

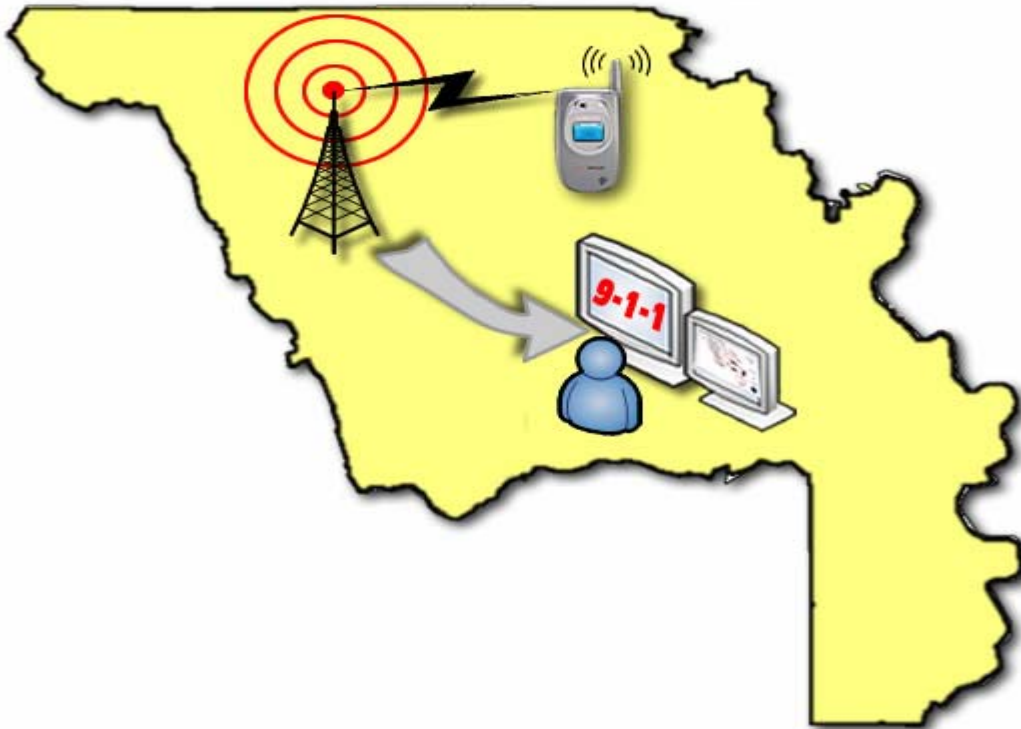


Public Service Announcement

YOLO COUNTY & CHP MOVE TO IMPLEMENT WIRELESS TECHNOLOGY FOR E9-1-1 SERVICES

It is important for public safety providers and the general public to identify the benefits and current limitations of technology as it relates to Wireless 9-1-1 calls. In order to educate and better serve the public, it is the intent of this Public Service Announcement (PSA) that we begin this process within the Sacramento Region (Yolo County & California Highway Patrol (CHP)) with regards to cellular technology and emergency 9-1-1 calls for service.

Cellular 9-1-1





YOLO COUNTY WIRELESS 9-1-1 LOCATION SERVICE

Background

Yolo County Communications Emergency Services Agency (YCCESA) is a consolidated Public Safety Answering Point (PSAP). YCCESA is the primary Yolo County PSAP and provides Emergency 9-1-1 and non-emergency dispatch services in a centralized operation for Yolo County Sheriffs' Office, Woodland Police, West Sacramento Police, Winters Police and Fire/Emergency Medical Services (EMS) for the majority of Yolo County residents.

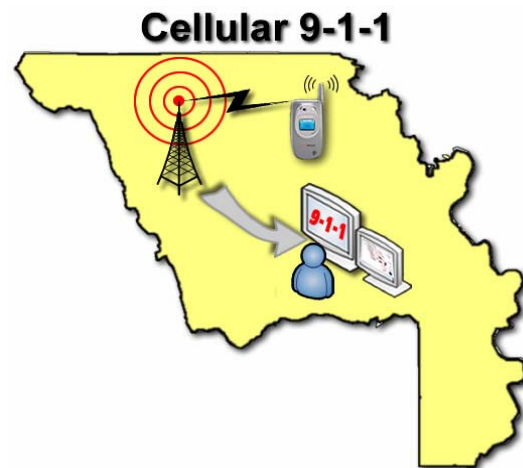
Wireless 9-1-1 Calls in California

When our Enhanced 9-1-1 (E9-1-1) system was implemented in the mid 1980's, few wireless phones were in use. By the late 1980's, these phones were becoming more popular. At that time, the decision was made to allow the wireless phones to call 9-1-1. Because most of the phones were mounted in vehicles, wireless 9-1-1 calls throughout the State of California were routed to the California Highway Patrol's (CHP) 9-1-1 PSAPs located in various regions throughout the state. The

CHP received all cellular calls and transferred the calls to the local PSAPs depending on the nature and location of the incident.

Where Does Your Cellular Phone 9-1-1 Call Go?

Today the State E9-1-1 Office, CHP and local PSAPs have worked with the wireless phone carriers to develop a system to



route wireless 9-1-1 calls by the cell site receiving and transmitting the signal. Calls from sites that are aimed at State patrolled highways and roadways will still be routed to the CHP. In Yolo County, calls from sites aimed within the YCCESA PSAP jurisdiction that do not include State highways and roadways will be routed to YCCESA to dispatch the local first responders (law



enforcement, fire, emergency medical). This wireless call routing has worked very effectively and is being implemented State-wide on a PSAP by PSAP basis.

Wireless 9-1-1 and Enhanced Wireless 9-1-1 Technology

There are two types of wireless 9-1-1 calls. In the industry they are referred to as “Phase I and Phase II” wireless 9-1-1.

A Phase I wireless call, when answered by a PSAP, will display the caller’s cell phone number and the address of the cell site transmitting the signal to the dispatcher answering the call.

In a Phase II call, technology has been implemented to determine the location of the 9-1-1 caller, and to display the location on a map at the 9-1-1 center. There are different technologies being utilized by WSP’s to provide the location information. Some wireless carriers have implemented a solution, where special equipment has been added to their network to triangulate the location of the caller. Other carriers have implemented a system that uses Global Positioning System (GPS) chips in the wireless phones, utilizing

satellite triangulation to determine location (within 50 meters 67% of the time and within 150 meters 95% of the time).

To determine if your phone is equipped with a GPS chip, you can contact your wireless service provider or the store where you purchased the phone. Wireless phone users should contact their wireless carrier to determine which system their carrier uses to “route” 9-1-1 calls for service.

Current Status of Wireless 9-1-1 Calls in Yolo County

Over the past year, the CHP, State 9-1-1 Office, local PSAPs and WSPs have implemented Wireless E9-1-1 (WE9-1-1) in parts of Southern California and the Bay Area.

In October 2004, YCCESA was the first PSAP in the Sacramento Region to begin direct answering of Phase I and Phase II WE9-1-1 calls. The first WSP was Verizon Wireless, which has two cell sites in West Sacramento that met the criteria for direct routing to the local PSAP. Recently Metro PCS began routing WE9-1-1 calls from one cell site representing three sectors in the city of Woodland.

With the recent merger of AT&T Wireless® and Cingular®/ there are



eight wireless carriers who offer service in Yolo County. Those carriers are Verizon Wireless®, Cingular®, Metro PCS®, Mountain Cellular®, SureWest®, Sprint PCS®, T-Mobile® and Nextel®. To date, YCCESA has cutover with two WSP's - Verizon Wireless® and Metro PCS®. The remaining six WSP's are working to implement WE9-1-1 service later this year and into 2006.

Non-Emergency and Accidental 9-1-1 Wireless Calls

What Can You Do To Help?

You should only call 9-1-1 when you need an "emergency response" from police, fire or emergency medical personnel. If general information or non-emergency assistance is needed, the non-emergency telephone numbers of the police and fire departments or other government services should be called. Non-emergency telephone numbers for police and fire departments are printed on the front page of the local white pages.

It is common on vehicle accidents to receive 15 to 20 wireless 9-1-1 calls per accident. If you see an accident and emergency vehicles are already

on the scene, there is no need to call 9-1-1.

It is important to remember that when you call 9-1-1 from your wireless phone, the 9-1-1 center may not know where you are calling from. You must be able to give them your location before assistance can be provided. Stay calm and answer all questions. Do not hang up until you are told to do so. If you are disconnected, call back. The 9-1-1 center may not have your wireless phone number, so they may not be able to call you back.

Accidental Dialing of 9-1-1 on Wireless Phones

There has been a recent focus to educate the public on the problem of wireless phones accidentally calling 9-1-1 when the cellular phone itself is bumped or sat on. About 30 percent of wireless 9-1-1 calls are caused by accidental dialing of a wireless phone. Users can help to prevent accidental 9-1-1 dialing by following the steps below:

- LOCK your keypad when the phone is not in use
- TURN OFF the 9-1-1 auto-dial feature if your phone came with this feature activated
- DO NOT program 9-1-1 into your speed dial; 9-1-1 services are already accessible by dialing three



Yolo County Communications Emergency Service Agency



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digits. It is much more difficult to accidentally dial three digits in the proper sequence than to simply bump one button

- DO NOT give old phones to children as toys. Phones with no service can still dial 9-1-1
- For emergencies call 9-1-1. For non-emergencies call your local police or fire department.

For more information regarding the E9-1-1 Program, contact our main office at (530) 666-8900.