



## 9-1-1 OPERATIONS MANUAL CHAPTER VIII, 9-1-1 COUNTY COORDINATOR

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## **GOAL OF THE CA 9-1-1 BRANCH**

The California 9-1-1 Emergency Communications Branch (CA 9-1-1 Branch) administers California's statewide 9-1-1 program, pursuant to Government Code Sections 53100 et seq. The CA 9-1-1 Branch, in concert with all public safety agencies in the state, is dedicated to providing residents and visitors the best emergency services possible. With a population approaching 40 million, the universality of 9-1-1 in California is imperative. That is, the accessibility of 9-1-1 services from every corner of the state, from any communications device, by anyone in California is essential. The goal of the CA 9-1-1 Branch is to enable Public Safety Answering Points (PSAPs) to provide the fastest, most reliable, and cost-effective access to emergency services for any 9-1-1 caller in California.

## **VITAL ROLE OF THE 9-1-1 COUNTY COORDINATOR**

Given the population and geographic dimensions of California, it is imperative that there be an individual in each county designated as the 9-1-1 County Coordinator with the primary role of coordinating the activities identified in this chapter that effectively facilitate accurate 9-1-1 call routing throughout their county. Streamlining an accurate flow of 9-1-1 related information by means of an assigned 9-1-1 County Coordinator performing as one central contact for Emergency Service number (ESN) assignment and 9-1-1 services coordination, results in an impact to each county that may be measured by the fact that, ultimately, lives will be saved as these activities contribute directly to providing fast and reliable access to emergency services for any 9-1-1 caller in each county.

Historically, the 9-1-1 County Coordinator's main focus and principal activities were associated with maintaining information in the Master Street Address Guide (MSAG) designed to provide accurate 9-1-1 call-routing of wireline calls. Emerging technologies (wireless, Voice over Internet Protocol (VoIP) and Text-to-9-1-1 for example) have expanded the scope of these activities to include coordinating efforts with wireline database providers, Wireless Service Providers (WSPs), wireless database providers, Text-to-9-1-1 Service Providers, and various Voice Over Internet Protocol (VoIP) providers on behalf of the county's PSAPs.

The CA 9-1-1 Branch recognizes the essential role of the 9-1-1 County Coordinator in maintaining the integrity of 9-1-1 caller information for accurate 9-1-1 call-routing and performing as a central contact point to PSAPs in their county to coordinate the 9-1-1 related activities as described



in this chapter. For most counties, performance of reimbursable tasks (as defined in this chapter) may be accomplished as a part of their regular job, while various tasks may also be delegated to other individuals. While one person is designated the 9-1-1 County Coordinator, tasks (MSAG, shape file maintenance, wireless system maintenance, etc.) may be performed by other county or contracted individuals as directed by the designated 9-1-1 County Coordinator. Tasks performed by a CA 9-1-1 Branch approved 9-1-1 regional coordinator (for special projects), on behalf of multiple counties, are reimbursable as 9-1-1 County Coordinator duties. The CA 9-1-1 Branch provides reimbursement for these activities as detailed in this Chapter and Chapter III, Funding, of the State of California 9-1-1 Operations Manual.

### **MASTER STREET ADDRESS GUIDE (MSAG)**

The Master Street Address Guide (MSAG) is the information nucleus of the Enhanced 9-1-1 (E9-1-1) system for proper delivery of 9-1-1 calls that contains various database tables that catalog caller information. Currently, there are MSAG database tables for three types of 9-1-1 call delivery, which includes wireline, wireless, and VoIP. These tables store ESN information as provided by the 9-1-1 County Coordinator or their designee. An accurate ESN assignment ensures the proper routing of a 9-1-1 call to the designated emergency agency responder with Automatic Number Identification (ANI) and Automatic Location Identification (ALI) provided to the 9-1-1 call-taker. Currently, there are three types of MSAG database tables with distinctive records for data entry by the 9-1-1 County Coordinator, as follows:

1. A wireline MSAG record contains street names, house number ranges, and communities (postal and local, when different). Each range of house numbers on a street within jurisdictional boundaries is assigned an ESN by the 9-1-1 County Coordinator. Telephone number records contain a service address that is submitted to the MSAG for validation and appropriate ESN assignment. The 9-1-1 County Coordinator interacts directly with the wireline database providers (AT&T and Frontier) to maintain the accuracy of the MSAG.
2. The wireless MSAG record consists of the PSAP name, "wireless" to indicate the type of call, the community name, and the wireless ESN. The 9-1-1 County Coordinator interacts with the CA 9-1-1 Branch, AT&T, Frontier, the California Highway Patrol (CHP), the Wireless Database Providers, and WSPs to develop the information in these tables for initial deployment of wireless calls directly to PSAPs. The 9-1-1 County Coordinator interacts



directly with WSPs and their database representative to maintain the accuracy of the wireless MSAG following initial deployment. (NOTE: In the first stages of statewide wireless deployment, Regional Wireless Coordinators worked on behalf of multiple 9-1-1 County Coordinators performing these activities.)

3. The VoIP MSAG record consists of the PSAP name "VoIP" to indicate the type of call, the community name, and the wireline ESN (designated by the 9-1-1 County Coordinator). The wireline database providers (AT&T and Frontier) are responsible for building the VoIP shell records in the MSAG.

As a result of various conditions in California (active population growth requiring new housing, the evolving business climate, emerging technologies, and the dynamics of rural annexation), regular maintenance is required to maintain an accurate MSAG.

### **SHAPE FILES FOR ESN ASSIGNMENTS**

Shape files are a tool to depict ESN boundaries as an electronic map for a county. Shape files contain polygon shapes of jurisdictions, the PSAP name, and the appropriate ESN information. The 9-1-1 County Coordinator, or their designee, is responsible for confirming the accuracy of ESN assignments as depicted in a shape file. This includes shape file maps utilized for routing Text-to-9-1-1.

### **TWO PRINCIPAL FUNCTIONS OF THE 9-1-1 COUNTY COORDINATOR**

The 9-1-1 County Coordinator and/or their designee(s) is essential to maintaining the integrity of accurate 9-1-1 call-routing throughout their county in two principal functions: coordination of ESN assignments for 9-1-1 call delivery and coordination of 9-1-1 related activities to PSAPs.

#### **Coordination of ESN assignments for 9-1-1 call delivery**

1. The following activities are essential to successful coordination of ESN assignments for 9-1-1 call delivery (wireline, wireless, VoIP, Text-to-9-1-1, and other emerging technologies that impact 9-1-1 call delivery) to PSAPs in their county and are reimbursable by the CA 9-1-1 Branch as outlined in this Chapter and according to the funding policies and procedures outlined in Chapter III, Funding:
  - a. perform as a central point of contact for the 9-1-1 database providers and the PSAPs within the county on issues related to



- accurate call-routing and jurisdictional boundaries;
- b.** receive new plans from local addressing authorities for ESN assignment and make appropriate changes in the MSAG, as necessary;
- c.** prepare the ESN assignment for the jurisdictions within the county, as needed;
- d.** distribute ESN assignments to the PSAPs in the county;
- e.** arbitrate and resolve ESN boundary assignment problems between PSAPs and counties;
- f.** coordinate shapefile review, discrepancy resolution, and approval, including CHP as applicable, and submit to appropriate parties and the CA 9-1-1 Branch;
- g.** assign default ESN assignments on 9-1-1 trunk groups for database providers;
- h.** make and distribute copies of the MSAG, if needed, to each PSAP for possible discrepancy review and correction;
- i.** collect misroute and ALI discrepancy change forms from the PSAPs, forward them to the 9-1-1 database providers, and monitor reconciliation effort with database providers;
- j.** review the MSAG change documents for accuracy;
- k.** forward MSAG change forms received from the PSAPs to the MSAG maintenance unit of the database providers within two working days of receipt;
- l.** interface with the appropriate database providers for ongoing MSAG and shape file updates, inserts, changes, deletions and trouble reports involving misrouted calls in a timely manner; and,
- m.** perform an annual review of wireless sector routing within the county.

### **Coordination of 9-1-1 related activities to PSAPs**

- 2.** Participate in 9-1-1 related special projects (i.e., process development and implementation, new technology testing, PSAP polling, training, etc.) where reimbursement may be considered on a case-by-case basis (CA 9-1-1 Branch pre-approval required for reimbursement). The following activities are essential to successful coordination of 9-1-1 related activities to PSAPs (wireline, wireless, VoIP, Text-to-9-1-1, and other emerging technologies that impact 9-1-1 call delivery) in each county and are reimbursable by the CA 9-1-1 Branch as outlined in this Chapter and according to the funding policies and procedures outlined in Chapter III, Funding:
  - a.** confirm accurate PSAP address information for email and US Postal Service mail in the county and report this information to the CA 9-



1-1 Branch, as requested;

- b.** notify CA 9-1-1 Branch of new PSAP Manager assignments with their contact information;
- c.** maintain an up-to-date PSAP email distribution list for the county;
- d.** forward CA 9-1-1 Branch announcements, memos, letters via email to county PSAPs, when requested;
- e.** process TD-280s for 9-1-1 network. Current forms can be found on the CA 9-1-1 Branch website at:

<http://www.caloes.ca.gov/cal-oes-divisions/public-safety-communications/ca-9-1-1-emergency-communications-branch/ca-9-1-1-forms>

- TD-280A for CLEC services
- TD-280W for wireless services;
- f.** perform as a coordinator between PSAPs, carriers, service providers, and the CA 9-1-1 Branch for 9-1-1 related activities pre-approved by the CA 9-1-1 Branch (for example: process development and implementation, new technology testing, PSAP polling, training);
- g.** perform as a coordinator of escalation and follow-up wireline, wireless, and VoIP misroutes, ALI discrepancies, and correction to customer information;
- h.** attend 9-1-1 related meetings (CA 9-1-1 Branch pre-approval required for reimbursement);
- i.** attend CALNENA quarterly meetings and annual conference;
- j.** cell sector mapping;
- k.** coordinate wireless maintenance testing;
- l.** facilitate FCC registration for Text-to-9-1-1 deployment;
- m.** coordinate training and testing for county Text-to-9-1-1 deployment; and,
- n.** conduct 9-1-1 related countywide meetings at least twice a year that are attended by PSAP representatives to discuss various 9-1-1 related topics (CA 9-1-1 Branch pre-approval require for reimbursement). The CA 9-1-1 Branch may pre-approve the 9-1-1 County Coordinator's set up of conference bridge services to accommodate the busy schedules of participants that cannot justify the time away from their regular duties for travel, but recognize the benefits of participating in these countywide meetings.



### **9-1-1 COUNTY COORDINATOR INTERACTION**

To effectively perform the tasks identified in this Chapter, the 9-1-1 County Coordinator is encouraged to interact routinely with fellow 9-1-1 County Coordinators. In addition, County Coordinators may interact with the following entities (in alphabetic order):

- CA 9-1-1 Branch
- Competitive Local Exchange Carriers (CLECs)-see Chapter IX, Competitive Local Exchange Carriers
- Database providers for 9-1-1 wireline services (AT&T and/or Frontier)
- Database providers for 9-1-1 wireless service (West [Intrado] and Comtech [TCS])
- Emergency Services Gateway (ESGW) providers
- Federal Communications Commission (FCC)
- Incumbent Local Exchange Carriers (ILECs)
- Local county addressing authorities
- National Emergency Number Association (NENA)/ CALNENA (California Chapter)
- Public Safety Answering Points (PSAPs)
- VoIP Positioning Centers (VPCs) that maintain VoIP databases (West [Intrado], Comtech [TCS], Bandwidth [VIXXI], and T-Mobile)
- Text-to-9-1-1 Service Providers
- Wireless Service Providers (WSPs)

### **9-1-1 COUNTY COORDINATOR TRAINING**

Training for the 9-1-1 County Coordinator is provided by various stakeholders, including the E9-1-1 database providers, the CA 9-1-1 Branch and experienced 9-1-1 County Coordinators.

The database providers for wireline services have a process by which changes are made to the MSAG and will train a 9-1-1 County Coordinator, as needed. The CA 9-1-1 Branch is available to provide assistance with reimbursement policies and procedures. Peer-to-peer 9-1-1 County Coordinator training is highly recommended as it has proven most effective in providing new

9-1-1 County Coordinators with a well-rounded understanding of the tasks involved in performing 9-1-1 County Coordinator related activities.

In a collaborative effort, these various entities (experienced 9-1-1 County Coordinators, database providers, and the CA 9-1-1 Branch) have collected information useful to a new 9-1-1 County Coordinator as well as seasoned



Coordinators and have agreed to coordinate training to individual 9-1-1 County Coordinators or groups. The information collected from the participating entities (mentioned above) is designed to be a desk tool for the 9-1-1 County Coordinator. The desk tool and training is provided to the 9-1-1 County Coordinators, upon request to the CA 9-1-1 Branch. The desk tool or "County Coordinator Manual" can also be found on the website for California County Coordinators under the Resources tab:

<http://www.countycoordinators.com>

### **9-1-1 COUNTY COORDINATOR REIMBURSEMENT**

It is the policy of the CA 9-1-1 Branch to reimburse 9-1-1 County Coordinators for documented costs directly associated with activities identified in this Chapter and according to the funding policies and procedures as outlined in Chapter III, Funding. Chapter III is included on the CA 9-1-1 Branch website and may be viewed or download as follows:

<http://www.caloes.ca.gov/cal-oes-divisions/public-safety-communications/ca-9-1-1-emergency-communications-branch/ca-9-1-1-operations-manual>

The newest revision (7/2014) of the Reimbursement Claim form, TDe-290 and Reimbursement Claim Support Document, TDe-290A, should be used.

<http://www.caloes.ca.gov/cal-oes-divisions/public-safety-communications/ca-9-1-1-emergency-communications-branch/ca-9-1-1-forms>