

TO: State 9-1-1 Advisory Board  
FROM: Long Range Planning Committee / Workgroup  
DATE: April 30, 2015  
SUBJECT: Wireless 9-1-1 Routing Recommendations

Pursuant to the 9-1-1 Workgroup being asked to make recommendations to the LRPC on next steps to fix the issues with Wireless 9-1-1 Routing, the following is the Workgroup's recommendations:

**1. The 9-1-1 Branch should solicit two vendors – Public Safety Network (PSN), and Direct Technologies (DT) - to conduct a trial project to determine the best solution for moving forward on improving Wireless 9-1-1 Routing.**

- a. In the Vendor Day presentations, it is the opinion of the Workgroup that these vendors either had, in production or in beta testing, the tools needed to assist PSAPS, County Coordinators, and the CHP to more accurately evaluate the routing decisions for Wireless 9-1-1.
- b. The 9-1-1 Branch will ensure that PSN and DT have access to Wireless 9-1-1 data from July of 2014 to the day the data is extracted. It was decided to use multiple regions that include
  - i. Multiple PSAPs that include CHP, sheriff, fire and police.
  - ii. Workgroup member(s) will work closely with multiple regions, County Coordinator(s) to ensure accurate (effective?) implementation of test data.
- c. The vendors will be given a clear Statement of Work. It is evident that there are varying definitions amongst stakeholders as to what, in fact, the problem is. By providing a purpose of this study, the vendors and stakeholders are provided with the same problem and are on an equal playing field as to creating a solution.
- d. The vendors will be given a Project Description in a narrative format. This will be imperative to measuring the results and supporting or opposing the next steps of the process after the study is completed.
- e. The Statement of Work will be provided to vendors with a clear timeline.
- f. This initial study should be at no cost to the 9-1-1 Branch.
- g. Responses to the Statement of Work will be required 30 days after release.

**2. Requirements in the Statement of Work will include but will not be limited to the following reports that must be easily understood and manipulated by stakeholders.**

- a. Reports should be displayed on-line in tabular form and on a map that shows all PSAP jurisdictions
- b. Breakdown of transfers between Primary PSAPs both to and from the PSAP
- c. Breakdown of transfers between Primary PSAPs and Secondary PSAPs
- d. Plotting on a map of Phase 2 calls by cell sector
- e. Errors in routing – such as cell sites/sectors not listed in database
- f. Any routing that is inconsistent with the CHP/County Coordinator instructions
- g. Reports should be calculated in daily, weekly, monthly or yearly formats
- h. Reports on Phase 1 and 3G/4G microcells

- i. The system needs to send alerts on sectors that are possible issues (thresholds to be determined by stakeholders)
- j. The report will provide a method for identifying new cell sites/sectors and analytics to assess new tower routing

### **3. Review Process**

- a. The responses to the Statement of Work will be submitted to the CA 9-1-1 Branch who will coordinate with the workgroup to review the responses and provide a recommendation to the LRPC.
- b. The Workgroup complete a Side-by-Side comparison report of the outcomes from each vendor and provides a draft report with an associate time line for next steps to the LRPC.

### **4. Future Needs**

- a. The recommendation contained herein 1,2&6 from the Wireless Routing in California Issue Paper
- b. Strategic planning by the State 9-1-1 Advisory Board and CA 9-1-1 Branch should include issues and recommendation contained in the Wireless Routing in California Issue Paper.
- c. The LRPC recommends the CA 9-1-1 Branch allocates or request funding to implement the recommended solution that meets the needs identified in the Statement of Work.