

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

DAPHNE RHOE
Office Chief

“STATE OF THE STATE 9-1-1 OFFICE”

2009 CALNENA July Quarterly Meeting



The Great Seal

Updated Topics 07/30/09

- **State Update**
- **9-1-1 Strategic Plan for California**
- **New Call Reporting System**
- **Mated Tandem Project**
- **Hosted Solutions**
- **Ongoing VoIP E911 Development**
- **Ongoing Wireless**
- **Routing on Empirical Data (RED) Project**
- **Next Gen E9-1-1 RFI**
- **Q&A?**

State Update

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

9-1-1 Strategic Plan for California

- **Mission Consulting**
 - **Current E9-1-1 document reviews**
 - **Interviews with key stakeholders**
 - **State 9-1-1 Office staff**
 - **Advisory Board**
 - **County Coordinators**
 - **PSAPs**

- **Covers all aspects of 9-1-1 in California**
 - **Funding**
 - **E9-1-1 processes**
 - **Call Delivery**
 - **Future path**

- **Final Draft Delivery Date 7/17/2009**

- **Will be available on the State 9-1-1 Website**

New Call Reporting System ECaTS

- **Contract awarded to Verizon/Direct Technology**
- **Replaces FRNIS and CARSNET**
- **Statewide rollout over next 1 ½ years**
- **First 11 vendor platforms collecting data since 6/19/2009**
- **Access to first 11 PSAPs on new system 08/01/2009**
- **State contact: Dana Earl (916) 657-9202**

Mated Tandem Project

- **Current Status**
 - 11 existing Verizon S/R's.
 - Two will be added for a total of 13 S/R's.
 - Total number of End Offices – 146.
 - Total number of new trunks – 597
 - 212 or 35.5% are completed.
- **State contact: Dana Earl (916) 657-9202**

Hosted Solutions

- **Current Status**
 - **Butte County**
 - **Next Gen Grant stakeholder**
 - **Greater Pasadena area**
 - **RING project**
 - **Working on interagency policies**
 - **Identifying participants**
 - **Identifying vendor costs**
 - **Contact: Wendy Petry**

Ongoing VoIP

- **VoIP E911 Deployments and Emerging Technologies**
 - New VPC – T-Mobile deploying @Home product July 2009
 - Video Relay – Sorenson deployed, CSDVRS – Passed testing 7/27
 - GIS Shape files – County Coordinators should know ESN boundaries
- **Telematics E9-1-1 Deployments**
 - New Telematics ALI
 - Office MEMO 09-04 sent out 6/12
 - Lat/lon and new class of service TLMA
 - ATX provides Incident ID
 - PSAPs can update CAD or GIS to plot calls

Ongoing VoIP

- **Telematics E9-1-1 Deployments**
 - **Telematics Service Providers**
 - **ATX/CCAS – June 2009**
 - **OnStar Stage 2 – 3Q 2009 (calls/w lat/log)**
 - **Hughes – Target 4Q 2009**
 - **Future enhancements – Injury Severity Index Rating Indicator**
- **State contact – Donna Pena (916) 657-6116**

Ongoing Wireless

- Quarterly wireless meetings
- AT&T 3g micro-cell deployment
- All Phase 0 Towers were Upgraded to Phase I/II Service
- The Interavia/XMU's were Removed from all CHP Centers
- Wireless Educational Brochure were Developed
- 9-1-1 Wireless Busies/Not Answered calls have been reduced by over 200K per month during the last 24 months

Routing on Empirical Data (**RED**) Project

- **RED I (Ventura/Santa Barbara) is complete**
 - **Boundary Shape Files**
 - **Call Data for each Cell Sector**
 - **Develop and Provided Reports by WSP**
 - **Provided Sector Reports for CHP and PSAPs**
 - **Developed and Prepared Redeployment Plan**
 - **Monitor and Evaluate Progress**
 - **Sector Analysis (90 Days Post Deployment)**
 - **Provided Closure Report**
- **RED II (Bay/Monterey Area) and III (SOCAL) are in Progress.**
- **State contact: Jim Thompson (916) 657-9236**

Next Gen E9-1-1 RFI

- **RFI to address statewide priorities; Issued 6/30/2009**
 - **Routing on latitude/longitude**
 - **Hosted solutions**
 - **Network costs**
- **RFI issued as part of Enhance 911 Act Grant response**
- **RFI responses due 07/20/2009**
- **Grant response due 8/4/2009**
- **Grant approval: No later than 09/30/2009**
- **State contacts: Doug Peck (916) 657-6119 or Andy Nielsen (916) 657-9113**

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

9-1-1 Office Website

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

Questions?