Cal OES
GOVERNOR'S OFFICE
OF EMERGENCY SERVICES

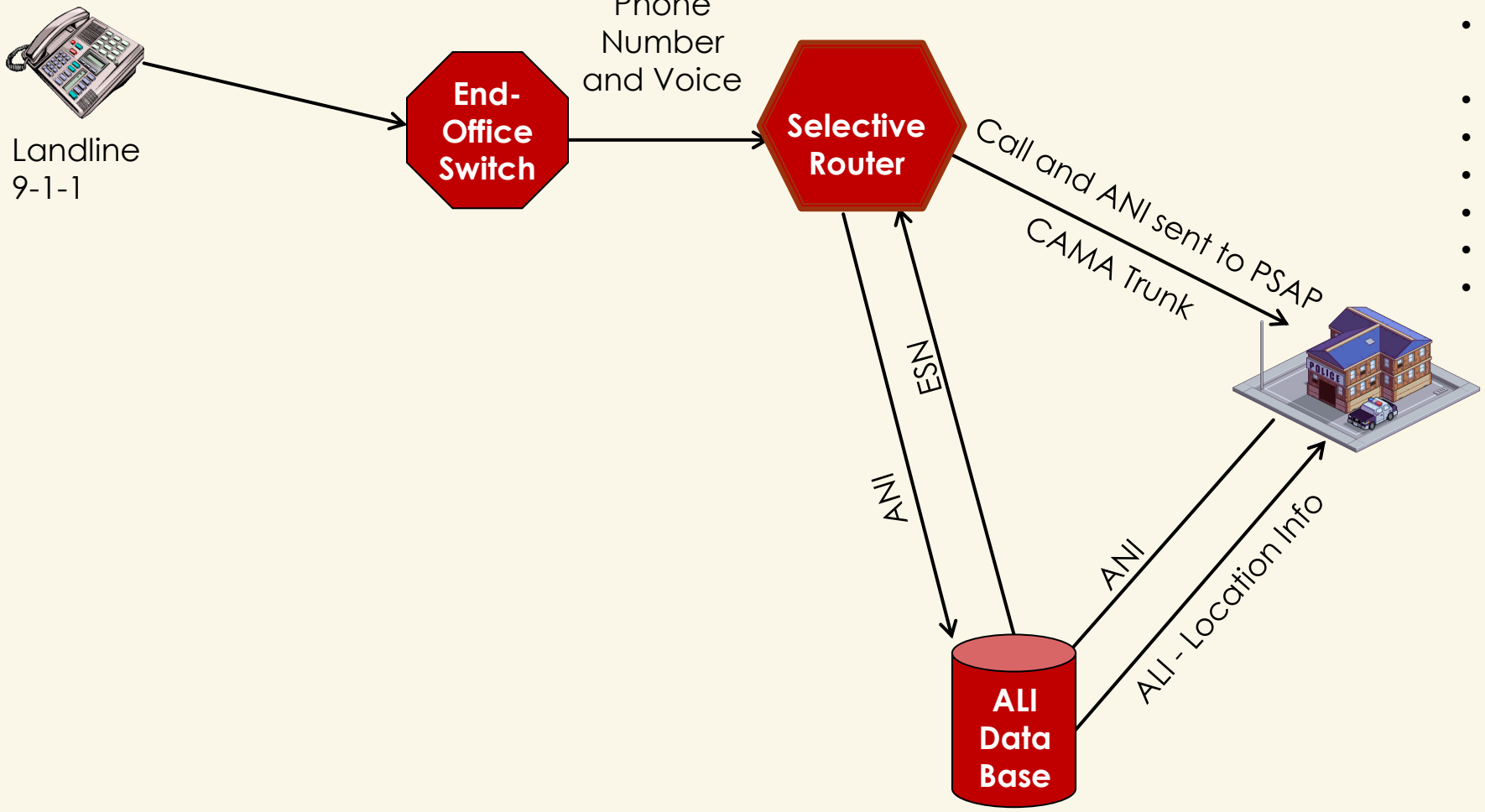
NG 9-1-1 For the Line Level Dispatcher

CALNENA 2022

Discussion Overview

- Today's 9-1-1 system
- 9-1-1 System Failures and what they impact
- NG 9-1-1 Terms and Concepts
- NG 9-1-1 Overview
- NG 9-1-1 Go Live and what to expect
- NG 9-1-1 and what will be available one day (soon…)

Legacy 9-1-1 – Call routing



- CPE – Customer Premise Equipment
- ESN - Emergency Service Number that identifies PSAP to receive call
- ALI – Automatic Location Information
- ANI – Automatic Number Identification
- pANI - Psuedo ANI
- VoIP – Voice over IP
- MSC – Mobile Switching Center
- VPC – VoIP Positioning Center

Public Safety Answering Point

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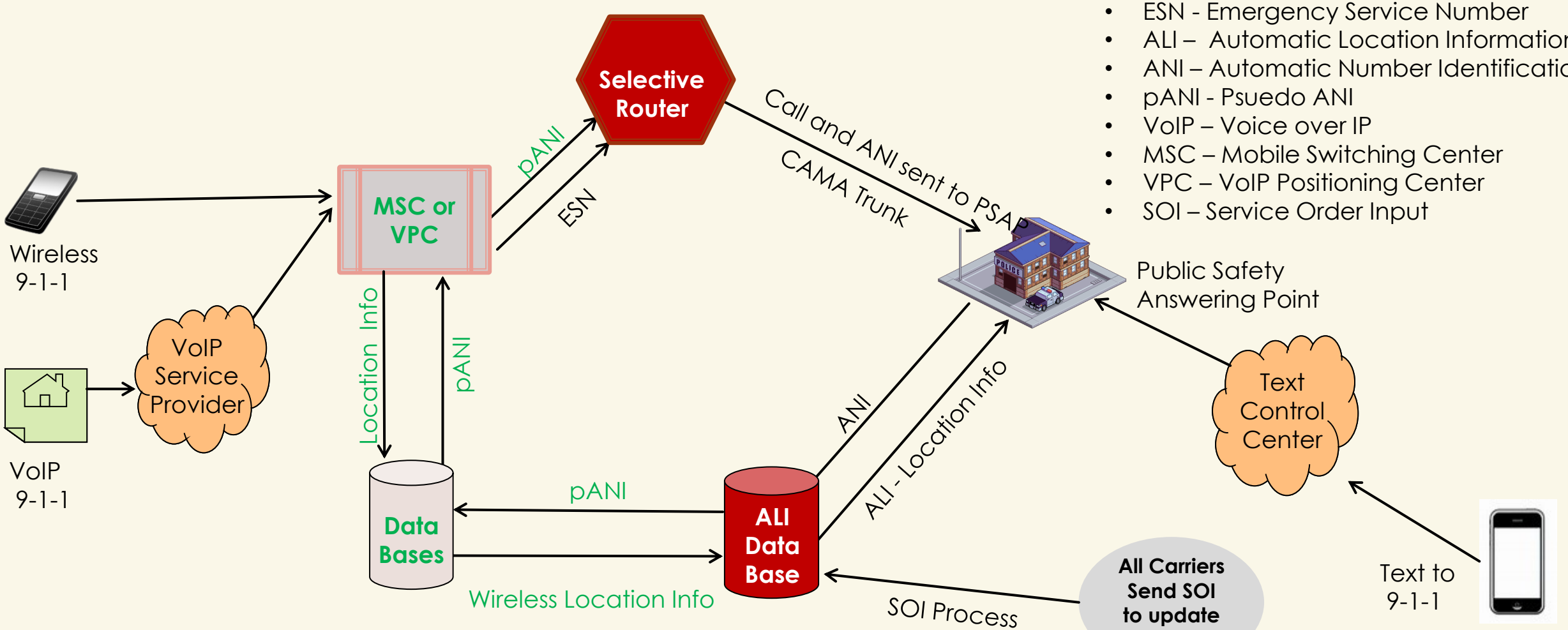
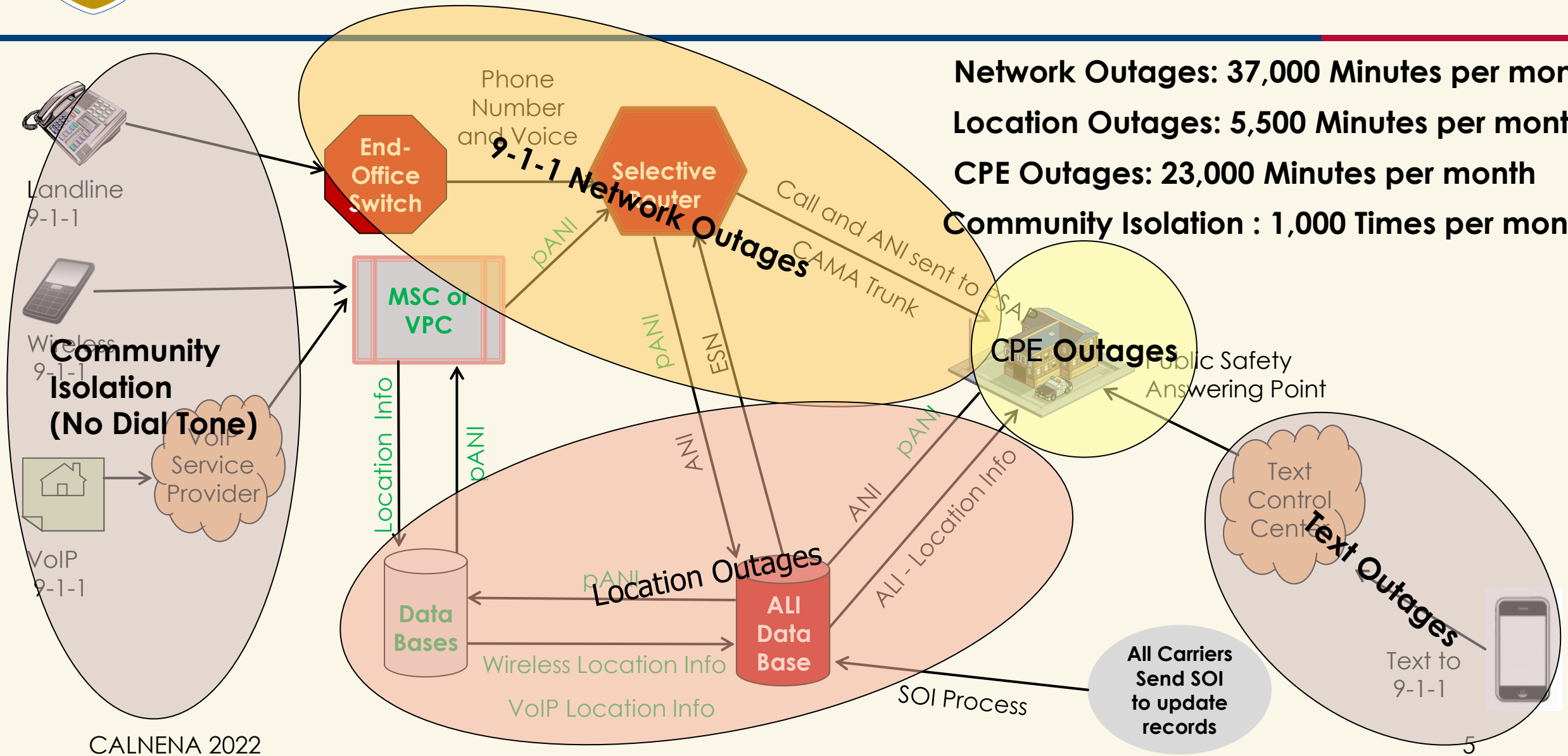
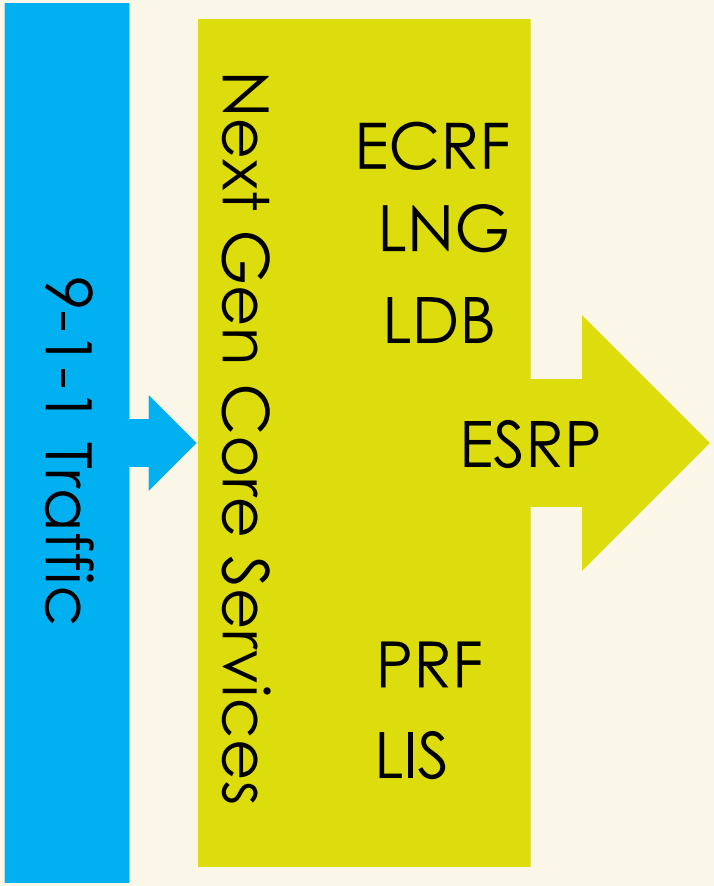
- SOI – Service Order Input



Legacy 9-1-1 – Outages

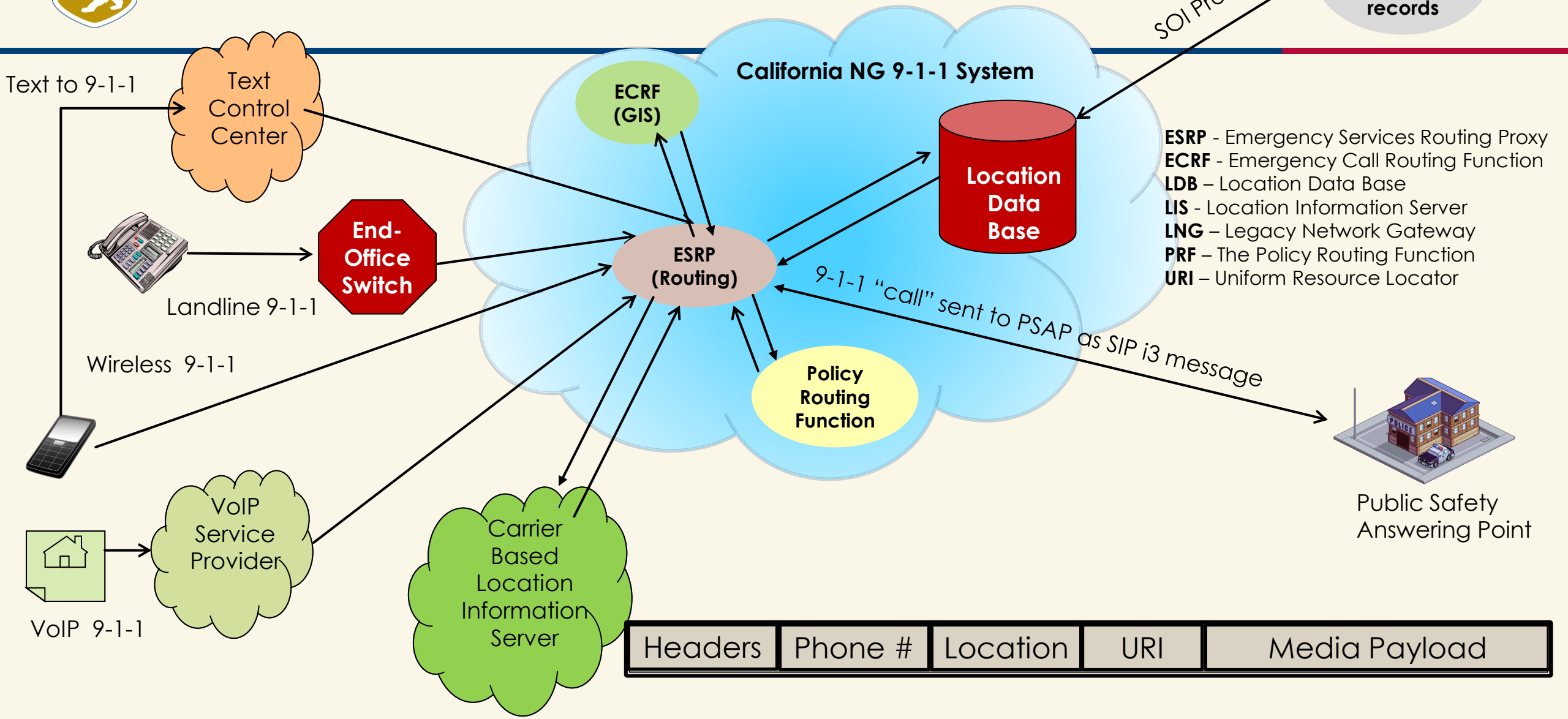


9-1-1 traffic routing with NG 9-1-1 Definitions

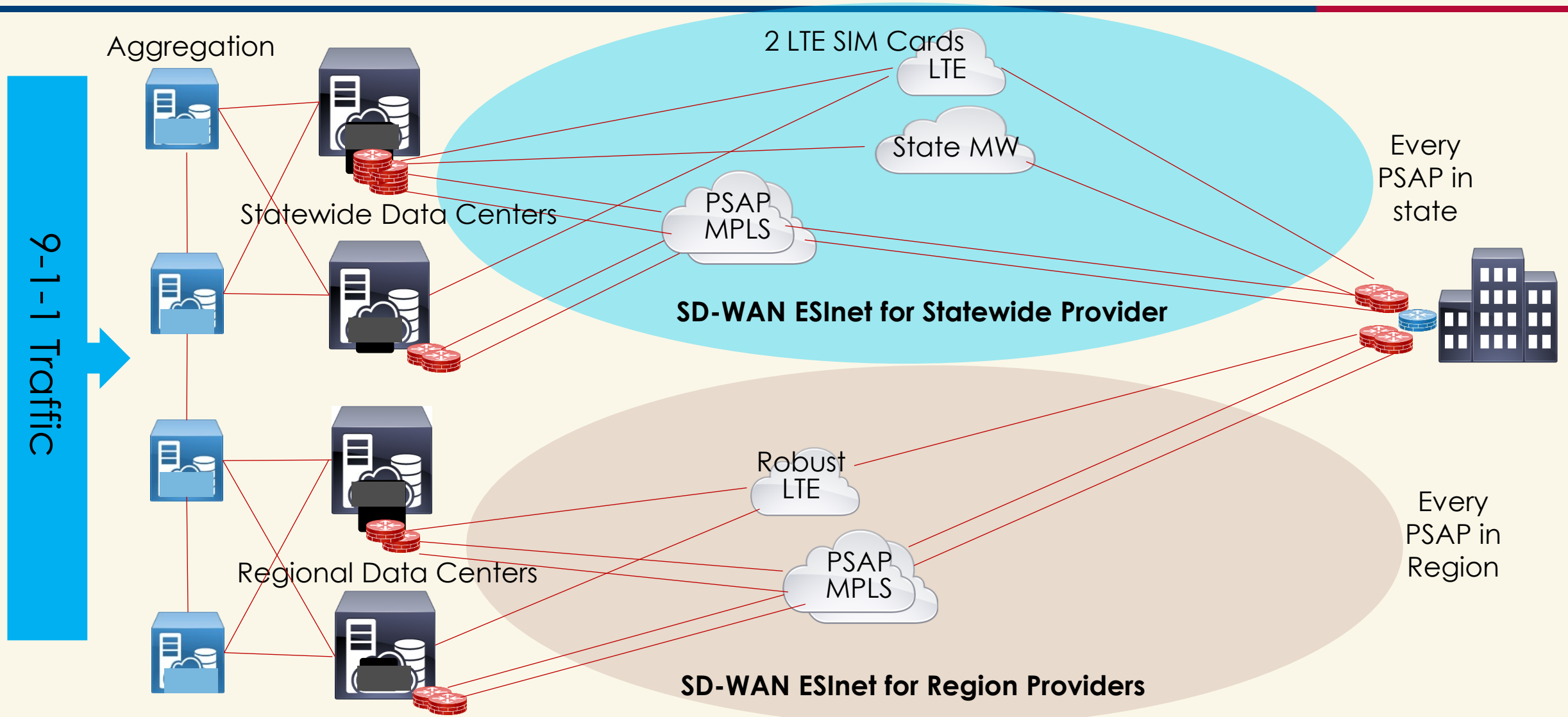


ESRP - Emergency Services Routing Proxy essentially replaces the selective routers in NG 9-1-1.
ECRF - Emergency Call Routing Function is the functional element where caller location and routing information for that call is stored (think GIS)
LDB – Location Data Base server retains all of the current information, functionality, and interfaces of today's ALI and can utilize the new protocols required in an NG 9-1-1 deployment
LIS - Location Information Server is used in conjunction with the LDB
LNG – Legacy Network Gateway – performs specific interworking functions to support ingress of non-i3 calls into the i3 network
PRF – The Policy Routing Function is where default, alternate, contingent, and emergency routes are located. The PRF is the specific functionality regarding 9-1-1 traffic routes

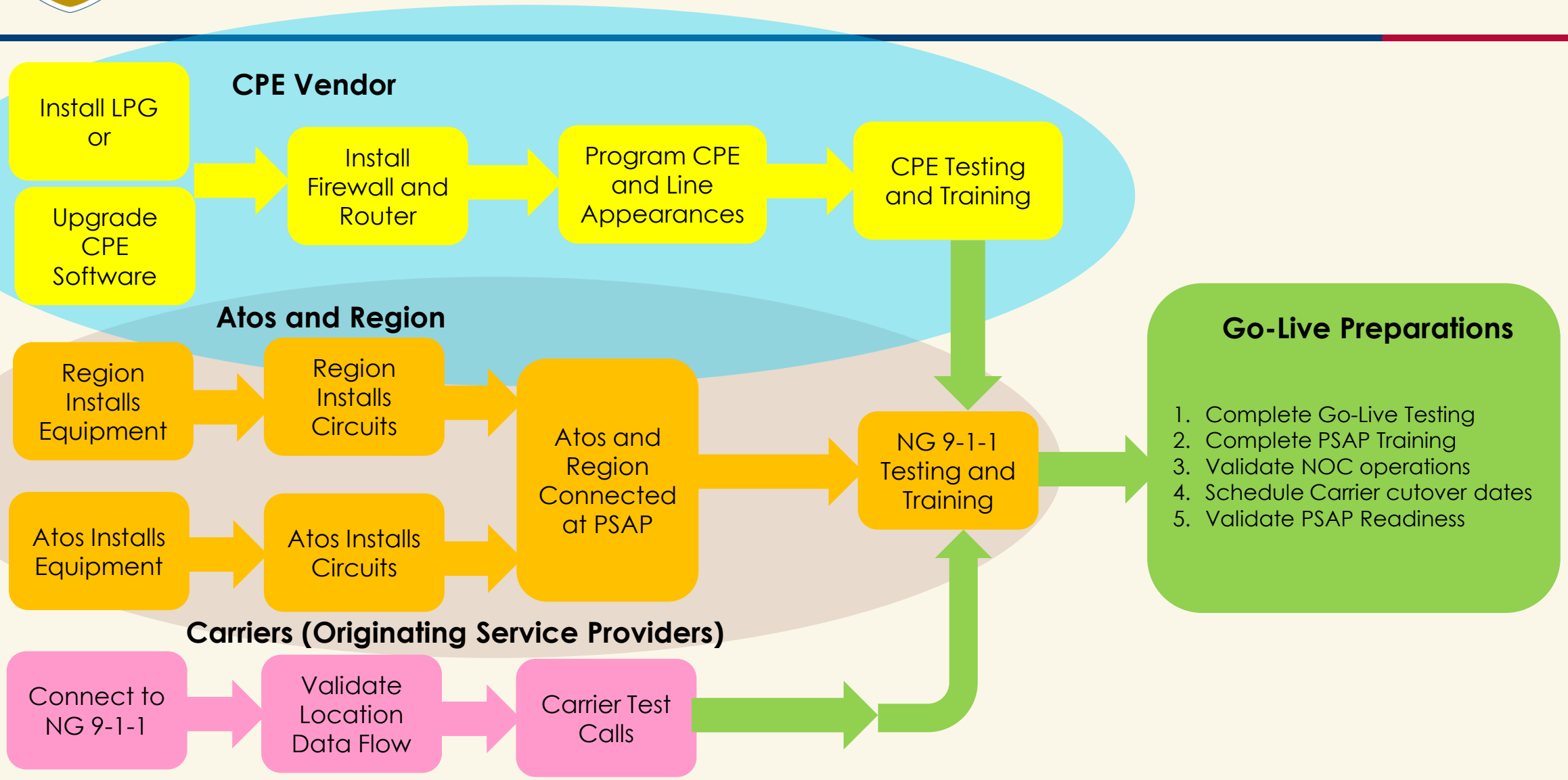
NG 9-1-1 – Call routing



NG 9-1-1 Connectivity



Preparing for NG 9-1-1 Go-Live



Your PSAP and the Testing Process

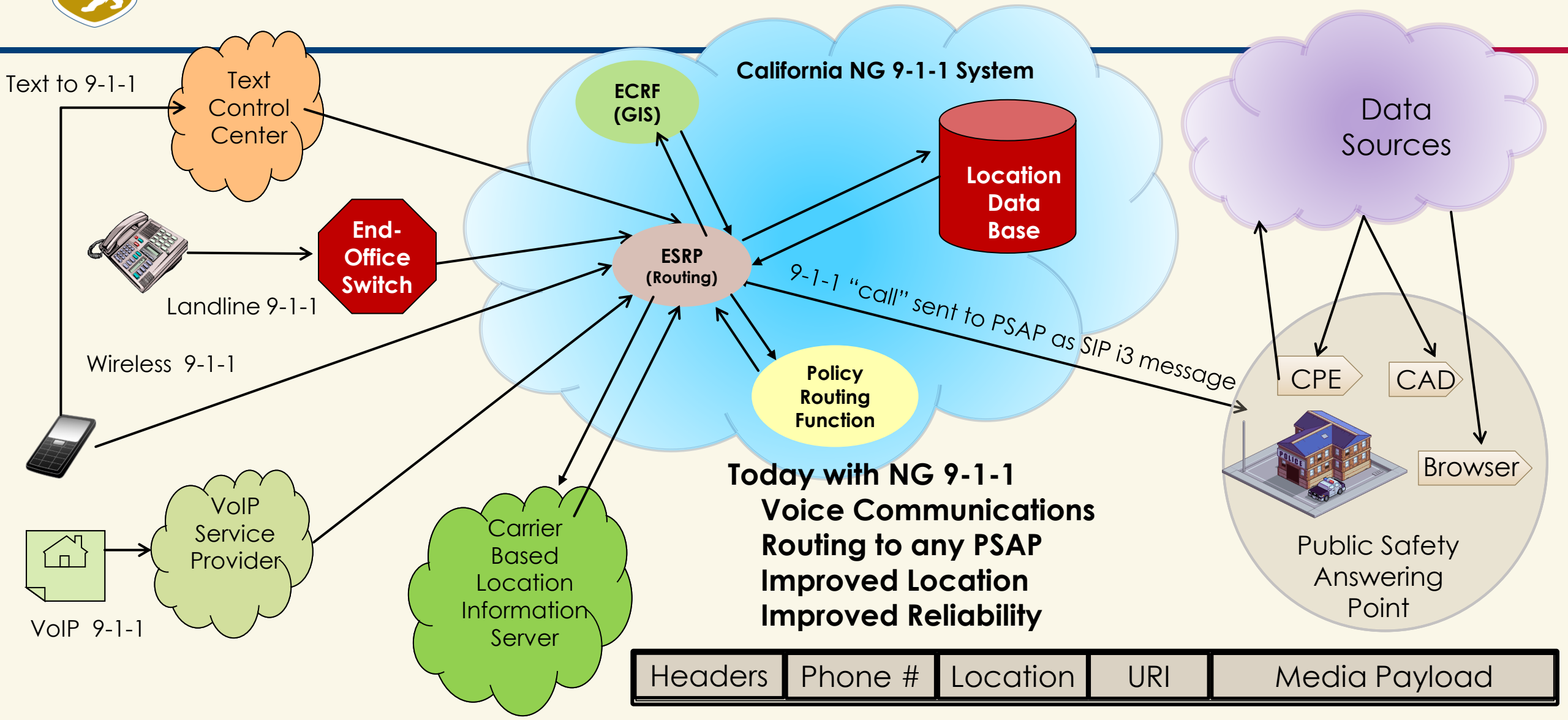
- Final testing requires dispatchers to answer calls to validate the programming is correct and that the training is adequate
- We are asking for PSAPs to support test windows for the testing that must be completed at the PSAP
  - Test Windows will be Tuesday – Thursday from 10:00 am – 1:00 pm
  - No more than 10 test calls will be completed in any single hour unless approved by PSAP
  - During planned events and increased busy times, test windows can be cancelled by PSAP
  - Each PSAP will have unique testing number for Atos and their region to support additional PSAP testing

What does NG 9-1-1 Testing look like for my PSAP?

There will be many types of Testing:

- CA 9-1-1 Branch NG 9-1-1 lab testing (Completed)
- CPE Testing to validate CPE upgrades or LPG (Almost Completed)
- NG 9-1-1 Testing to validate NG 9-1-1 connectivity to your PSAP
- CPE and NG 9-1-1 Testing – Test numbers provided to PSAP for PSAP testing
- "Go Live" Testing to validate NG 9-1-1 Go-Live readiness
- Carrier Testing to validate each carrier can deliver 9-1-1 calls through NGCS
- "Go Live" and Carrier Testing – After line appearances are programmed on your CPE and training is completed by the CPE vendor, anticipate that your PSAP will be receiving NG 9-1-1 test calls

NG 9-1-1 – And Data Available today

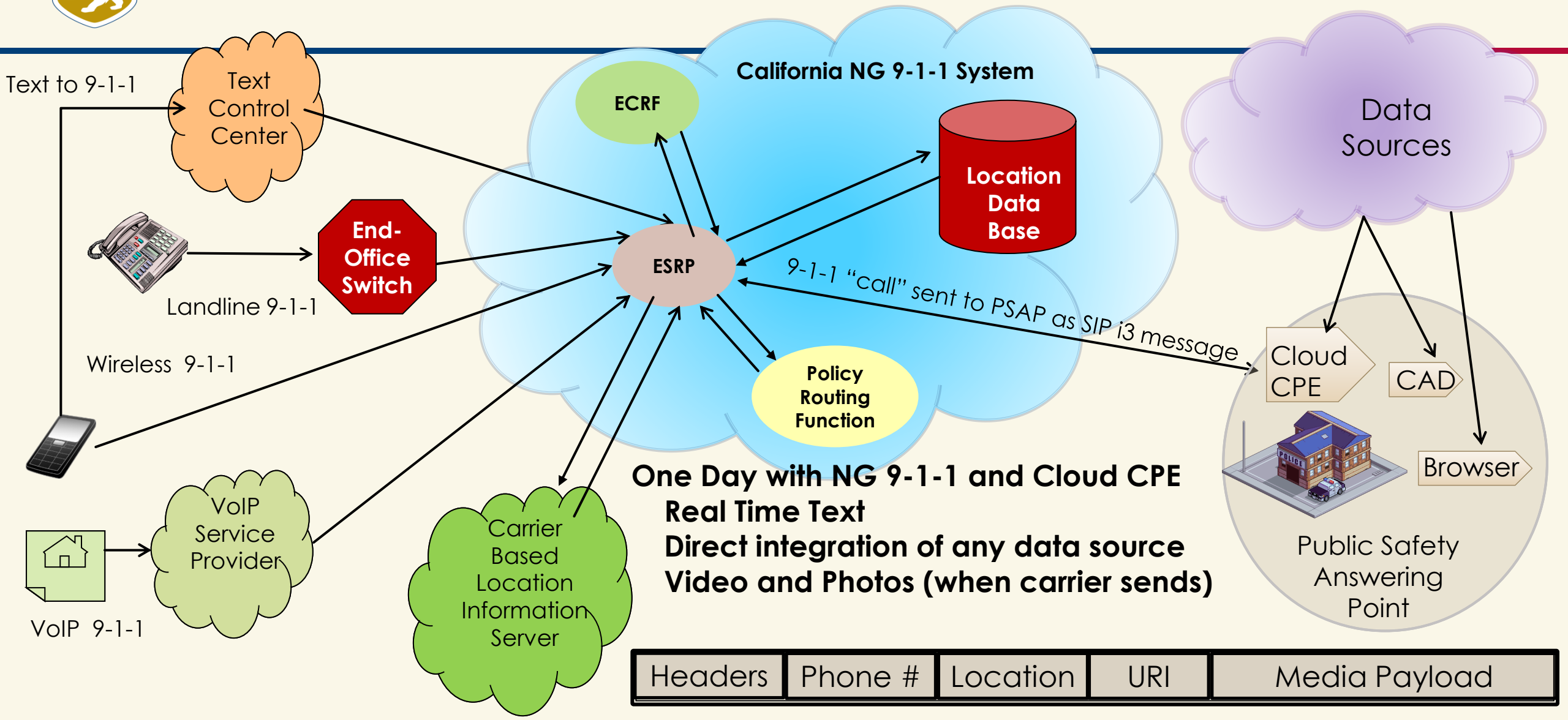


Today with NG 9-1-1

- **Voice Communications**
- **Routing to any PSAP**
- **Improved Location**
- **Improved Reliability**

Headers	Phone #	Location	URI	Media Payload

NG 9-1-1 – And Data Available One Day

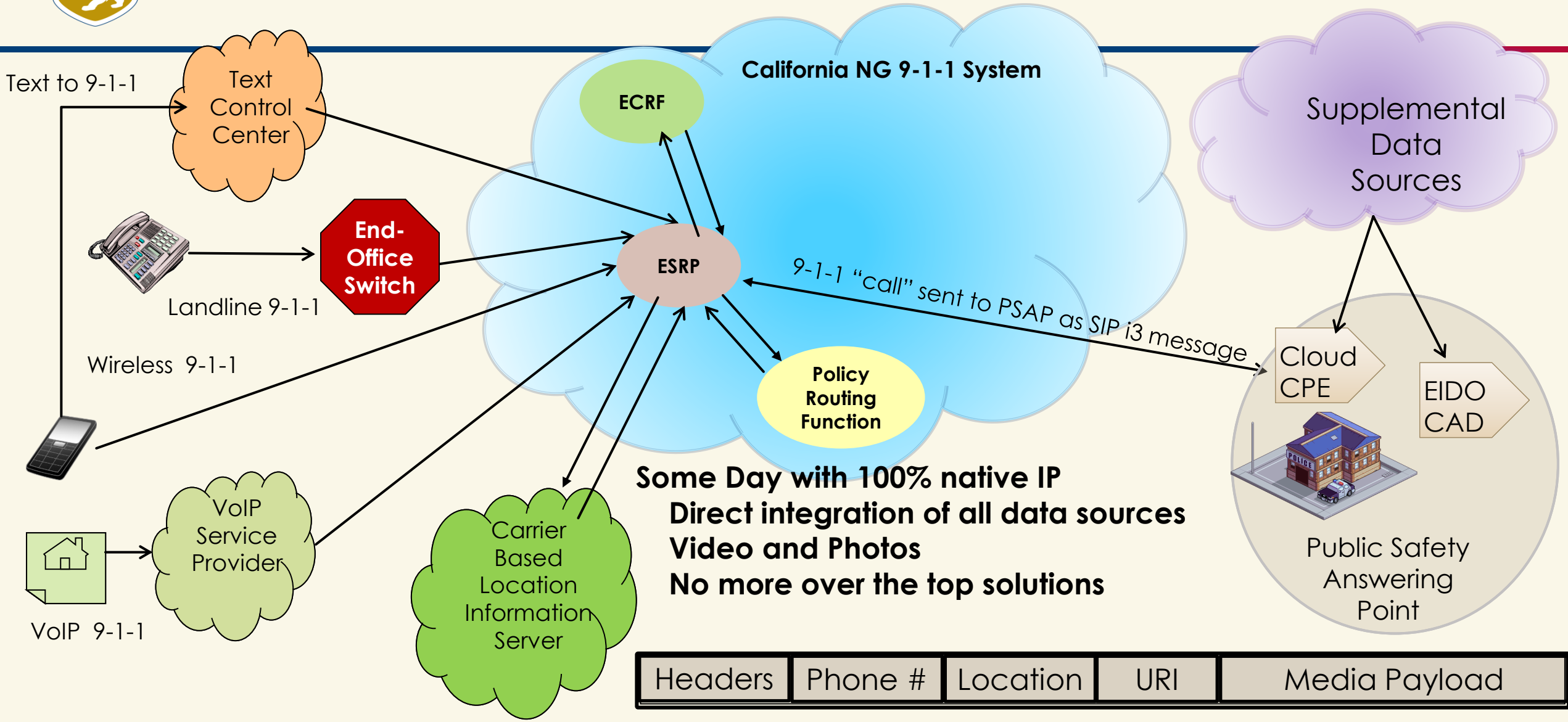


One Day with NG 9-1-1 and Cloud CPE

- **Real Time Text**
- **Direct integration of any data source**
- **Video and Photos (when carrier sends)**

Headers	Phone #	Location	URI	Media Payload

NG 9-1-1 – And Data Available Some Day



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Any Questions