

State of California

Office of the Chief Information Officer
Public Safety Communications Division
911 Emergency Communications Office

“STATE OF THE STATE 9-1-1 OFFICE”



The Great Seal

Topics

03/02/10

- **State Update**
- **2009 Accomplishments**
- **AB912**
- **New Call Reporting System**
- **Fiscal Operational Review**
- **Mated Tandem Project**
- **Hosted Solutions**
- **Ongoing VoIP E9-1-1 Development**
- **Ongoing Wireless**
- **Routing on Empirical Data (RED) Project**
- **NG9-1-1 RFI**
- **New CPE Contract**
- **Resuming California's Leadership Role**
- **Questions**

California 9-1-1 Emergency Communications Office

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24-Merced 26-Mono 27-Monterey
31-Placer 35-San Benito 39-San Joaquin
41-San Mateo 43-Santa Clara 44-Santa Cruz
50-Stanislaus 54-Tulare 55-Tuolumne

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Special Projects

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04-Butte 06-Colusa 08-Del Norte
11-Glenn 12-Humboldt 17-Lake
18-Lassen 23-Mendocino 25-Modoc
29-Nevada 32-Plumas 38-San Francisco
45-Shasta 46-Sierra 47-Siskiyou
49-Sonoma 51-Sutter 52-Tehama
53-Trinity 57-Yolo 58-Yuba

State Update

- **Furlough Fridays**
- **9-1-1 Office availability**
- **9-1-1 Funding**
- **Transition to OCIO**

2009 Accomplishments

- **Appointed to Communications Security, Reliability, and Interoperability Council (CSRIC).**
- **Awarded Federal Grant of \$4.3M for NG9-1-1 project.**
- **RED (Routing on Empirical Data) Project.**
- **Telecommunications Service Priority (TSP).**

2009 Accomplishments

- **Worked with PSAPs to develop Hosted Solutions.**
- **Initiated New Emergency Call Tracking System (ECaTS).**
- **Initiated Mated Tandem Project to Enhance 9-1-1 Survivability in Verizon Area.**
- **Developed Next Generation High-Level Plan.**

AB 912

- **Primary PSAPs.**
- **Expires December 31, 2011.**
- **One-time Payment.**
- **For “...Costs necessary to recruit and train additional personnel necessary to accept wireless enhanced 9-1-1 calls...”**

AB 912

- **Status:**
 - **Developing Eligibility Criteria.**
 - **Developing Guidelines for Implementation.**
 - **9-1-1 Advisory Board, Committee on AB 912, Will Provide Input and Guidance.**
 - **Contingent on Appropriation of Funding.**
 - **Governor's Budget Proposed \$2 million Total.**

AB 912 Preliminary High Level Timeline

ID	Milestone	Description	Planned Completion
1	Develop Draft funding Criteria	Provide draft eligibility criteria for review.	3/31/2010
2	Finalize funding criteria	Finalize all funding eligibility criteria.	4/30/2010
3	Develop application instructions	Develop application for PSAPs to submit for funds.	4/30/2010
4	Develop PSAP Memo	Communicate to PSAPs where to find applications and funding criteria.	5/1/2010
5	PSAP application submittal deadline	Deadline for PSAPs to submit their applications to the State.	7/1/2010
6	Review applications	Review applications to determine who qualifies for funding based on established criteria.	8/31/2010
7	Notice of approval	Communication to PSAPs who have qualified and the amount of funding.	9/15/2010
8	Audit	An audit for those PSAPs who have received funding.	1/1/2011

New Call Reporting System ECaTS

- **Contract awarded to Verizon/Direct Technology.**
- **Replaces FRNIS and CARSNET.**
- **Currently have 105 PSAPs Converted to ECaTS.**
- **The goal is to get 50 PSAPs converted a month.**
- **All PSAPs should be converted to ECaTS by October 2010.**
- **Installation schedule is posted on the 9-1-1 Office website.**
- **State contact: Dana Earl (916) 657-9202.**

Fiscal Operational Reviews

F.O.R.

- **Purpose**
 - **Establish one-on-one communications.**
 - **Provide funding details for individual PSAPs.**
 - **Provide state and national 9-1-1 information.**
- **62 completed in 2009.**
- **2010 target: 144.**

Mated Tandem Project

- **Current Status:**
 - **Total number of Verizon Selective Routers = 2 (existing).**
 - **Total number of PSAPs = 47 (6% complete)**
 - **Total number of End Offices = 32.**
 - **Total number of new end office trunks = 154 (100% complete)**
- **State contact: Chereise Bartlett (916) 657-9235**

Hosted Solutions

- **Current Status:**
 - **Butte County.**
 - **NG9-1-1 Grant stakeholder.**
 - **Greater Pasadena area.**
 - **21 PSAPs.**
 - **Identifying vendor costs.**
 - **Contact: *Wendy Petry*.**
 - **Mendocino.**
 - **3 PSAPs.**
 - **Working on interagency policies.**
 - **Identifying participants.**

Ongoing VoIP

- **VoIP E911 Deployments.**
 - Coordinate routing with 5 different VPCs.
 - GIS Shape files & PSAP ESNs – County Coordinator Training.
- **Traditional VoIP Technologies.**
 - Fixed, Nomadic, Enterprise.
- **Emerging Technologies.**
 - Telematics Service Providers.
 - Video Relay Service Providers.
 - IP-Text Relay (*new*).
 - Femto Cells (*new*).
 - Mobile Applications (*new*).
 - Roadside Assistance Events (*new*).
 - Satellite Phones (*new*).
- **State contact – Donna Pena (916) 657-6116.**

Ongoing Wireless

- **E9-1-1 Wireless Busies/Not Answered calls were reduced from 4.9 million in 2007 to 1.2 million in 2009 for a 75.5% reduction.**
- **Quarterly wireless meetings were cancelled due to Furloughs.**
- **AT&T 3g micro-cell deployment will be routed as VOIP calls.**
- **New towers will be initially routed as Phase I/II Service.**
- **The Intermedia/XMU's were removed from all CHP Centers.**
- **Wireless educational brochure available through from the 9-1-1 Office.**

Routing on Empirical Data (RED) Project

- **RED I - Ventura and Santa Barbara counties are complete.**
- **RED II - Bay and Monterey Areas conclude in April 2010.**
- **RED III - SOCAL (less LA) is in progress and ends in June 2010.**
- **RED IV - LA County, Central, and Northern CA have not yet been awarded.**
- **The RED Project has demonstrated an accurate call sector analysis is the best method to determine routing. On average, 60.6% of sectors evaluated are rerouted from the CHP to Local PSAPs.**
- **State contact: Jim Thompson (916) 657-9236.**

NG9-1-1 RFI

- **RFI to address statewide priorities – (issued 6/30/2009).**
 - **Routing on latitude/longitude.**
 - **Hosted solutions.**
 - **Network costs.**
- **RFI issued as part of ENHANCE 9-1-1 Act Grant response.**
- **9/30/09 - California granted \$4.3M matching funds.**
- **Draft RFO to obtain consultant to define deliverables under review.**
- **State contacts: Doug Peck (916) 657-6119 or Andy Nielsen (916) 657-9113.**

New CPE Contract

- **Contract Expires September 2010.**
- **Additional one-year Extension.**
- **Drive Vendors toward State's NG9-1-1 vision.**
- **Consultant RFP issued in February 2010.**
- **Consultant to be selected in March 2010.**
- **Work to begin in March 2010.**
- **New CPE Contract award in December 2010.**
- **State Contact: Carolyn Brown (916) 657-9183.**

Resuming California's Leadership Role

- **Technical Development Conference (TDC).**
- **Emergency Services Interconnect Forum (ESIF).**
- **Communications, Security, Reliability and Interoperability Council (CSRIC).**
- **National APCO.**
- **NENA.**
- **NASNA.**

REMINDER!!

- **Language Interpretation Services.**
 - PSAPs can choose provider of their choice.
 - New statewide contract with CanTalk.
 - Contact Keith Kim - 204-786-0128.
- **Timely Submission of Reimbursement claims.**
 - Two year maximum.

REMINDER!!

New website and e-mail:

<http://www.cio.ca.gov/PSCD/Services/911/default.htm>

Staff email addresses are now:

firstname.lastname@state.ca.gov

Questions?