



California 9-1-1 Strategic Plan Released

By Karen Wong



In collaboration with industry stakeholders including the 9-1-1 Advisory Board and the County Coordinator Task Force, I am delighted to announce the release of the 2010 California 9-1-1 Strategic Plan. The 9-1-1 Strategic Plan establishes clear and continuity of purpose as California ventures into the development of a new state-of-the-art 9-1-1 network capable of supporting new and emerging technology.

We are all excited to facilitate and lead the State in its transformation of 9-1-1. We look forward to partnering with all members of the 9-1-1 community to ensure success in the provision of excellent 9-1-1 service to the public.

To view a copy of the California 9-1-1 Strategic Plan please visit http://www.cio.ca.gov/PSCD/911/pdf/911_Strategic_Plan.pdf.

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A Peek into the Future of 9-1-1

By Donna Pena

On July 12, 2010, Intrado, an industry leader in the development and delivery of 9-1-1 telecommunications systems, rolled into Sacramento with their new state-of-the-art mobile briefing and emergency communications center to discuss Next Generation 9-1-1. The venue showcased the impacts of new technology and changing citizen expectation upon 9-1-1 operations. In terms of Next Gen 9-1-1, they discussed telematics, text, events, and live video streaming. Several State of California Public Safety Communications Division employees took the tour.

Here are a few comments from staff:

“Wonderful opportunity to see what it is all about.”

“Impressed with the concept of a fully capable PSAP on wheels.”

“The truck was amazing!”

“GIS and mapping looks awesome.”

“There are a lot of features for Next Gen 9-1-1.”

Intrado “Impressed with the concept of a fully capable PSAP on wheels.”

California's IP-Based 9-1-1 Network Project

By Andy Nielsen

The IP-Based Network or 9-1-1 Grant Project is moving fast and furious to build California's "Next Generation" platform in Northeastern California.

Work is currently underway to add the required services onto the CalNET II contract for both Verizon and AT&T. These services will allow Verizon and AT&T to offer the latitude/longitude call routing and "virtual" PSAP capabilities the 9-1-1 Office is looking for based on the July 2009 Next Gen Request for Information (RFI).

The project is in line with the new State 9-1-1 Office Strategic Plan, the Federal 9-1-1 Grant Act, and provides the foundation for next generation 9-1-1 capability in California.

Phase I of the project will include the seven PSAPs in Butte County, along with Shascom in Shasta County, Tehama County, Trinity County and Redding CHP PSAPs. A proof of concept test to verify the ability to route wireless calls using latitude/longitude information and to provide "virtual" PSAP capability is targeted for December of this year.

A project plan with project milestones and dates will be published in the next newsletter. For more information regarding the project, please contact Andy Nielsen at the State 9-1-1 Office.

"The IP-Based Network or 9-1-1 Grant Project is moving fast and furious to build California's "Next Generation" platform in Northeastern California."

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

By Carolyn Brown

The 9-1-1 Office has contracted with a consulting firm to receive assistance with the development of a new RFP for 9-1-1 telephone systems and services. The resulting contract will offer multiple vendors and a choice of 9-1-1 telephone systems that meet current and next generation specifications.

The current contract was competitively bid and awarded in September 2006 to eight companies. The contract established a Master Purchase Agreement (MPA) with ceiling prices whereby qualified state and local public safety answering points (PSAPs) could purchase 9-1-1 equipment and supporting services from a list of vendors who met detailed specifications and performance criteria at competitively bid prices.

The new contract will replace the current contract, which expires in September 2011 or upon the award of the new contract. We anticipate that the new 9-1-1 telephone systems and services contract will be awarded during the first quarter of 2011.

With the award of a new 9-1-1 telephone systems and services MPA, the 9-1-1 Office intends to continue to provide a comprehensive and efficient purchasing vehicle for PSAPs to use when acquiring their 9-1-1 telephone systems and services.

"We anticipate that the new 9-1-1 telephone systems and services contract will be awarded during the first quarter of 2011."

Policy Upgrades to Support County Coordinators

By Doug Peck

In support of the Office of the Chief Information Officer's (OCIO) initiative to provision Next Generation 9-1-1 services throughout all of California, the California 9-1-1 Emergency Communications Office, in collaboration with the County Coordinator Task Force (CCFT), is revising Chapter XIII of the State of California 9-1-1 Operations Manual. These advancements will improve the section that empowers county coordinators to perform essential services in support of California citizens.

County coordinators are eagerly awaiting this important manual revision with excited anticipation, as the upgrades will significantly empower the CCTF with the foundation and tools necessary to successfully support all of the state's dedicated county coordinator professionals.

Californians will benefit by attaining access to paramount and unparalleled Next Generation 9-1-1 network emergency services supported by the 9-1-1 professionals who perform country coordinator duties.



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Emergency Call Tracking System

By Dana Earl

The development of California's Emergency Call Tracking System (ECaTS) continues to roll-out throughout the State. At this point, approximately 243 PSAPs have been converted to ECaTS. We are currently working in the Alameda, Shasta, Siskiyou and Mendocino Counties. Information on estimated installation dates as well as the list of those PSAPs that have been converted to ECaTS can be found on the 9-1-1 Office website at <http://www.cio.ca.gov/PSCD/Services/911ECATS.htm>.

Update on AB 912 Funding

By Carolyn Brown

The AB 912 funding application submission deadline was August 1, 2010. A review committee, consisting of the 9-1-1 Office and State 9-1-1 Advisory Board members, will evaluate the applications in the next few weeks. Notice of approvals and funding amounts will be sent to the public safety answering points (PSAPs) by October 15, 2010.

The number of applications received was less than anticipated. Many PSAPs, in the current budget crisis, are not able to fund on-going salaries for personnel after the recruitment and training effort and, therefore, were not able to apply for AB 912 funds.

AB 912 allows a one-time payment to PSAPs for the cost necessary to recruit and train additional personnel necessary to accept wireless enhanced 9-1-1 calls from within their jurisdictions routed directly to their call centers. Additional information on AB912 is available at <http://www.cio.ca.gov/PSCD/Services/911>.