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2010 Ends on a High Note for the CA 9-1-1 Office

By Karen Wong

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As 2010 comes to a close, I am delighted to announce that Mr. Ryan Dulin has joined the Public Safety Communications Division (PSCD) team as the Chief, California 9-1-1 Emergency Communications Office (CA 9-1-1 Office). Ryan joined our team in early October and has hit the ground running, leading the transition from legacy to Next Generation 9-1-1 (NG9-1-1) services for the citizens of California. You will have an opportunity to learn more about Ryan and his background in the article below.

I am also very excited to recognize the hard work of the CA 9-1-1 Office, California Highway Patrol (CHP), and local Public Safety Answering Points (PSAPs) for the Routing on Empirical Data (RED) Project. Jim Thompson, of the CA 9-1-1 Office, is leading the statewide initiative to analyze and efficiently distribute wireless 9-1-1 calls. The success of the project is admirable: the latest figures reveal a significant reduction in the number of wireless calls receiving a busy signal, dropping from about 42% of calls attempted in 2007 to less than 5% today. This is a particularly amazing statistic when one considers that the use of wireless handsets has grown exponentially over the past three years. Today, over half of all California 9-1-1 calls are made from wireless devices. Excellent job!

As the year draws to a close, I'd like to wish you and your family the very happiest of holiday seasons and a prosperous new year filled with joy and success!

Interview with the New CA 9-1-1 Office Chief



Ryan was recently selected from a large pool of applicants and appointed by the Office of the Chief Information Officer (OCIO) as Chief, California 9-1-1 Emergency Communications Office (CA 9-1-1 Office) in the Public Safety Communications Division (PSCD).

Good Morning, Ryan. Congratulations on your appointment. Please tell us a little about your personal background. Are you a native Californian, and if not, what twists of fate brought you to Sacramento?

Good Morning. I am honored to be leading the CA 9-1-1 Office at a time when technology is expanding the way public safety delivers emergency services to the citizens of California.

A native Californian, I was born in Sacramento and essentially grew up in San Jacinto (in Southern California). My pursuit of a degree in government brought me to Sacramento after high school. Since then, I have made Sacramento my home, being close to my family and friends.

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"My vision is for the CA 9-1-1 Office to be a 'one stop shop' in order for the PSAPs...to carry out their 9-1-1 responsibilities."

Interview from page 1

What attracted you to apply for the Office Chief position for the CA 9-1-1 Office?

I have worked hard and focused on major technology infrastructure initiatives throughout my career. I heard about Next Generation 9-1-1 (NG9-1-1) through the efforts at the national level and wanted to be a part of it. I felt I could bring my leadership and technical background to a very important statewide program that provides essential public safety emergency communications.

Do you have a vision for the CA 9-1-1 Office?

I would like to see the CA 9-1-1 Office become a leader in the public safety communications arena. My vision is for the CA 9-1-1 Office to be a “one stop shop” in order for the PSAPs and first responders to carry out their 9-1-1 responsibilities.

Is there anything in the operations of the CA 9-1-1 Office that you would like to change on behalf of the 9-1-1 community?

I am still learning and understanding the CA 9-1-1 Office’s responsibilities, the 9-1-1 infrastructure, and the services the PSAPs provide. My goal is to exploit our strengths, make gradual, incremental improvements in our weaknesses, and engage with the PSAPs so that the CA 9-1-1 Office understands the impacts when supporting and making policy decisions.

How do you envision 9-1-1 in California, say, over the next 10 years?

I envision a statewide IP-network that will look like a mesh or web of intelligent networks. I anticipate 9-1-1 will take a similar path as did traditional networks when they transitioned to IP-based technologies. There will be a vast amount of real-time data and applications that can traverse these networks, requiring the need for skilled staff, tools, and mature processes.

What are the biggest challenges that the CA 9-1-1 Office will be facing in the future in order to provide superior 9-1-1 services to all Californians?

Some of the biggest challenges are governance, legislation and regulations, and standards. As the CA 9-1-1 Office continues efforts to map out the strategic and tactical program direction, I am determined to engage key stakeholders early and often to address these challenges head on.

Who is Ryan as a person? Is there anything about your private life that you’d like people to know...hobbies, interests, passions, favorite vacation spots, favorite sports, favorite restaurants...things like that?

Well, I love to travel. I have been to every continent of the world with the exception of South America and Antarctica. I have played competitive golf, water polo, and crew (8-man) and still try and get out to the golf course once in a while. I admit to being a Giants fan (2010 World Series Champs) ever since childhood, even though my family loves the Dodgers. A favorite California travel destination of mine is Santa Barbara; I go there often to visit friends and relax. As far as my family, my father passed away my first year in college and I have been known to be a “mama’s boy,” since I spend time with her often. I have one older brother, a niece, and a nephew whom I see regularly. I admit to being a “workaholic.”

Do you have a favorite quote, or perhaps a personal hero?

“The world is run by those who show up.” - Author unknown

Is there anything else that you’d like to share with our readers?

I don’t have a defined timeline, but I have set a personal goal to visit all of the PSAPs statewide. I have 7 down, approximately 461 to go. In addition, I’m looking forward to working with all of the stakeholders and partners to raise the profile of the California 9-1-1 Emergency Communications Office.

“...I have set a personal goal to visit all of the PSAPs statewide.”

First Successful Butte Hosted Solution Cutovers

By Chereise Bartlett

After many months of planning, preparation and hard work, the first three of seven PSAPs successfully cutover their Customer Premise Equipment (CPE) to the new "Hosted Viper Solution." Oroville Police Department (PD) cutover on Tuesday, October 12, 2010. Paradise PD was close behind with their cutover on Tuesday, November 2, 2010. The most recent PSAP to move to the "Butte Hosted Viper" was Gridley PD, successfully cutover on November 30, 2010.

Many thanks to the Butte County Hosted team headed by Cheri Lynn Rockwell, Butte County Coordinator, the PSAPs (Oroville PD, Paradise PD, Gridley PD, Cal Fire Oroville, Butte County Sheriff, Chico PD and California State University, Chico), and thanks to the vendor partnership of AT&T and Intrado/Positron. Many long hours and team work went into making this project a success.

The rest of the Butte County PSAPs will be moving to the "Butte Hosted Viper" by first or second quarter 2011, beginning with Cal Fire Oroville in February 2011. Great job!

Wireless E9-1-1 Calls Increase Yet Wait Times Drop

By Jim Thompson

In an analysis of the California wireless call volume between September 2009 and August 2010, PSAPs, on average, are answering 51% of wireless E9-1-1 calls while the California Highway Patrol (CHP) is answering 49%.

Additionally, the Los Angeles Times reported "Millions of California cellphone users are no longer getting busy messages, experiencing unconnected calls or being put on hold for extended periods when they dial 911."

"The number of wireless emergency calls reaching busy operators or failing to go through for various reasons dropped from 4.9 million or 42% of calls in 2007 to just 470,000 or 5% so far this year, according to the state's Public Safety Communications Division. The improvement came even as cellphone 911 call volumes continued growing steadily."

The Routing on Empirical Data (RED) Project has been the driving force behind increasing the total number of wireless calls answered in California. These results, as hinted at in the LA Times article, are even more impressive considering that wireless calls have increased by an average of 2.3 million annually when comparing 2007 call totals to 2009 totals.

RED I (Ventura and Santa Barbara Counties), RED II (San Francisco and Monterey Areas) and RED III (Southern California) have been completed. RED IV (Northern California), RED V (Central California) and RED VI (Los Angeles Region) are currently in progress. All phases of the RED Project are expected to be completed by November 30, 2011.

Next Generation Ready California

By Chereise Bartlett

The CA 9-1-1 Office is working with five groups of PSAPs in the State in order to establish a number of hosted solutions. A hosted solution allows the PSAPs to move toward a Next Generation-ready CPE platform, builds on existing relationships between the PSAPs, and sets the stage for a regionalization approach to sharing resources and technologies. The five PSAP groups are the Pasadena Area RING Project, Butte County, Ventura County, Mendocino County, and Imperial County.

Butte County (7 PSAPs) has converted its first three PSAPs to this hosted solution, with the remaining sites to convert during the first half of 2011. For more information on this site, please see the article titled "First Successful Butte Hosted Solution Cutovers" above.

Pasadena Area (21 PSAPs) "RING" (Regional Integrated Next Generation-ready 9-1-1). Currently, the 9-1-1 CPE vendor is working with the CA 9-1-1 Office and the PSAPs to configure a Next Generation solution that will work for all PSAPs involved.

Ventura County (3 PSAPs) met with the CA 9-1-1 Office in July and expressed interest in establishing a hosted solution. They are in the process of finalizing their 9-1-1 Next Generation-ready equipment provider.

Mendocino County (3 PSAPs) worked with the Altavista Group to develop a Memorandum of Understanding (MOU) for the three PSAPs involved. They are currently in the process of performing a CPE assessment to determine their IP and CPE requirements.

Imperial County (4 PSAPs) has selected their 9-1-1 CPE vendor and have completed an MOU and Letter of Agreement (LOA) for their project. They hope to begin the installation process first quarter of 2011.

New Name for the Office of the Chief Information Officer

By Doug Peck

Governor Arnold Schwarzenegger has signed legislation on September 28, 2010 that renames the State of California, Office of the Chief Information Officer (OCIO) to the California Technology Agency. This important action extends the Agency's functionality all the way to 2015 and codifies the ongoing IT consolidation in the Executive Branch.

In addition to the OCIO's new name, its top leader, the State Chief Information Officer (CIO), will have the new title of Secretary of California Technology – a change that former State CIO, Teri Takai, in early September said will denote that the Agency and its CIO are on equal footing with other state departments.

Emergency Call Tracking System

By Dana Earl

The Emergency Call Tracking System (ECaTS) installation contract has come to a close and 97% of PSAPs have been successfully converted to ECaTS. An installation status report, listing details for each PSAP, can be found on the CA 9-1-1 Office website: <http://www.ocio.ca.gov/PSCD/Services/911/ECATS.htm>.

Additionally, the CA 9-1-1 Office is excited to introduce Tyler Wagner, ECaTS Client Communications Specialist. PSAPs will be interacting with Tyler Wagner as they receive training on the new ECaTS system.



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New 9-1-1 Telephone Systems and Services Request for Proposal (RFP)

By Carolyn Brown

The CA 9-1-1 Office is working with a consulting firm on the development of a new RFP for 9-1-1 telephone systems and services. A Request for Information (RFI) was released to vendors interested in providing 9-1-1 customer premise equipment (CPE) through a master purchase agreement (MPA) to PSAPs on September 14, 2010. The RFI allowed vendors to provide input regarding potential solutions in the current 9-1-1 environment and emergency call taking solutions appropriate for a Next Generation 9-1-1 (NG9-1-1) environment.

The RFI responses have been reviewed and are being considered for inclusion in the RFP. An updated project schedule indicates award of the new contract is expected to be in mid 2011. The new contract will replace the current contract, which expires in September 2011 or upon the award of the new contract.

The intent of the CA 9-1-1 Office in the award of a new 9-1-1 telephone systems MPA is to continue to provide a purchasing vehicle for PSAPs to use when acquiring their 9-1-1 telephone systems and services.

Status on AB 912 Funding for Recruitment and Training

By Carolyn Brown

Assembly Bill 912 (AB 912) allows a one-time payment to PSAPs for the cost necessary to recruit and train additional personnel needed to accept wireless enhanced 9-1-1 calls from within their jurisdictions, routed directly to their call centers.

The CA 9-1-1 Office received thirty-nine AB 912 applications from qualified PSAPs by the August 2, 2010 deadline. Notice of approvals and funding amounts were sent to the PSAP applicants on November 10, 2010.

The CA 9-1-1 Office is working diligently to get the payments processed and anticipates that most PSAPs will have their checks by the end of the year.

Information on AB 912 is available at:

<http://www.ocio.ca.gov/PSCD/Services/911>.