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Total Call Volume: 24,924,449
Initial Wireless Calls: 15,031,097
Total Abandoned Calls: 3,157,054

Setting the Stage for 2012

By Karen Wong, Director, PSCO



Public Safety Communications is taking center stage this year with the focus on Next Generation 9-1-1 (NG9-1-1) and the National Broadband Plan focusing on significant investment in 21st century technology. Our planning efforts over the last couple of years will pay dividends as the Public Safety Communications Office concentrates on our goals for 2012:

- Restructuring and strengthening Public Safety Communications Governance. A strong governance structure with our stakeholders and public safety partners is critical as we move toward technology convergence to enhance and expand public safety communications.
- Completion of our NG9-1-1 Pilot projects is foremost to validate both technology solutions and costs for NG9-1-1.
- Conversion of the State's microwave infrastructure from analog to digital, which will enable enhanced capacity for redundancy and resiliency in the public safety network of the future.
- Continuing the process of obtaining input from our stakeholders and public safety partners. Throughout 2012 we will be implementing focus groups and conducting public meetings to continue to gather critical information into how NG9-1-1 will support the Public Safety Answering Points (PSAPs), first responder and citizens of California.

We look forward to a very exciting year and hope to work with all of you either in our stakeholder focus groups or public meetings.



Pictured from left to right: Jerry Fralick - Chief Information Officer for the State of North Carolina, Kyle Schafer - Chief Technology Officer for the State of West Virginia, Carlos Ramos - Secretary - California Technology Agency, Brenda Decker - Chief Information Officer for the State of Nebraska (See page 5)

CA 9-1-1 Division Welcomes Monica McGrath to the Team

On December 1, 2011, Monica McGrath joined the California 9-1-1 Emergency Communications Division (CA 9-1-1 Division) as the Section Manager of the Business Management Section, responsible for oversight of reimbursement and funding activities, contract administration and a variety of other activities in support of the CA 9-1-1 Division's mission.

Monica has worked for the State of California for 28 years, of which 21 years have been with the California Department of Corrections and Rehabilitation. Monica brings with her 16 years of telecommunications and contracts experience managing multi-million dollar statewide projects including public safety radio communications and the Inmate/Ward Telephone System. In line with managing statewide projects, her roles have required active listening in order to provide customer service to the myriad of law enforcement staff, advocacy groups, and the public.

Monica brings new excitement and enthusiasm for public safety as she joins the CA 9-1-1 Division team in working closely to provide customer service to the PSAPs and the citizens of California.

9-1-1 Systems and Services Master Purchase Agreements Awarded

The State of California awarded the new 9-1-1 Systems and Services Master Purchase Agreements (MPAs) on February 1, 2012. With this MPA, nine vendors have been awarded contracts from which PSAPs may now order Customer Premise Equipment (CPE) and maintenance services. The nine vendors include:

- AT&T
- Carousel Industries
- Cassidian Communications
- InterAct Public Safety
- Intrado Inc.
- Solacom Technologies, Inc.
- Verizon Business
- VisionAIR, Inc.
- Zetron, Inc.

To obtain more information regarding the details of the new MPAs and to learn more about how to use the new MPAs, please visit <http://www.cio.ca.gov/PSCO/Services/911/911SystemsAndServicesMasterPurchaseAgreements.htm>.

CHIEF'S CORNER

By Ryan Dulin, Chief, CA 9-1-1 Division



While the year was highlighted by the NASCIO award for the RED Project, which focused on ensuring each 9-1-1 call is directed to the correct PSAP the first time, the statewide deployment of the Emergency Call Tracking System (ECaTS) also concluded in 2011. I am proud to announce that ECaTS is now installed and statewide training is complete at all 462 PSAPs. With California's first statewide enterprise call tracking system to standardize call measurements, provide comparative data metrics, and centralize emergency call data records, we are now focused on ensuring the State's and PSAP's business needs are met by the application.

As the nation advances NG9-1-1, California took significant steps last year to establish a leadership role by publishing the Proposed California NG9-1-1 Roadmap, conducting six public meetings on NG9-1-1 across the state, and launching five NG9-1-1 pilot projects to help determine the best approach for modernizing the 9-1-1 system and to align the State with the Federal and industry direction. I look forward to achieving even more this year!

RYAN
TRACKER

23 PSAPs Visited
462 PSAPs Statewide

9-1-1 Legislative Lookout

CHAPTERED LEGISLATION:

AB136 (Beall) regarding telecommunications: universal service: speech disabilities. Chaptered by Secretary of State, Chapter 404, Statutes of 2011.

AB1074 (Fuentes) regarding personal liability immunity: telecommunications service providers. Chaptered by Secretary of State, Chapter 297, Statutes of 2011.

ACTIVE LEGISLATION:

AB770 (Torres) regarding the State emergency telephone number act.

AB1050 (Ma) regarding telecommunications: prepaid mobile telephony services: taxes and fees.

For more information regarding this and other legislation, please visit <http://www.leginfo.ca.gov>.

IMPORTANT NOTICES:

✧ **Welcome Aboard** – The CA 9-1-1 Division would like to welcome Victoria Solis as a new member of our team. Victoria has been with the Public Safety Communications Office for the last three years, and we are very glad to have her joining us in 9-1-1. She is excited to have the opportunity to assist the CA 9-1-1 Division and PSAP community in her new role, providing necessary office support for the Division.

✧ **A Fond Farewell** – As we welcome several new faces into the CA 9-1-1 Division, we will soon be saying good-bye to a very familiar face. Carolyn Brown will be retiring in April of this year after 25 years with the State of California, eleven of which have been with the CA 9-1-1 Division. She is looking forward to spending time outside of an office setting and plans to volunteer at the local Golden Retriever Rescue and Sanctuary in her new spare time. Congratulations, Carolyn, on a happy retirement!

✧ **National NENA Comes to CA** – This year, the National Emergency Number Association's (NENA) Annual National Conference will be held June 9-14, 2012 in Long Beach, CA. The inspirational Iraq war vet and actor J.R. Martinez will keynote the event. This event is an exciting opportunity for California's public safety community to participate with stakeholders from around the country and at the national level.

✧ **FCC Filing on Location Accuracy** – In September 2011, the CA 9-1-1 Division filed comments to the FCC's Notice of Proposed Rulemaking regarding wireless E9-1-1 location accuracy requirements, E9-1-1 requirements for IP-enabled service providers, and interconnected VoIP services released July 13, 2011. With the December 2011 filing of comments to the FCC's Notice of Proposed Rulemaking regarding the framework for NG9-1-1 deployment and facilitating of the deployment of "Text-to-911" and other NG9-1-1 Applications released September 22, 2011, the CA 9-1-1 Division continues to engage as an active participant in the shaping of national 9-1-1 policy. These FCC Notices of Proposed Rulemaking may be found at <http://www.fcc.gov/documents> with accompanying comments available at <http://apps.fcc.gov/ecfs/>.

Update on NG9-1-1 Projects in California

By Chereise Bartlett, CA 9-1-1 Division

Next Generation 9-1-1 (NG9-1-1) is steadily taking form in California with the positive progression of five NG9-1-1 pilot projects throughout the State.

- Enhanced 9-1-1 Grant Project (Northeastern California)
- Imperial County Project
- Pasadena RING Project
- Ventura County Project
- Mendocino County Project

The Imperial County Project has been fully implemented and is operational. The PSAPs continue to work with their vendors to resolve and finalize open issues.

The remaining portion of the Enhanced 9-1-1 Grant Project, the Pasadena Ring Project, and the Ventura and Mendocino projects are in various stages of progression. For continued up to date information regarding all of these projects, please visit <http://www.cio.ca.gov/PSCO/Services/911/NGEN.htm>.

Statewide Language Interpretation Contract Offers Numerous Benefits

By Carolyn Brown, CA 9-1-1 Division

The CA 9-1-1 Division's statewide 9-1-1 language interpretation services contract with CanTalk provides language interpretation services at a low, competitively bid price to non-English speakers who dial 9-1-1. Use of this statewide contract offers the security of various service level agreements such as speed of answer, interpretation start requirements, and interpreter operational requirements.

The services on this statewide 9-1-1 contract are available to all California state-funded PSAPs. Use of the CanTalk statewide contract does not require a PSAP Purchase Order - you simply call or e-mail to set up an account. Once a PSAP creates an account, all of the necessary information regarding use of the services will be conveniently e-mailed to the PSAP. For questions or to create an account, please contact:

Keith Lim, Accounts Manager, (204) 786-0128, klim@cantalk.com.

Tim Downey, Sales Manager, (204) 786-0126, tdowney@cantalk.com.

While this contract is set to expire August 31, 2012, the CA 9-1-1 Division is working with procurement in order to secure a one year extension through August 2013.

Building Partnerships With California's PSAP Community



Since his appointment in July 2011 by Governor Brown as California Technology Agency Secretary, Carlos Ramos has toured a number of public safety facilities with California 9-1-1 and public safety programs at the state and local level.

This included the opportunity to visit Sacramento Police Department's 9-1-1 center where Captain Jacqueline Dowden, then manager of Sacramento PD's 9-1-1 center and records division, gave a complete PSAP facility tour. Secretary Ramos, along with other attending Agency personnel, attentively observed as 9-1-1 call takers answered 9-1-1 calls and dispatched the appropriate response, all the while receiving detailed information from Captain Dowden regarding the PSAP's operations.

Secretary Ramos also had the opportunity to sit and listen in on a live 9-1-1 call, watching and listening as the 9-1-1 call taker processed the call for response. The ability to sit in on a 9-1-1 call and observe the daily operations of 9-1-1 call takers first hand was a valuable opportunity for CA Technology Agency personnel, further fostering the importance of collaborative partnerships between the State and local agencies.

The CA Technology Agency, on behalf of Secretary Ramos, would like to extend our warmest thanks to Sacramento PD, Captain Dowden, and the 9-1-1 call takers for this opportunity to experience the operations of a large PSAP first hand.



Photos by Phillip Killion

Top of page, CA Technology Agency Secretary Carlos Ramos observes Sacramento PD 9-1-1 call taker Tracy Liner answering a 9-1-1 call. Bottom of page, Sacramento PD call taker Kristy Dorton processes a 9-1-1 call for response.

RED Project Receives National Recognition and Honors

By Jim Thompson, CA 9-1-1 Division

In October 2011, California's Routing on Empirical Data (RED) Project was one of ten exemplary initiatives to receive the National Association of State Chief Information Officers' (NASCIO) award in the category of Cross Boundary Collaboration and Partnerships. NASCIO honors outstanding information technology achievements in the public sector every year through its Recognition Awards for Outstanding Achievement in the Field of Information Technology in State Government. The NASCIO awards emphasize recognizing those information technology initiatives which exemplify best practices, support the public policy goals of state leaders, assist government officials in innovatively executing their duties, and provide cost-effective service to citizens.

The six phase, multi-year RED Project implementation completed on target in December 2011. This collaborative Public/Private partnership involved stakeholders in 467 PSAPs throughout 58 California Counties and included numerous Wireless Service Providers and Local Exchange Carriers. Through analysis of historical empirical call data by cell sector, the RED Project achieved optimized wireless sector routing to ensure the most expeditious wireless 9-1-1 call response times. The project's outcome has achieved a dramatic improvement in call routing efficiency and emergency outcomes for California's 37 million citizens.

RED Project results include the reduction in missed wireless E9-1-1 calls from 42.4% in 2007 to 2.4% in December 2011. The project simultaneously enabled

UPCOMING PUBLIC SAFETY EVENTS:

- | | |
|--------------------|---|
| May 14-15, 2012 | APCO International Public Safety Broadband Summit and Expo
Washington D.C. |
| June 6-10, 2012 | Center Manager Certification Program
Long Beach, CA |
| June 9-14, 2012 | National NENA 2012
Long Beach, CA |
| July 22-25, 2012 | 9-1-1 National Public Educator Forum
San Antonio, TX |
| August 19-22, 2012 | APCO International 78th Annual Conference and Expo
Minneapolis, Minnesota |

the system to process an increase in wireless call volume from 11.6 million in 2007 to 15.0 million in 2011. The improvements achieved through RED have helped to enable PSAPs to provide the fastest, most reliable, and cost-effective telephone access to emergency services for the more than 24 million 9-1-1 calls placed in California each year.

As a result of California's success, several other States have inquired regarding the innovative strategy and technology used to route the 9-1-1 call to the right PSAP the first time.



Pictured (left to right): Jim Thompson, Wes Nitta, Karen Wong, Bruce Thomas, Chief Reginald Chapelle, Michelle Bland, Ryan Dulin, Bernadette Richardson, and Kurt Warner.

YOUR FEEDBACK, QUESTIONS AND SUGGESTIONS ARE ENCOURAGED

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DID YOU KNOW?

✧We want to hear from you! Is your agency up to something extraordinary? Do you have a call taker in need of some special recognition? Let us spread the word. Submit an article about your specific agency or region by e-mail for consideration and inclusion in an upcoming issue of CA 9-1-1 News!