

Emergency Call Tracking System (ECaTS)

The Emergency Call Tracking System (ECaTS) is a statewide 9-1-1 call related data gathering system that will replace the services currently provided by FRNIS and CARSNet. Development and implementation of ECaTS was awarded through a competitive process to Verizon and their subcontractor, Direct Technology. Implementation has begun and is scheduled to be completed no later than October, 2010.

Physical Configuration

In the past, FRNIS and CARSNet have had call data pushed from the PSAP's 9-1-1 call taking controller to their respective servers at the end of each call over frame relay circuits. If any complications occurred with the network transmission, call data could be lost or distorted. The ECaTS configuration includes collecting the data in a buffer box (known as an RDDM) that is installed at the PSAP 9-1-1 controller. Direct Technology accesses the buffer box at frequent intervals with circuits that they will have installed to extract the data and compile reports. Just as in the case of FRNIS and CARSNet, there are no charges to the PSAP and no allotment funds are used for ECaTS.

Advantages of ECaTS

By installing a single data tracking system that is designed for the current environment, a number of advantages will be realized:

- Comparative data will be available on all reports that will reflect the call statistics for a single PSAP as well as automatically reflecting the averages for PSAPs of similar size and for PSAPs within the same county. In time, ECaTS will also automatically provide comparative data for the same PSAP from the previous year.
- Since all of the data associated with 9-1-1 calls within the state will be collected by a single system, calls can be tracked as they are transferred from one PSAP to another for investigative purposes. This feature was virtually impossible in the past with two separate systems.
- Rules used to calculate various measurements (like answer times and call durations) will be applied in a consistent manner throughout the state.
- PSAPs may choose to make their data available to other PSAP managers or county coordinators.
- Report Formatting:
 - Each report covers user specified date periods.
 - Each report presents data in both textual and graphical format (graphical formats are chosen by the user).
 - Every report automatically includes comparative data so that it is more relative.
 - With proper access authorization, users can run reports on multiple PSAPs or groups of PSAPs (like an entire county).

Standard Reports

The State has tried to incorporate the best features of the legacy systems into ECaTS. The standard reports that are available through ECaTS are as follows: (note: each report allows the user to define the specified period to be covered by the report)

- Call Summary Report – a listing of calls answered and abandoned for each day of the specified date range.
- Calls Per Hour Report – a listing of the number of calls received during each hour in the specified date range.
- Top 20 Busiest Hours Report – identifies the 20 busiest hours over the past 18 months as well as the 20 busiest hours of each month for the past 18 months.
- Call Duration Report – provides the call count, average duration of queue time, ring time, hold time, talk time and overall duration for each hour of the specified date range.
- Calls By Circuit Report – lists the number of calls received on each 9-1-1 circuit each day of the specified date range.
- Circuit Utilization Report – lists the percentage of time that one trunk in a trunk group is engaged, two trunks in a trunk group, and so on. This report is useful in identifying the effectiveness of the trunk group configuration.
- PSAP Answer Time Report – lists the number of 9-1-1 calls that were answered in ten seconds or less each hour in the specified date range and calculates the percentage of 9-1-1 calls that were answered in ten seconds or less.
- Last Twelve Months Answer Time Report – provides a summary of the PSAP performance in terms of 9-1-1 calls answered in ten seconds or less for each month of the past twelve months.
- Class of Service Report – provides a breakdown of the call count of calls from the various call type categories such as residential, business, wireless phase 1, wireless phase 2, and others.
- Call Trace Report – provides a means of tracking a call that is transferred from one PSAP to another.
- Ad Hoc Reports – a full set of standard and advanced ad hoc query capability.

What to Expect for Implementation

Verizon and Direct Technology have worked with each of the California State approved CPE vendors during initial implementation to identify and solve complications associated with each type of equipment. Now that this phase of the project has been completed, ECaTS rollout to the remaining PSAPs is being scheduled in groups of 15 PSAPs at a time.

PSAP managers will be notified of approximate installation dates as soon as they are identified. Verizon will schedule installation of a new circuit to the equipment room and will contact the PSAP manager to advise of the anticipated installation date of the circuit and the anticipated installation date of the RDDM (buffer box).

Once the circuit is in place and the RDDM box has been installed, Direct Technology will collect data in parallel with the current system (FRNIS or CARSNet) long enough to allow the State to validate that the data is being gathered and reported in an accurate manner. The current system will be disconnected after access to ECaTS and training has been provided to the PSAP manager.

Questions Regarding ECaTS Implementation

Questions regarding ECaTS implementation should be directed to:

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