Update from State 9-1-1 Program
CALNENA 2022
Discussion Overview: How technology is supporting the PSAP (or not)

- NG 9-1-1 – It is happening!
- CPE Updates
- Text to 9-1-1 Transition
- 9-8-8
- PSAP Recruitment and Retention
- Data Analytics and Data Sharing
## 9-1-1 Statistics

<table>
<thead>
<tr>
<th>Total 9-1-1 Calls</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>27,361,673</td>
<td>25,927,317</td>
<td>27,253,585</td>
</tr>
<tr>
<td>Wireless</td>
<td>22,419,645 (82%)</td>
<td>21,830,501 (84%)</td>
<td>23,242,971 (85%)</td>
</tr>
<tr>
<td>Wireline</td>
<td>3,607,974 (13%)</td>
<td>2,236,812 (9%)</td>
<td>1,810,942 (7%)</td>
</tr>
<tr>
<td>Voice over IP</td>
<td>1,236,804 (5%)</td>
<td>1,242,522 (5%)</td>
<td>1,476,428 (5%)</td>
</tr>
<tr>
<td>Other including Telematics</td>
<td>34,929 (&lt;1%)</td>
<td>533,027 (2%)</td>
<td>627,705 (2%)</td>
</tr>
<tr>
<td>Text to 9-1-1</td>
<td>62,321 (&lt;1%)</td>
<td>84,455 (&lt;1%)</td>
<td>95,539 (&lt;1%)</td>
</tr>
</tbody>
</table>
Next Gen 9-1-1 Deployment

We are live in Tuolumne County!
Tuolumne County Sheriff with T-Mobile
With transfer capability to:
CHP Merced
CalFire San Andreas
Sonora PD

Northern Region
169 PSAPS
7,000,000 Calls / Year

Southern Region
91 PSAPS
7,000,000 Calls / Year

Statewide
All 450 PSAPS
27,000,000 Calls / Year

Central Region
112 PSAPS
5,000,000 Calls / Year

Los Angeles Region
78 PSAPS
8,000,000 Calls / Year

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Northern Region
169 PSAPS
7,000,000 Calls / Year
Tuolumne County has been live since November 17, 2021

- 100% NG 9-1-1 system availability
- Two minor call routing problems identified and corrected
- Additional carriers scheduled for Go-Live on March 8 and March 15

El Dorado County (South Lake Tahoe PD) scheduled for Go-Live for March 16, 2022

Imperial County scheduled for Go-Live in March 2022

Anticipated start dates for remaining phases:

- Phase 2 PSAPs in April / May 2022
- Phase 3 PSAPs in July 2022
- Phase 4 PSAPs in September 2022
- Phase 5 PSAPs in October 2022
PSAP Install Status

- NG911 Deployment PSAP Dashboard
  - https://calema.maps.arcgis.com/apps/dashboards/edccc14f232640c4b53a65e946880568

CALNENA 2022
CPE and the NENA i3 standard
- CPE vendors are working on upgrading CPE software at each PSAP
- Each position is individually programmed, tested, and updated
- Multiple visits by CPE vendors are required to complete interface with NG 9-1-1 system

Cal OES requires all CPE vendors to complete CPE upgrades by July 1, 2022

Ongoing testing continues to reveal items that remain to be addressed
- Vesta: researching cause of multiple REFER messages on transfers
- Viper: Updating software to properly parse location data for wireline calls

Cal OES has funding and personnel ready to support new CPE sales
## Statewide Cloud-Native CPE

<table>
<thead>
<tr>
<th>Product</th>
<th>CPE Vendor</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carbyne CHE</td>
<td>Carbyne</td>
<td>Connectivity</td>
</tr>
<tr>
<td>Gemma Cloud CPE</td>
<td>Atos</td>
<td>Test Phase</td>
</tr>
<tr>
<td>Motorola Cloud AT&amp;T</td>
<td>AT&amp;T</td>
<td>Pending Install</td>
</tr>
<tr>
<td>Motorola Cloud Carousel</td>
<td>Frontier</td>
<td>Pending Install</td>
</tr>
<tr>
<td>Motorola Cloud Frontier</td>
<td>Lumen</td>
<td>Pending Install</td>
</tr>
<tr>
<td>Motorola Cloud Motorola</td>
<td>Test Phase</td>
<td></td>
</tr>
<tr>
<td>NGA 911 ACE CHS</td>
<td>NGA 911</td>
<td>Test Phase</td>
</tr>
<tr>
<td>Omni 911 Cloud Lumen</td>
<td>Test Phase</td>
<td></td>
</tr>
<tr>
<td>RapidDeploy AT&amp;T</td>
<td>Pending Install</td>
<td></td>
</tr>
<tr>
<td>RapidDeploy RapidDeploy</td>
<td>Pending Install</td>
<td></td>
</tr>
<tr>
<td>Solacom Data Center Comtech</td>
<td>Pending Install</td>
<td></td>
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<tr>
<td>Viper Cloud AT&amp;T</td>
<td>Pending Install</td>
<td></td>
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<tr>
<td>Viper Cloud Intrado</td>
<td>Pending Install</td>
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<tr>
<td>Viper Data Center Lumen</td>
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<td></td>
</tr>
<tr>
<td>Zetron Data Center Zetron</td>
<td>Pending Install</td>
<td></td>
</tr>
</tbody>
</table>

### Legend
- **Green**: Solution Validated in Lab
- **Yellow**: Phase 1 and Phase 2 Testing
- **Orange**: Establishing Connectivity to Lab
- **White**: Lab installation not started

Goal is to have three (3) to five (5) Native Cloud CPE vendors complete lab testing by end of March 2022.
Statewide Cloud-Native CPE Testing Process

Cloud CPE provider on Contract ➔ Establish VPN Connectivity with Atos ➔ Configure URIs, Test numbers, and routing ➔ CPE Vendor works through test cases

CPE Vendor completes Phase 1 ➔ Cal OES validates Phase 1 testing ➔ MPLS circuits ordered for Phase 2 testing ➔ CPE Cloud connected to NGCS Core Services (2)

CPE Vendor places test calls in Cal OES lab ➔ CPE Vendor validates test cases ➔ Phase 2 testing conducted by Cal OES

Atos GEMMA ➔ NGA 911 CHS ➔ Pass ➔ Cloud CPE certified by Cal OES

Fail ➔ Cloud CPE certified by Cal OES

Lumen Omni 911 ➔ Motorola

Cloud CPE certified by Cal OES
All Over the Top PSAPs will be migrated to RapidDeploy RadiusPlus.
- Over the Top Text to 9-1-1 Transition began on Feb 16, 2022
- By end of this week 28 PSAPs will be live on the RapidDeploy Over the Top Text to 9-1-1 solution

All Viper and Vesta Integrated CPE Text to 9-1-1 Solutions will remain integrated
- PSAPs will begin transition to the Integrated Text to 9-1-1 solution beginning April 4, 2022
- Vesta 7.8 is required for integrated text to 9-1-1 sites.
- Viper with proper KB levels is required for integrated text to 9-1-1 sites
- Transition will be completed by June 30, 2022
Establishing 9-8-8 in California

https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202120220AB988

- AB 988 is now a 2 year bill and will be considered in 2022/23 legislative cycle
- Cal OES has submitted a BCP to support 988 Implementation, which focuses on the technology needed to support 988 call taking
- The FCC Report and Order from July 2020 established 9-8-8 as the mental health hotline number, which is presently designated as 1-800-273-8255 (TALK)
  - Carriers shall complete all changes to their systems that are necessary to implement the designation of the 9-8-8 dialing code by July 16, 2022
  - The FCC Report and Order makes it clear that “An individual in crisis capable of calling 911 … should similarly expect that a call to 988 will go through. “
- How will this impact you in your PSAP?
PSAP Recruitment and Retention

- Role of the Long Range Planning Committee (LRPC)
- 9-1-1 Branch and LRPC working to develop statewide study
  - Identify current trends and challenges
  - Successful strategies
  - Identify how the state can support the process
- Collaboration and feedback will be key success strategy
Data Analytics Services pre solicitation:
▪ Cal eProcure link to RFP A211007351-2022
https://caleprocure.ca.gov/event/0690/0000022307

Data Sharing Services pre solicitation:
▪ Cal eProcure link to RFP A211007471-2022
https://caleprocure.ca.gov/event/0690/0000022355

Please funnel all feedback and questions through:
Cristina.Brinzei@state.ca.gov and Lauren.Neisen@state.ca.gov
Cal OES Data Sharing System

Data Sharing Services

Data Portal

Data Conveyance

Supplemental Data

CPE – Customer Premise Equipment used to answer 9-1-1 calls
CAD – Computer Aided Dispatch used to dispatch emergency responders

Mobile Broadband
Provided by PSAP

CPE
Cloud CPE
NG 9-1-1 Trunks
Provided by Cal OES
Data transferred via API
Or Via EIDO / IDX

CAD
Public Safety Answering Point

Secure Login

Secure Login

NG 9-1-1 Trunks
Provided by Cal OES
Data transferred via API
Or Via EIDO / IDX

CPE
Cloud CPE
NG 9-1-1 System

CPE
Cloud CPE
Cloud CPE

CAD
Public Safety Answering Point

CAD
Public Safety Answering Point
Thank You