

I have requested Mayor Stallings to place this on the agenda for July 7, 1986. Please study the attached information before that date.

I feel the sales tax will be the main item at next weeks Council meeting. We need the tax money to be able to have the service in the attached information.

I plan to contact as many of you as possible before it is presented to the full Council hoping to gain your support.

Representatives of the telephone company will be with me to help explain and answer questions.

I plan to see the county judge and Quorum Court to help defray the expense ~~so~~ since all 932, 935, 933, 972 and 477 (cash + Egypt) will benefit with this service even though they are out in the county.

respectfully  
Bettye Nell McDaniel



## Southwestern Bell Telephone

515 West Pershing Boulevard  
North Little Rock, Arkansas 72114

June 3, 1986

Mrs. Bettye Nelle McDaniel  
314 Mallory Ct.  
Jonesboro, Arkansas 72410

Mrs. McDaniel:

Thank you for your interest in E911 service. In accordance with your request we have developed an E911 scenario for the City of Jonesboro. Inasmuch as you had specifically requested that we contact neither the city or county governments nor any other entity that might be involved in subscribing to this service, this scenario is necessarily of a limited scope. Should you be successful in your endeavor to gain the support of officials from either the city or county in establishing E911 service, we will work with them to design a system that will meet the needs of the community, and at that point we can develop a more definitive pricing structure.

E911 service can be configured in many different ways with various options to consider in the pricing of a system. For the purposes of providing you with a general idea of the cost associated with E911 service we have priced out a very basic system which would provide for the following:

- A) Customers served out the Jonesboro Central Office (932, 933, 935, 972) would have the capability of accessing E911. *all of transferred County with those not it will not include.*
- B) A primary Public Safety Answering Point (PSAP) located at the police station would answer all 911 calls. This PSAP would have the features of Automatic Number Identification and Automatic Location Identification. This PSAP would also have the capability of fixed transfer of calls to other locations responsible for public safety such as fire department, state police, ambulance services, or sheriff's office by simply depressing a transfer button designated for each particular agency on a selector console.
- C) A secondary Public Safety Answering Point will be located at the fire station. This location also to be equipped for Automatic Number Identification and Automatic Location Identification. Calls for fire department services would be transferred to this location from the primary PSAP.

*See next pg  
for reduction  
in emergency  
locations.*

D) A connection to each of the two ambulance services, the sheriff's office, and the state police office. This connection would allow the primary PSAP to transfer calls which require the services of these agencies. For economic reasons, these locations are not equipped for Automatic Number Identification or Automatic Location Identification.

Two pricing options are available for E911 service. A tentative estimate of the cost under these options for the services described above is as follows:

	<u>MONTHLY</u>	<u>INSTALLATION</u>
Option I	1 loc — \$4740.40	137,640.00
Option II	2 LOC — 8232.35	\$207,760.00
		56,334.00
		49,772.00

*Handwritten notes: 4250.00, 62770.00, 2 loc, 2 loc, one loc.*

As we have indicated these prices are based on assumptions and therefore are not a commitment to deliver services at this price, but are intended to merely give an approximation of the cost related to this service.

Support equipment such as printers, CRTs and telephone sets are not included in these figures as Southwestern Bell Telephone Company cannot at this time market this equipment. Also enclosed is a brief explanation of some terms associated with E911 Service, and a description of the flow of an E911 call.

We thank you for your interest. If we may be of further service, please let us hear from you.

Sincerely,

*Lynda Gatlin*  
 Lynda Gatlin  
 Communications Consultant

Enclosures

5232.35  
 4740.40  
 3491.95

207,760.00  
 56,334.00  
 151,426.00

## FLOW OF AN E911 CALL

The central office will recognize the callers seven digit telephone number when the digits 911 are dialed. The local central office forwards the calling number to the primary PSAP over a dedicated special services PSAP trunk group. These trunks terminate in an Automatic Number Identification Controller at the PSAP. When a call is answered the ANI controller displays the calling number on the selector console at the position answering the call. As soon as the call is answered the ANI controller passes the calling number to the Automatic Location Identification Controller. The ALI controller queries the Southwestern Bell Data Base Management System over 2 dedicated data circuits and obtains the address of the calling number. The ALI controller displays the address of the ALI display screen at the position that answered the call.

#### PUBLIC SAFETY ANSWERING POINT (PSAP)

An answering location for E911 Service calls originating in a given area. A PSAP may be designated as primary or secondary which refers to the order in which calls are directed for answering. Primary PSAPs respond first; secondary PSAPs receive calls on a transfer basis and generally serve as an answering location for a particular type of emergency call. PSAPs are staffed by employees of public service agencies such as police, fire or emergency medical personnel or by employees of a common bureau serving a group of such entities.

#### AUTOMATIC NUMBER IDENTIFICATION (ANI)

Allows the telephone number of the calling party to be displayed on a Selector Console at the PSAP attendant position answering an E911 call. In some cases where the telephone number requires special attention, the display may be flashing (optional) at the answering PSAP attendant position. In cases where the telephone number cannot be identified, the display will indicate the central office where the call originated.

#### AUTOMATIC LOCATION IDENTIFICATION (ALI)

ALI provides the street address and name (business name only) of the calling party associated with the telephone number and displays it on a screen at the answering attendant's position.

#### CENTRAL OFFICE TRANSFER

Allows an established E911 call to be transferred by the PSAP attendant to another PSAP or other destinations. In addition to a transfer, a three-way conference may be established. This permits a simultaneous three-way connection between the calling party, primary PSAP attendant, and secondary PSAP attendant, or other destination. Fixed transfer allows the PSAP attendant to determine the appropriate secondary destination and depress the transfer button on the Selector Console designated for that particular agency.

#### SELECTOR CONSOLE - ANI DISPLAY AND TRANSFER UNIT

A selector console and associated common equipment for displaying ANI telephone numbers at a PSAP attendant position and used by an attendant to activate fixed, manual and/or selective call transfer services.

# Five named to district positions

Five district level job changes in Arkansas have been announced:

- W.R. (Randy) Akin has been named district manager—installation, maintenance and construction in Pine Bluff.



Akin

He formerly worked in Dallas.

- Scott Minton has moved from the Pine Bluff job to be district manager—network central office in Little Rock.

- Minton succeeded Charles R. (Russ) Jackson who was appointed district staff manager—rates in Little Rock.

- Norma Hitt has transferred from the rate job to become district staff manager—industry relations, also in Little Rock.



Minton

- She replaced Forrest C. Reynolds who was named district staff manager—settlement administration in Little Rock.

Akin was district staff manager—training in Dallas but began his career in 1967 in Little Rock



Jackson

and was district manager—network for Arkansas from 1979 to 1982. He has also worked

for AT&T in New Jersey.

Minton has been in Pine Bluff since 1977. He joined the company in Little Rock in 1964 and has worked in various Arkansas assignments and in St. Louis.

Jackson started with Southwestern



# Emergency 911 dialin

The Arkansas Public Service Commission has approved a tariff permitting a new universal emergency service, E911, as a replacement for the existing 911 service currently in use.

"The old 911 was cost prohibitive for most communities," said Paul Strickland, communi-

Just cents of the service was charged as a flat rate based on nationwide averages. The new E911 will be priced according to the hardware needed to support the emergency services of a particular community.

The tariff coincides with new state legislation permitting municipalities of any size to enact a voter-approved service fee to establish and support the costs of E911 within their jurisdictions.

"Very few Arkansas communities have been able to afford 911 service," said Bob Major, account executive. "Only three Arkansas division towns — West Memphis, Camden and Jonesboro — are currently served by 911.

"The new legislation and the E911 flexible cost structure make it possible for any community to have some type of E911 service. It has aroused significant interest around the state, most notably in Pulaski County," Major said. "It's very possible that Pulaski County will have some type of E911 service by the end of the year."

# Operator

continued from page 1 assistance."

Most of the details involving the operator take back are still in negotiation, but it has been determined that the division's long-distance operators will be located in Little Rock and Fort Smith.

Operators will be using new equipment — traffic operator position systems, or TOPS — to handle calls. The equipment is manufactured by Northern Telecom.

The option for local telephone companies to resume these operator services was provided for under the Modified Final Judgment at divestiture.



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E911 also offers service options that were not available with basic 911 dialing. Rather than just linking vital service organizations such as ambulances, police and fire departments, the E911 service provides instant location and number identification.

"By the time the emergency center answers and identifies itself, the location and number of the call are pinpointed," Major said.

The national news program 20/20 recently reported on E911's instant identification feature. A six-year-old boy called the operator when his mother had a seizure while swimming in the family's pool. The boy did not know his address, and as he had called the operator directly, his call could

not be traced. Emergency workers gave him the 911 number and asked him to hang up and call back.

About 40 seconds went by before the boy called back. He had not forgotten the number sequence — that was easy — but he had run back to the pool to pull his mother back to safety before he called again. Emergency workers were immediately dispatched to the address, and the woman was saved.

The story not only highlights the instant location feature of E911, but also the benefit of having a simple and short number sequence for emergencies.

"E911 is now a statewide service in California," Major said. "Perhaps it won't be long before 911 is a number that can be called anywhere, anytime someone has an emergency."

ALBERT M. LUK