



## ENHANCED 9-1-1 GRANT PROJECT

### Description

California received a \$4.3 million Federal grant from the US Department of Commerce's National Telecommunications and Information Administration (NTIA) and the US Department of Transportation's National Highway Traffic Safety Administration (NHTSA). There is an additional \$4.3 million in State matching funds. The Federal grant is for the implementation and operation of Enhanced 9-1-1 Phase II services or migration to an Internet Protocol (IP)-enabled emergency network.

### Background

An IP-enabled network has been identified by the Federal Government and private organizations, such as the National Emergency Number Association (NENA), as the foundation for Next Generation 9-1-1 (NG9-1-1). IP technology will lay the groundwork necessary for expanded capabilities including advanced call routing, geographically independent call access, transferring, and back-up among and between Public Safety Answering Points (PSAPs). In addition, IP technology will enable the 9-1-1 network to support other new and non-voice technologies such as text message, images, data sets, and video in the future. The California 9-1-1 Emergency Communications Branch has selected Verizon to be the 9-1-1 contractor. Verizon has installed the NG9-1-1 IP enabled Network with location based routing.

### Project Goal

Established an IP network and successfully routed wireless 9-1-1 calls quickly and efficiently to the correct PSAP the first time based on geographic coordinates of latitude and longitude of the caller reducing routing time between PSAPs.

### Proof of Concept

The California Enhanced 9-1-1 Grant Project solution proactively routed wireless 9-1-1 callers based upon their X/Y coordinates. Previously, X/Y location information was delivered to PSAPs. However, routing decisions were not being executed based on the location information. The concept was that there would be a reduction in the number of calls that need to be transferred to the appropriate servicing PSAP for response, thereby saving valuable seconds in the delivery of wireless 9-1-1 calls where routing was based on caller location.

An analysis of project data showed from September 2012 through December 2013, the Enhanced 9-1-1 Grant Project with X/Y routing saved 165 hours on wireless call delivery to PSAPs in the Enhanced 9-1-1 Grant Project footprint, which equates to approximately 13,200 wireless 9-1-1 calls that did not have to be transferred.

