

## **Emergency Call Tracking System (ECaTS) Frequently Asked Questions**

**Q.** How do I obtain a logon for ECaTS?

**A.** Send an email to ECaTS Project Manager, Dana Earl at [dana.earl@state.ca.gov](mailto:dana.earl@state.ca.gov) or contact her at 916-657-9202.

**Q.** How can I get training on how to use ECaTS?

**A.** You can contact your 9-1-1 Office Consultant and they will provide you with information about training. A training manual is also available for download in the ECaTS system.

**Q.** Can I run standard reports for my 10-digit administrative lines?

**A.** The standard reports do not include reporting on 10-digit administrative lines. See the answer to the next question.

**Q.** How can I obtain information for my 10-digit administrative lines and ring down lines?

**A.** You can develop reports using the Standard Adhoc Report. Specific instructions for gathering data on 10-digit administrative and ring down lines are available at: [www.ocio.ca.gov/PSCD/Services/911/ECATS.htm](http://www.ocio.ca.gov/PSCD/Services/911/ECATS.htm).

**Q.** Why is FRNIS or CARSNet still connected to my 9-1-1 phone system?

**A.** FRNIS or CARSNet will not be decommissioned until all historical data has been converted to ECaTS. The schedule has not yet been determined.

**Q.** What can we do if we would like to have a new standard report created or additional functionality in ECaTS?

**A.** You can contact the 9-1-1 Office ECaTS Project Manager shown above for consideration of your request.