



**CALIFORNIA TECHNOLOGY AGENCY
PUBLIC SAFETY COMMUNICATIONS OFFICE
CALIFORNIA 9-1-1 EMERGENCY COMMUNICATIONS**

**NOTICE OF PUBLIC MEETINGS ON
NEXT GENERATION 9-1-1 IN CALIFORNIA**

Date of Notice: Friday, January 14, 2011

NOTICE IS HEREBY GIVEN that the California 9-1-1 Emergency Communications will hold six public meetings on Next Generation 9-1-1 (NG9-1-1) in California. The California 9-1-1 Emergency Communications seeks public comment on the specific questions included in this notice.

All agenda items are appropriate for action if the California Technology Agency wishes to take action. Public meetings are subject to change and/or cancellation. Specific public meeting agenda information will be posted and available prior to each meeting.

The public meetings are scheduled for the following dates and locations:

- **February 14, 2011**, from 12:00 p.m. to 3:00 p.m., PST, at Redding City Council Chambers, 777 Cypress Avenue, Redding, CA 96001
- **February 18, 2011**, from 9:00 a.m. to 12:00 p.m., PST, at Department of Consumer Affairs, 1625 North Market Blvd, Sacramento, CA 95834
- **February 23, 2011**, from 9:00 a.m. to 12:00 p.m., PST, at the San Diego County Administration Center, Room 310, Pacific Highway, San Diego, CA 92101
- **February, 2011, Fresno Area – Date To Be Determined**
- **February, 2011 – San Francisco Area – Date To Be Determined**
- **March, 2011 – Los Angeles Area – Date To Be Determined**

Background:

For more than forty years Californians have been served by a capable 9-1-1 system. Recently, California published the California 9-1-1 Strategic Plan to emerge as a nationwide leader in the 9-1-1 community. California's commitment to NG9-1-1 continued by creating a proposed California NG9-1-1 Roadmap that outlines the steps necessary to design and build a robust and comprehensive NG9-1-1 system.

The US Department of Transportation (US DOT) has conducted efforts at the national level to understand the impact of Next Generation 9-1-1 (NG9-1-1) and recently the Federal Communications Commission (FCC) initiated a request for commentary on issues related to implementing NG9-1-1.

In 2009, the California 9-1-1 System handled 24.8 million calls alone. However, while the current 9-1-1 system has functioned efficiently for many decades, the core infrastructure is built on a legacy telephony-based platform unable to support new demands and capabilities.

Widespread adoption of rapidly advancing technologies like text, video, Voice over Internet Protocol (VoIP) and the saturation of high-speed broadband access has raised the expectations of 9-1-1 services for Californians. Improvements are needed to support new requirements and expectations. To that end, California is seeking comment on topics related to NG9-1-1.

Supplementary Information:

Entities, organizations, and individuals who wish to present comments at a particular meeting are encouraged to register at least five business days in advance of the meeting date. Organizations should designate no more than one individual to speak on behalf of the organization. Persons who register in advance should report to the registration desk at least one-half hour prior to the start of the meeting in order to confirm the time and order of their public comment.

Comments will be limited to three minutes per person or organization and should address the questions included in this Notice. Those providing public comment may choose to supplement their testimony with written statements that will be made part of the official public meeting record. If the Agency determines that there is not enough time to hear from all those wishing to present comments, the Agency will select among those wishing to testify to ensure representation of a range of viewpoints and interests.

If time allows on the meeting day, attendees can also make public comments by expressing written interest on a sign-up sheet that will be available at the meeting location. Please note that persons who register in advance will receive speaking priority and persons registering at the meeting will only be able to make public comments if time allows.

This meeting is accessible to the physically disabled. Anyone needing disability-related accommodations or modifications in order to participate in the meeting should contact Paul Dumetz at least five (5) business days before the meeting date to best allow us to meet your needs.

Those persons who are not able to participate in the public meetings are encouraged to submit written comments electronically or by mail as follows:

Comments may be submitted via email to: NG911COMMENTS@state.ca.gov

Or

California Technology Agency
Public Safety Communications Office
Attention: Next Generation 9-1-1 Public Meeting Comments
CA 9-1-1 Emergency Communications
601 Sequoia Pacific Boulevard
Sacramento, CA 95811

All comments must be received by March 18, 2011.

General Information
Advance Registry for Public Comment
Disability-Related Accommodation Requests

Contact:

Paul Dumetz, Administrative Liaison, at (916) 657-9494 or via email at Paul.dumetz@state.ca.gov.

Media Information

Contact:

Bill Maile, Public Information Officer, California Technology Agency, at (916) 549-2845 or via email at bill.maile@state.ca.gov.

QUESTIONS

Summary:

NG9-1-1 provides the ability to accept multimedia data (e.g. text, video and photo) and improves interoperability, call routing, PSAP call congestion/overflow treatment, and location accuracy. NG9-1-1 strengthens system resiliency and reliability, as well as increases opportunities to achieve fiscal and operational efficiency through cost-sharing arrangements. California is seeking public comment on the following:

I. NG9-1-1 Capabilities and Applications

- A. Which of the following capabilities are most important when planning California's NG9-1-1 system (e.g. texting, video, pictures, call routing, location, call congestion treatment, medical information, interaction with social media, and instant messaging etc)?
- B. What capabilities should be incorporated into California's NG9-1-1 system that could deliver ancillary data such as building floor plans, locations of hazardous materials, locations of utilities such as gas lines, locations of and other important geographic information?
- C. Should other kinds of devices be allowed to connect to California's NG9-1-1 network other than traditionally-defined communications devices used by the public (e.g. devices that connect to the Internet)? If so, what kinds?
- D. What access should be provided to California's NG9-1-1 network from devices that can't or won't deliver sufficient information to identify the calling party's telephone number and location (for example, non-initialized cellular telephones)?
- E. What other capabilities or applications should California consider in implementing NG9-1-1?

II. NG9-1-1 Capabilities and Applications for persons with disabilities or special needs

- A. How might NG9-1-1 technologies help persons with disabilities or special needs?
- B. What other issues or opportunities related to persons with disabilities or special needs should California consider in implementing NG9-1-1?

III. Legal, Regulatory and Funding

- A. Will the advancement in capabilities and applications NG9-1-1 provides generate increased funding requirements and if so, how will these be addressed?
- B. What are the benefits and risks to ensuring California provides an open and competitive regulatory environment for 9-1-1 System (e.g. liability, cost redistribution, technology replacement)?
- C. Should technology requirements be functional, performance based and neutral with regard to technologies, manufacturers or providers?
- D. What jurisdictional issues might arise when implementing an IP-enabled NG9-1-1 system (e.g. when call congestion overflow occurs and calls are automatically routed to other PSAPs)?
- E. With the ability to gather increased information with NG 9-1-1 how will an individual's confidentiality and privacy be maintained (e.g. medical information)?
- F. What other legal, regulatory and funding issues should California consider in implementing NG9-1-1?

IV. Other NG9-1-1 Issues

- A. What type of education, awareness, or training would you consider important for the public, PSAP staff, and/or first responders once NG9-1-1 is implemented in California?
- B. With an IP-enabled NG9-1-1 system that interconnects all of California's PSAPs, how will California address cyber security concerns so as to assure that the system remains available and protected?