



**DEPARTMENT OF GENERAL SERVICES**  
**Telecommunications Division**

9-1-1 OFFICE MEMO-06-01

January 20, 2006

EXPIRATION: When superseded or rescinded

To: ALL CALIFORNIA COUNTY COORDINATORS  
Subject: DEPLOYMENT OF VoIP IN CALIFORNIA PSAPS

The California 9-1-1 Emergency Communications Office (9-1-1 Office) has been working with Voice Positioning Centers (VPCs) and Local Exchange Carriers (LECs) in California to coordinate a smooth deployment of Voice Over Internet Protocol (VoIP) service in the California 9-1-1 network. This project is referred to as the CA VoIP E9-1-1 Deployment. A valuable partner in the success of this deployment will be the 9-1-1 County Coordinator and we are requesting your assistance in this effort.

The VPCs maintain a comprehensive database of information where electronic maps known as shape files are used to determine the proper routing of a VoIP call. Currently, the VPCs have several shape files existing that are used for public safety answering point (PSAP) Wireless E9-1-1 deployments. However, additional information is needed specifically related to emergency service number (ESN) boundaries for VoIP deployment. Of the 391 primary PSAPs in California, approximately 246 have multiple ESNs and will be the focus of this effort.

There are three VPCs (Intrado, TCS, and HBF) that have indicated they will be providing their database and routing services in California. The 9-1-1 Office will be working closely with the VPCs to prioritize the shape files needed for the primary PSAPs with multiple ESNs so that no one entity is overloaded. Our mission for this project is to get the "most comparable E9-1-1" service and routing based upon wireline ESNs that will allow PSAPs to continue to use selective transfers and ultimately obtain the actual English Language Translations (or Telltales) in the future.

As key participants in this effort, County Coordinators are being asked to obtain existing PSAP shape files from local resources and e-mail them to the three VPCs. If such files do not already exist, the County Coordinator (or their designee) is being asked to work closely with the PSAPs in their jurisdiction and the VPCs to define the appropriate ESN boundaries. This may be as simple as a handwritten ESN boundary marking on a map. Once the VPCs have the initial shape files, the County Coordinator would then update the VPCs with boundary changes when the MSAG is updated. Each VPC will provide a single point of contact for these activities.

The 9-1-1 Office will reimburse County Coordinators, or their designee, for participation in this project. For questions about funding, please contact Carolyn Brown at [carolyn.brown@dgs.ca.gov](mailto:carolyn.brown@dgs.ca.gov) or (916) 657-9183. For additional information on this project, please go to the CA VOIP E9-1-1 Deployment site at <http://www.td.dgs.ca.gov/Services/911/VoIP>. For specific questions on the project, please contact Donna Peña at [donna.pena@dgs.ca.gov](mailto:donna.pena@dgs.ca.gov) or (916) 657-6116.

A handwritten signature in black ink, appearing to read 'Daphne Rhoe', written over a printed name.

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

DR:JD:CB:DP:ja