Wednesday, July 24, 2002

The meeting started approximately 1:15 pm due to the majority of the group in attendance. Discussion followed a handout which included information on building and maintaining an MSAG, telco requirements on ledgers and methods of submission including faxing, mailing and internet; creating MSAG data including ELTs and other pertinent information unique to each entry; correcting MSAG data such as incorrect address ranges and numbers that aren't MSAG valid. Sharon has been able to modify her ledger forms to include details that weren't available on the blanket form. If you feel you're missing information, you may be able to do the same. To locate errors in the addressing database, Sharon suggested comparing your TN database against a digital map or point file, if one is available to you.

Points to remember:

* Each telco is different and uses different acronyms for the same type of system or function.
* Check with your telco to see if you can get your MSAG in electronic format. With this feature, you're not only saving paper use, you can modify the MSAG in a variety of formats, such as sorting columns, search and find commands, and more.
* Even if you update your MSAG, the telco keeps its own MSAG (SIG, RSAG, etc) which contains information that will never be deleted. Keep a special eye on your MSAG to prevent entries that aren't valid for your county.
* Check to make sure you and your telco are using the same standards for Street Type to avoid fallout records; most counties are able to use the postal standards (which mostly comply with NENA standards), however this may not be compatible with other agencies you deal with.

Discussion was also held on error resolution procedures. *Wrong ALI display* reports coming from your PSAP people can come from a variety of reasons; as Bruce Thorburn (Lake Co) points out, it can be from the simplest of trunk access restrictions to the most complex translation codes issue. These need special attention and research to avoid correcting already accurate records. PBX records often cause wrong ALI to display, as it shows the address of the PBX's CO, rather than the address of the calling instrument.

Other type of ALI errors were discussed: misroutes, reasons including default routing, recent annexations or boundary updates and bad addressing; anonymous calls which may come from someone accidentally dialing a 911 trunk number directly; and wireless errors, coming mostly from sites which are turned up without a valid address assigned by the county. Sharon suggested some ways to present your data stream to the WSPs.

After the break, Bob Currier from Intrado made a presentation on Intrado's *911Net*, their internet database software (his presentation will be included as an addition to these minutes). A reminder that this service, available in two formats, is only available to those counties who have Bell as the database provider.

Thursday, July 25, 2002

Pat opened the meeting with a video from the Indy NENA meeting featuring the Star Spangled Banner, then Jim Martin welcomed all.

The LECs' reps were introduced: Paula Shawn, BellSouth; Ron Hatton, Verizon; Cindy Rolland, Sprint; and Lu Rigsby, Nextel.

Issues brought up by Pat included AT&T software updates and misrouting of calls based on multiple NPAs. Also brought up were the completion and processing of Incorrect ALI forms, or Inquiries. Nassau county presented the problem of apartment complex addressing.

Merle Ladd, Leon county, mentioned that there are some problems with ALECs sending in the appropriate fees due to their confidentiality of customers. Rick Moses (PSC), stated his department is working on legislation for fee collection and an order has been put out. Contact Rick at 850/413-6582 if you have specific questions on this item. If you have questions about ALECs locking and unlocking records so they deliver the correct ALI information, please contact Ray Kennedy at 850/413-6584.

Brief discussion was also held on LNP (local number portability) between carriers, both wireless and wireline, and the migration of records that will follow. As this becomes a real-time issue, it will be discussed more thoroughly.

MSAG on the web was discussed, and currently there are only about five counties who have put this into place. It seems to be helping with ALECs because they can check the MSAG themselves instead of calling the counties. Other counties still like the idea of the ALEC having to call them because it lets the county know who's doing business in the area.

The afternoon session continued after lunch with a discussion on statewide databases. Questions were asked 1) Who is interested in the statewide database? Answer - about five counties raised hands 2) What software will be used? Answer - undetermined 3) Is anyone using a private software at this time that could be used for statewide DB? Answer - Bruce Thorburn has created a program which is being used by some counties on various levels of database maintenance. 4) Which pieces of information will be in the database? Answer - undetermined 5) Who else will have access to this database - post offices? DOR? DEM? Answer - undetermined. It seems that there are still some issues to be discussed between coordinators as many attendees were not in a position to answer some of these questions.

Also during this session, many software vendors had demos and presentations of their mapping software. There was some good information available if you needed help in this area.

Friday, July 26, 2002

The morning started with a FOX News video about a PBX call from an office building which stressed the importance of calling device location. A reminder of the types of PBX systems the LECs offered was made: Paula Shawn, BellSouth, reminded everyone that they have a Pinpoint Service, only available to Bell customers, but not facility based ALECs - with this service, it's the customer's responsibility to maintain the accuracy of those records in the 911 database; Delaine Arnold, Verizon, mentioned they have a similar service, as did Cindy Rolland, from Sprint.

A request was made from the audience that when the PBX systems are sold, the LECs work at selling this PBX ALI service to support them. Sprint and Bell both indicated they do have a special sales attempt for these PBX customers.

A question was brought up about BellSouth's "BST QuickServ" and why this would display in the ALI instead of the customer's regular information. Melody from Bell said that these BSTs are not always disconnected numbers - sometimes they are used for a faster setup in densely populated areas.

In the afternoon session, Ret. Captain Ron Russell showed a video about the Amber Plan, which coincidentally had been used earlier in the week (since our conference, it has also gained national coverage). Handouts were made available about this program which includes getting radio stations and PSAPs jointly involved in abducted person cases. If you're interested in learning more about the Amber Plan, please email Ron at RRMediates@aol.com or phone him directly at 727/345-7000.

Ron Hatton also showed a video of the NENA 911 Hero award, which included news footage about a young brother and sister, who called 911 from a cell phone while out on a boating trip with their uncle. He had fallen overboard and the kids were able to call 911, turn the boat around and pick him up. Ron mentioned that Verizon is trying to test each site at setup or implementation through a test PSAP in the Tampa Bay area.

 For those counties turning up service for Verizon wireless customers, please contact Jeff Farmer, with TCS (formerly XYPoint). He will be your point of contact for any implementation questions. It was explained that TCS will require a "shell record" which must be MSAG valid to route the calls to your PSAP. Once the call is routed using the NCAS method, the address of the tower will be whatever the county has given TCS to load into the supplemental database (PLEASE NOTE - you do NOT have to make these NCAS entries into your database, but if you want to, you can). The shell record may display in the event of default routing. It's suggested you have one for each carrier - that way, if you do get a default, at least you'll know which carrier to start researching. For Intrado and TCS records, you should have at least as much room for data as you would a typical ALI record, but check with your provider, because some fields may not be available to your 3rd party database provider. A big thanks to Paul Binder, TCS, who fielded many of the group's questions for a large part of this segment. Also, Lamerle Lee and Mary Boyd were able to answer many questions from Intrado's side.

The question was asked by a member, "How can I tell which carriers are in my county?" Jerry Brock said he has included a link on the state's website to help with this item.

End of minutes
Submitted 8/19/02
Carrie Lyn McKown, sec.