

Public Safety Communications Enhanced Paging

Public Safety Communications has completed an upgrade of the alpha-numeric paging system. This upgrade will allow eligible users to utilize a wide range of devices (iPhone, Blackberry, smart phones, etc.) to receive text messages that were only previously available using conventional pagers.

Eligible users include any employees of agencies/departments that are a direct customer of Public Safety Communications.

The current pagers being utilized are the Motorola Gold Elite or Unication Elite style with paging service provided by American Messaging. This is referred to as conventional paging. Conventional paging is the most cost effective, fastest and reliable method available to receive pages (also known as text messages).

Public Safety Communications now has the ability to send text messages to non-conventional devices. These devices can be any device that is capable of accepting a text message by any of the following methods:

- E-Mail (also known as SMTP or Simple Mail Transfer Protocol)
- SNPP (also known as Simple Network Paging Protocol)
- Dialup (commonly referred to as IXO or TAP)

The device can be just about anything that is capable of receiving a text message from one of the above methods. These methods are very common, with E-Mail being the most common method for sending text messages. Common devices include:

- Cellular (Nextel, PCS, GPRS, GSM, etc.) phones equipped with text messaging capability
- PDA (Personal Digital Assistant) – Treo
- Smart Phones – Blackberry, iPhone, Droid
- Conventional pager utilizing a paging vendor other than Verizon

There is an initial set up fee of \$20 and an additional cost of \$1.50 per month (billed quarterly) from Public Safety Communications to utilize enhanced paging. Individual agencies are responsible for all costs; this includes the cost of the device and all service charges. Public Safety Communications is unable to bill individuals directly.

Upgrading to a non-conventional pager is not appropriate for every individual. Careful consideration must be taken when deciding to take advantage of enhanced paging. The following should be considered before upgrading:

- Cost – You are responsible for all costs. Some vendors provide a limited number of text messages per month (150 or less is common) that is included in your monthly rate. Additional messages are normally charged at a per message rate. If you receive a high volume of pages (average 7 or more per day), the over message rate could become very costly.
- Priority – Message delay may be common. Public Safety Communications has no control over the time it takes to for your vendor accept the message and send it to your device.

Public Safety Communications Enhanced Paging

- Reliability – Overall reliability may be a concern. Public Safety Communications has no control over the reliability of the network utilized (both the internet and wireless network). With American Messaging Pagers, Public Safety Communications has priority technical support.
- Support – Public Safety Communications is unable to provide technical or training support on the use of these devices.
- Spare/Replacement – Consider how you would replace the device. Does your vendor/service provide stock replacement units?
- Group Paging – Very limited group paging support is available, and requires special consideration. A list of available groups for this service is available on request.

Users who may benefit from utilizing enhanced paging:

- Carry multiple devices (Cellular phone, pager, etc.) but desire to carry just one
- Receive few messages (under 7 per day)
- Have special coverage needs (Statewide and/or Nationwide service)

Users who would not benefit from utilizing enhanced paging:

- Receive more than 7 pages per day (Firefighters, Battalion Chief's, Patrol Officers)
- Desire a high level of reliability
- Coverage within the County Complex (HOJ)
- Require combinations of group paging options (i.e. multiple departmental groups, special, etc.)

Individuals wishing to utilize enhanced paging must fill-out and return the attached form.

Public Safety Communications then will make a determination if the individual is eligible and would be a good candidate to take advantage of enhanced paging. Public Safety Communications reserves the right to reject users from utilizing the enhanced paging functionality.

If you have any questions, please contact:

Alex Buencamino, Senior IT Specialist
650-599-1090
fab@smc911dispatch.org

Lisa Lucett, Dispatcher Specialist
650-363-4638
lkl@smc911dispatch.org

Robert Bustichi, Systems Supervisor
650-363-4342
rsb@smc911dispatch.org

Public Safety Communications Enhanced Paging

User Information:

Date:

Name:

Contact Phone:

Agency/Department:

Device Information:

Service Provider:

Device Type:

- Cellular (Nextel PCS, GPRS, GSM) phone
- Blackberry Blackberry
- Palm (Treo)
- Alpha-numeric pager
- Other - describe:

Text Message Method (choose only one):

- Email address:
- SNPP address:
- Dialup phone:

Group messaging (Choose all that apply):

- Greater Alarms Multi-Casualty Incidents (MCI's)
- SM County Fire Training Officers
- Dept ALL call (no specific groups) USAR Admin Group
- Mobile Field Force Homeguard

(North/Central/South/All)

Additional Information:

I understand that I am responsible for all costs associated with receiving messages on my device. This includes any and all overcalls that may be charged by my service provider. I am authorized by my agency to receive service at a cost to my agency of \$1.50 per month.

Signature:

Tuesday, June 29, 2010

P:\Systems Management Unit\Pagere\Enhanced Paging Information & Form.Doc