

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 Mael - paulie.mael@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