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Message from Deputy Director Karen Wong

By Karen Wong



On behalf of the California 9-1-1 Emergency Communication Office, I am pleased to introduce this newsletter to keep the 9-1-1 community updated on what is happening with our program. We are committed to optimizing our working relationship and communications between the program, Advisory Board and stakeholders throughout the state. After all, the Office serves all 58 counties, providing oversight of the 9-1-1 network and about 500 police, fire, and paramedic dispatch centers, also known as Public Safety Answering Points (PSAPs). Thank you for your interest, please feel free to give us your feedback:

http://www.cio.ca.gov/Contact_Us/index.asp#PSCD.

New Technology and Product Workgroup

By Andy Nielsen

The 9-1-1 Office in conjunction with the 9-1-1 Advisory Board, County Coordinator Task Force and the California Chapter of the National Emergency Number Association (CalNENA) has established a new workgroup with the purpose of evaluating new technology and products. The intent of this workgroup is to evaluate new products and technology before they are implemented in California to ensure that they meet the requirements of 9-1-1 in California.

The new workgroup is currently reviewing the AT&T 3G Micro-cell, EMFinders, and Ford Sync products.

A formalized process will be developed, documented, and adopted by the workgroup in the coming weeks.

The formation and development of the workgroup and a documented process for evaluating new products and technology will become more critical as we move toward a "Next Generation" platform.

The 9-1-1 Office Welcomes Wes Nita

By Andy Nielsen

The 9-1-1 Office is proud to announce the addition of Wes Nita to the 9-1-1 team. Wes is a Senior Engineer who comes to us from the Office of Technology Services' CalNet group and was instrumental in leading the state team in the negotiation and implementation of the CalNet I and II contracts.

Wes' engineering background will be extremely valuable to the 9-1-1 team as we move toward "Next Generation."

Supplemental Funding for Training and Recruitment

By Carolyn Brown

On May 10, 2010, an e-mail was sent to all Public Safety Access Point (PSAP) Managers and County Coordinators announcing funding for recruitment and training needs associated with the increase of 9-1-1 calls from wireless devices. The funding, created out of existing revenues from state emergency program fees, was approved by AB 912 signed by Governor Schwarzenegger last year. The grant application and supporting documents, including frequently asked questions, are available on the 9-1-1 Office website at <http://www.cio.ca.gov/PSCD/Services/911/default.htm>.

Funding request applications must be submitted by August 1, 2010. The application review committee has until October 15, 2010 to notify applicants of approval and funding amount.

Feedback from the PSAPs has been favorable and appreciative of the opportunity to supplement funding for their recruitment and training efforts.

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Fiscal and Operational Reviews

By Dana Earl

To ensure that the 9-1-1 system works as efficiently and cost effective as possible, the California 9-1-1 Emergency Communications Office is conducting a review of funding and operational policies for the benefit of the PSAPs and the State of California. In fact, it's mandated under law that the 9-1-1 Office oversee the disbursement of funds collected from various telephone surcharges and to oversee the California 9-1-1 program.

Some of the information that is provided to the PSAP is a summary of costs that the 9-1-1 Office has funded, National Emergency Number Association (NENA) operation standards, alternative funding sources, reports on answer times, language interpretation usage, network connections and CPE and GIS funding information. The 9-1-1 Office has completed 45 Fiscal and Operational Reviews (FOR) for the time period of January 1 - May 31, 2010. The 9-1-1 Office Consultants have completed a total of 175 FOR reviews since beginning FORs in 2007.



EMERGENCY CALL TRACKING SYSTEM

ECaTS roll-out in CA well under way.

Emergency Call Tracking System Update

By Dana Earl

The development of California's Emergency Call Tracking System (ECaTS) continues to roll-out throughout the State. By collecting call data into a single system for the entire state, ECaTS will allow the 9-1-1 Office to share data and compare and analyze call information by PSAP, county, or state. So far, approximately 196 PSAPs have been converted to ECaTS. We are currently working in the San Bernardino and San Diego County areas. We are still on target to convert all those PSAP using the CARNet system by June of this year, and convert those using the FRNIS system by the end of October. Information on estimated installation dates can be found on the 9-1-1 Office website at: <http://www.cio.ca.gov/PSCD/Services/911/ECATS.htm>.

California's IP-Based 9-1-1 Network Project

By Doug Peck

As was reported in the April 2010 Status Update, the California 9-1-1 Emergency Communications Office issued a Request for Offer (RFO) on April 15, 2010 with the objective of selecting a qualified consulting firm to assist with I.P. 9-1-1 network specifications and deployment. This RFO was withdrawn on May 4, 2010 to allow alignment with the upgraded 9-1-1 Strategic Plan once it has been approved by the Office of the Chief Information Officer's executive office.

On May 11, 2010 it was announced that a Supervising Telecommunications Engineer "with the telecommunications experience needed to help move the 9-1-1 Program into the Next Generation 9-1-1" was being assigned to the California 9-1-1 Emergency Communications Office. It is anticipated that California's I.P.-based 9-1-1 network project will catapult forward with amplified vigor upon final approval of the revised strategic plan and under dynamic new technical leadership. The scope and schedule for this upgraded premier enterprise solution are anticipated be announced as soon as the details are leveraged into focus.

"It is anticipated that California's I.P.-based 9-1-1 network project will catapult forward with amplified vigor upon final approval of the revised strategic plan and under dynamic new technical leadership."

Routing On Empirical Data Project

By Jim Thompson

As reported last month, the Routing on Empirical Data (RED) Project, which uses historical data and maps to more accurately route wireless 9-1-1 calls, continues to be a big success story. The project, which has a total of six phases across various regions, is still working on RED III and is scheduled to be completed in July. RED III is presently in progress and includes seven Southern California Counties (excluding Los Angeles) and will review 7,622 cell sectors. RED IV will begin immediately after RED III has been completed. Once a region has been reviewed, state and local law enforcement agencies decide who has authority over specific sectors.

Highlights of Phase II, which is focused on the Bay and Monterey Areas, include:

102 PSAPs in 12 counties

6897 cell sectors reviewed resulting in 3061 cell sectors approved for cutover from the state to the local agency

Post cut-over analysis indicates the percentage of calls transferred from CHP was 4.3%, compared to 20.9% prior to RED II

Abandoned call rate at CHP was decreased from 16.5% to 11.4%, indicating that calls are being more accurately routed

County Coordinators

By Andy Nielsen

The 9-1-1 Office met with the County Coordinator Task Force (CCTF) on May 20, 2010, in an effort to establish a closer working relationship between the two groups.

This meeting was a follow-up to the meeting that was held between the CCTF and Karen Wong at CalNENA earlier this year.

Both groups agreed to hold monthly meetings to discuss and provide information on projects and issues associated with 9-1-1 in California. A need to standardize and centralize shapefiles, electronic mapping information, was also a topic of discussion, with the 9-1-1 Office agreeing to see what could be done to relieve the County Coordinators from that task.

The 9-1-1 Office will be working with the CCTF to identify a governance structure that can then be used to establish agreed upon roles and responsibilities for both groups.

The first conference call between the two groups is scheduled for June 15, 2010.



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Verizon Sale to Frontier

By Andy Nielsen

Verizon has agreed to sell approximately 4 million access lines in various locations throughout the nation to Frontier. There are approximately 25,000 access lines located in California that are part of the merger.

The wire centers affected are Blythe, Palo Verde, Alpine, Coleville, Earp and Havasu. Two PSAPs, Blythe and Del Norte will transition from Verizon to Frontier. The sale is expected to complete by July 1st of this year.

The 9-1-1 Office is working with the County Coordinator Task force to ensure that proper support and contact information is maintained in the transition.

Mated Tandem Project

By Chereise Bartlett

The objective of the Mated Tandem project is to provide better redundancy between Verizon's Long Beach and Westminster tandems. For example, if an outage occurred in the Long Beach tandem the 9-1-1 calls would route through the Westminster tandem automatically.

This requires all end offices and PSAP 911 trunks served by the Long Beach Tandem also be connected to the Westminster Tandem and vice versa. All of the 32 end offices are now connected to both tandems. Out of the 47 PSAPs involved 4 PSAPs are completed. Verizon has resolved some technical issues and will be meeting with the State 9-1-1 office the second week in June to provide changes to the initial project and pricing for those changes. In addition, Verizon will provide a schedule for the completion of this project.