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*"...ever-advancing technology has presented an opportunity for Californians to be supported by exciting new and desirable capabilities..."*

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## Tackling Next Generation 9-1-1 in California

By Karen Wong



The present 9-1-1 system in California (CA) was designed and implemented several decades ago and has served the public well.

However, ever-advancing technology has presented an opportunity for Californians to be supported by exciting new and desirable capabilities, many of which were not possible until very recently.

In order for California to prepare for the Next Generation of 9-1-1, the California 9-1-1 Emergency Communications has recently published the "Proposed California NG9-1-1 Roadmap." As part of the Roadmap introduction, I am pleased to announce that six public meetings will be held in various parts of the State to share and

obtain information about California's transition from legacy technology to Next Generation 9-1-1 (NG9-1-1). These meetings will include informative presentations from public safety professionals as well as industry leaders. You are cordially invited to attend any one of these public meetings. In addition to the public meetings, we have developed a questionnaire to obtain critical information as we proceed forward with designing the new network. Input from the 9-1-1 community and the public is imperative to ensure that we proceed collaboratively and thoughtfully toward NG9-1-1.

Complete information regarding the public meetings is available online at:

[http://www.ocio.ca.gov/Public/pdf/NG\\_9\\_1\\_1\\_Public\\_Meeting\\_Notice\\_and\\_Questions.pdf](http://www.ocio.ca.gov/Public/pdf/NG_9_1_1_Public_Meeting_Notice_and_Questions.pdf).

## QUICK UPDATE:

- ✧ Congratulations to Andy Nielsen! He has accepted a position with Intrado, Inc.
- ✧ Andrew Mattson, consultant to Los Angeles (LA) County and Cal Fire, is on extended leave. Please contact your temporary consultant with issues or questions –

Cal Fire PSAPs

Barbara Shackelford

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LA County Sheriff PSAPs

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Other LA County PSAPs

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## California Reconvenes the Technology Workgroup

By Wes Nitta

On January 25<sup>th</sup>, 2011, the Technology Workgroup was reactivated and a meeting held in reaction to the ever-increasing technical demands on the California 9-1-1 system. The workgroup includes representatives from the CA 9-1-1 Emergency Communications, CA 9-1-1 Advisory Board, CA Highway Patrol (CHP), and CA County Coordinator Task Force (CCTF).

The workgroup will build a process by which key stakeholders in the State of California will evaluate technologies to determine the impact on the 9-1-1 system. Additionally, the workgroup will examine the standards to which technologies must adhere with regard to 9-1-1 in California. Some of the topics to be discussed by the workgroup include: sensors and alerts, Primary and Secondary Public Safety Answering Point (PSAP) Emergency Service Number (ESN) issues, Telematics, and emerging technologies.

## Next Generation 9-1-1 Public Meeting Details

February 14, 2011  
12:00 p.m. to 3:00 p.m.  
Redding City  
Council Chambers  
777 Cypress Avenue,  
Redding, CA 96001

February 25, 2011  
12:00 p.m. to 3:00 p.m.  
Fresno City  
Council Chambers  
2600 Fresno Street,  
Fresno, CA 93721

February 18, 2011  
9:00 a.m. to 12:00 p.m.  
Department of  
Consumer Affairs  
1625 North Market Blvd,  
Sacramento, CA 95834

February 28, 2011  
2:00 p.m. to 5:00 p.m.  
California Public  
Utilities Commission  
505 Van Ness Street,  
San Francisco, CA 94102

February 23, 2011  
2:00 p.m. to 5:00 p.m.  
San Diego County  
Administration Center,  
Room 310  
1700 Pacific Highway,  
San Diego, CA 92101

March 04, 2011  
2:00 p.m. to 5:00 p.m.  
Ontario Police  
Department  
2500 S. Archibald Avenue  
Ontario, CA 91761

## CHIEF'S CORNER

### Off to a Running Start

By Ryan Dulin



2011 will be a busy year for California 9-1-1 Emergency Communications. With a number of projects already underway, we are tackling activities included in the CA 9-1-1 Strategic Plan,

[http://www.cta.ca.gov/PSCO/911/pdf/911\\_Strategic\\_Plan.pdf](http://www.cta.ca.gov/PSCO/911/pdf/911_Strategic_Plan.pdf), and the "Proposed CA NG9-1-1 Roadmap," [http://www.ocio.ca.gov/Public/pdf/NG\\_9\\_1\\_1\\_Public\\_Meeting\\_Notice\\_and\\_Questions.pdf](http://www.ocio.ca.gov/Public/pdf/NG_9_1_1_Public_Meeting_Notice_and_Questions.pdf).

The year has begun with the planning of a Statewide Education and Awareness Program, the reconvening of the Technology Workgroup, and the scheduling of six public meetings on NG9-1-1 in California.

Over the past four months, while coming up to speed and getting to know the California 9-1-1 Emergency Communications staff, I have been pleasantly surprised by the passion and dedication of this hardworking group. There is a wealth of skill and talent in this office eager to put the statewide program in a national leadership role. As the State transitions to NG9-1-1, I will continue to realign the duties and responsibilities to expend our capabilities and give staff the opportunity to realize their full potential.

There is a lot of work to be done as we continue on the path to NG9-1-1. Our successful transition will require participation and involvement from everyone in the 9-1-1 community. I recognize that there will be some challenges along the way but none too big to overcome if we all work together. These are exciting times in 9-1-1, and I look forward to the journey ahead.

RYAN  
TRACKER

10 PSAPs Visited  
464 PSAPs Statewide

# Northeastern California Gets NG9-1-1 Makeover

By Chereise Bartlett

In response to questions received, the following update is provided regarding California’s Enhanced 9-1-1 Grant Project. The federally granted \$4.3 million in State matched funds authorized by the ENHANCE 9-1-1 Act to develop a Next Generation 9-1-1 solution for 37 PSAPs in Northeastern California is well underway. The goal set forth is to develop the 9-1-1 IP-network that will seamlessly interface with legacy and IP-based 9-1-1 customer premise equipment (CPE) and, in the future, provide the capability to route calls on longitude and latitude, provide treatment of call congestion through dynamic call routing, and, eventually, allow text, photo and video within the 9-1-1 system.

In addition, the California 9-1-1 Emergency Communications, in partnership with various stakeholders, is continuing to build out the first IP-based Hosted CPE Solution in Butte County using a portion of the Enhanced 9-1-1 Grant Project grant funds. The project, being implemented in phases, currently has “Host A” fully implemented in Oroville, CA, with Oroville PD, Paradise PD and Gridley PD accepted and operational. Cal Fire Oroville is scheduled to be installed on “Host A” mid-February, 2011. The project will continue with the implementation of “Host B” in Chico, CA and the integration of the remaining three PSAPs, California State University (CSU) Chico PD, Butte County Sheriff, and Chico PD, during the second and third quarters of 2011.



The Butte County solution has several advantageous features. For example, in an emergency in which a PSAP has to evacuate the building, the dispatchers can go to any of the other PSAPs on these hosts, log in as if they were at their own PSAP, and continue to respond to 9-1-1 calls. They will have access to the same graphical user interface (GUI), speed call lists, administrative lines, etc.



Photographs of the vault for the Viper Host at the “Host B” site in Chico, CA.

Taken by Cheri Lynn Rockwell

## CalNENA 2011 Fosters an Optimistic Atmosphere and Collaboration

By Jim Thompson

The California Chapter of the National Emergency Number Association's (CalNENA) Annual Conference 2011 provided the California 9-1-1 Emergency Communications the opportunity to meet face to face with numerous county coordinators, PSAP managers, and vendor and service provider representatives in a single venue.

Wes Nitta's presentation outlined the progress of the NG9-1-1 project in Northern California, facilitating necessary discussions in order to foster a greater understanding of the complex issues facing the 9-1-1 community. This and other similar discussions proved valuable in helping PSAPs to understand the added feature functionality made available due to architectural changes inherent in a NG9-1-1 network.

In the panel discussion regarding the Routing on Empirical Data (RED) project, Jim Thompson highlighted the remarkable results achieved with CHP's efforts in reducing busy signals on 9-1-1 calls. Current data predicts an anticipated overall result of less than one percent of calls receiving busy signals upon completion of the project in November 2011. The audience expressed sincere appreciation for the progress made as well as a clear desire for post-RED project maintenance and management, including continued analysis with regard to the conversion of cellular sectors to the responsibility of local public safety agencies.

### UPCOMING PUBLIC SAFETY EVENTS:

February 21-25, 2011	NENA Center Manager Certification Program Sacramento, CA
March 7-11, 2011	International Wireless Communications Expo (IWCE) 2011 Las Vegas, NV
March 23, 2011	CA 9-1-1 Advisory Board Meeting San Diego, CA
March 28-31, 2011	2011 9-1-1 Goes to Washington Washington DC
April 13-14, 2011	APCO Women's Leadership Conference Orlando, CA
April 28, 2011	CalNENA Spring Quarterly Meeting Sonoma, CA
June 15, 2011	CA 9-1-1 Advisory Board Meeting Sacramento, CA
June 18-19, 2011	NASNA Annual Meeting Minneapolis, MN
June 18-23, 2011	National NENA 2011 Minneapolis, MN

Additionally, the State was able to see various new 9-1-1 industry products, enabling greater insight into what is available to help meet the needs of the 9-1-1 community as California moves forward to Next Generation 9-1-1. Of particular interest was the Geographical Information System (GIS) platform displaying the latest technological advances in mapping. The level of detail provided by recent enhancements in GIS, offering not only detailed satellite imagery but also 360 degree views of landmarks such as buildings and homes, offers exciting possibilities for vastly enhanced location information and mapping abilities in the Next Generation 9-1-1 network.

Interactions with attendees at CalNENA 2011 reinforced the optimism and passion shared by the 9-1-1 community to collaborate and participate in the modernization of 9-1-1 in California. The 9-1-1 community relayed positive comments regarding the many initiatives underway at the State level meant to improve the operation of the 9-1-1 network and provide support for PSAPs. There were many expressions of gratitude to the California 9-1-1 Emergency Communications PSAP Consultants for their dedication as key resources for the PSAP community.

### YOUR FEEDBACK AND QUESTIONS ARE ENCOURAGED

#### CA 9-1-1 Emergency Communications

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