



CPUC Public Agenda 3317
Thursday, July 11, 2013, 9:30 a.m.
San Francisco, CA



Commissioners:
Michael R. Peevey
Michel Peter Florio
Catherine J.K. Sandoval
Mark J. Ferron
Carla J. Peterman

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Regular Agenda – Communication Orders

Item #31 [12166] Extends Critical Emergency Access Protections of Enhanced 9-1-1 Provisioning to Business Customers and Multi-Line Telephone System Users in California

R.10-04-011 - Order Instituting Rulemaking to Improve Public Safety by Determining Methods for Implementing Enhanced 9-1-1 Services for Business Customers and for Multi-line Telephone System Users.
Ratesetting Comr. Peevey/ALJ Kim

PROPOSED OUTCOME:

- Resolves the rulemaking proceeding by directing:
- The regulated utilities and the Commission's Communications Division to distribute a customer advisory brochure developed through the proceeding to the utilities' customers and to work together to raise awareness of the critical emergency access protections of enhanced 9-1-1 (E 9-1-1) provisioning to business customers and multi-line telephone system users in California.
- The Commission's Communication Division and Office of Governmental Affairs to support efforts to adopt or otherwise introduce an effective legislative solution to the E9-1-1 public safety concern by presenting the record developed during this proceeding.
- Closes the proceeding.

SAFETY CONSIDERATIONS:

- Enhances public safety by improving access to and understanding of E911 services for business and multi-line telephone system users. The decision directs actions that should reduce emergency personnel response time and minimize the length of time first responders are exposed to dangerous conditions.

ESTIMATED COST:

- No Fiscal Impact.



Enhanced 9-1-1 Logo

- Uniform statewide logo for web and print
- Neutral, brand-free
- Service providers display on their websites with direct link to the MLTS customer advisory information on the Commission's CalPhoneInfo website.



R.10-04-011 JLG/tcg

Reduce Your Risk Profile

Failure to provide station location on 9-1-1 calls from your PBX phone system poses a major risk to your employees, customers and/or students.

In some instances, a PBX system is located at an administrative location (such as a school district office or company headquarters) with extensions running to many remote locations that are miles away. The emergency 9-1-1 operator must be able to identify the physical location for all phone stations on the PBX system that can be used to dial 9-1-1.

This means that, if you have not taken steps to provide accurate location information for your PBX phone system in California's 9-1-1 database, the 9-1-1 operator may send emergency response personnel to the location where the main PBX system is located rather than to the location from where the 9-1-1 call was placed.

It is your responsibility to input and maintain the 9-1-1 phone station information. Unless you take steps to provide and update accurate number and location data in the master 9-1-1 database, the location information provided to the 9-1-1 operator may not be the location from which the call is actually placed.

Save Lives and Protect Property

Where to get more information on PBX 9-1-1 risks and solutions:

- Contact Your PBX vendor or access PBX user manuals available on-line.
- Contact your telephone service provider about subscribing to PS/ALI service or other options.
- Visit the California Public Utilities Commission website for links to information resources, 9-1-1 solutions and solution providers.



Sponsored by the California Public Utilities Commission with assistance from telephone companies and local public safety agencies.

www.calphoneinfo.com

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PBX 9-1-1 Advisory

Will your PBX delay emergency help to your school or business?



In an emergency seconds count!

California Public Utilities Commission
2011

What's the Problem? Where's the 9-1-1 caller?

If you use a Private Branch Exchange (PBX) telephone system, the 9-1-1 dispatcher may see only the corporate address, not the location information of the emergency. If 9-1-1 receives an address of a multi-story building, but does not receive the floor and room location, precious minutes may be lost in attempting to find the 9-1-1 caller.

Avoid these problems reported by California's 9-1-1 dispatchers with calls from PBX phone systems:

- The call was sent to the wrong 9-1-1 agency.
- Police, fire and paramedics were sent to the wrong location miles from the actual emergency.
- Building security were not aware of the 9-1-1 call and could not assist first responders.
- When 9-1-1 called back to verify the location, it reached a phone tree for the main switchboard and not the caller.
- No testing of 9-1-1 call routing was performed when the telephone system was converted to the new VOIP system.

These problems resulted in delayed emergency response, misallocation of limited public safety resources and considerable disruption of school and business operations.

What are my options for 9-1-1 Service?

California's 9-1-1 network offers the PBX owner/lessee the option to provide phone station location information such as room number or floor in the 9-1-1 database used by 9-1-1 dispatchers. This feature is invaluable when the caller is excited, confused or unable to give the 9-1-1 operator complete information. Accurate PBX phone station number and location will route the call to the correct 9-1-1 agency and prevent delays in dispatching to the correct address and caller's actual location.

There are a multitude of affordable options available for providing 9-1-1 dispatchers with accurate location information. These include purchasing PBX upgrades, subscribing to services like PS/ALI (Private Switch Automatic Location Identification), upgrading to a hosted VoIP or Centrex system, or working with third party 9-1-1 vendors on a customized solution. Newer PBXs also have built-in options to send a separate notification to building security.



What About A Plan?

Understand your phone system's limitations and plan for them. Work with your equipment vendor and local telephone service provider, and educate your staff and students about your phone system's capabilities.

Your plan should be simple yet workable and to be successful should address the following:

1. Identify the location of each phone handset throughout your company's or school district's locations.
2. Document what to do in an emergency. Each emergency may warrant a different response.
3. Develop the plan with the support of your communications administrator and telephone service provider.
4. Include the notification of building security so they can assist first responders.
5. Test the plan to ensure that calls are routed to the correct 9-1-1 dispatcher. Your equipment vendor or installer should contact your local 9-1-1 County Coordinator* with a list of stations and addresses to be tested. Should arranged testing fail, additional testing will be re-scheduled as needed.
6. Test and update the plan routinely.

*The list of 9-1-1 county coordinators is available at <http://www.cio.ca.gov/PSCO/Directory/default.htm>