



October 10, 2006

Dear E9-1-1 Institute Members,

The E9-1-1 Institute is proud to announce the results its annual Board of Directors election. The votes have been counted and ratified by the Board of Directors. This year we had over 200 ballots which is a dramatic increase from the previous years. Based on the Board of Directors ratification the following as members will take office during the regular E9-1-1 Institute Board meeting that will be held at the end of October.

- Timothy Lorello (Membership At Large Representative)
- Robert Gojanovich (Membership At Large Representative)
- Travis Manley (Academic Representative)
- Brian Fontes (Large Telecommunications Provider Representative)
- Lusica L. Lancetti (Wireless Provider Representative)

We extend our congratulations to the new Board Members but also want to that all the nominees for interest in service on the E9-1-1 Institute Board of Directors. We value your interest and trust you we will maintain their continued support of the E9-1-1 Institute.

The E9-1-1 Institute would also like to formerly introduce a new partnership we have with the 9-1-1 for Kids.



The mission and purpose of the 9-1-1 for Kids is to teach children how to save lives and property through the proper use of 9-1-1, the nation's universal emergency telephone number. Youngsters who complete the 9-1-1 for Kids® classroom program will know: **WHEN** to use 9-1-1- and **WHEN NOT** to; **HOW** to place a 9-1-1 call and; **WHAT** to say in case of a police or fire or medical emergency. Armed with this basic information about 9-1-1, young children will be able to: **CALL** for help when they need it for themselves or for others, **ASSIST** in saving lives and property, **AVOID** costly abandoned or prank calls which tie up the 9-1-1 dispatch system.

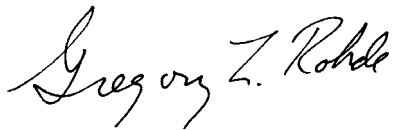
The E9-1-1 Institute was in North Dakota on Columbus Day. On October 9th, the E9-1-1 Institute traveled to North Dakota to host a panel presentation at the **Upper Great Plains Technology Conference & Trade Show** in Fargo, ND. The title of the panel was **Next Gen 9-1-1**. Intrado's Susan McGurkin, Director, Federal Government Affairs and Stutsman County 9-1-1 Coordinator, Jerry Bergquist were our featured panel members.

NENA has announced its fifth annual **9-1-1 Goes to Washington Critical Issues Forum**. The Forum will be held at the DoubleTree Hotel in Washington, DC on March 12-14, 2007. The Critical Issues Forum is designed to provide you with a forum to learn about and discuss national 9-1-1 issues and to advocate those issues on Capitol Hill. This dynamic, hands-on, two day program will provide you with increased knowledge of 9-1-1 and homeland security legislative and regulatory topics as well as information on the federal government process and how to work with federal policy makers. The end result – advancing the shared goal of improving our nation's 9-1-1 system through increased knowledge and enhancement of skills to actively serve your community and the 9-1-1 profession. You can register early at <http://www.nena.org/pages/Event.asp?CID=227>

The 9-1-1 Heroes Awards Gala Dinner co-hosted by the **E9-1-1 Institute** and **NENA** will also be held during the Critical Issues Forum will also be held. Reserved seating at this not-to-miss event is included in Critical Issues Forum registration. Private tables & event sponsorships are available for the Gala. Contact us at contactus@e911insitute.org for more information.

As a reminder our **Annual Fundraising Campaign** has kicked off. Our 2007 goal is to raise **\$300,000** which will fund our events and activities throughout the next year. We would like to **challenge and encourage** of membership to help us reach that goal. If you know of a business, company or a foundation that would be interested in becoming a donor or sponsor of the E9-1-1 Institute, please refer them to us by contact Carla Anderson at 202-498-6936 or email at contactus@e911institute.org. **Help us continue and enhance the work of the E9-1-1 Institute!**

Thanks and keep in touch,



Gregory L. Rohde, Executive Director



2006 E9-1-1 INSTITUTE
DONORS



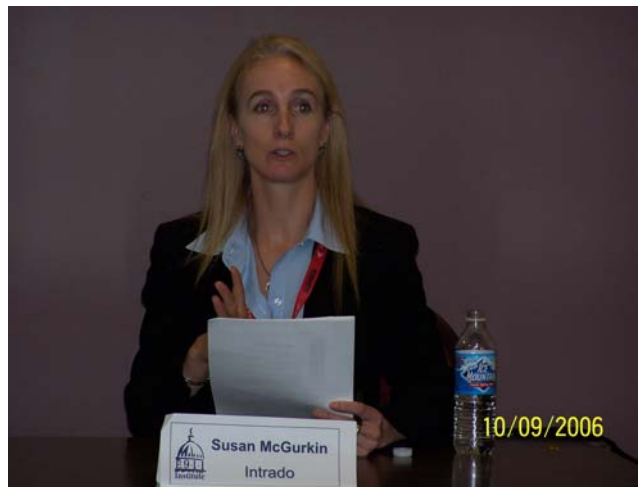
AT&T, ATX Group Inc, Bellsouth, Cingular,
CTIA, Ericsson, Intrado,
Level Communications, Motorola, Neustar,
Rural Cellular Association, Sprint-Nextel, TCS,
T- Mobile, True Position & Verizon

E9-1-1 INSTITUTE PRESENTS
NEXT GEN 9-1-1



UPPER GREAT PLAINS
TECHNOLOGY CONFERENCE
October 9th and 10th
Fargo, ND

Yesterday, the E9-1-1 Institute held its Next Gen E9-1-1. The session updated the audience on the status of E9-1-1 implementation and looked at various Next Gen E9-1-1 Technology. The panel also reviewed the status of wireless E9-1-1 implementation and the issues related to the progress. The panel also discussed the challenges that remain in expanding Phase II deployment throughout the country. Gregory Rohde, Executive Director of the E9-1-1 Institute moderated the panel that consisted of Susan McGurkin, Director, Federal Government Affairs; Intrado and Jerry Bergquist, Stutsman County 9-1-1 Coordinator.





WEEKLY NEWSCLIPS



(Hyperlinks included at the end of the newsletter)

New York: Cohoes Boy Hailed a Hero after Saving Father's Life:

The Cohoes boy dialed 9-1-1 when his father passed out behind the wheel. ...
Before he could wake Hunter or call 9-1-1, David passed out. ...

<http://www.wten.com/Global/story.asp?S=5493435&nav=6uyN>

Maine: Port Could Pay Twice:

... When the mandate came down from the state saying the number of **PSAP** centers would be ...
Some were concerned about the quality of E911 **calls** from their town being ...

<http://www.seacoastonline.com/news/yorkstar/09212006/mainenews-a-psap0921.html>

Maine: Council to Discuss State's Threat to City's 911 System:

... administrators' opposition to a state plan to have all 911 **calls** taken by ... that you do not
approve the recommendation of removing the only **PSAP** (Public Safety ...

<http://morningsentinel.maintoday.com/news/local/3135121.shtml>

New Jersey: Over 90% of Vonage US Subscriber Lines Now Have E911:

... STATE COUNTIES FCC ID -- '**PSAP IDENTIFIER**' Alabama Elmore 176, 237 Alabama
Crenshaw ... winning technology enables anyone to make and receive phone **calls** with a ...

<http://sev.prnewswire.com/computer-electronics/20060926/NYTU008B26092006-1.html>

USA: CounterPath and Intrado Develop IP Softphone to Support E9-1-1:

... This will direct the **calls** to the appropriate public safety answering point (**PSAP**), so that
emergency operators are able to link the caller's current ...

<http://voipservices.tmcnet.com/feature/articles/2731-counterpath-intrado-develop-ip-softphone-support-e9-1.htm>

Illinois: Intrado conducts VoIP 911 Location Trial in New York:

... the Seattle effort—where VoIP **calls** were delivered to a test **PSAP**—the New York City trial
delivered mobile VoIP **calls** to an actual **PSAP**, said Stephen Meer ...

http://mrtmag.com/news/intrado_voip_911_090806/

Maine: Dispatch Plan is Criticized:

.. year, took more than 35,000 **calls** for service from the three communities, as well as from Delta
Ambulance Service. "The removal of the **PSAP** capabilities from ...

<http://kennebecjournal.maintoday.com/news/local/3111751.shtml>

Toronto, Canada: Mother's Voice May Be Best Fire Alarm:

... If there is a phone in the room, call **9-1-1**, and tell them exactly where you are. ... Don't try to take possessions or pets. After you are out, call **9-1-1**. ...

http://www.citynews.ca/news/news_4153.aspx

West Virginia: Dispatching Consolidation Hits Snag:

The Upshur County Commission approved a plan to have the county **9-1-1** center dispatch ambulances instead of the emergency squad. ...

<http://www.statejournal.com/story.cfm?func=viewstory&storyid=14796>

California: Aftermath of a Fire:

... In a state of shock, Pettitt said she tried to call for help. "I tried to call **9-1-1**, but I mistakenly called 4-1-1," she said. ...

http://www.portervillerecorder.com/articles/2006/10/05/news/local_state/news1.txt

Oregon: No Charges in Fatal CB Shooting:

... said. Loveless was arrested on an accusation of second-degree murder after he called **9-1-1** to report he had shot someone. Police

<http://www.blogs.oregonlive.com/oregonian/newsupdates/default.asp?item=207386>

Massachusetts: Police Monitors Get New System:

... a week. Using the new mapping system, all 911 cell phone **calls** will be transmitted to the **PSAP** nearest the caller. Local police ...

<http://www.masslive.com/chicopeeholyoke/republican/index.ssf?/base/news-6/116012147758180.xml&coll=1>

Virginia: Talk Cheaply:

... But check that emergency operators in your area have enhanced technology called **E911**. ... While most cities have **E911**, many rural areas do not. ...

http://www.wsls.com/servlet/Satellite?pagename=WSLs%2FMSGArticle%2FSLs_BasicArticle&c=MGAArticle&cid=1149191007794&path=!features!notonthemenu

USA: VoIP: The Growth Hormone for Voice Applications:

In Aculab's (News - Alert) previous article for the **VoIP** Developer (News - Alert) channel, we discussed the benefits and challenges presented by **VoIP** to ...

<http://www.tmcnet.com/channels/voip-developer/articles/2991-voip-growth-hormone-voice-applications.htm>

California: Predicting the Impact of VoIP on the Future of Telecommunications:

... Research and Markets (<http://www.researchandmarkets.com/reports/c43156>) has announced the addition of Forecasting the Commercial Impact of Wireless **VoIP** in the ...

http://home.businesswire.com/portal/site/google/index.jsp?ndmViewId=news_view&newsId=20061006005057&newsLang=en

Canada: BellSouth to Resell Avaya's Enterprise VoIP Products:

This makes Avaya the third **VoIP** vendor to be supported under BellSouth's IP telephony services portfolio, after Cisco and Nortel. ...

<http://www.teleclick.ca/2006/10/bellsouth-to-resell-avayas-enterprise-voip-products/>

New York: Network Appliances Eliminate Dropped VoIP Calls:

October 6, 2006 - Utilizing **VoIP** Matrix Technology(TM) clustering technique, RN 20, RN 40, and RN 41 facilitate carrier- and enterprise-grade **VoIP** deployments.

<http://news.thomasnet.com/fullstory/493618/264>

Michigan: Disaster Training Gets Emergency Workers Ready for the Real Thing:... the center of the communications for Black Forest were the four on-duty dispatchers at 9-1-1, who, in addition to handling regular real **emergency calls**, had to ...

http://www.petoskeynews.com/articles/2006/10/06/news/local_regional/news03.txt

North Carolina: Apex Plant Fire Forces Evacuations:

... Residents should direct their non-**emergency calls** to the Wake County **Emergency Operations Center** at 856-7044, or stay tuned to local media for information ...

<http://rdu.news14.com/content/headlines/?ArID=92061&SecID=2>

California: Council OKs Police Reassignments for Now:

... assigned all community officers, who handle problems such as noise and problem liquor stores and property, to one shift a week to respond to **emergency calls**. ...

http://www.contracostatimes.com/mld/cctimes/news/local/states/california/alameda_county/montclair/15693502.htm

New Jersey: Successful Missing Child Recovery Attributed To Twenty First:

... contact records. Twenty First Century processes more **emergency calls** than all other hosted service companies combined. In September ...

http://newsroom.eworldwire.com/view_release.php?id=15632

Philippines: Emergency in Makati City? Dial 168:

|... Besides 168, C3 also receives **emergency calls** through its other hotline numbers: 8701920, 8701923 and 8701929. Only **calls** coming

http://newsinfo.inq7.net/inquirerheadlines/metro/view_article.php?article_id=25383

Colorado: E911 Upgrades For El Paso, Teller Counties:

... the system. **E911** Systems Manager Jim Anderson explains: "People had to see it on the television, hear it on the radio. The days ...

<http://www.krdotv.com/story.cfm?nav=news&storyID=992>

Washington: Ailing War Vet Dies After VA Hospital Calls 9-1-1 Instead Of:

SPOKANE (AP) — A Spokane veteran of three wars died after collapsing in the parking lot of a veterans hospital where staffers called **9-1-1** instead of helping ...

<http://159.54.227.3/apps/pbcs.dll/article?AID=/20061007/NEWS/61007011>

Kentucky: Merger of 9-1-1 Dispatch Expected:

After more than a decade of talks breaking down before they ever really began, officials say significant progress has been made toward merging Covington and ...

<http://news.kypost.com/apps/pbcs.dll/article?AID=/20061007/NEWS02/610070338/1014>

Kentucky: Metro EMS Director Answers Council Questions On Response Times:... "There are always going to be some amount of human errors. In this case it was by a **9-1-1** dispatcher." "Just an FYI," Councilman James Peden broke in. ...

<http://www.wave3.com/Global/story.asp?S=5500878&nav=0RZF>

New Jersey: Eberle Kin, DRPA Reach Settlement:

... It leaves as defendants in the case only the City of Camden and a police dispatcher who failed to act on a **9-1-1** call from a motorist who said he saw two men ..

<http://www.courierpostonline.com/apps/pbcs.dll/article?AID=/20061007/NEWS01/610070354/1006>

West Virginia: More Roadblocks For County EMS Departments:

... squad and county commission. The commission wouldn't allow the county's **9-1-1** center to dispatch ambulances. Now, there are new ...

<http://wowktv.com/story.cfm?func=viewstory&storyid=14842>

Texas: Cummings Found Guilty:

... he had been out on patrol, had returned to the sheriff's office and was entering the sheriff's office dispatch center when he heard a **9-1-1** call on speaker ...

<http://www.delrionewsherald.com/story.lasso?ewcd=c296eb02ba39e84f>

Tennessee: 911 Call Center Gets Help From Grant:

... "I think it will serve the citizens and Cannon County a lot better," she said. "There will be more attention to emergency calls." ...

<http://dnj.midsouthnews.com/apps/pbcs.dll/article?AID=/20061005/NEWS01/610050330/1002>

DC: Officials Laud State-of-the-Art Communications Center:

... complaints and scandals. In 1998, the city's inspector general found that thousands of emergency calls were allowed to go unanswered. ...

<http://www.washingtonpost.com/wp-dyn/content/article/2006/10/04/AR2006100400672.html>

North Carolina: 911 Service Crash Provided Unusual Scenario:

For about two hours Monday night Carteret County residents were asked to use the sheriff department's business phone number for emergency calls. ...

<http://www.idnews.com/SiteProcessor.cfm?Template=/GlobalTemplates/Details.cfm&StoryID=45362&Section=News>

California: City Reviews Options for Police Service:

... The sheriff's station has three levels of calls: emergency, priority and routine. ... "We've been below our target times in emergency calls and priority calls." ...

http://www.whittierdailynews.com/news/ci_4443242

Pennsylvania: Boys Held for Obscene 911 Calls:

... "The biggest thing about this is the delay it caused by tying up real emergency calls," said Lisa Rice, quality assurance coordinator in Tioga County's ...

<http://www.star-gazette.com/apps/pbcs.dll/article?AID=/20061003/NEWS01/610030338/1001>

North Carolina: Embarg Continues to Investigate Cause of 911 Malfunction:

... Embarg noted that residents were able to make some local phone calls to reach emergency personnel through alternate numbers. Matthews ...

http://www.reflector.com/local/content/news/stories/2006/10/04/911_lines.html

Michiagan: Lawyers For 9-1-1 Operators Ask Judge to Toss Charges:

Lawyers for two 911 operators in Detroit who are charged with neglecting their jobs argued Wednesday that the law is overly vague and the case ...

<http://www.detnews.com/apps/pbcs.dll/article?AID=/20061004/UPDATE/610040480>

Pennsylvania: Clarion Township Acts to Correct EMS/9-1-1 Oversight:

.. Apparently, during Clarion County 's county-wide 9-1-1 re-addressing efforts a couple of years ago, the areas of Fisher Road , lanes off Fisher Road ...

http://www2.theclarionnews.com/General_News/58181.shtml

Minnesota: Township Sets Public Hearing:

... The variance request is for 22 feet. •The board approved paying \$25 to the county in order to get a 9-1-1 address for the Kruger Lake Nature Preserve. ...

<http://www.paynesvillearea.com/news/headlinesarticles/1004township.html>

Oklahoma: 9-1-1 Down in Harrah:

By Eric Bradshaw, staff writer. The 9-1-1 dispatch system was down in Harrah Friday morning but the phone company was able to fix the glitch by that afternoon. ...

http://www.mwcsun.com/local/local_story_275104645.html?keyword=secondarystory

Washington: Man Arrested After Threats Made to Bellingham Police:

According to police, William E. Alyea allegedly placed a call to 9-1-1 at about 6 pm Tuesday claiming to have a rifle and threatening to shoot officers. ...

<http://www.bellinghamherald.com/apps/pbcs.dll/article?AID=/20061004/NEWS09/61004006>

USA: Rosum Teams with Intrado Partner to Rollout Reference:

... Rosum also announced today that its location technology operates with Intrado's V9-1-1 services for full end-to-end 9-1-1 call delivery capabilities.

<http://www.tmcnet.com/viewette.aspx?u=http%3a%2f%2fwww.tmcnet.com%2fnews%2f2006%2f10%2f04%2f1961157.htm>

Oregon: Dispute on CB Airwaves Leads To Fatal Shooting:

... She said she woke up shortly after 1:10 am to Loveless crying and saying that he shot someone. "When he called 9-1-1, I knew it wasn't a dream," Cook said.

<http://newsroom.blogs.oregonlive.com/default.asp?item=194639>

Canada: Do VoIP Providers Offer Emergency 9-1-1 Service?

... Enhanced 9-1-1 service automatically sends customer location information to an emergency centre where an operator dispatches a response service. ...

<http://www.digitalhome.ca/blog/2006/10/02/do-voip-providers-offer-emergency-9-1-1-service/>

California: Intrado Announces Expanded Participation in Next Generation 9-1-1:

... Inc., a global provider of integrated data and telecommunications solutions, today announced the participation of several leading 9-1-1 technology providers in ...

http://home.businesswire.com/portal/site/google/index.jsp?ndmViewId=news_view&newsId=20061003005105&newsLang=en



UPCOMING EVENTS



IWCE/MRT Wireless Summit

November 14-15, 2006
Hilton Charlotte University Place
Charlotte, North Carolina

WCA's 13th International and International Symposium and Business Expo:

January 16-19, 2007
Fairmont Hotel
San Jose, California
<http://www.wcai.com/event/07/is13gen.htm>

APCO International's 4th Annual Winter Summit

February 12-14, 2007

Orlando, Florida

<http://www.apco2007.org/>



2007 9-1-1 Goes to Washington:

March 12-14, 2007

Double Tree Hotel

Crystal City, Virginia

<http://www.nena.org/pages/Event.asp?CID=227>

Registration Form: http://www.nena.org/media/files/2007911GTWRegistrationForm_1.pdf

The 26th NENA Annual Conference and Trade Show:

June 9th to June 14th 2007

Charlotte, NC

<http://www.nena.org/pages/Event.asp?CID=165>

APCO 73rd Annual Conference and Expo:

August 5th – 9th, 2007

Baltimore, MD

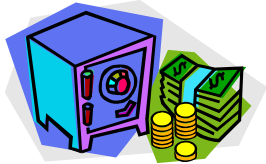
<http://www.apco2007.org/>

NENA Event List:

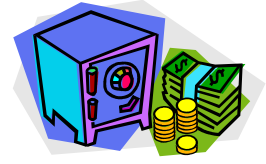
<http://www.nena.org/pages/EventList.asp>

Market Access:

For a list of other upcoming training workshops and conferences, please visit the Market Access International website at <http://www.marketaccess.org>



DONATING TO THE INSTITUTE



If you are interested in making a donation, please visit our website at www.e911institute.org



WEEKLY TRIVIA



Question of the Week: What does Wireless Phase I mean?

Last Week's Question: Who pays for 9-1-1?

Answer: Each household or business pays a small monthly fee for 9-1-1 service on each telephone line that appears on their phone bill. There is no per-call charge for calling 9-1-1. However, EMS/ambulances dispatched through 9-1-1 may charge for taking someone to the hospital; this is a separate ambulance charge, not a 9-1-1 charge.