature** uses "fingerprinting" to store and recall patterns (such as multipath) which mobile phone signals are known to exhibit at different locations in each cell.

The first two depend on a line of sight, which can be difficult or impossible in mountainous terrain or around skyscrapers. Location signatures actually work *better* in these conditions however. TDMA and GSM networks such as T-Mobile use TDOA. [3] AT&T Mobility initially advocated TDOA, but changed to embedded GPS in 2006 for every GSM or UMTS voice-capable device due to improved accuracy.

CDMA networks tend to use handset-based radiolocation technologies, which are technically more similar to radionavigation. GPS is one of those technologies. Alltel, Verizon Wireless, and Sprint PCS use Assisted GPS.[3]

Hybrid solutions, needing both the handset and the network include:

- Assisted GPS (wireless or television) allows use of GPS even indoors
- Advanced Forward Link Trilateration (A-FLT)
- Timing Advance/Network Measurement Report (TA/NMR)
- Enhanced Observed Time Difference (E-OTD)

The purpose of any of these in mobile phones is twofold — first, the wireless system must know to which PSAP it should route the call, and second, the PSAP that answers the call should know where the caller is and exactly where to send emergency services.

Mobile phone users may also have a selection to permit the location information gathered to be sent to other phone numbers or data networks, so that it can help people who are simply lost or want other location-based services. By default, this selection is usually turned off, to protect privacy.

VoIP Enhanced 911

As VoIP technology matured, service providers began to interconnect VoIP with the public telephone network and marketed the VoIP service as a cheap replacement phone service. However, E911 regulations and legal penalties have severely hampered the more widespread adoption of VoIP: VoIP is much more flexible than land line phone service and there is no easy way to verify the physical location of a caller on a nomadic VoIP network at any given time (especially in the case of wireless networks), and so many providers offered services which specifically excluded 911 service so as to avoid the severe E-911 non-compliance penalties. VoIP services tried to improvise, such as routing 911 calls to the administrative phone number of the Public Safety Answering Point, adding on software to track phone locations, etc.

Initially, the Federal Communications Commission (FCC) took a hands off approach to VoIP in order to let the service mature and also to facilitate competition in the telephony market.[4] In time, this problem reached the headlines of newspapers as individuals were unable to place emergency calls with their VoIP phones. In March 2005, Texas Attorney General Greg Abbott filed a lawsuit against Vonage for deceptive marketing practices by not making it clear that VoIP users had to actually sign up for E911 service. [5]

When FCC Chair Kevin Martin replaced FCC Chair Michael Powell, he immediately changed FCC's hand's off policy and moved to impose 911 obligations on VoIP service providers (Chair Martin would in time impose every regulatory obligation he could on interconnected VoIP providers).[6] In 2005, Chair Martin moved FCC to require "interconnected VoIP services" to begin to provide 911 service and provide notice to their consumers concerning the 911 limitations. The FCC announced that customers must respond to the E911 VoIP warning and those who do not have their service cut off on August 30, 2005. The FCC extended the deadline to September 28, 2005.[7] The E911 hookup may be directly with the Wireline E911 Network, indirectly through a third party such as a competitive local exchange carrier (CLEC), or by any other technical means. The FCC explained that they felt compelled to issue this mandate because of the public safety concerns. [8] Others viewed this as an attempt by Chair Martin to hinder telephony competition to AT&T.[9]

The 911 obligations were imposed only on "interconnected VoIP." The FCC defined "interconnected VoIP" as VoIP over broadband that interconnects with the public switch telephone network.[10] VoIP that is not interconnected, such as two individuals talking to each other over the Internet while playing computer games, does not fall under the obligation.

There are, however, complicated technological problems with implementing E911 with VoIP, which providers are attempting to solve. VoIP phones are on the Internet and nomadic; the geolocation of the individual placing the 911 call can be very difficult to determine. Service providers are attempting to phase in solutions through the I1, I2, and I3 phases. During I1, the 911 call was routed to the 911 administrative telephone lines without location information. During I2, VoIP services would participate in the public telephone networks location database for the location that is identified with that telephone number. During the I3 solution, VoIP service providers would have a true IP interconnection with Public Safety Answering Points and would be able to provide even more valuable information than the legacy 911 system. Where VoIP phones are mobile, geolocation has additional problems; VoIP service providers are seeking access to mobile phone location databases. [11] [12] [13] These solutions are being developed through the cooperation of the Voice on the Network Coalition and the National Emergency Number Association. Vonage has encouraged its customers to register the locations from which their 911 calls could be dialed with the local public safety answering point. [14] The FCC had continued to add more requirements and mandate a more sophisticated 911 function. [15]

VoIP services have noted an obstacle to full 911 interconnection; in order to interconnect with the Public Safety Answering Point, the VoIP service providers must interconnect with the 911 telephone trunk, which is owned and controlled by their competitors, the traditional fixed-line telephone carriers. [7] This resulted in the New and Emerging Technologies 911 Improvement Act of 2008 which granted interconnection rights to interconnected VoIP services.[16]

There are also other proposed features that are intended to allow telephone callers from large corporate telephone networks, on both traditional and VoIP PBXs, to be located down to the specific office on a particular floor of a building.

VoIP & 911 issues are also relevant to Telecom Relay Services utilized by individuals with disabilities.

911 Address

A 911 address contains a uniform number, the street name, direction (if any) and the city. The address number is assigned usually by the grid of the existing community. Each county usually has their own guidelines on how the addressing is done, but for the most part NENA (National Emergency Number Association) guidelines are followed. These guidelines are expressed by the Master Street Address Guide (MSAG). The actual 911 addresses and associated phone numbers are put into the ALI database.

Address signage standards

In addition to upgrading communications systems, many counties and communities in the U.S. have implemented ordinances requiring property owners to standardize the display of house numbers on buildings and along streets and roadways, to allow emergency personnel to more easily locate a given address day or night, even in poor weather. These generally consist of reflective characters, at least 3 to 6 inches high, on a contrasting reflective background. It is necessary for your address number to be affixed to your building or to a separate structure such as a post, wall or fence, provided that such separate structure is located in front of the building and on the building's side of the street. Compliant signage systems are often advertised as being "E911 compliant".

See also

- 911
- E112
- eCall
- Voice Over Internet Protocol
- Emergency Medical Dispatcher
- Next Generation 9-1-1
- Reverse geocoding
- Voip_services_and_911_emergency_calls

References

1. ^ 911 Mapping Systems, Inc.
2. ^ Robert Graham Thomas Jr.
3. ^ [a] [b] FCC Report to Congress on the Deployment of E-911 Phase II Services by Tier III Service Providers
4. ^ In the Matter of Federal-State Joint Board on Universal Service, Report to Congress, Docket 96-45 (April 10, 1998)
5. ^ Attorney General Abbott Takes Legal Action To Protect Internet Phone Customers, Attorney General 3/22/2005
6. ^ Why Does the FCC Treat VoIP as the Ugly Duckling, Techdirt July 25, 2006
7. ^ [a] [b] Grant Gross, FCC extends VoIP E911 deadline, August 26, 2005
8. ^ FCC Notice of Proposed Rulemaking, WC Docket No. 05-196
9. ^ A Little Rant on the Ongoing Mis-application of CALEA and E911 and Universal Service on Voice Applications and Some Ironic, Illogical Results, Jeff Pulver Blog July 24, 2006
10. ^ Cybertelecom :: Notes VoIP
11. ^ Intrado Evolution of the PSAP Experience
12. ^ Intrado Next Generation Needs
13. ^ Intrado Emergency Calling Services
14. ^ Jonathan E. Nuechterlein and Philip J. Weiser, *Digital Crossroads: American Telecommunications Policy in the Internet Age*, 2005, p. 222.
15. ^ Answering the Call for 911 Emergency Services in an Internet World, Voice on the Net Coalition, p. 4
16. ^ Cybertelecom :: VoIP 911 Regulation (providing information on NET Act and FCC proceeding implementing legislation)

External links

- FCC
  - Wireless 911 Services (FCC Consumer Facts)
  - Enhanced 911 - Wireless Services
- National Emergency Number Association
- Law-review article providing background on VoIP technology and challenges of E911, locating VoIP Callers and prioritizing Emergency traffic in the VoIP Network.
- Cybertelecom :: VoIP and 911 - Federal Internet Regulation
- E9-11 Institute :: E9-11 Education Organization
- How E-911 caller locations are discovered

Title 11

PUBLIC UTILITIES

Chapter 11.14

ENHANCED 911 TELEPHONE SERVICE

Sections:

11.14.010 Definitions. The following definitions shall apply to this chapter:

(a) "Enhanced 911 Service Area" means the area described in the certificate of public convenience and necessity granted to Ketchikan Public Utilities December 31, 1970, and any amendments thereto. An area within this description is within the Enhanced 911 Service Area regardless of whether Ketchikan Public Utilities is currently providing telephone service to that area.

(b) "Enhanced 911 System" means a telephone system consisting of network, database, and enhanced 911 equipment that uses the single three digit number, 911, for reporting a police, fire, medical, or other emergency situation, and that enables the users of a public telephone system to reach a public safety answering point to report emergencies by dialing 911; an enhanced 911 system includes the personnel required to acquire, install, administer, operate, and maintain the system and its facilities and to dispatch the calls generated by the system.

(c) "Local Exchange Access Line" means a telephone line that connects a local exchange service customer to the local exchange telephone company switching office and has the capability of reaching local public safety agencies, but does not include a line used by a carrier to provide interexchange services.

(d) "Local Exchange Service" means the transmission of two-way interactive switched voice communications furnished by a local exchange telephone company within a local exchange area, including access to enhanced 911 systems; in this paragraph, "local exchange area" means a geographic area encompassing one or more political subdivisions as described in maps, tariffs, or rate schedules filed with the Regulatory Commission of Alaska.

(e) "Local Exchange Telephone Company" means any telephone utility certificated under AS 42.05 to provide local exchange service and includes Ketchikan Public Utilities and all privately owned telephone utilities.

(f) "Public Safety Answering Point" means a city-operated 24-hour local jurisdiction communications facility that receives 911 service calls and directly dispatches emergency response services or that relays calls to the appropriate public or private safety agency.

(g) "Wireless Telephone" means a telephone that is not a wireline telephone and includes cellular and mobile telephones; each wireless telephone number is considered to be a separate wireless telephone.

(h) "Wireless Telephone Company" means any telephone utility or provider of local telephone service that provides telephone service for wireless telephone customers who receive

monthly or periodic bills sent to an address within the designated enhanced 911 service area. It includes both publicly and privately owned providers.

(i) "Wireline Telephone" means a telephone that uses a local exchange access line.
(Ord. 1456 §2, 2003)

11.14.020 Authorization to provide enhanced 911 service. The manager is authorized and directed to continue with the purchase and installation of an enhanced 911 system to provide enhanced 911 service to users of telephone service provided by any local exchange telephone company and any wireless telephone company within the enhanced 911 service area. The manager is further authorized to provide for the operation of an enhanced 911 system. The enhanced 911 system shall provide service for all of the enhanced 911 service area. (Ord. 1456 §2, 2003)

11.14.030 Enhanced 911 surcharge on local exchange access lines and wireless telephone numbers. Beginning with the first billing for any telephone services rendered on April 1, 2006, and each month thereafter there is imposed a surcharge of up to two dollars per month for each local exchange access line for wireline telephones and for each wireless telephone number within the enhanced 911 service area. The surcharge shall apply to all such wireline and wireless telephones, even those serving government agencies and non-profit organizations. The actual amount of the surcharge imposed will be determined by the Council pursuant to Section 11.14.060.
(Ord. 1543,§1, 2006: Ord. 1456 §2, 2003)

11.14.040 Billing and collection. (a) Each local exchange telephone company shall bill each month and collect the enhanced 911 surcharge from all of its customers in the enhanced 911 service area. Each wireless telephone company that provides telephone service to wireless telephone customers with billing addresses within the enhanced 911 service area shall impose an enhanced 911 surcharge each month and collect the surcharge from customers in the enhanced 911 service area. A local exchange telephone customer may not be subject to more than one enhanced 911 surcharge on a local exchange access line for a wireline telephone. A wireless telephone customer may not be subject to more than one enhanced 911 surcharge for each wireless telephone number. A customer that has more than one hundred local exchange access lines from a local exchange telephone company in the municipality is liable for the enhanced 911 surcharge only on one hundred local exchange access lines.

(b) Each local exchange telephone company or wireless telephone company shall include the appropriate enhanced 911 surcharge, stated separately and included in the total amount owed, in the bills delivered to its customers. A customer is liable for payment of the enhanced 911 surcharge in the amounts billed by the telephone company until the amounts have been paid to the telephone company.

(c) Each local exchange telephone company or wireless telephone company shall remit the amounts collected to the city no later than sixty days after the end of the month in which the amount was collected. From each remittance made in a timely manner under this subsection, the telephone company is entitled to deduct and retain the greater of one percent (1%) of the collected amount or one hundred fifty dollars ($150) as the cost of administration for collecting the enhanced 911 surcharge. In addition, a wireless telephone company is entitled to full recovery of the recurring and nonrecurring costs associated with implementation and operation of Phase I E911 service as allowed under Federal Communications Commission proceedings entitled "Revision of the Commission's Rules to Ensure Compatibility with Enhanced 9-1-1 Emergency Calling Systems" (CC Docket No. 94-102; RM-8143).

(d) A local exchange telephone company or wireless telephone company is not obligated to take legal action to enforce collection of the enhanced 911 surcharge. However, if a company is attempting to collect an unpaid debt from a customer, the telephone company shall also

attempt to collect any unpaid enhanced 911 surcharge that the customer owes. If a customer pays a portion of a bill that includes an enhanced 911 surcharge, the amount paid shall be prorated between the telephone company and the enhanced 911 surcharge. The telephone company shall annually provide the city with a list of the amounts due for the nonpayment of enhanced 911 surcharges, together with the names and addresses of those customers who carry a balance that can be determined by the telephone company to be for the nonpayment of the enhanced 911 surcharges. The telephone company is not liable for uncollected amounts.

(e) The city may, at its own expense, require an annual audit of a local exchange telephone company's or wireless telephone company's books and records concerning the collection and remittance of the enhanced 911 surcharge. (Ord. 1456 §2, 2003)

11.14.050 Use of proceeds. All of the revenue received by the city under this chapter shall be used for the enhanced 911 system. (Ord. 1456 §2, 2003)

11.14.060 Annual review. The Council shall review the surcharge annually to determine whether the amount of the surcharge is adequate, excessive, or insufficient to meet anticipated enhanced 911 system needs. The review may be part of the city budget process. Approval of a budget that includes expenditures for enhanced 911 services which are equal to or greater than the budgeted revenues from the surcharge will be deemed to be the Council's review and determination that the surcharge is sufficient for the year. In the event the Council fails to timely conduct the review or make the determination, any adjustment in the amount of the surcharge will be prospective only from the date the review and determination is made. (Ord. 1456 §2, 2003)

CITY OF CORDOVA, ALASKA
RESOLUTION 08-10-49

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF CORDOVA, ALASKA, DIRECTING THE IMPOSITION OF AN E-911 SURCHARGE

WHEREAS, a reliable 911 system is vital to the safety of a community, and any 911 system is useless unless the emergency dispatcher can determine the location of the caller; and

WHEREAS, the Emergency Dispatch center of the City of Cordova Police Department no longer has the ability to identify and locate an unconscious or disabled 911 caller if they are unable to speak or if they have their phone number "blocked" for Caller I.D.; and

WHEREAS, an enhanced 911 system is desperately needed so that in the event of a serious incident or medical emergency, our family, friends and community can be assured that their police, fire and emergency medical personnel will know exactly who they are and where they are so help can be sent to them immediately; and

WHEREAS, the City of Cordova faces a tremendous liability exposure in the event of disability or death of a 911 caller due to the inability to get to the scene in a timely manner; and

WHEREAS, the Enhanced 911 system will have reverse 911 capability, greatly enhancing communication of imminent danger to residents of Cordova; and

WHEREAS, AS29.35.131(a) authorizes a municipality to impose a 911 surcharge of up to $2.00 (Two Dollars) per month for each wire line and wireless phone in the community to be used for acquisition and maintenance of an Enhanced 911 system; and

WHEREAS, AS29.35.131(b) states that "a local exchange telephone company providing service in a municipality that has imposed an enhanced 911 surcharge shall bill each month and collect the surcharge from customers in the enhanced 911 service area. A wireless telephone company that provides telephone service to wireless telephone customers with billing addresses within the enhanced 911 service area shall impose an enhanced 911 surcharge each month and collect the surcharge from customers in the enhanced 911 service area."; and

WHEREAS, all land based telephone companies and wireless telephone companies that collect the enhanced 911 surcharge shall remit the amount collected to the city no later than 60 days after the end of the month in which the amount was collected.

NOW, THEREFORE BE IT RESOLVED THAT the City Council of Cordova, Alaska, hereby approves and supports the efforts of City staff to pursue and acquire an enhanced 911 system for the benefit of the people of the community of Cordova, Alaska. It is further resolved that the City of Cordova, in order to fund and maintain an enhanced 911 system, shall implement a $2.00 (Two Dollars) per wire line and wireless line telephone surcharge in accordance with AS29.35.131.

PASSED AND APPROVED THIS 20th DAY OF October, 2010.

First Reading - 08/04/10, 10/06/10
Second Reading and Public Hearing - 10/20/10

James Kallander, Mayor

ATTEST:

Susan Bourgeois, City Clerk

CITY OF CORDOVA CORPORATE SEAL JULY 6, 1909 ALASKA

CITY OF CORDOVA, ALASKA
RESOLUTION 01-11-01

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF CORDOVA, ALASKA, AUTHORIZING CREATION OF THE E-911 RFP REVIEW COMMITTEE

WHEREAS, City Council authorized an E-911 surcharge by Resolution as a means to fund a reliable E911 system for the City of Cordova; and

WHEREAS, a request for proposals was issued by the City seeking a company to supply, install, train, and maintain an E911 system for the City; and

WHEREAS, City Council supports establishing a committee of local citizens to review E911 proposals and advise Council concerning the best overall choice for the City; and

WHEREAS, the Police and Fire Facilities Committee shall consist of 7 members and remain in force until such time that the Committee files its final report to Council concerning E911.

NOW, THEREFORE, BE IT RESOLVED THAT the City Council of the City of Cordova, Alaska, hereby authorizes the creation of an E911 Committee to review E911 proposals, and advise City Council on the best overall choice for the City.

PASSED AND APPROVED THIS 5TH DAY OF JANUARY, 2011.

Dave Reggiani, Vice Mayor

CITY OF CORDOVA CORPORATE SEAL JULY 8, 1909 ALASKA

ATTEST:

Erika Empey, Deputy City Clerk