



INSIDE THIS ISSUE

- 1 Moving NG9-1-1 Forward in California
- 1 Important Notices
- 2 Chief's Corner
- 2 Enhanced 9-1-1 Grant Project Gains Momentum in Northeastern California
- 2 FEMA Launches 1st Nationwide EAS Test
- 2 9-1-1 Legislative Lookout
- 3 Workgroup Tackles New 9-1-1 Technologies
- 3 Excellent Turnout at 9-1-1 County Coordinator Forum in Sacramento
- 4 Help Us Help You – Keep Your CA 9-1-1 Consultant Informed
- 4 Upcoming Public Safety Events
- 4 Quick Update
- 4 Contact Us



Total Call Volume: 11,909,105
Initial Wireless Calls: 7,130,200
Total Abandoned Calls: 1,535,308

Moving NG9-1-1 Forward in California

By Karen Wong



The Public Safety Communications Office (PSCO) welcomed newly appointed California (CA) Technology Agency Secretary Carlos Ramos in July. I look forward to sharing with Secretary Ramos our efforts towards modernizing the 9-1-1 system and eagerly anticipate his future in-depth visits to our campuses as well as to a local Public Safety Answering Point (PSAP).

With the completion of the Report on Next Generation 9-1-1 in California Public Meetings, the State has taken a major step to engage our stakeholders. The report largely focuses on the following themes:

- ◆ Defining NG9-1-1 for California is important
- ◆ Conducting effective NG9-1-1 education and awareness programs is crucial
- ◆ Focusing (comprehensively) on funding matters will be instrumental
- ◆ Implementing an open standards-based NG9-1-1 system helps assure interoperability
- ◆ Maintaining privacy and security throughout the system is vital

The successful outcome of the Public Meetings in ascertaining necessary feedback pertaining to Next Generation 9-1-1 (NG9-1-1) in CA has been encouraging and has proven to be an effective method for the future. I look ahead to collaborating and developing key partnerships at both the local and national level throughout the planning, development and implementation of the CA NG9-1-1 environment.

IMPORTANT NOTICES:

◆ **Additional Maintenance** – Due to the expiration of the CA 9-1-1 telephone systems master purchase agreement (MPA) 5-06-58 on September 4, 2011 and the need to conform to current State of California procurement rules, the new MPA, scheduled to be awarded by October 5, 2011, will not accommodate additional maintenance for those 9-1-1 telephone systems purchased off MPA 5-06-58. Please visit http://www.ocio.ca.gov/PSCO/911/pdf/Additional_Maintenance_CA_911_div_notice_2011-01.pdf or contact your CA 9-1-1 Division Consultant for further information.

◆ **New CA 9-1-1 Systems and Services MPA** – Originally scheduled for release in September, the receipt of a protest pushed the new CA 9-1-1 Systems and Services MPA award date out one month and is now scheduled to be awarded October 5, 2011. Final proposals for the MPA were due July 21, 2011 and are being reviewed. Below are the remaining key dates.

Public Cost Opening - 8/11/2011
Notification of Intent to Award - 8/22/2011

Last Day to Protest Award - 8/29/2011
Final Contract Award - 10/05/2011

Enhanced 9-1-1 Grant Project Gains Momentum in Northeastern California

By Chereise Bartlett

In late July, site surveys were completed at all 37 PSAPs involved in the Enhanced 9-1-1 Grant Project, assessing space and needs as well as providing the opportunity to discuss with each PSAP what to expect as the project rolls out. A proof of concept test to establish connectivity throughout the network for the first seven PSAPs is to take place in early August.

In Butte County's host portion of the Enhanced 9-1-1 Grant Project, the addition of the second host site in Chico was completed on July 29, 2011. This second host provides the geo-diversity and redundancy necessary for the reliable delivery of 9-1-1 service. With the implementation of this new technology, there have naturally been some challenges to overcome. Technical issues are actively being identified and resolved by the project team. The CA 9-1-1 Division continues to monitor this project as the installation progresses and completes, making assessments as to the best architectural solutions for the future needs of the NG9-1-1 California.

FEMA Launches 1st Nationwide EAS Test

For the first time in history, the Federal Emergency Management Agency (FEMA), the Federal Communications Commission (FCC), and the National Oceanic and Atmospheric Administration (NOAA) will conduct a nationwide test of the Emergency Alert System (EAS). The EAS test is to take place Wednesday, November 9, 2011 at 11 a.m. Pacific Standard Time. Though most often known for its use by the National Weather Service (NWS) and state and local emergency authorities for widespread announcements (i.e.

Amber Alerts), the EAS was established to enable the President to address the public in the event of a national emergency. With broadcast, cable, and satellite radio and television providers and wireline video service providers required to participate, the EAS test will assist federal partners and other participants in determining the effectiveness and reliability of the system in alerting the public of potential dangers and is a first step toward modernizing the EAS.

Use of public awareness campaigns in advance of the EAS test should minimize the impact on PSAPs and the 9-1-1 network. It is important that PSAPs prepare to monitor the test as it takes place and be ready for a possible surge in 9-1-1 calls as a reaction to the nationwide test. FEMA and the FCC, along with the California Emergency Management Agency (Cal EMA) are working with EAS participants to prepare for the test. Additional information is available at http://www.fema.gov/emergency/ipaws/eas_info.shtm.

CHIEF'S CORNER

By Ryan Dulin



Determinately, I continue my commitment to get out into the PSAPs and understand the daily 9-1-1 operations of your centers. On late Friday, June 16, 2011, I had the opportunity to participate in a four hour Sit-Along at the California Highway Patrol (CHP), Sacramento Communications Center. All week I was excited about my upcoming visit, and after a short facility tour, I pulled up a chair next to Dispatcher Holly Barton and put on my head set anticipating the first call. Watching Holly control the calls, keep her focus, multi-task, and engage with each caller was impressive. When things slowed down, I quickly learned the worst thing to say in a PSAP... "Wow, it is QUIET for a Friday evening." A couple dispatchers turned to me and made it known that you never say the "Q" word in a PSAP! As I tour the other PSAPs, I will carry with me those words of advice. The opportunity to listen to live 9-1-1 calls and interact with the front line dispatchers gave me a different perspective and appreciation for those of you that answer the over 24 million 9-1-1 calls annually. I want to thank Dee Dee Teal, Pam Greedly, Captain Joe Whiteford, Eddie Mitchell, Holly Barton, Holly Bailor, and all the staff at the CHP, Sacramento Communications Center for arranging the Sit-Along and spending time with me to share what they do every day to support 9-1-1.

RYAN
TRACKER

16 PSAPs Visited
463 PSAPs Statewide

9-1-1 Legislative Lookout

AB136 (Beall) regarding telecommunications: universal service: speech disabilities. Pending Senate Appropriations Committee.

AB449 (Mitchell) regarding mobile telephone service: emergency contact information. In committee, hearing cancelled.

AB706 (Torres) regarding California Public Safety Telecommunicators Week. Pending Senate Rules Committee.

AB770 (Torres) regarding the State emergency telephone number act. Pending Senate Appropriations Committee.

AB1074 (Fuentes) regarding personal liability immunity: telecommunications service providers. From Special Consent Calendar, ordered to third reading.

SB102 (Correa) regarding telecommunications: customer privacy. Pending Senate Energy, Utilities, and Communications Committee.

For more information regarding this and other legislation, please visit <http://www.leginfo.ca.gov>.

Workgroup Tackles New 9-1-1 Technologies

By Chereise Bartlett

Since reconvening late January of this year, the California Technology Workgroup, comprised of members from the CA 9-1-1 Division, CHP, CA 9-1-1 Advisory Board and 9-1-1 County Coordinators and initially formed in 2010 for the purposes of evaluating new technologies that may affect 9-1-1 services in California, has been engaged in the establishment of processes for these evaluations.

The Workgroup has determined that a thorough evaluation of proposed and/or new technologies includes the preparation of issue papers, outlining how each technology may impact the 9-1-1 system and California's PSAPs. Background information, analysis and recommendations gathered from these evaluations will then be available for use in the development of policy as well as for reference in legislative and regulatory considerations.

To date, two such issue papers have been written. The first addresses recorded messages that may be received at PSAPs in California's 9-1-1 network. The second paper addresses automatic dialing devices and how they may deliver automated messages to California's PSAPs.

Along with this, the Workgroup recently sent to all CA County Coordinators (for distribution to the PSAPs) an informational sheet describing several new applications and devices that may have implications for 9-1-1, including: 3G MicroCell, SafeKidZone, ZOMM, Ford SYNC 911 Assist, Smart911 and EmFinders.

Excellent Turnout at 9-1-1 County Coordinator Forum in Sacramento

By Geneen Redmond and Sofia Long

The semi annual 9-1-1 County Coordinator Forum was held in Sacramento on July 21, 2011. County Coordinators from across the State met to discuss various pertinent items including the County Coordinator Task Force, default emergency service number (DESN) assignment, language interpretation concerns, PSAP 9-1-1 telephone system equipment issues, and the current economic state of various PSAPs.

In her opening remarks, Karen Wong announced the receipt of the resignation of all current County Coordinator Task Force members. With this news, the CA 9-1-1 Division is actively seeking new volunteers from the County Coordinator community who wish to lend their knowledge and assistance as California embarks upon the transition to NG9-1-1. The necessity of collaboration and cooperation during all planning, development and implementation phases of NG9-1-1 makes it essential that the CA 9-1-1 Division retain a task force of dedicated and motivated individuals within the CA 9-1-1 community, particularly at the individual county level, to assist in the assurance that the needs of Californians across the entire state are supported in terms of the provision of an outstanding 9-1-1 system.

The CA 9-1-1 Division facilitated a discussion surrounding the assignment of default emergency service numbers (DESNs) as they pertain to Competitive Local Exchange Carrier (CLEC) 9-1-1 call routing due to variations in the method of assignment by different 9-1-1 County



Coordinators. The dialogue emphasized the appropriate use of the DESN for routing a 9-1-1 call and discussed the need for counties to reevaluate the current assignments and consider possible consolidation of multiple DESNs. Our appreciation is extended to the various CLEC, AT&T, Verizon, and Frontier representatives for their contributions to the discussion.

Additionally, the CA 9-1-1 Division informed the 9-1-1 County Coordinators of the upcoming survey regarding multi-line telephone system (MLTS) testing. Currently in development, the survey will be sent to each County Coordinator, and we thank you in advance for the time taken to carefully respond. Once complete, the results of this survey will be used to assist in the establishment of MLTS testing guidelines and best practices for MLTS users in California.

The CA 9-1-1 Division would like to thank all of the 9-1-1 County Coordinators for their participation in the County Coordinator Forum. Your continued dedication and support as a source of information regarding 9-1-1 as it pertains to your county is a vital component to the effective delivery of 9-1-1 throughout California.

Help Us Help You – Keep Your CA 9-1-1 Consultant Informed

By Kyle Pease

In order to best assist our PSAP community and manage the CA 9-1-1 Division's workload, we offer the following suggestions to help assure timely correspondence, reimbursement, and continued eligibility as a State funded PSAP. Your PSAP's primary point of contact information (including e-mail address and telephone number) and PSAP physical and mailing addresses must be kept current in order to ensure that information disseminated by the CA 9-1-1 Division is received. It is similarly important that PSAPs keep their 9-1-1 County Coordinator informed of personnel and operations changes, in order to ensure that 9-1-1 calls are correctly routed to provide Californians the best emergency response attainable.

State funding of a PSAP is conditional upon 24/7 operation for five years each time the cyclical funding allotment is utilized. When a change in a PSAP's operational hours occurs unexpectedly or is being considered, protect your PSAP from potential financial responsibility for expenses that may no longer be eligible for state funding by contacting your CA 9-1-1 Division Consultant to discuss what impact the changes may have on continued eligibility for state funding and receive advice on how to mitigate financial risk of non-compliance with the 24/7 operations requirement. You may find contact information for the CA 9-1-1 Division Consultant specific to your county by visiting <http://www.cio.ca.gov/PSCO/911/pdf/OfficeAssignmentsJune2011.pdf>.

UPCOMING PUBLIC SAFETY EVENTS:

August 1-2, 2011	National 9-1-1 Public Educators Conference Fort Worth, TX
August 7-10, 2011	APCO International 77 th Annual Conference and Expo Philadelphia, PA
September 21, 2011	CA 9-1-1 Advisory Board Meeting San Diego, CA
October 20, 2011	CalNENA Fall Quarterly Meeting Monterey, CA
November 9, 2011	Nationwide Test of the Emergency Alert System
December 7, 2011	CA 9-1-1 Advisory Board Meeting Sacramento, CA

Suggestions for expediting e-mail correspondence with the CA 9-1-1 Division include: a topic description in the subject field, identifying what agency you are with, and providing a direct telephone number. To avoid payment delay, submittal of expense reimbursement claims within the quarter of the incurred expense is required.

Finally, please accept our gratitude for your PSAP's dedication to the shared mission of providing our public a quality 9-1-1 network for initiating emergency service requests.

CA 9-1-1 Division Consultants



Pictured (left to right): Mr. Kyle Pease, Ms. Sofia Long, Ms. Barbara Shackelford, and Mr. Andrew Mattson.

YOUR FEEDBACK, QUESTIONS AND
SUGGESTIONS ARE ENCOURAGED

CA 9-1-1 Emergency Communications Division

CA Technology Agency-PSCO-CA 911 Division
601 Sequoia Pacific Blvd MS-911
Sacramento, CA 95811

Main Phone: (916)657-9494
Fax: (916)657-9882

E-mail:
ECOMM.NEWS@state.ca.gov



QUICK UPDATE:

❖ Welcome back Andrew Mattson! After six months of leave, Andrew is excited to be back in action, serving his counties of Butte, Lake, Los Angeles, Mendocino, Sutter, Yuba, and Cal Fire statewide.