

“Top Tips for Successful Wireless Implementation”

These recommendations should be followed before completing any wireless implementation checklist or contracting for any services.

1. Learn the role of each of the respective 9-1-1 authorities in your state, region, county, district. Identify all that have some responsibility to accomplish the implementation.
2. Thoroughly review the available informational materials describing how wireless technology works; including the carrier selected call path signaling, principles of location determination equipment as well as the role of third party databases.
3. Seek a clear understanding from the local exchange carrier regarding the level of their services, related costs to the PSAP/System and how the data stream will appear on the ANI/ALI display equipment.
4. Know your system, components and services well enough to identify any element that may need to be upgraded; seek assistance from other PSAP/System Managers that have already deployed this technology. Check the APCO Website for a link to the Project LOCATE Centers that may have the same equipment as you.
5. While digital mapping is not officially required for deployment, relying upon this technology creates the burden to understand its vulnerabilities, the need for frequent updates as well as any necessary upgrades and/or interfaces to work properly with your existing equipment.
6. Be prepared to serve as the Project Manager, working diligently to forge the partnerships necessary to bring full deployment to your service area. Individual carriers may need to be treated separately, each has their own plan and may have already obtained waivers from the FCC (use FCC link from APCO Website to check current status).
7. The partnership should at a minimum include the wireless service provider, local exchange carrier(s), customer premise equipment (CAD, Telephony, ANI/ALI) technicians as well as geographic information services (GIS) resources (if applicable). It is further suggested that staff training personnel be involved to best assess the need for specialized training programs.
8. Develop viable, initial backup and default routing plans; be prepared to specify default position for failure of Phase II calls.
9. Be prepared to conduct a public education program, establishing realistic expectations by wireless users, public safety responders as well as PSAP staff.
10. Seek always to balance the zeal for implementation with the reality of system readiness and available services. As Project Manager, controlling the process means setting timelines and defining data and performance expectations, consistent with prevailing