Cal OES
GOVERNOR'S OFFICE
OF EMERGENCY SERVICES

Update from State 9-1-1 Program

CALNENA 2022

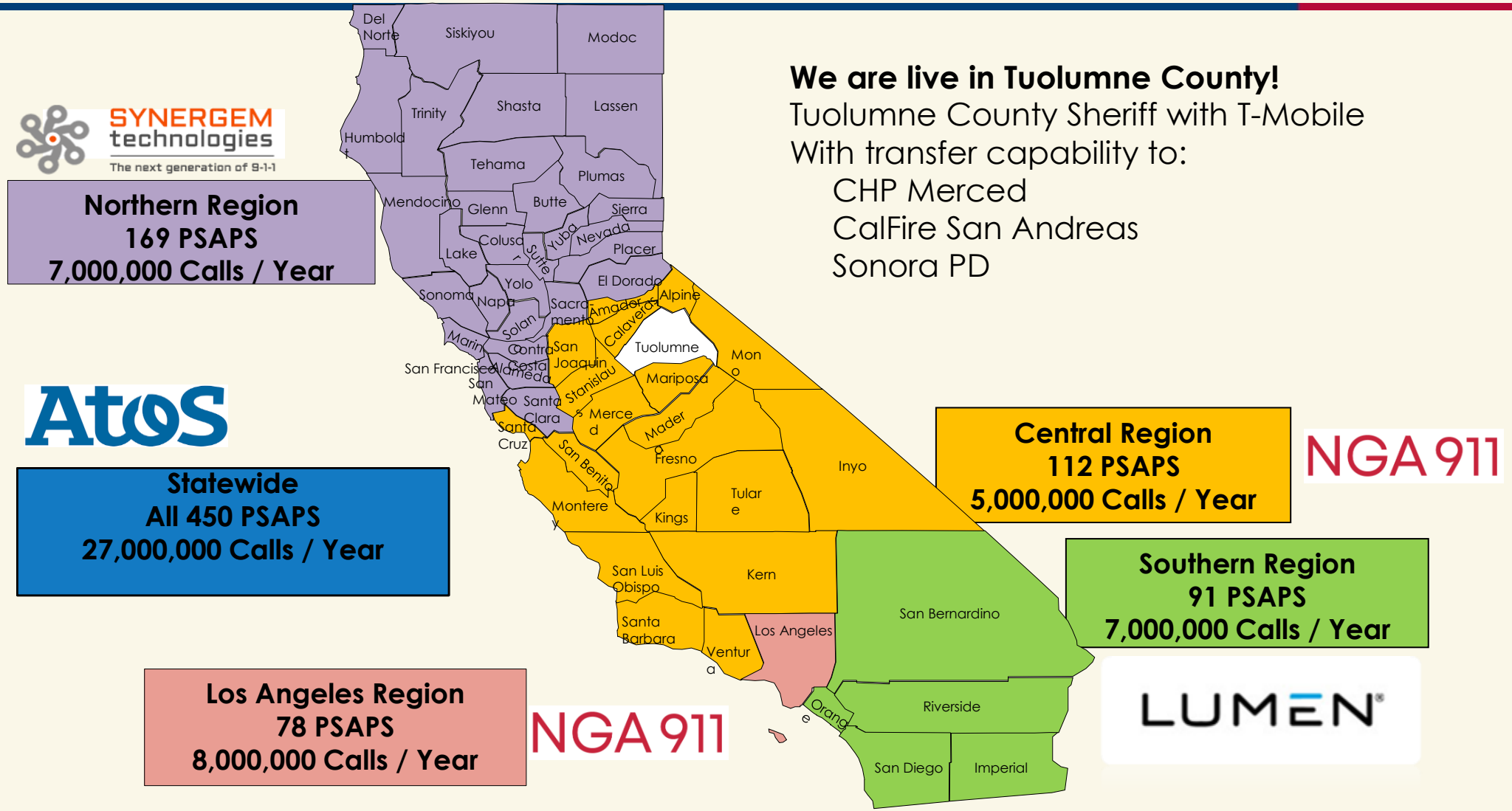
Discussion Overview: How technology is supporting the PSAP (or not)

- 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

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



SYNERGEM technologies
The next generation of 9-1-1

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

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

Atos

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

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

NGA 911

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

LUMEN

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

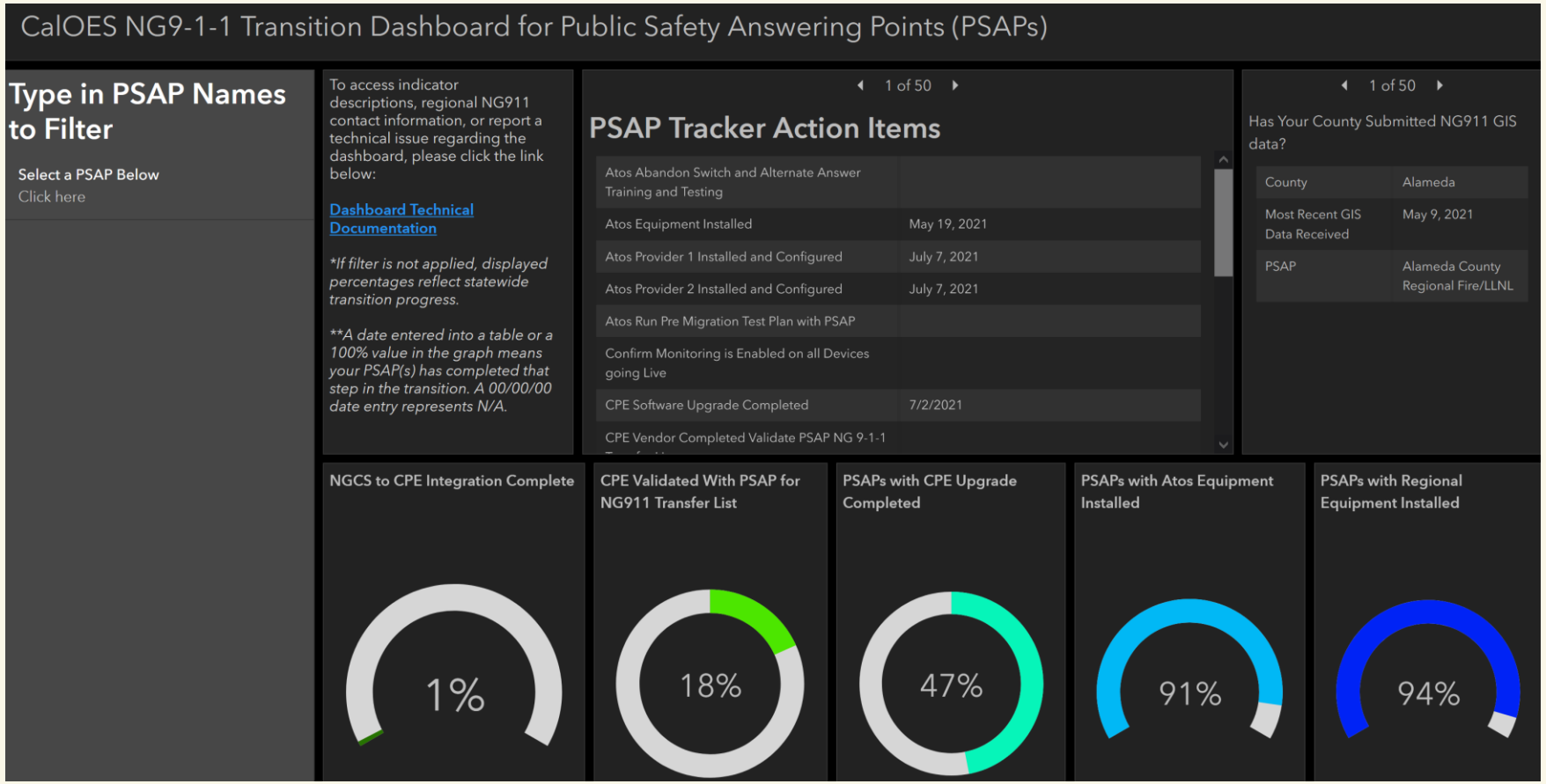
NGA 911

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 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



Legacy CPE Updates

- 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

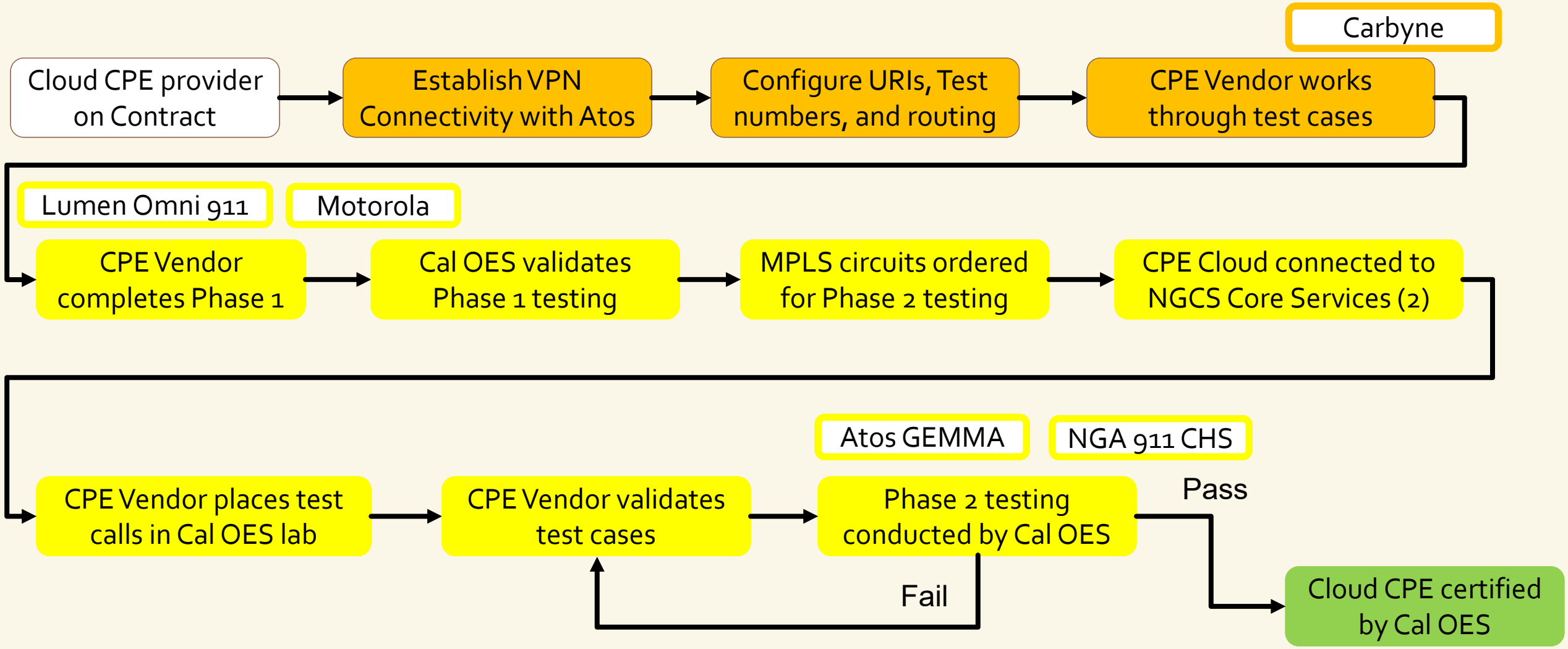
Statewide Cloud-Native CPE

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



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

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

Procurement Opportunities

Data Analytics Services pre solicitation:

- Cal eProcure link to RFP A211007351-2022

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

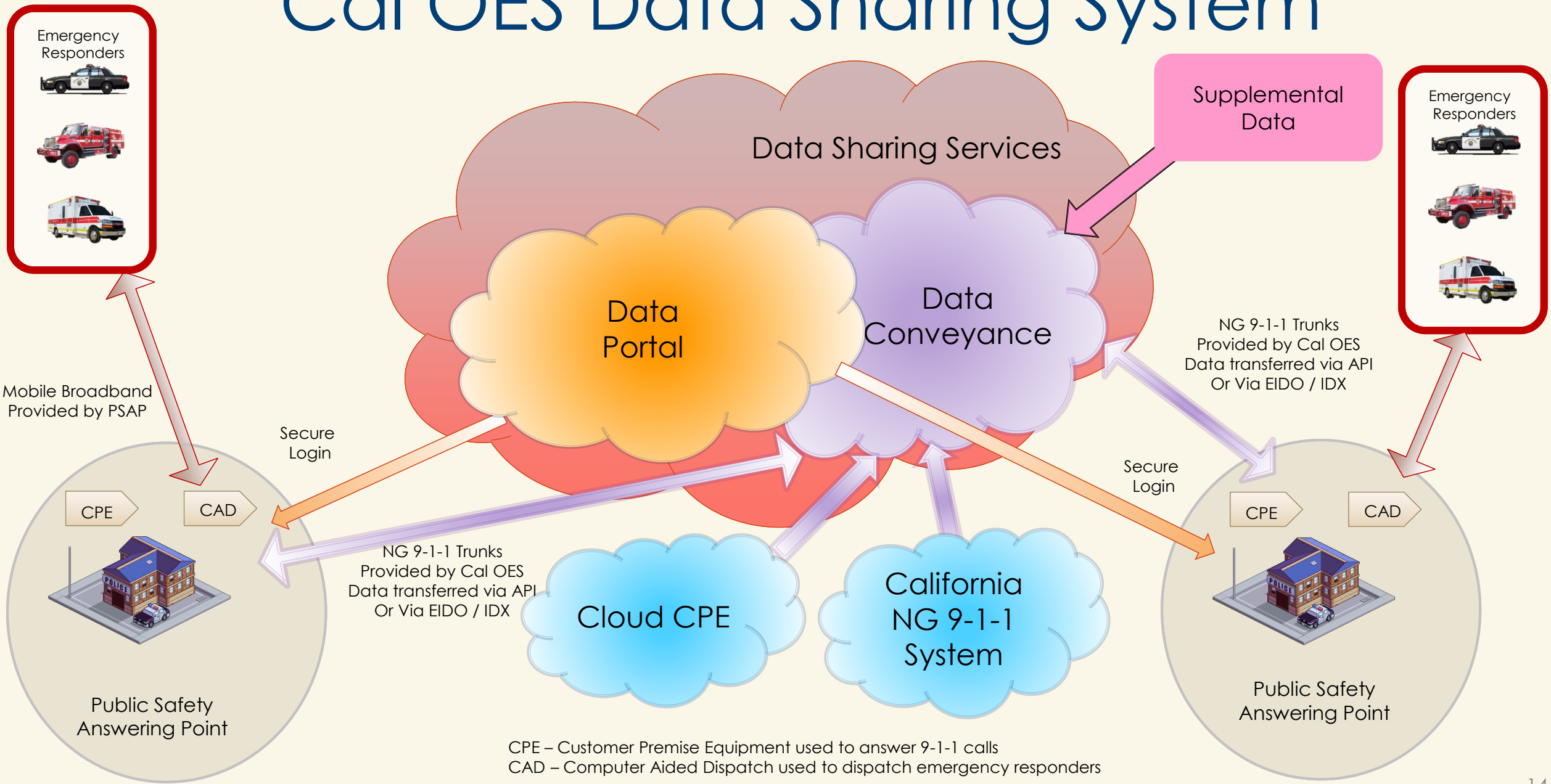
Data Sharing Services pre solicitation:

- 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

Cal OES Data Sharing System



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

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Thank You