



DEPARTMENT OF GENERAL SERVICES
Telecommunications Division

9-1-1 OFFICE MEMO 06-03

June 5, 2006

EXPIRATION: When superseded or rescinded

TO: Public Safety Answering Point (PSAP) Managers

SUBJECT: USE OF AUTOMATIC RE-BID FOR PHASE II WIRELESS CALLS

Automatic re-bid of Automatic Location Identification (ALI) information is responsible for several problems associated with Phase II wireless emergency 9-1-1 call delivery. As a result of these potential problems, the California 9-1-1 Emergency Communications Office (9-1-1 Office) strongly recommends Public Safety Answering Point (PSAP) Managers not configure their customer premise equipment (CPE) to perform automatic ALI re-bids, but instead, allow call-takers to make manual mid-call location updates.

Automatic re-bidding of Phase II wireless ALI on some global positioning system (GPS) equipped wireless phones causes "blinking" of the caller's audio. The loss of audio may last from 6 to 12 seconds. The caller may believe they have lost their connection and hang up, or may miss instructions from the call-taker. The use of automatic re-bids without operator intervention results in repetitive requests that may not be required and unannounced audio loss. A replacement GPS chip to remedy the audio blanking may be available in 18 months.

Mobile Positioning Center (MPC) vendors are concerned about thousands of unnecessary bids overloading the network. Every rebid starts the Positioning Determining Equipment (PDE) to recalculate a new position. Overloaded PDE can delay responses for those bids that are necessary or may cause the data system to fail.

Both the National Emergency Number Association (NENA) and the Emergency Services Interconnection Forum recognize the need for mid-call location updates, but recommend manual intervention. In this fashion, the operator has the ability to choose if a mid-call location update is needed, and has the option to request the location update during a break in the conversation or after announcement to the caller.

If you have any questions regarding the use of automatic wireless Phase II ALI re-bid, or to obtain pre-approval for the reimbursement of costs associated with turning off the automatic re-bid function, you may contact your assigned 9-1-1 Office consultant. Further information also will be posted on the Wireless web page of the 9-1-1 Office web site.

A handwritten signature in blue ink, appearing to read 'Daphne Rhoe'.

DAPHNE RHOE, ENP
Chief, California 9-1-1 Emergency Communications Office

DR:WH:ja

Cc: William Harry, Wireless E9-1-1/GIS Project Coordinator
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