Public Safety Communications

CA 9-1-1 BRANCH UPDATES

Presented by

California 9-1-1 Emergency Communications Branch
(CA 9-1-1 Branch)

May 4, 2017
OPERATIONS MANUAL UPDATES

Chapter 3

- For new PSAPs
  - Call minimum set at 1200 calls per month
  - Content of PSAP request letter updated

Chapter 8

- Text-to-9-1-1 deployment activities

Update to CPE Funding Model (2nd Quarter 2017)

- Based on CPE contract award
NEW CA 9-1-1 BRANCH ADVISORS

- Curt Guillot
- Yvonne Winn
- Theresa Fryer
- Pavel Kioroglo

Please refer to the CA 9-1-1 Branch Directory for contact information and assigned Counties
CA 9-1-1 BRANCH STRUCTURE

California 9-1-1 Emergency Communications Branch

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http://www.caloes.ca.gov/PublicSafetyCommunicationsSite/Documents/CA_9-1-1_Branch_Contact_List.pdf

Effective May 2, 2017
STATEWIDE CONTRACTS

Prior CPE Contract
- Expired December 31, 2016

New CPE Contract
- Evaluations finalized January 2017
- Expected award 2nd quarter 2017

Foreign Language
- Current State contract expires 5/31/17
- Extension to 10/31/17 in process
- New contract to be awarded in that timeframe
NG9-1-1 Requests For Offer

NG9-1-1 Core Services Contract

- In place February 13, 2017
- Transition CALNET 2 services to this contract
- First project is the replacement of current services in what was the Northeast E9-1-1 Grant Project area (13 counties/36 PSAPs)
- Second project: Pasadena RING (8 PSAPs w/ESInet)
  - Requests for Offer (RFO) have been issued
  - Awards expected in May and June
Current Deployment Status

- CSU Long Beach Police Department, San Bernardino and part of Riverside County, Richmond PD are live with all four major Wireless Service Providers (WSPs) – web based client
- Santa Cruz Regional 9-1-1 live all four WSPs – web based client
- Butte County is live with all four WSPs – integrated client
- Los Angeles County partial deployment 16 PSAPs live with all four WSPs – web based client
  - will make public announcement once entire county is live
- Monterey County tested all four WSPs will go live late 2nd quarter – web based client
- Working with several other counties for countywide deployments
Quick Peek at Next Generation 9-1-1 Design for California

- Multiple Regional ESInets are likely
- Critical Design Components
  - Open Architecture – Multi-Vendor
  - Security and system monitoring
  - Flexibility to accommodate new technology
  - No single point of failure
  - Dynamic routing
  - Driven by operational requirements of PSAP
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

End-Office Switch

MSC or VPC

Selective Router

Data Bases

ALI Data Base

PSAP

End-Office Switch

VoIP Service Provider

Data Bases

VoIP Service Provider

Location Info

Wireless Location Info

VoIP Location Info

Text to 9-1-1

Landline 9-1-1

Wireless 9-1-1

VoIP 9-1-1

CPE sends number to database for caller location

Call and ANI sent to PSAP

PSAP

CPE sends number to database for caller location

Text Control Center
**Budge’s Stubby Pencil Design**

- **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

**Diagram Notes:**
- CPE sends number to database for caller location
- Wireless Location Info
- MSC or VPC Data Bases
- VoIP Service Provider
- Landline 9-1-1
- Wireless 9-1-1
- VoIP 9-1-1
- Data Bases
- Phone Number and Voice
- ALI Data Base
- Wireless Location Info
- pANI
- Text to 9-1-1

**References:**
- ESInet
- PSAP
- Text Control Center
- Cal OES
All seven identified regions shall have the capability to interconnect to all other regions via the ESInet Prime.
Aligning Roles

State (Likely Roles)
- Develop regulations and requirements
- Coordinate ESInet interconnections
- Procure and monitor network(s)
- Ensure contracts support NG 9-1-1 ESInet functionality

PSAP (Likely Roles)
- Participate in Working Groups
- Regionalizing GIS platforms/data
- Identify alternate answer needs (Dynamic Routing)
- Governance Needs: MOU, JPA.
- Voice concerns early
Next Gen9-1-1 Implementation Timeline

• Transition Plan completed – June 30, 2017
• First Regional ESInet
  – Northeast Project - Contract Award by May 2017
  – Pasadena RING – Contract Award by June 2017
• PSAP Discussions – July, 2017
  – Bay Area July 14th
  – Sacramento July 17th
  – Northern July 19th
  – Southern July 21st
• Vendor Discussions – Mid August
  – Goal is to schedule individual meetings with each vendor