

## **Questions and Answers from PSAP Update Meetings**

May 21, 2014 and May 22, 2014

- 1) Will the State help pay for any changes within our PSAP to get ready for NG 911?
  - a) No, the PSAP is responsible for the costs.
  
- 2) How much did the NG 911 system cost?
  - a) The cost for the system and first year maintenance is \$13.2 million dollars.
  
- 3) Will all of the workstations that we currently have be replaced with new ones?
  - a) Yes, the State has purchased 364 workstations to provide for what is currently installed now and satisfy pending requests for additional positions, for those PSAPs who could not get them due to lack of available equipment.
  
- 4) Are headsets the only option?
  - a) This is a headset solution but AT&T is investigating what handsets might be compatible and supported by AT&T.
  
- 5) Can I use a network printer?
  - a) For security reasons, only the printer provided to each PSAP with the system can be used.
  
- 6) Can we use our own printer?
  - a) No.
  
- 7) Can we deliver supplemental location information for people who may be registered into “add-on” call registry databases (such as “Smart911”) using the system?
  - a) Not at this time, it may be something that would be allowed in the future.
  
- 8) When can we expect to get information on IP interfaces with our CAD system?

- a) When the system is first deployed, the existing serial CAD interface will be provided. Once the system is completely installed and accepted, we will consider adding additional interfaces.
- 9) If IP integration with CAD and other options become available as mentioned above will this be done without additional costs to the PSAP?
- a) If an option is in the contract and part of the NG 911 system it will be DSET cost, if it is a special request on behalf of a PSAP it will be the PSAP's financial responsibility.
- 10) Where and when will training be held?
- a) The training program is still under development. However, our plan is to provide training immediately prior to each PSAP's cutover. AT&T is building a new training lab at Science Park in New Haven to house the classes.
- 11) Is there a "train the trainer" option?
- a) That has not been developed. DSET is considering all options related to training. DSET and AT&T recognize that there are a number of part-time employees who will need to be trained and are doing everything possible to accommodate these needs.
- 12) Can call information be exported?
- a) At the present time, there is no solution for an external IP connection. You will be able to view the information (ANI/ALI records, call data), and print a report on the provided laser printer, but you cannot connect externally or via an open USB port.
- 13) Will the system allow for the call information to be emailed to a first responder?
- a) That capability hasn't been developed yet; it may be something that can be accomplished in the future.
- 14) Will Language Line service continue?
- a) Language Line service will continue as it does today.

- 15) Can a supervisor review or monitor calls in a separate area, not in the dispatch center?
  - a) Not at the time of deployment, but it may be available in the future.
  
- 16) Do we still have to submit quarterly call reports to DSET?
  - a) The system will provide the capability for DSET to access those reports directly.
  
- 17) When calls are transferred in the new system, or between the new and old system, will anything change?
  - a) Transfers of calls are handled the same way they are now, whether it is between NG911 PSAPs, or PSAPs that haven't been converted yet.
  
- 18) How does a text call show up on the screen?
  - a) The system presents a text-to-911 call much the same as it presents a voice call, with a text box similar to TDD.
  
- 19) Where and how is the data for text messages stored?
  - a) It is archived just as other call types are and integrated into MIS system. It is stored at the Call Handling Host location.
  
- 20) Does a text message come over a trunk?
  - a) No, it comes through the Call Handling Host via a "virtual trunk."
  
- 21) Can the system track/identify IP addresses (regarding text-to-911)?
  - a) The system will deliver the telephone number of the phone that is texting to 911.
  
- 22) Will you advertise the need for use of "plain language" when texting becomes available (no LOL, etc).
  - a) Yes, that will be included in our messages to the public.
  
- 23) Will the mapping have updated satellite images?
  - a) We will provide the most recent ortho-photography maps that we have.

- 24) What will happen with our contact lists?
- a) This information will be gathered from each of the PSAPs at site visits and will be exported into the new database so that the PSAP will not be required to re-input the data.
- 25) What will happen to any additional information like auxiliary data?
- a) It will be pre-loaded, similar to the contacts information.
- 26) Does the backup PSAP know they are receiving a call from another PSAP?
- a) Yes, the information will show up in a queue from another PSAP and be identified as such.
- 27) Are the monitors touch screen?
- a) The deployment does not include touch screen monitors.
- 28) Can the ANI and ALI information be sent to the recorder?
- a) ANI/ALI information will continue to be sent to the CAD serial interface, as is done today. While we are working with AT&T to create an IP connection for logging recorders, the contents of that data stream have not been decided and so we cannot answer the question at this time.
- 29) Does the system have a “break into call” feature that would allow a supervisor to monitor a call?
- a) Yes.
- 30) How many people can “break into” a call?
- a) You can add any number of persons onto a call.
- 31) If a supervisor is monitoring a call will the telecommunicator know that the call is being monitored?

- a) The supervisor can monitor in normal mode, where the call-taker will be aware that the supervisor has joined the call. The supervisor can also monitor the call and the call-taker will not be aware that the supervisor is listening to the call.
- 32) Will broadcast messages show up at all logged in users' workstations?
- a) Broadcast messages can be targeted to specific groups and only those persons selected to receive the broadcast message will receive it.
- 33) How many people can you conference into a call?
- a) There is no practical limitation to the number of connections to the call.
- 34) Do the "Park" and "Hold" features work with administrative lines?
- a) Yes.
- 35) Do the calls ring at each position?
- a) In a traditional, "square" setup, all calls will ring at each position.
- 36) How do administrative calls show up on the screen? Can they be transferred?
- a) Administrative calls will show up as they do today and can be transferred.
- 37) Can you save your user specific settings?
- a) Settings that Telecommunicators are allowed to change will be saved with their login.
- 38) Is there a way to mark a particular call so that you can search for it at a later time?
- a) Yes.
- 39) Is there a way to match call recordings to calls within reports?
- a) No. The state is not deploying a centralized logging system.
- 40) Do PSAPs have access to call recordings?
- a) Yes.

41) Does the system allow the supervisor to see that someone is “busied out?”

a) Yes.

42) How much administrative control do PSAPs have with the features?

The system has numerous features and options, which the PSAP can modify. This will be explained in training.

43) How is the time synchronized?

a) The time synchronization occurs at the network clocks at the Call Handling Hosts.

44) How will ALI discrepancies be handled?

ALI discrepancies will be entered at the PSAP, on the NG911 system.

45) If a PSAP does a “Reverse ALI”, are they required to enter the justification at that time or can they do it later?

a) The system requires that the information be entered at the time of the call.

46) Is the instant recall recording global or per position?

a) Recall recording is global, so that a supervisor can listen to the call at a different position than the one which initially answered the call.

47) How can call records be retrieved?

a) You can retrieve the data from the historical call list.

48) Can I use a workstation without logging in?

a) No.

49) Will the State consider generic logins?

a) No.

50) Can you login at another PSAP?

a) Yes.

51) Can one person log into more than one position?

a) The State will not permit one person to login to multiple workstations at the same time.

52) If our PSAP goes down completely is there an option to “rollover” to somewhere within our town/city?

a) No. The current policy regarding reroutes will remain in place. Your calls will be re-routed to the first, second or third choices you have designated.

53) Will Frontier maintain the Legacy system as a backup?

a) Frontier will maintain the legacy 911 system until final system acceptance of NG911 occurs.

54) What plans are in place for disaster recovery?

a) Redundancy is designed into both the Public Safety Data Network and the NG911 system. We are also investigating additional disaster recovery options for the network.

55) Do you know when the state will decide on a backup solution?

a) We are investigating the need and the options for additional disaster recovery technologies. The date for a decision has not been determined.

56) How will the system handle data storage (photos, etc.)?

a) When photos and other types of data are delivered by the carriers to NG911, our system will store that data as it does for voice calls.