



***Cal* OES**

GOVERNOR'S OFFICE
OF EMERGENCY SERVICES

NG 9-1-1 and PSAP Technology
CALNENA 2022





Discussion Overview: How technology is supporting the PSAP (or not)

- Updates from the State on NG 9-1-1
- Current CPE Limitations
- Cloud CPE status
- Text to 9-1-1 Transition
- Data Analytics
- Data Sharing



9-1-1 Statistics

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



Next Gen 9-1-1 Deployment



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



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

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

NGA 911

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

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

NGA 911

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





Go-Live Updates

- 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 May 2022
 - Phase 3 PSAPs in July 2022
 - Phase 4 PSAPs in September 2022
 - Phase 5 PSAPs in November 2022



OSP Integration Selective Router Transition

Phase	Selective Router Name	PSAP Region	PSAPs with Circuits
1	EL CENTRO	Southern	5
1	PLACERVILLE NIAGARA	North	6
1	SONORA	Central	4
2	BARSTOW	Southern	14
2	BUNDY	LA	18
2	JACKSON	Central	6
2	LAKEPORT	North	3
2	MARYSVILLE	North	9
2	MILL VALLEY	North	7
2	PALM SPRINGS	Southern	22
2	SANTA CRUZ MAIN	Central	6
2	SEPULVADA	LA	21
2	THOUSAND OAKS	Central	9
2	UKIAH	North	9
3	CHICO	North	23
3	EUREKA	North	10
3	FRESNO MAIN	Central	26
3	HOLLYWOOD	LA	29
3	MADISON	LA	2
3	NORTHRIDGE	LA	2
3	RIALTO	Southern	17
3	RIDGECREST	Central	14
3	San Diego MIRA MESA	Southern	26
3	SAN GABRIEL	LA	44
3	VALLEJO	North	16
3	VISALIA	Central	14
3	WATERMAN	LA	48
3	WESTMINSTER	LA	31

Phase	Selective Router Name	PSAP Region	PSAPs with Circuits
4	LA PUENTE	LA	23
4	LAS POSITAS	Central	13
4	MILLBRAE	North	19
4	MODESTO MAIN	Central	27
4	ORINDA	North	36
4	SAN ANDREAS	Central	7
4	SAN LUIS OBISPO	Central	10
4	SANTA ANA	Southern	35
4	SANTA CLARA	North	26
4	SHERMAN OAKS	LA	23
4	UPTOWN	LA	45
4	VENTURA FIR	Central	11
5	AUBURN	North	18
5	BAKERSFIELD MAIN	Central	18
5	REDDING ENTERPRISE	North	14
5	SACRAMENTO MAIN	North	22
5	SALINAS MAIN	Central	10
5	SANTA ROSA	North	14
5	STOCKTON MAIN	Central	19

Goal is to complete transition by Dec of 2022

Legislative deadline is Dec 2022

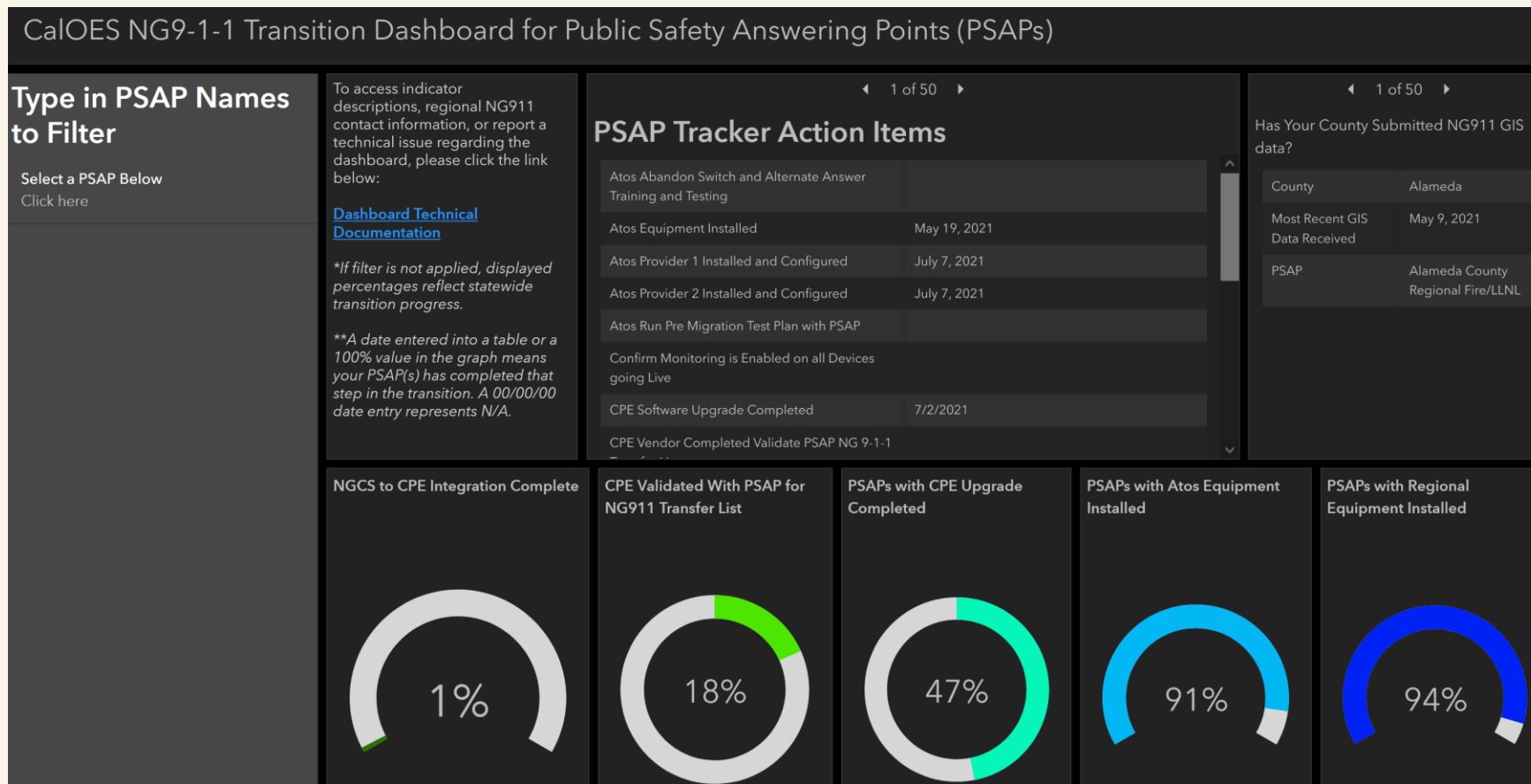
Start dates for each phase

- Phase 1 – Nov 2021
- Phase 2 – May 2022
- Phase 3 – Jul 2022
- Phase 4 – Sept 2022
- Phase 5 – Nov 2022



PSAP Install Status

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





Legacy CPE Updates

- CPE must comply with NENA i3 standard as required by state contract, current CPE is not compliant with NENA i3 requirements - All new CPE sales have been suspended until CPE passes contract compliance
- 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 has required 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
- Why are we doing this upgrade?



Cloud Based CPE Update

- Contracts were signed in July 2020
- Original plan was to wait for NG 9-1-1 deployment before starting Cloud CPE deployment
- NG 9-1-1 deployment schedule and NENA i3 compliant CPE challenges have changed priorities
- Cloud CPE contracts have been updated to interface with legacy 9-1-1, meaning Cloud CPE can be installed in your PSAP before NG 9-1-1 transition is completed!



Statewide Cloud-Native CPE

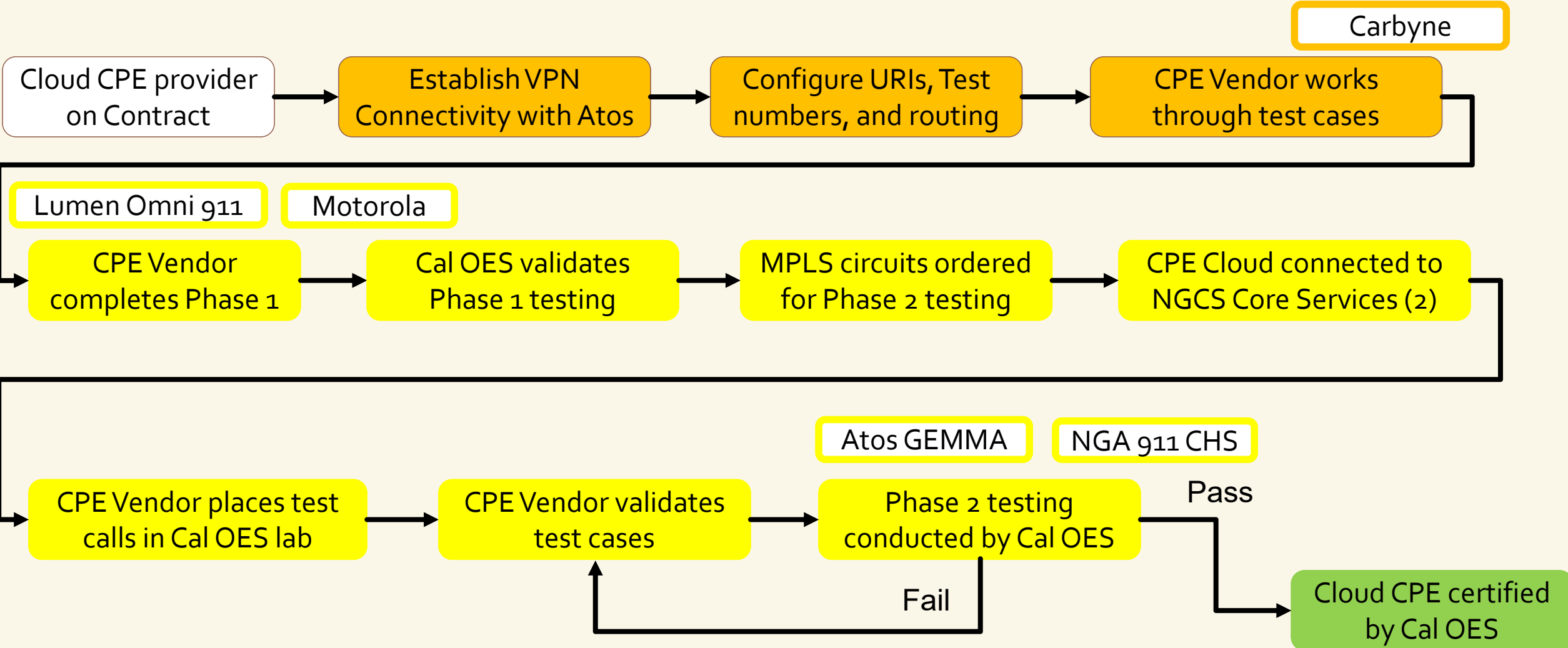
Product	CPE Vendor	Status
Carbyne CHE	Carbyne	Connectivity
Gemma Cloud CPE	Atos	Test Phase
Motorola Cloud	AT&T	Pending Install
Motorola Cloud	Carousel	Pending Install
Motorola Cloud	Frontier	Pending Install
Motorola Cloud	Lumen	Pending Install
Motorola Cloud	Motorola	Test Phase
NGA 911 ACE CHS	NGA 911	Test Phase
Omni 911 Cloud	Lumen	Test Phase
RapidDeploy	AT&T	Pending Install
RapidDeploy	RapidDeploy	Pending Install
Solacom Data Center	Comtech	Pending Install
Viper Cloud	AT&T	Pending Install
Viper Cloud	Intrado	Pending Install
Viper Data Center	AT&T	Pending Install
Viper Data Center	Intrado	Pending Install
Viper Data Center	Lumen	Pending Install
Zetron Data Center	Zetron	Pending Install

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





Cal OES NG 9-1-1 Alert and Warning

- Atos has transitioned subcontractor to Rave Mobile Safety
- Contact: Earl.Cook@atos.net (469) 506-2683 or Michael.Elder@caloes.ca.gov (916) 894-5037
- Migrations will begin as early as April 2022

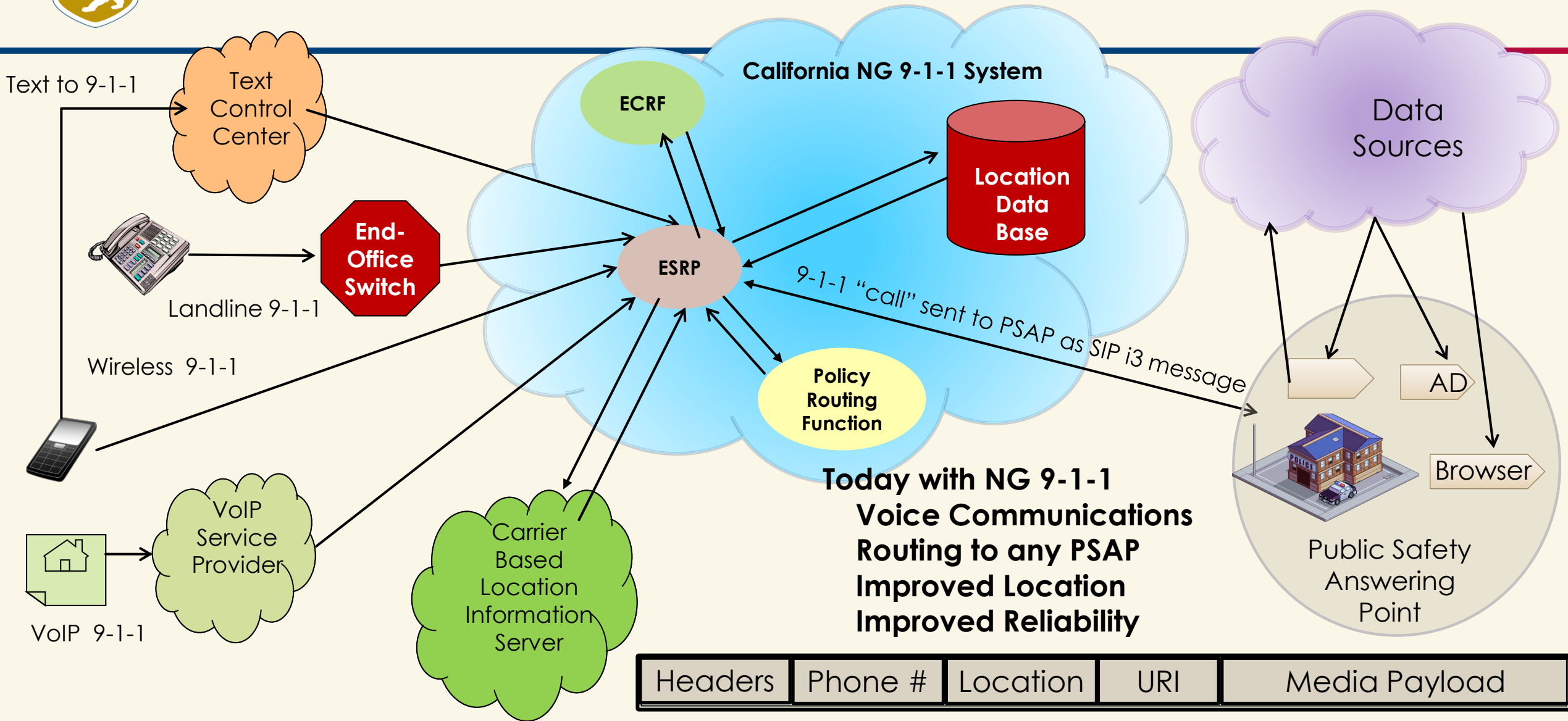


NG 9-1-1 Text to 9-1-1

- 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



NG 9-1-1 – And Data Available today





Data Display Today

- RapidDeploy RadiusPlus – State Contracts
 - Text to 9-1-1, mapping, SMS Text, location information, and supplemental information
- RapidSOS – Local Contracts
 - Location information, mapping, and supplemental information
- Currently - There are the “Haves” and the “Have Nots”
- Next Steps



Procurement Opportunities

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



Data Analytics Key Action Dates

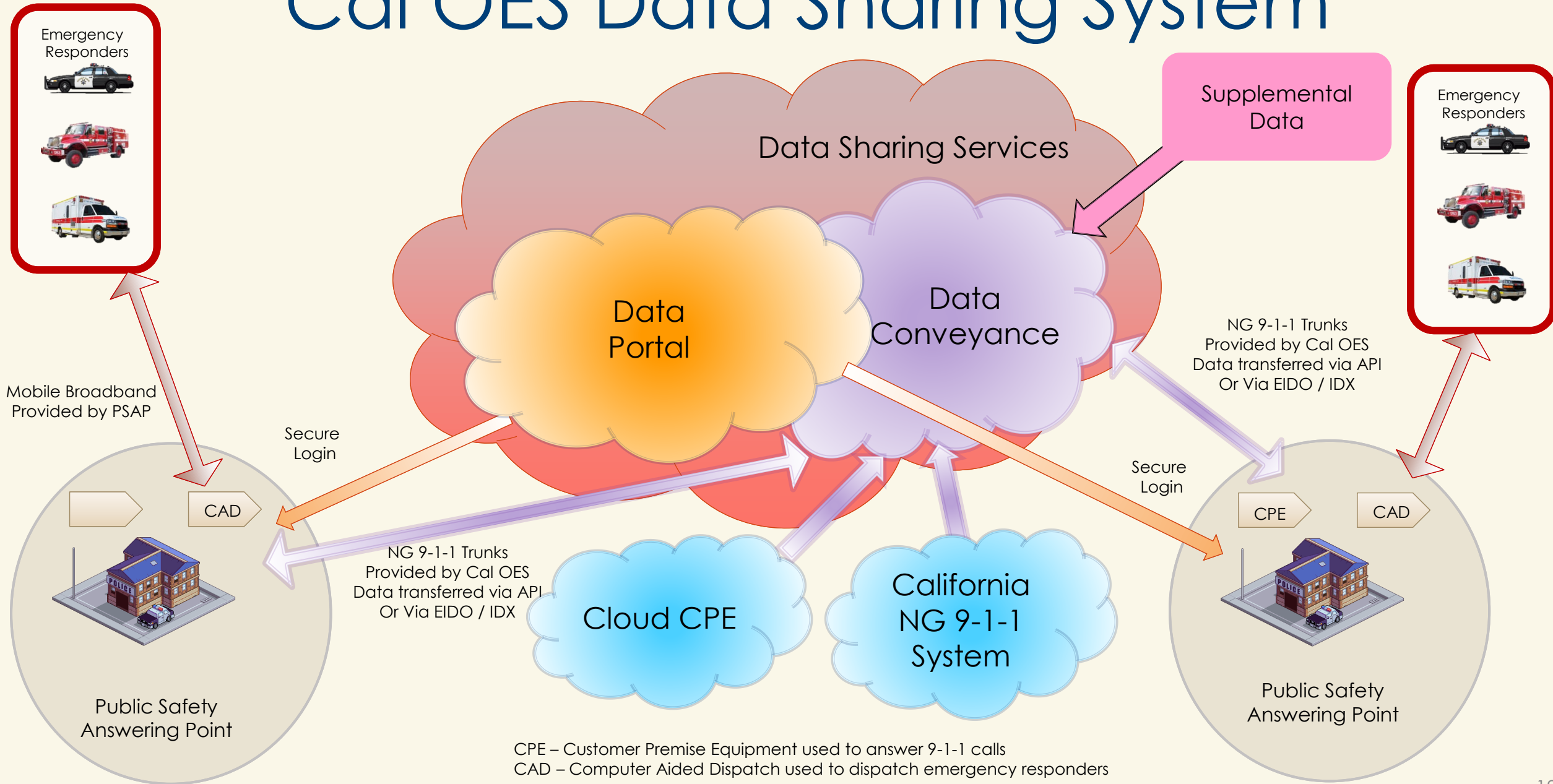
Note: Dates in Cal eProcure take precedence

Pre-Solicitation	2/15/22
Bidders Feedback Due	3/21/22
Bidder Meetings	3/28/22
Release Solicitation	4/07/22
Intent to Bid & Questions	4/28/22
Response to Questions	5/05/22
Proposals Due	5/19/22
Evaluations	5/19/22 to 5/26/22
Negotiations	6/02/22 to 6/03/22
Contract Award	6/20/22

Data Analytics Services pre solicitation:
Cal eProcure link to RFP A211007351-2022

<https://caleprocure.ca.gov/event/0690/0000022307>

Cal OES Data Sharing System





Data Sharing Key Action Dates

Note: Dates in Cal eProcure take precedence

Pre-Solicitation	2/22/22
Bidders Feedback Due	3/24/22
Bidder Meetings	3/29/22
Release Solicitation	4/13/22
Intent to Bid & Questions	5/04/22
Response to Questions	5/11/22
Proposals Due	5/26/22
Evaluations	5/26/22 to 6/01/22
Negotiations	Mid June
Contract Award	6/28/22

Data Sharing Services pre solicitation:
Cal eProcure link to RFP A211007471-2022

<https://caleprocure.ca.gov/event/0690/0000022355>



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Any Questions