



CALIFORNIA STATE UNIVERSITY, FULLERTON

Division of Administration

University Police

800 N State College Blvd, Fullerton, CA 92831 / T 657-278-2515 / F 657-278-2016



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My name is Brian Barnes and I have been a police dispatcher for the past 8 years. I have worked for three different California State University Police Departments and currently hold the position of Lead Dispatcher at Cal State Fullerton. I am also Vice President of the Southern California Dispatchers Association with a membership comprised of Communication Supervisors and Managers.

My first comments are on MLTS from the perspective of the University Police. CSU Police Departments are a full public safety answering point (PSAP), answering 911 calls from all campus buildings. Each campus utilizes a PBX to receive and send phone calls, however each campus deals with 911 differently.

Currently at Cal State Fullerton every phone number on campus is a direct inward dialing (DID) phone line. This means each phone extension on the campus has a unique phone number and automatic location identification (ALI). When someone on campus dials 911 from a landline phone, the call goes from the campus PBX, out to AT&T and is routed to our PSAP through 911 CAMA trunks. We receive the unique phone number and location information for the caller. CSU Fullerton Telephone Services updates the 911 database anytime a phone location is moved via AT&T PS ALI to ensure the ALI information is always correct. Prior to 2009 the campus had a mix of DID and non-DID phone lines. Every office phone was DID however any hallway, telephone closet or phone not associated with a person or room was non-DID. Anytime someone dialed 911 from a non-DID phone, the call went from the campus PBX, out to AT&T and was routed to our PSAP through 911 CAMA trunks with the main campus phone number and generic address. The University Police utilized third party software, Telident, which connected to the PBX to show us the correct phone number and location of the 911 call. We ignored the information from the 911 screen and used the third party software information. The information on the third party system was updated by CSU Fullerton Telephone Services. We were lucky enough to work with our Telephone Services Department to find a solution for the non-DID phone extensions. Fortunately now, we are all DID and do not have to worry about that anymore.

Cal State Long Beach handles their 911 calls differently. When someone on campus dials 911 from a landline phone, the call goes from the campus PBX straight to the University Police Department. The phone call never goes out to the Verizon 911 network because they have a mixture of DID and non-DID phone lines. When the call is received by the Police Department, their 911 system does a local data dip to determine the location of the caller. That location information is updated by their Telephone Services Department when changes are made. Their University Police Department worked with Telephone Services and their 911 phone system to come up with this solution. If the calls were to go out to the Verizon 911 network, they would return to the police department with the campus' main number and general location information.

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Cal Poly Pomona is a hybrid of sorts. When someone on campus dials 911 from a landline phone, the call goes from the campus PBX straight to the University Police Department. The phone call never goes out to the Verizon 911 network because they have a mixture of DID and non-DID phone lines just like Cal State Long Beach. However when someone dials 8 for an outside line, then dials 911, the call is routed to the Verizon 911 network and return to the police department with the campus' main number and general location information. At that point the dispatcher has to query the caller for their correct location.

Given the uniqueness of our jurisdiction and ability to work with telephone services, most campuses have been able to find a solution to ensure the correct phone number and location information is delivered to the PSAP. We work hand in hand with our campus telephone services staff to ensure that information is updated, correct and delivered to the PSAP for every 911 call. For a municipal or county PSAP with multiple or even hundreds of PBXs with non-DID phone lines in their jurisdiction, it almost seems impossible for them to work closely with each PBX owner to ensure the proper location information is relayed to the PSAP. Even if a PSAP had five non-DID PBXs with a third party solution installed at the PSAP, much like we had at Cal State Fullerton prior to 2009, it would be additional software and hardware for the PSAP to monitor. There is a clear need to deliver the correct location information to a PSAP for each 911 call made from a non-DID PBX while utilizing the current 911 network.

Now I'd like to share a few short comments from members of our dispatch association and how MLTS has affected their PSAP.

"For us, the concern is mainly about the "what if" scenarios of an incident, such as an active shooter in one of the schools or hospitals. Currently, the ALI will show the primary address of the location although the problem can be on the other side of the premises.

There are lots of little stories such as the open 9-1-1 line from a school or hospital that cannot be located or the little old lady who thinks she has been kidnapped (but is really an alzheimer's patient) who cannot tell us her name, let alone what hospital room she is in." – Fountain Valley Police Department

"We have Hope University which uses MLTS. We constantly get 911 hangs from the campus that are routed through one main pbx. So the Ani/AlI just shows the main number and the main address. But we don't know what room or where on campus the call originated from.

St Jude Medical Center also uses MLTS. A lot of their lines are routed through a main PBX. We've had calls that show up as 101 E Valencia Mesa Dr, but really the caller and emergency is

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based at a completely different building within the St Jude Medical Group.

Some hotels within our city also use MLTS. Last week we received hang ups from Plaza Park hotel, and both only displayed the main ani/ali pbx line. When calling back, the hotel was unable to immediately tell us what room the call originated from. It could only be researched through another division that was only open business hours.

We always try our best, and I'm not aware of any situation that's gone horribly wrong, but our hands are tied on situations like this." – Fullerton Police Department

"The Orange County Sanitation District (OCSD) has a PBX Phone system that ties their plant in Fountain Valley to their phone system at their plant at in Huntington Beach.

The first call for medical aide that made us aware of the problem was a recent change in their phone technology and none of us knew of the problem. The caller was really in Fountain Valley but the 9-1-1 address showed the Huntington Beach address. Medics eventually made it to Fountain Valley.

After we discovered the problem, we put special warning notes in our CAD system and a caution note that has the following information:

Reporting party (RP) may be calling on 911 from Fountain Valley plant – OC Sanitation District (OCSD) uses PBX phone system that shows the Huntington Beach but 911 caller may be at OCSD Fountain Valley plant – Confirm RP location.

If it's predictable, it's preventable." –Huntington Beach Police Department

"Years ago we did have an issue with Bank of America as our Branch used the main PBX number. This resulted in 9-1-1 calls from B of A branches outside our city being routed to our PSAP." - Placentia Police Department

We all agree there is a need to deliver the correct location information to the PSAP. Once a PSAP is aware of the PBX issue, they are able to put notes into their computer systems to prevent sending help to the wrong location however there is potential for it not to go well that first time when they are unaware of the situation.

Thank you for allowing me to speak today, if there is anything I can do to help out, please let me know.

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