

GAVIN NEWSOM
GOVERNOR



NANCY WARD
DIRECTOR

January 18, 2023

CA 9-1-1 BRANCH NOTICE 2023-19

Expiration: WHEN SUPERSEDED OR RESCINDED

To: ALL 9-1-1 COUNTY COORDINATORS
ALL PUBLIC SAFETY ANSWERING POINT MANAGERS

Subject: Upgrading ECaTS RDDM Server

To all California PSAPs:

ECaTS is working with Cal OES to upgrade the ECaTS RDDM servers at every PSAP in California. This effort will require minimal participation on your part. ECaTS will ask for the following: delivery confirmation of the shipment of equipment prior to technician arrival, the approval of ECaTS technician dispatch to your PSAP, and access to the server room that the current ECaTS equipment is in.

These upgrades will take place in a phased approach. ECaTS will coordinate with each PSAP closer to the projected date of your upgrade to provide you with any additional information you may need.

There will be minimal disruption in your ECaTS service during this upgrade. We appreciate your time and attention to this effort and hope you utilize your ECaTS reporting system to it's fullest potential. If you have any questions, or concerns, please contact David Taylor at (410) 905-3206 or support at (855) 333-0827.

Sincerely,

DocuSigned by:

Jane Dabrowski

3D472DF8B2004ED...

JANEE DABROWSKI

Supervisor, Advisory and Compliance Unit

California 9-1-1 Emergency Communications Branch



601 SEQUOIA PACIFIC BLVD, SACRAMENTO, CA 95811
(916) 894-5007 TELEPHONE
www.CalOES.ca.gov