NG911 Deployment PSAP Dashboard,
Technical Information

Definitions

**PSAP Ready for “Go-Live”**

All prime, regional, and CPE equipment and testing concluded, go-live pending Original Service Provider migration. OSP’s include T-Mobile, AT&T, Verizon, Sprint.

**Transfer Cluster Validated**

Includes PSAP primary transfer partners, that PSAP transfers calls to regularly (several times a week). Includes star codes and 10-digit emergency lines.

**CPE Update/Remediation Completed**

CPE vendor updated CPE equipment to ensure NG capabilities in accordance with NENA I3 standards. Work to be completed by CPE vendor.

**ATOS Equipment Installed**

Includes all hardware, power source and 2 circuit provider installations*.

**Regional Equipment installed**

Includes all hardware, power source and 2 circuit provider installations*.

*Some PSAP’s can have up to 4 circuit providers depending on the availability of vendors in the area.
Contacts

For additional information relating to the NG911 project, vendor Project Managers are listed below:

**Prime Network Service Provider**

ATOS - Jennifer Sebastian - jennifer.sebastian@atos.net

ATOS (Central): Paulie Mauel - paulie.mauel@atos.net

ATOS (LA): Teresa Gowing – teresa.gowing.external@atos.net

ATOS (Northern): Jessica Johnson - jessica.johnson@atos.net

ATOS (Southern): Jackie Barrett - jacqueline.barrett@atos.net

**Regional Service Provider Project Managers**

Synergem (Northern) - Danny McGinnis – dmcginnis@synergemtech.com

NGA - Michelle Bland - michelle@nga911.com

NGA (Los Angeles) - Vivian Owusu – vivian.owusu@nga911.com

NGA (Central) - Kial Lamar – kial.lamar@nga911.com

Lumen (Southern) - Earl Luhn – earl.luhn@lumen.com

**Technical Issues**

If you are experiencing a technical issue with the NG9-1-1 Dashboard, please contact our GIS Unit:

9-1-1 GIS Analyst – Amanda Kabisch-Herzog – Amanda.Kabisch-Herzog@CalOES.ca.gov