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 Haag - jennifer.haag.atos@gmail.com

**Regional Service Provider Project Managers**

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

NGA (Central) - Alicia Caddy – Alicia.caddy@nga911.com

NGA (Los Angeles) - 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 NG911 Dashboard, please contact our GIS Unit:

NG 9-1-1 GIS PSAP Liaison – Nicole Philips – Nicole.Philips@CalOES.ca.gov