



FIRE CHIEFS ASSOCIATION OF SANTA BARBARA COUNTY

In association with the California Fire Chiefs Association



May 6, 2015

Karen Wong, Assistant Director
Public Safety Communications
601 Sequoia Pacific Boulevard
Sacramento, CA 95811-0231

Re: 9-1-1 WIRELESS COMMUNICATIONS

Dear Ms Wong,

In February, I sent you a letter on behalf of the Santa Barbara County Fire Chiefs Association and the more than 400,000 citizens we serve. We would like to, once again, request your assistance in trying to resolve a concern we have identified relating to wireless 9-1-1 calls and how those calls are directed and routed.

We are becoming increasingly concerned that 9-1-1 calls that originate in our jurisdictions, depending on the cell tower receiving the call, are being routed to the California Highway Patrol rather than the correct PSAP (Public Safety Answering Point) within our jurisdictions. This is causing needless delays in our response. In some cases a call may be handled by one, two, or even three PSAPs prior to the correct dispatch center receiving the call.

We work very hard within each of our departments to ensure we provide the quickest response to emergency calls from our citizens. We find it unacceptable that additional minutes may be added to these responses due to the incorrect routing of cell calls. We need to learn the scope of this problem within Santa Barbara County.

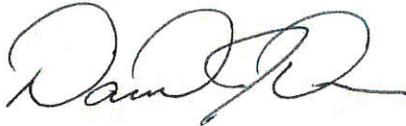
The response to our previous request was not received in the format we requested so we were unable to utilize the data in the manner we needed.

We are therefore requesting the following information:

1. We are requesting ALL data fields of all wireless 9-1-1 calls originating in Santa Barbara County from January 1 through May 31, 2014, and all data for calls transferred into Santa Barbara County from outside PSAPs.

2. We are requesting information for every cellular antenna that receives calls originating in Santa Barbara County, including routing sheets.
3. We are requesting this information in an Excel spreadsheet format or .CSV so that we can search the data.
4. We would like to have the cellular antennas in Santa Barbara County audited and optimized by using the location (XY) of the wireless caller. Please advise us on the process for requesting this service.

We remain committed to obtaining the information that will allow us to analyze this issue in our County. We thank you in advance for your assistance in resolving this issue. If you have any questions, please feel free to contact me at (805) 925-0951, extension 256 or dorr@cityofsantamaria.org.



DANIEL J. ORR
President

c: Senator Hannah Beth Jackson
Assemblymember Das Williams
Assemblymember Freddie Rodriguez