



Agenda Item # _____

Staff Report

City of Manhattan Beach

TO: Honorable Mayor Fahey and Members of the City Council

THROUGH: Geoff Dolan, City Manager

FROM: Dennis Groat, Fire Chief

DATE: November 15, 2005

SUBJECT: Presentation by the South Bay Regional Communications Center (RCC) on improvements to the cellular "911" system and the RCC's website

RECOMMENDATION:

Staff recommends that the City Council receive a report from the South Bay RCC on improvements to our cellular 911 system and on the RCC's computer website.

FISCAL IMPLICATION:

There are no direct fiscal implications associated with the recommended action.

DISCUSSION:

The wireless nature of cellular telephones has presented some difficulties for our telephone-based "911" emergency notification system. One of the biggest challenges for us has been the proper routing of 911 calls made on cellular phones. Traditionally, all 911 cellular calls in our area have been forwarded to the Los Angeles office of the California Highway Patrol, where they are sorted and routed to the proper emergency agency. This system is cumbersome and time-consuming. Technology recently installed by the RCC has given them the capability to have 911 calls made via the major cellular carriers routed directly to our RCC emergency dispatchers. This has dramatically improved the 911 service on the majority of the emergency calls made via cell phone in our community.

Additionally, the RCC has developed a very informative website. This website provides an excellent depiction of the RCC and the services that it provides.

Ralph Mailloux, Executive Director of the RCC, will give a comprehensive presentation of the 911 cellular enhancements and of the RCC's website.