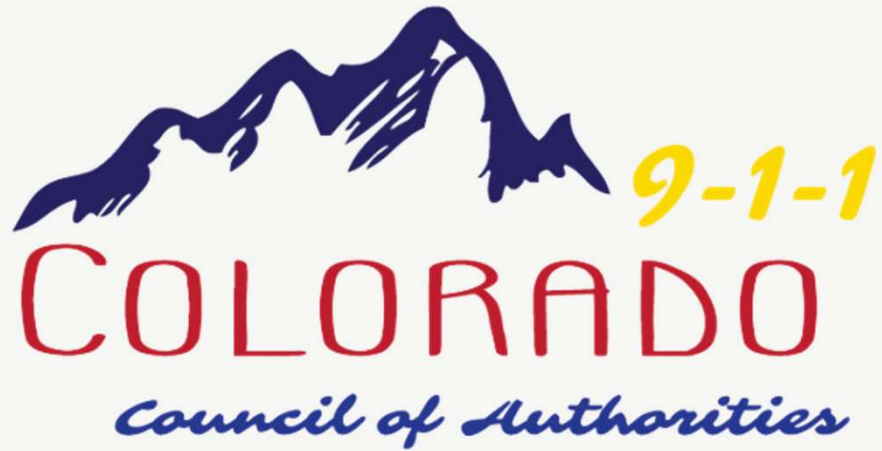



 August 12, 2024



 **Presented By:**
Kimberly Culp, Chair
kculp@leta911.org


 **Presented To:**
[Cell Phone Connectivity
Interim Study Committee](#)





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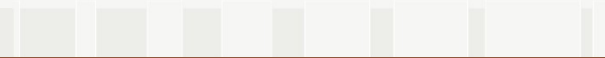
CCOA Overview & Team

Routing 911 & Surcharge Fee

Current Landscape

Current Course

Questions





CCOA Overview

Who We Represent

CCOA currently represents 23 911 authorities across Colorado. We work together to ensure a unified voice among 9-1-1 authorities and advocate for improvements in emergency communication services

What We Do

We are a non-profit membership-based association dedicated to supporting 9-1-1 Authority Boards in Colorado. CCOA provides collaboration, support, and communication on matters impacting 9-1-1 services. Our mission includes promoting 9-1-1 initiatives, best practices, and program implementation. We also represent member interests in legislative initiatives and with 9-1-1 providers and vendors



Meet the Team

- Arapahoe County 911 Authority
- **Delta Emergency Telephone Authority**
- **Denver E911 Authority Board**
- Douglas Emergency Telephone Authority
- **Eagle County 9-1-1 Telephone Service Authority**
- **El Paso - Teller County 9-1-1 Authority**
- **Elbert 9-1-1 Authority**
- Federal Heights 9-1-1 Authority
- Fremont County Emergency Telephone Authority
- **Garfield County Emergency Communications Authority**
- **Gilpin County 911 Authority**
- Grand Junction Emergency Telephone Authority
- Gunnison 9-1-1 Authority
- **Kit Carson 9-1-1 Authority**
- Lake County Emergency Authority
- Larimer Emergency Telephone Authority
- Montrose Emergency Telephone Service Authority
- Morgan County 9-1-1 Authority
- Ouray County Emergency Telephone Service Authority
- Pitkin County Regional Emergency Telephone Service Authority
- **Pueblo County**
- San Miguel Emergency Telephone Authority
- **Summit County Emergency Telephone Authority**



Kimberly Culp

Chair, LETA 911



Carl Stephens

Vice Chair, Garfield County 911



Jodie Chinn

Treasurer, Gunnison E911

ROUTING 911



Step 1: Dialing 911

- Cell phone: radio waves + tower -
* **over 80% of 911 calls are wireless**
- Landline: fiber + copper wires
- Wifi: internet to phone network

Step 2: Routing the Call

- Cell Phone: routed to a Mobile Switching Center (MSC)
 - Tower
 - Location-based routing
- Landline: routed through the Public Switched Telephone Network (PSTN).
- Wi-Fi: routed through the internet and then to the PSTN or MSC
- To Note: Carrier (e.g., AT&T, Verizon) --> Century Link --> 911 Agency

Step 3: Location

- Cell Phone: GPS and cell tower triangulation
 - Uber can find me, why can't you?
- Landline : Location is automatically identified via Automatic Location Identification (ALI).
- Wi-Fi: Location can be determined by the Wi-Fi network address or GPS

Step 4: Answering the Call

- Prioritizing 911 calls: dedicated lines, traffic control, call preemption

Step 5: Send Help



PREPAID WIRELESS

FLAT FEE BY PUC: \$1.88



911 STATE SURCHARGE

- FEE SET BY PUC: \$0.09
- COMING SOON: 139 ENTERPRISE FEE

911 LOCAL SURCHARGE

STATE AVG.: \$1.97



DOR

RETAINS 3%

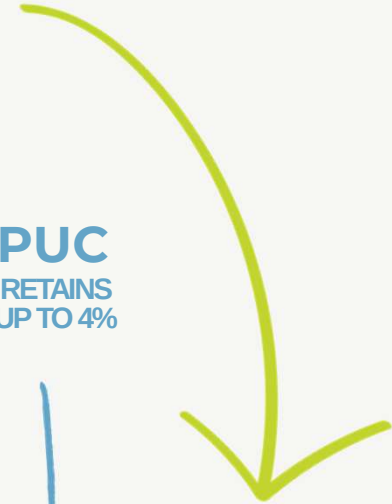


CARRIERS

RETAIN 1%
RETAINS 2%



PUC
RETAINS UP TO 4%



911 Agencies

911 Surcharge Fee

Current Landscape



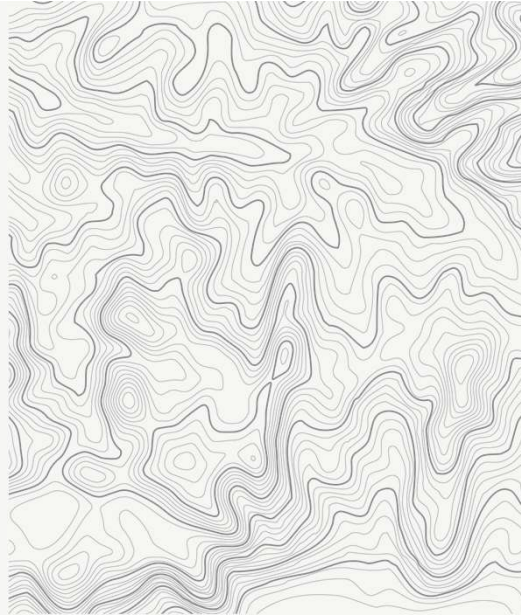
911 is affected in two primary ways:

- 80% of 911 calls are wireless

(1) Population Growth vs. infrastructure

(2) Terrain

- Community solutions: text-to-911
- Expanding tech abilities:
 - Satellite to wireless



CURRENT COURSE

What we've been working on
& Where we're headed

01 Accessibility

- e.g., text, video



02 Master Contracts

- CCOA negotiates with vendors for deal



03 Unified Voice

- 911 agencies work together to have unified voice at state and federal level to ensure our communities are protected.
- Proud of our relationships especially with wireless partners



04 Wildfire & Emergency Response

- e.g., COW, field comms





Thanks & Questions

