Assessing the PSAP

Norm Forshee

St. Clair County 9-1-1 Coordinator

St. Clair County, Illinois

FCC Requirements

- You must request Phase I & II
- You must be able to fund your expenses
- You do not need to fund the wireless carriers expenditures
- You may have a say in the technology used to deliver the calls

State or Local Level Requirements

- Do local or State regulations exist?
  - Do they designate responsibility for wireless decision?
  - Do they establish formal procedure for authorization?
  - Do they establish standards of operations?
- Does your PSAP qualify?

Who is Responsible for the Decision to Implement

- Who has authority to request Phase I & II ?
  - Is the PSAP autonomous?
  - Is there a State Board involved?
- Who is responsible for the implementation ?
  - Is there a PSAP oversight authority?

Funding Issues

- The need for funding is determined by:
  - Current operational status and capabilities of the PSAP
    - Is PSAP receiving wireless 9-1-1 calls directly at this time?
    - Is PSAP receiving transferred wireless calls?
  - Additional equipment, network, personnel needs
  - Choice of technology used to deliver the calls
  - Present level of funding

Staffing Issues

- Estimates of population using wireless devices average between 35 and 40 percent

- PSAP experience indicates between 30 and 50 percent of 9-1-1 calls are wireless

- Some wireless PSAPs indicate 40 percent erroneous call rate

- Phase I will have a positive impact on congestion control and erroneous calls

Network Availability & Configuration

- Will your current 9-1-1 network accept the additional workload?

  - You may not need additional network

- How many connections will be between the wireless carriers switch and the router ?

  - Form of congestion control

  - Remember overflow and alternate routing

- Will your CPE support additional connections if necessary?

Wireless Database Design

- Determine impact of changes on current operations
  - Will your CPE support the changes?
  - Impact on CAD, Records Management System, Mapping ?
  - Impact on Personnel
- Be consistent, at least for your PSAP or System

CPE Status

- Will your CPE need upgrading?
  - Can it be modified or enhanced ?
  - What technology choices is it compatible with?
  - How does it fit future enhancements to 9-1-1 such as VOIP ?
- Do you have enough positions to handle additional call load?

Peripheral Equipment

- How will you locate Phase I and Phase II calls?
  - Don't buy throw away technology
  - Various options are available
- Will you need CAD anymore than you currently need it ?
- Will you need increased Records Management capabilities ?
- Interfaces-Interfaces-Interfaces

Administrative Needs

- Don't forget:
  - Administrative and project management time
    - Meetings - Conference Calls
  - Database maintenance
    - New sites - modifications to existing sites
  - Procedure development
    - Call backs, trouble reporting, etc.
  - Trouble resolution
    - Who is responsible for what?

Summary

- Remember it is all about public safety !
- What is your obligation to those you serve?
- Technology choices can increase or decrease immediate cost and/or change
- It is your system - You have a say
- There is help available:
  - NENA - FCC - State and Local Authorities