Next Generation 9-1-1 Information & Collaboration

July, 2017
California 9-1-1 Emergency Communications Branch
Purposes

• Overview of California 9-1-1 System
• Answer question: Why Next Gen 9-1-1?
• Overview of Next Gen 9-1-1 Transition
• Role of Cal OES
• Role of PSAP
• Next Steps
9-1-1 in California Today

2016 California 9-1-1 Call Statistics
Total 9-1-1 Calls: 28,507,534

- 80% Wireless
- 16% Wireline
- 3% Voice over IP
- 1% Other to include Telematics
- ~ 5k Text Messages
Basic 9-1-1 Architecture

- CPE – Customer Premise Equipment
- ESN - Emergency Service Number
- ALI – Automatic Location Information
- ANI – Automatic Number Identification
- pANI - Psuedo ANI
- VoIP – Voice over IP
- MSC – Mobile Switching Center
- VPC – VoIP Positioning Center
Current 9-1-1 System

• Based on 1970’s technology
• Supports voice and limited data
• Infrastructure beyond end of life
• Does not meet needs of current technology
Basic 9-1-1 Architecture

<table>
<thead>
<tr>
<th>FY 2015-2016 Expense Category</th>
<th>Total</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Database</td>
<td>$30,709,386</td>
<td>31.2%</td>
</tr>
<tr>
<td>CPE, Maintenance</td>
<td>$29,589,673</td>
<td>30.1%</td>
</tr>
<tr>
<td>9-1-1 Network</td>
<td>$17,343,109</td>
<td>17.6%</td>
</tr>
<tr>
<td>Next Generation 9-1-1</td>
<td>$5,248,740</td>
<td>5.3%</td>
</tr>
<tr>
<td>CalFIRE</td>
<td>$4,051,000</td>
<td>4.1%</td>
</tr>
<tr>
<td>Network - Wireless</td>
<td>$2,940,969</td>
<td>3.0%</td>
</tr>
</tbody>
</table>
**Next Gen 9-1-1 Concept**

- CPE – Customer Premise Equipment
- ESN - Emergency Service Number
- ALI – Automatic Location Information
- ANI – Automatic Number Identification
- pANI - Psuedo ANI
- VoIP – Voice over IP
- MSC – Mobile Switching Center
- VPC – VoIP Positioning Center

**Landline 9-1-1**
- Phone Number and Voice
- MSC or VPC
- Location Info
- Data Bases

**Wireless 9-1-1**
- VoIP Service Provider
- pANI
- Wireless Location Info

**VoIP 9-1-1**
- VoIP Service Provider
- Data Bases
- VoIP Info

**End-Office Switch**
- Landline 9-1-1
- Wireless 9-1-1
- VoIP 9-1-1

**PSAP**
- Text Control Center
- Text to 9-1-1
Why Next Gen 9-1-1?

• Faster call delivery
• Increased routing accuracy
• Increased routing functionality
  – Call overflow and backup
• Updated Geographic Information System (GIS)
• Prepared for wireless location data
• Prepared for newer technologies
• Keeps California in driver’s seat
Next Gen 9-1-1 in California

Next Generation
9-1-1
California

Technology
Collaboration
Funding
Procurement
Next Gen 9-1-1 Design

This diagram represents a basic and TDM transitional NG9-1-1 architecture. The objective is to demonstrate how a hierarchical distribution of functional elements facilitate a public caller’s ability to be routed to the proper PSAP.
Next Gen 9-1-1 Components

- **ESRP** - Emergency Services Routing Proxy essentially replaces the selective routers in NG9-1-1.
- **ECRF** - Emergency Call Routing Function is the functional element where caller location and routing information for that call is stored.
- **PRF** – The Policy Routing Function is where default, alternate, contingent, and emergency routes are located. The PRF is the specific functionality regarding how those routes are changed.
- **ALI DB service** - The Automatic Location Information DataBase is being used to route calls in a legacy system
- **LIS** – Location Information Server will transition the ALI database transition into the ESInet / NG9-1-1 core
- **LVF** - The ECRF connects to the LIS to determine location and validates it through a Location Validation Function (LVF).
- **LSRG** – Legacy Selective Router Gateway
- **LNG** – Legacy Network Gateway
- **LPG** – Legacy PSAP Gateway
Map Depicts:
- 58 Counties
- 24 CHP Communications Centers (■)
- 5 Defined ESINET Regions plus Prime

All five identified regions shall have the capability to interconnect to all other regions.
<table>
<thead>
<tr>
<th>Region</th>
<th>Annual Call Volume</th>
</tr>
</thead>
<tbody>
<tr>
<td>Northern:</td>
<td>7,196,063</td>
</tr>
<tr>
<td>Central:</td>
<td>5,225,059</td>
</tr>
<tr>
<td>LA/Orange County:</td>
<td>4,838,911</td>
</tr>
<tr>
<td>LA City:</td>
<td>5,467,062</td>
</tr>
<tr>
<td>Southern:</td>
<td>5,563,340</td>
</tr>
</tbody>
</table>

*Orange County and CHP Irvine included with LA County
*CHP LA included with LA City
*All figures are from 2016 calendar year
Next Gen 9-1-1 Overlap

PSAPS
- PSAP and regional specifications
- Day-to-day 911 operations
- Situational awareness

System delivery
- Next Gen 9-1-1

Call delivery
- Best practices
- Project oversight
- Strategic roadmap

ESInet / NG Vendor
- Technical specifications
- Legacy / NG911 transition
- Ongoing Service Management

Cal OES
Role of Cal OES

- Responsibility for procurement, design, and implementation of all ESInets
- Develop policies and standards for the system based on PSAP service requirements
- Manage regional and prime ESInets
- Coordinate GIS data
- Align California NG9-1-1 program with national efforts and vision for a nationwide system.
- Establish policies and best practices for NG9-1-1 activities across the state including network operation, monitoring, and service management.
Role of PSAP

- Goal is to maintain current paradigm
- Procurement and installation of CPE
- Communication with CA 9-1-1 Branch
- Providing network performance feedback
- Trouble reporting to vendor and CA 9-1-1 Branch
- Have input into approach and strategy
- Locally implement system objectives
Regional Task Force

Regional Task Forces
- Coordinate Region-specific communications structure for feedback and input
- Make procedural decisions for regional ESInet

CA 9-1-1 Branch
- Establish statewide Strategy for ESInets
- Define technical Specifications for Regional ESInets
- Coordinate Stakeholders

PSAPs
- Service user
- Provide input on State provided specifications
- Utilize State provided policies and standards
Governance Structure

9-1-1 Emergency Communications Branch

State 9-1-1 Advisors

PSAPs

County Coordinators

State 9-1-1 Regional Coordinator

PSAP Working Group

Next Gen 9-1-1 Implementation Team

Vendor Community

Next Gen 9-1-1 System Management

Legacy 9-1-1

9-1-1 Advisory Board

Long Range Planning Committee

State 9-1-1 Technology Division

Next Gen 9-1-1 Implementation Team

9-1-1 Advisory Board

Cal OES

GOVERNOR'S OFFICE
OF EMERGENCY SERVICES
Funding Plan

• Near Term (FY 2017/2018)
  – Use fund balance to support Next Gen 9-1-1 deployment

• Long Term (FY 2018/2019)
  – Remove technology specific language from SETNA funding model
# SETNA Fund Details

## State Emergency Telephone Number Account - CA 9-1-1 Emergency Communication Branch

<table>
<thead>
<tr>
<th>0022 State Emergency Telephone Number Account</th>
<th>2015-16</th>
<th>2016-17*</th>
<th>2017-18*</th>
<th>2018-19*</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BEGINNING BALANCE:</strong></td>
<td>$72,374,000</td>
<td>$53,451,000</td>
<td>$37,905,000</td>
<td>$2,926,000</td>
</tr>
<tr>
<td><strong>REVENUES, TRANSFERS, AND OTHER ADJUSTMENTS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4140500 Emergency Telephone User’s Surcharge</td>
<td>81,605,000</td>
<td>$75,549,000</td>
<td>$69,573,000</td>
<td>$69,573,000</td>
</tr>
<tr>
<td>Prepaid</td>
<td></td>
<td>-</td>
<td>$11,181,000</td>
<td>$9,900,000</td>
</tr>
<tr>
<td>Total Revenues, Transfers, and Other Adjustments</td>
<td>$81,606,000</td>
<td>$86,730,000</td>
<td>$79,473,000</td>
<td>$79,473,000</td>
</tr>
<tr>
<td><strong>Total Resources:</strong></td>
<td>$153,980,000</td>
<td>$140,181,000</td>
<td>$117,378,000</td>
<td>$82,399,000</td>
</tr>
<tr>
<td><strong>EXPENDITURE AND EXPENDITURE ADJUSTMENTS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Expenditures:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>0690 Office of Emergency Services (State Operations)</td>
<td>$2,586,000</td>
<td>$2,430,000</td>
<td>$2,430,000</td>
<td>$2,900,000</td>
</tr>
<tr>
<td>0690 Office of Emergency Services (Local Assistance)</td>
<td>$87,727,260</td>
<td>$88,700,000</td>
<td>$96,000,000</td>
<td>$94,000,000</td>
</tr>
<tr>
<td>Next Generation 9-1-1</td>
<td>$5,248,740</td>
<td>$5,300,000</td>
<td>$10,000,000</td>
<td>$25,000,000</td>
</tr>
<tr>
<td>0860 State Board of Equalization (State Operations)</td>
<td>$1,125,000</td>
<td>$1,175,000</td>
<td>$1,726,000</td>
<td>$1,726,000</td>
</tr>
<tr>
<td>3540 Department of Forestry of Fire Protection (State Operations)</td>
<td>$3,827,000</td>
<td>$3,815,000</td>
<td>$3,815,000</td>
<td>$3,815,000</td>
</tr>
<tr>
<td>8880 Financial Information System for California (State Operations)</td>
<td>$15,000</td>
<td>$12,000</td>
<td>$10,000</td>
<td>$10,000</td>
</tr>
<tr>
<td>9900 Statewide General Administrative Expenditures</td>
<td>-</td>
<td>$260,000</td>
<td>$471,000</td>
<td>$471,000</td>
</tr>
<tr>
<td>Total Expenditures and Expenditure Adjustments</td>
<td>$100,529,000</td>
<td>$102,276,000</td>
<td>$114,452,000</td>
<td>$127,752,000</td>
</tr>
<tr>
<td><strong>FUND BALANCE</strong></td>
<td>$53,451,000</td>
<td>$37,905,000</td>
<td>$2,926,000</td>
<td>($45,523,000)</td>
</tr>
</tbody>
</table>

Key Note: Actual Revenues and Expenditures are not shaded.

Projected Expenditures shaded in orange are based on DOF Fund Condition Statement

Projected Revenues shaded in blue are based on historical data and predicted CPE replacements.
## What will it cost?

<table>
<thead>
<tr>
<th>Year</th>
<th>Legacy 9-1-1 costs</th>
<th>NG9-1-1 costs</th>
<th>Estimated Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 2017-18</td>
<td>$104,250,000</td>
<td>$10,000,000</td>
<td>$114,250,000</td>
</tr>
<tr>
<td>FY 2018-19</td>
<td>$102,250,000</td>
<td>$25,000,000</td>
<td>$127,250,000</td>
</tr>
<tr>
<td>FY 2019-20</td>
<td>$76,469,000</td>
<td>$44,000,000</td>
<td>$120,469,000</td>
</tr>
<tr>
<td>FY 2020-21</td>
<td>$65,569,000</td>
<td>$66,000,000</td>
<td>$131,569,000</td>
</tr>
<tr>
<td>FY 2021-22</td>
<td>$54,669,000</td>
<td>$88,000,000</td>
<td>$142,669,000</td>
</tr>
<tr>
<td>FY 2022-23</td>
<td>$50,200,000</td>
<td>$97,020,000</td>
<td>$147,220,000</td>
</tr>
</tbody>
</table>
Procurement Options

• Typical for Regional ESInet Procurement
  – ~24 months to develop contract
  – ~18 months to deploy ESInet
  – Typically a 3-7 year contract term

• We will have six ESInets and one prime – the implication is perpetual procurement

• Other Options
  – Contract Vehicle that allows services to transition
  – National Association of State Procurement Officials (NASPO – Formerly WSCA)
  – Tariff

• Other Contracts
Procurement Plan

• Near Term (1-3 years)
  • Use the existing Next Gen IFB
  • Develop SOW
  • May need to amend IFB

• Long Term (3-5 years)
  • Develop contract similar to CalNet
  • Use for all 9-1-1 services
Transition Planning

- ESinet Implementation
- ALI Database transition
- PSAP transition
- Wireless transition
- NG9-1-1 database
- NG Core Services
- Wireline and SR decommission
- Monitoring, Management and Performance

Project time
Deployment Timeline

- Northeast ESInet – Jun 2017 - Dec 2018
- Pasadena ESInet – Jul 2017 – Jun 2018
- Prime ESInet – Jan 2018 – Jan 2020
- Southern ESInet – Mar 2018 - Sept 2019
- Central ESInet – Sept 2018 – Mar 2020
- Coastal ESInet – Jan 2019 – June 2020
- LA County – May 2019 – Oct 2020
- LA City – Sept 2019 – Mar 2021
- All selective routers decommissioned - 2022
Prepare for Next Gen 911

• True ESINet and Next Generation
  • Computer Aided Dispatch (CAD)
  • Customer Premise Equipment (CPE)
  • Records Management System (RMS)
  • Radio console
• Maintain operational needs
• Update GIS data
• Procedures versus technology
• Working with CalOES review
  • Number of trunks
  • Number of positions
• How to ensure “local” look and feel
• Think regionally
  • Shared CAD, CPE, RMS, and radio
Next Gen 9-1-1 PSAP Meetings

July 14 – Bay Area Region
10:00 – 13:30
Alameda County OES facilities
4985 Broder Blvd, Dublin, CA 94568

July 18 – Sacramento Region
09:00 – 12:00
Rocklin Police Department
4080 Rocklin Road, Rocklin, CA 95677

July 20 – Northern Region (w/FirstNet)
09:00 – 15:00
Redding City Council Chambers
777 Cypress Ave., Redding, CA 96001

July 21 – Coastal Region (w/FirstNet)
10:00-16:00
PG&E Kendall Rd Campus
1250 Kendall Rd
San Luis Obispo, CA 93401

July 25 – Los Angeles Region
10:00 – 13:00
USFS – Angeles National Forest HQ
701 N. Santa Anita Ave.
Arcadia, CA 91006

July 26 – Inland Region
09:00 – 12:00
San Bernardino Sheriff’s Department
Aviation Division
199 N. Hangar Way
San Bernardino, CA 92415

July 27 – Southern Region
Escondido PD
1163 Centre City Parkway
Escondido, CA 92026
10:00 – 13:00