



Elk Grove Police Department **Press Release**

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FOR IMMEDIATE RELEASE

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Elk Grove Begins Answering Cellular 9-1-1 Calls

ELK GROVE, CA – The Elk Grove Police Department is pleased to announce that the community will begin seeing expedited response to cellular 9-1-1 calls as more calls are routed to the local police department. Over the last few months, the Elk Grove Police Department's Communications Center has been answering 9-1-1 calls made on cellular phones (T-Mobile, Nextel/Sprint (partial) and AT&T) in the City of Elk Grove. These 9-1-1 phone calls would have previously been answered by the California Highway Patrol (CHP) and then transferred to the Elk Grove Police Department's Communication Center. Call routing directly to the local police department greatly decreases the length of ring time in answering cellular 9-1-1 calls.

In addition, calls in close proximity to the freeway, as well as wireless service providers not listed will continue to be routed to the CHP Communications Center in Rancho Cordova. Over the next several months, all wireless service providers will be updated to route primarily to the Elk Grove Police Department's Communications Center. Only calls on the freeway will be routed to CHP. Cellular customers with service from other providers, or anyone calling for non-emergency police response should call (916) 714-5115.

There are two types of cellular 9-1-1 calls, phase I and phase II. A phase I call will display the caller's cellular phone number and the location of the cell site transmitting the signal to the dispatcher answering the call. Phase II calls will display the location (latitude and longitude) of the caller on the dispatchers computer screen. Most of the calls being received by Elk Grove Police Department are Phase II calls. 9-1-1 telephony equipment allows the Dispatcher to "rebid" or refresh the information so that the latitude and longitude can be updated if the caller is changing geographic locations.

With the implementation of this new technology, the Elk Grove Police Department will be able to reduce the response time to cellular 9-1-1 phone calls by directly communicating with those calling from their cellular phones in emergencies. "Anytime you can eliminate any delay in answering a 9-1-1 call for service, you're serving the community better," said Police Chief Robert Simmons. "Being able to answer cellular 9-1-1 calls directly will ensure that

the Elk Grove Police Department continues to provide high levels of customer service to the community."

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