



50th anniversary of the first 9-1-1 call placed in 1968

On February 16, there were celebrations across the US for hundreds of public safety communications officials to commemorate the 50th anniversary of the first 9-1-1 call placed in 1968 in Haleyville, Alabama. Fifty years later an estimated 240 million calls are made to 911 in the U.S. every year with about 80% or more of those 911 calls originating from wireless devices.



A sign near the Haleyville, Alabama City Limits sign announcing the 1968 initiation of the new three-digit 9-1-1 phone number to call in case of emergencies



The red phone used to make the first call to 911 will be temporarily displayed at the Smithsonian's Museum of American History

OCC joins in the celebrates this occasion due to its varied roles with public safety issues in our state, including a central role in the 911 statewide budget and consumer costs, and a founding membership in the state's governance groups that interact with FirstNet, the nationwide public safety broadband network, a federal project that will also play a key role in the digital technology transformation of public safety communications.

The FirstNet network will modernize communications for first responders, including public safety answer points and dispatchers, by providing first responders a secure and dedicated wireless broadband connection so they can communicate with each other during emergencies when commercial wireless networks can become congested and unavailable.

During the 1970s, the 911 service was largely unknown and some states did not have the system until the mid-1980s. Enhanced 911, which is available in about 96 percent of the U.S., today, automatically provides the dispatcher the caller's telephone number and location. That service is still not available for cell phones, which only reveal the location of the cell tower that last sends the message, which could be hundreds of miles and in another state.

The OCC has participated in every docket opened on the 911 budget pursuant to C.G.S. §16-256g to conduct an annual proceeding to determine the monthly fee that will be assessed on each local telephone service, commercial mobile radio service, customer-owned coin operated telephone service and Voice over Internet Protocol subscriber to fund the development and administration of the state's Enhanced Emergency 911 program.

For Fiscal Year July 1, 2017 to June 30, 2018, the Enhanced Emergency 911 program operating budget, which is managed by the state Department of Emergency Services and Public Protection's proposed, assesses Connecticut telecommunications service customers an amount ranging from \$0.12 to \$0.58, depending upon the number of access lines or telephone numbers subscribed, as of January 1, 2017. The Fiscal Year 2017/18 operating budget requirement is \$31,707,765 which is an increase of \$5,824,163 (with rounding) from Fiscal Year 2016/2017.

The two incumbent local exchange companies (LECs), all competitive local exchange carriers (CLEC), commercial mobile radio service (CMRS) providers, providers of customer owned coin operated telephone service (COCOT) and Voice over Internet Protocol (VoIP) providers (collectively, Companies) are all required to provide their total number of access lines and active telephone numbers in service as of January 1, 2017. The Companies were also directed to provide the number of customers subscribing to multiple lines/telephone numbers.

The cost of the E-911 network includes the following services, in summary:

- Customer-Premises Equipment (CPE) maintenance, and E-911 database services;
- Geographic Information System (GIS) business data and geocoding costs
- CT Alert, Connecticut's emergency notification system used by state officials for both large scale notifications and local notifications managed by PSAPs to alert citizens of public safety threats
- Telecommunications Service Priority (TSP) program that prioritizes restoration of telecommunications services in the event of a failure;
- public education initiatives to increase awareness of CT Alert and NG911, which will allow Text to 911;
- Funding for the 21 cities in Connecticut with populations in excess of 40,000; and
- a subsidy for a PSAP responsible for the receipt and processing of E-911 calls for two municipalities (Multi-Town PSAP).



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