

Long Range Planning Committee, Working Group

Presentation Requirements

April 7, 2015

Presentation Requirements

1. It is a given that Next Generation 9-1-1 routing on actual latitude/longitude of the mobile device is still several years away. We are looking for an interim solution to minimize routing callers to a Public Safety Answering Point (PSAP) that does not have jurisdiction for the emergency.
2. Each presentation will be no longer than 40 minutes total, 30 min presentation 10 min question and answer period. A time slot will be provided for each vendor.
3. Recording of vendor presentations will not be allowed during the event.
4. This presentation should not be a sales pitch. We are interested in how your company can solve our requirements.
5. These presentations will be in an open meeting format, but questions will only come from the 9-1-1 Advisory Board and its subcommittee members.
6. The following issues/problems need to be addressed:
 - Assignment of ESNs to Cell Sectors: This is a manual process, and must be done for each cell sector residing on every cell tower in the State of California. This process needs to be done electronically using map layering that will allow the reviewer to also see a historical data layer with locations of callers in the geographic area being reviewed.
 - There needs to be automated auditing tools to confirm a correct routing decision was made (the cell sector is routing to the correct ESN). Reports need to be readily accessible to confirm that the wireless carriers implemented the recommended routing provided by the County Coordinator and CHP.
 - Transfers need to be tracked and have automated alarms for transfers exceeding a predefined limit. If the 9-1-1 caller reporting the emergency is not within the initially assigned PSAP jurisdiction, then the call must be transferred to the appropriate

jurisdiction's PSAP. Transfers such as these are not misroutes, however, we need data to confirm that the initial routing of calls is appropriate in the first place.

- Data from the 9-1-1 network needs to be parsed into a standard format and produce comparative reports for individual PSAPs, separate counties, separate organizations (like CHP and CALFIRE), or statewide.
- Reports need to be able to analyze data on a local, regional, or statewide basis.
- Automated alarms need to be in place to identify new cell sectors that have not been through the review process.
- PSAPs need to be able to trace a 9-1-1 call from the primary PSAP to any and all subsequent PSAPs for event tracking purposes. Some callers need to be transferred to/through multiple PSAP's due to the nature of the incident; i.e. 2nd and 3rd party callers not in the immediate area of the incident or calling for a family member and do not live in the area of the incident.
- Data needs to be put into timely, user-friendly reports that can be generated by 9-1-1 personnel from their workplace, thus allowing for routing recommendations based on objective data. These reports should include, at a minimum:
 - a. Transfers to and from the PSAP
 - b. Plotting of Phase 2 calls by cell sector
 - c. Errors in routing – such as towers not listed in Database
 - d. Any routing that is inconsistent with the CHP/County Coordinator instructions
 - e. ADHOC reports that allow sorting by data sets.
 - f. Automated alerts or warnings based upon pre-defined criteria