

CALNENA



March 26, 2007

Dear Mr. Park,

Thank you for including our representative Charlie Cullen 1st Vice President from the Board of the California Chapter of the National Emergency Number Association (CalNENA) at the recent League of California Cities Public Safety – Technology Subcommittee review of Echo 911. As articulated at the meeting, CalNENA does not support the implementation of such a system in the State of California. Echo 911 does not provide tangible benefits to public safety and may, in fact, create additional problems for Public Safety Answering Points (PSAPs) and first responders.

There are a number of concerns with the proposed application. Those concerns include:

- An increase in non-emergency calls to 9-1-1 from friends and family of Echo 911 subscribers when they are notified that the subscriber has dialed 9-1-1. Non-emergency calls to PSAPs, particularly smaller PSAPs, can potentially block legitimate emergency calls.
- Calls by friends and family to the subscriber's phone could alert criminals that public safety was responding to a crime in progress, further jeopardizing the subscriber's safety.
- Friends and family may travel to the subscriber's residence, possibly endangering themselves or others by driving in an unsafe manner. In addition, there is concern that the friends and family may interfere with first responders at the scene.
- Echo 911 proposes playing a portion of the subscribers 9-1-1 phone call to the notified party. This proposal raises issues about the release of information and HIPAA privacy issues.
- Echo 911 seeks the use of customer records from the 9-1-1 database that is maintained through State funding. Allowing a private company access to these records compromises the integrity of the database and could open the door for other for-profit entities to use these records.

Thank you again for providing the opportunity for public safety organizations to meet with the League of California Cities on this important issue.

Sincerely,

A handwritten signature in cursive script that reads "Lisa Hoffmann".

Lisa J. Hoffmann, President CalNENA

Lisa Hoffmann, ENP
President

Charles Cullen
1st Vice President

Michelle Sumner
2nd Vice President

Tiffany Howard
Northern Regional Vice
President

Roy Halterman, Jr.
Southern Regional Vice
President

Hanan Harb
Treasurer

Karen Portlock, ENP
Secretary

Chris Hinshaw, ENP
1st Past President

Chip Yarborough, ENP
2nd Past President