NAPCO 9-1-1 Branch Update
September 10, 2020

Agenda

- COVID 19 Impacts

- Current CPE Software Upgrades for NG 9-1-1

- Next Gen 9-1-1 Update

- NG 9-1-1 Migration Plan

- Cloud Based CPE

- Outage Reporting

- AB 911 Feasibility Study Update

- Questions

September 10, 2020

COVID-19 Impacts

1. PSAP staffing levels

2. Access to PSAPs

    I.   Circuit installs

    II.   PSAP remediation

    III. Equipment installs

3. Technician availability

4. Supply chain impacts

5. Limits ability to gather feedback and input on NG 9-1-1

6. Taskforce and PSAP meetings

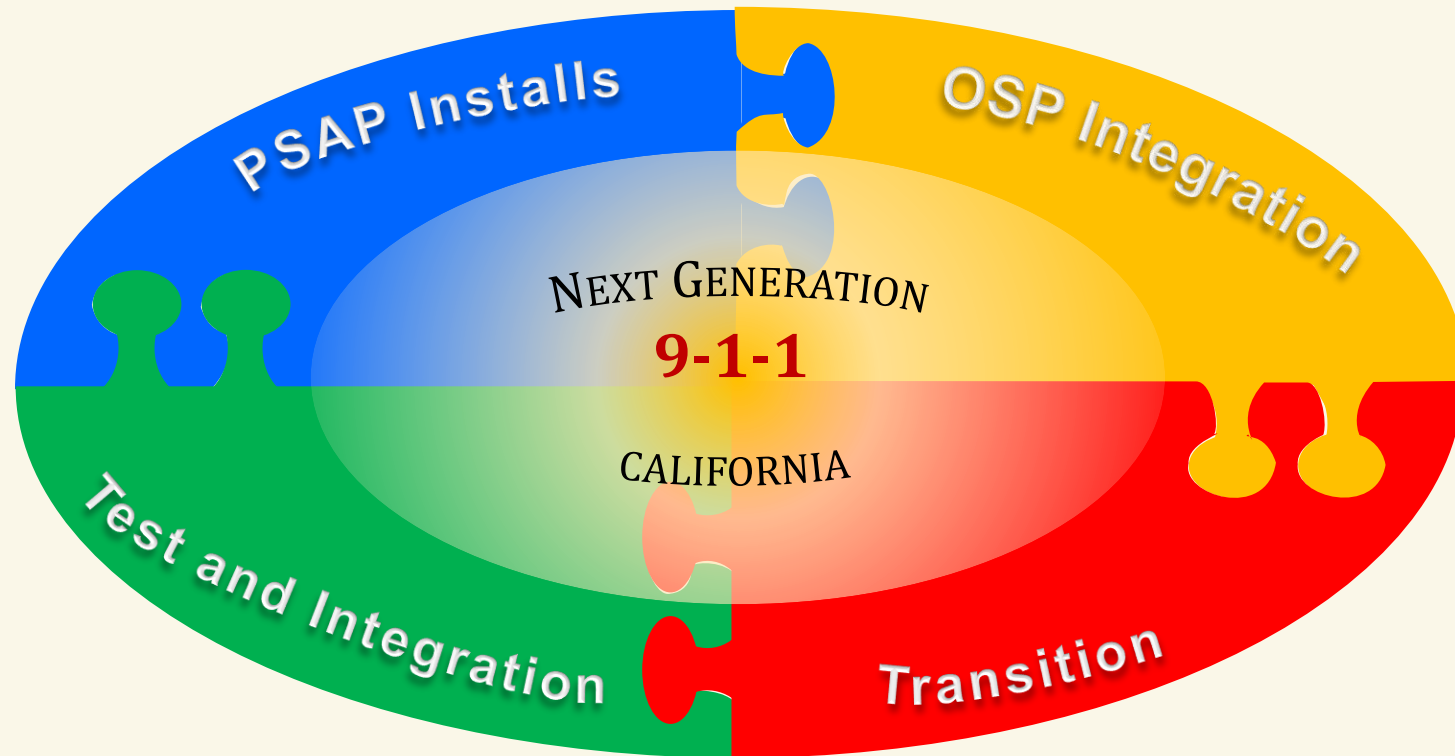7. Uncertainty and planning considerations

CPE software upgrades for NG9-1-1

- Upgrades are required for current CPE to connect NG9-1-1 network

  - Local CPE technician to perform upgrade at no cost to State and PSAP

  - Could include SW version, router, firewall

- All Vesta CPE installs are on hold pending clearance in the lab

  - Validated software / hardware needed to support NENA i3 requirement

Next Gen 9-1-1 Update

PSAP Installs

OSP Integration

NEXT GENERATION
9-1-1
CALIFORNIA

Test and Integration

Transition

Next Gen 9-1-1 Deployment

Deployment Timeline
Statewide Prime – **Aug 2019 – Mar 2021**
Northern Region – **Aug 2019 – Mar 2021**
LA Region – **Aug 2019 – Mar 2021**
Southern Region – **Aug 2019 – Mar 2021**
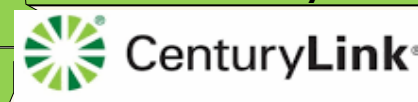Central Region – **Aug 2019 – Mar 2021**
Selective routers decommissioned - **2022**

Northern Region
State PM: Angela Chen
Vendor: Synergem

Prime
State PM: Anne Leal-Abdallah
Vendor: Atos

Los Angeles Region
State PM: Chereise Bartlett
Vendor: NGA 911
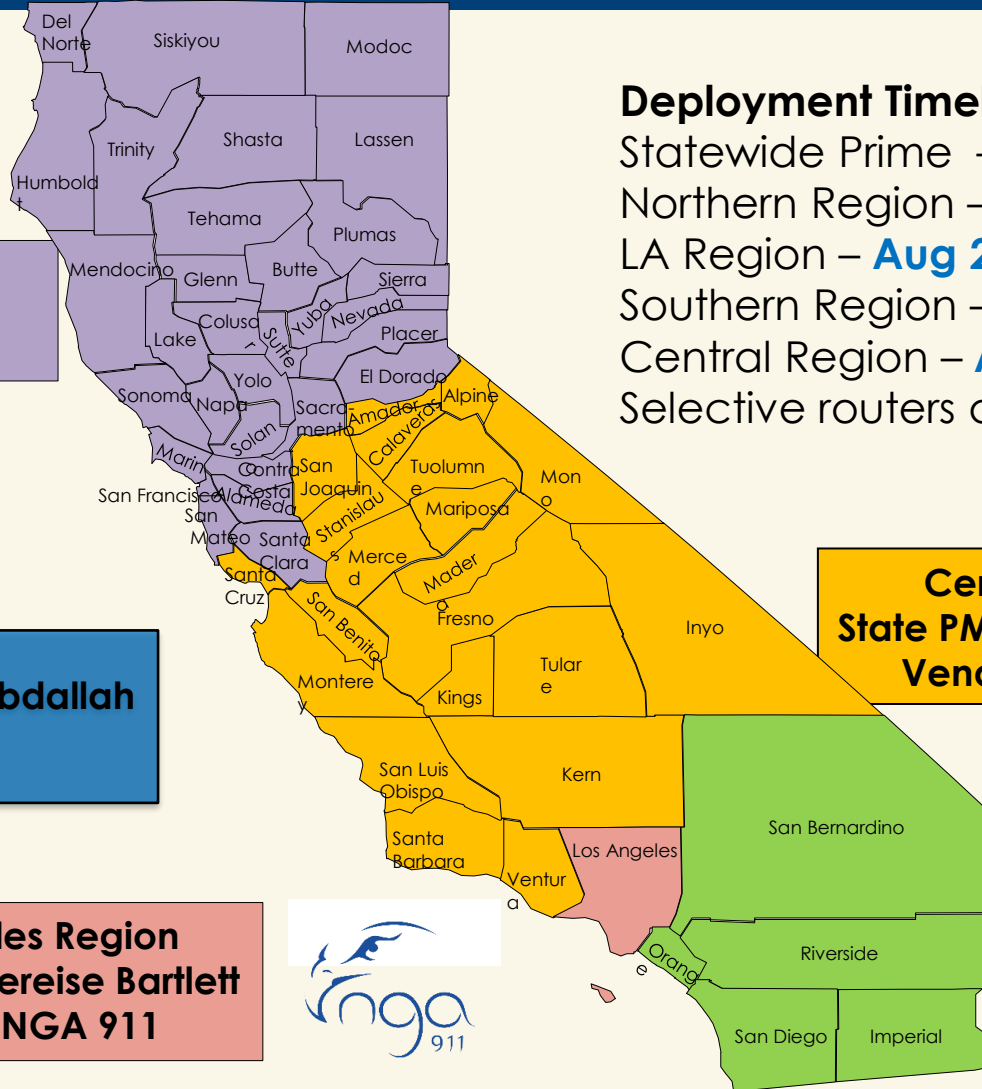
Central Region
State PM: Tiffany Howard
Vendor: NGA 911

Southern Region
State PM: Curt Guillot
Vendor: CenturyLink

Optimistic Next Gen 9-1-1 Project Timeline

Build Project Team

Perform Site Surveys

Order Circuits

Project is still on target
COVID-19 has impacted schedule by 4-12 weeks

IP Circuit and SD-WAN Deployment

PSAP Equipment Installs

Design/Build NOC

Finalize Operations of NG 9-1-1 Core Services

Test Integration

Conduct PSAP Testing

Earliest Go Live

| 3Q2019 | 4Q2019 | 1Q2020 | 2Q2020 | 3Q2020 | 4Q2020 | 1Q2021 | 2Q2021 |

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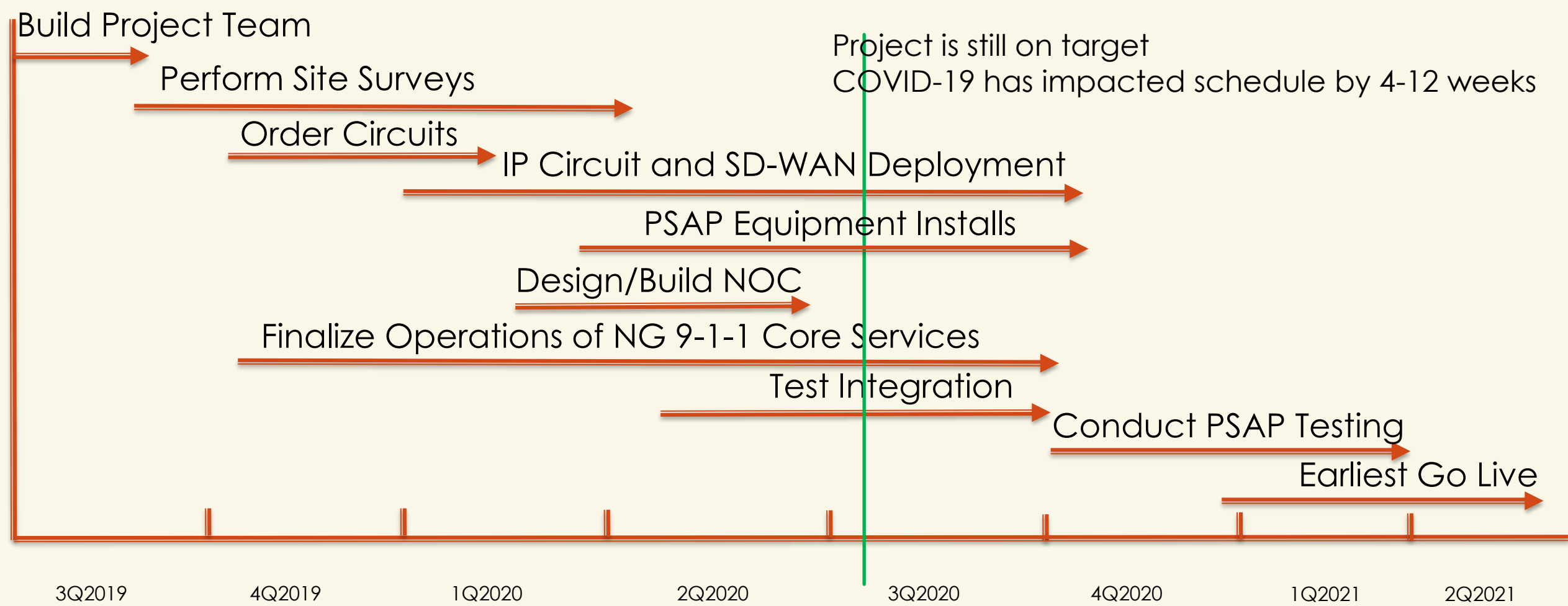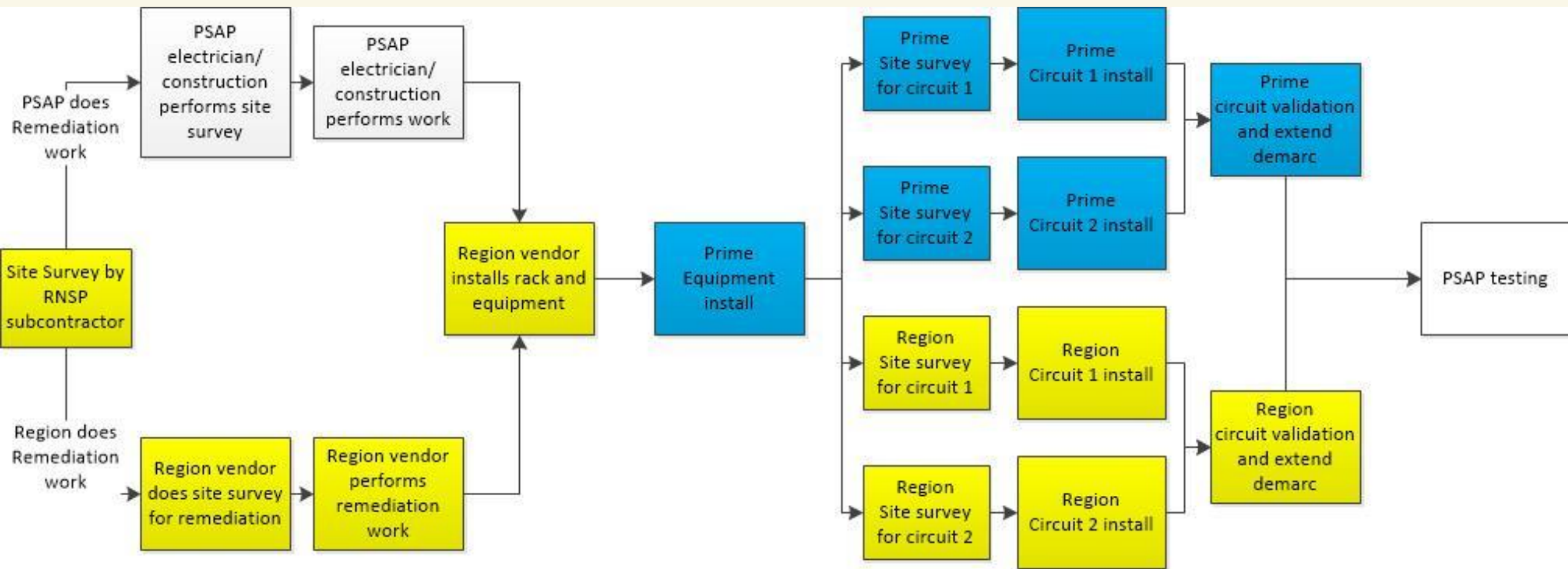
NG 9-1-1 Connectivity

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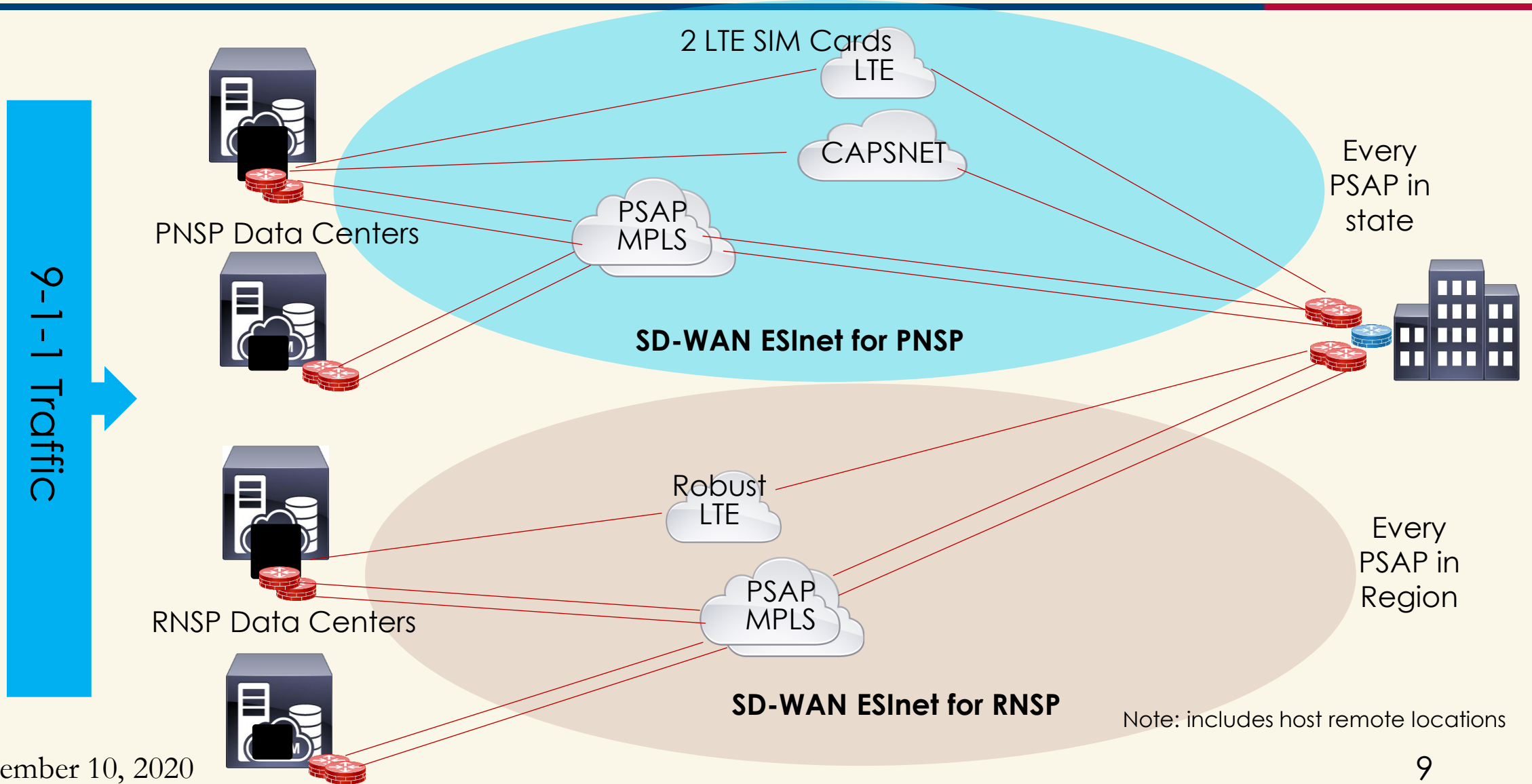
PSAP Install Status

- North

  - Remediation – 30 of 163 PSAPs completed

  - Equipment Install – 0 of 163 PSAPs completed

  - Circuit Install – 0

- South

  - Remediation – 61 of 92 PSAPs completed

  - Equipment Install – 0 of 92 PSAPs completed
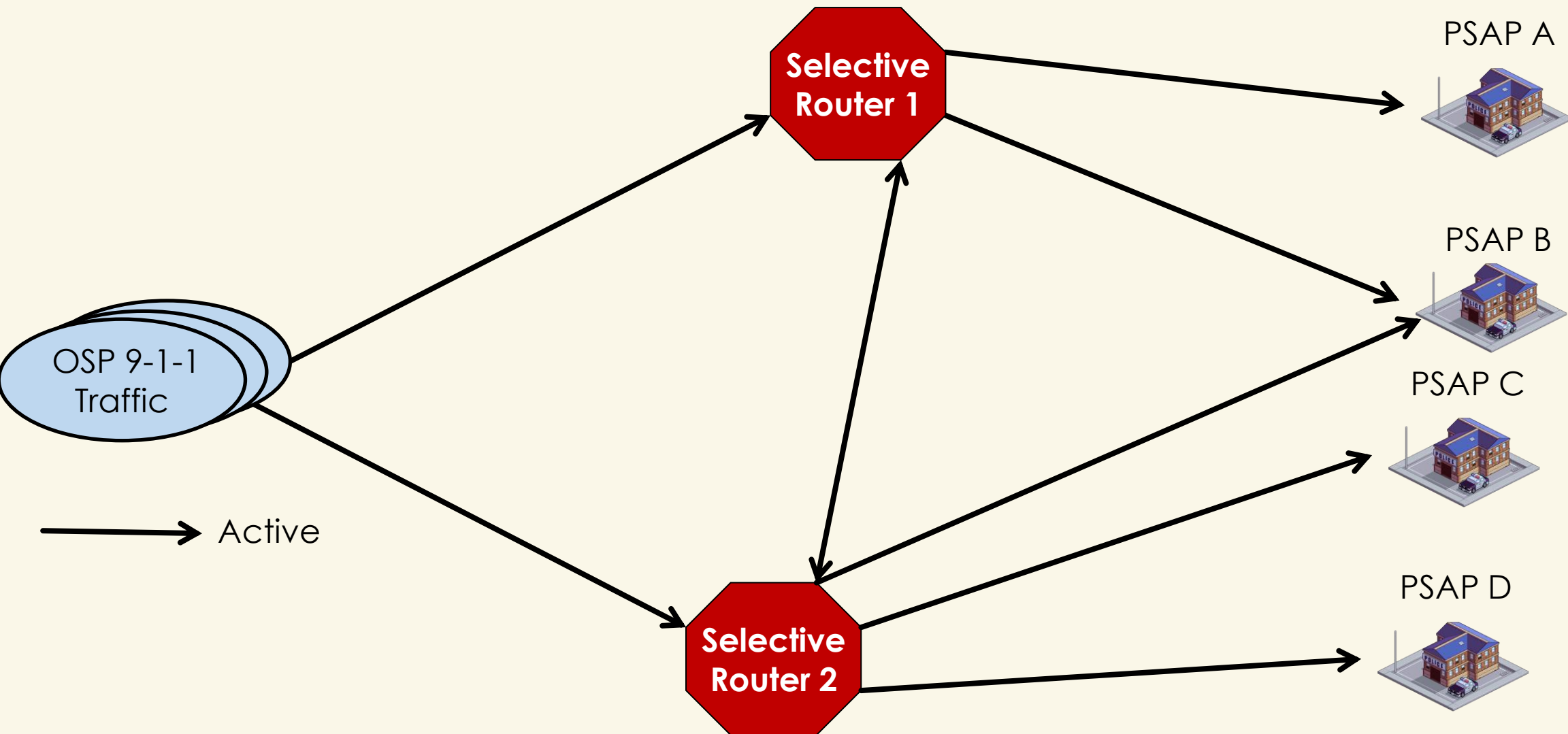
  - Circuit Install – 50

PSAP Install Status

- Central

  - Remediation – 82 of 114 PSAPs completed

  - Equipment Install – 45 of 114 PSAPs completed

  - Circuit Install - 7 of 114 PSAPs completed

- LA

  - Remediation 45 of 80 PSAPs completed

  - Equipment Install – 13 of 80 PSAPs completed

  - Circuit Install - 7 of 81 PSAPs completed

Selective Router 1

Selective Router 2

OSP 9-1-1 Traffic

PSAP A

PSAP B

PSAP C

PSAP D

Active

Next Gen 9-1-1 Validating Migration Plan

1. OSP cannot determine which PSAP a call should be routed to

2. Because #1 is true, OSP can only direct traffic to either a selective router or to an NGCS provider – (without additional circuits)

3. All CPE can receive i3 traffic either via SIP or via LPG

4. CPE has ability to support CAMA trunks for LPG

5. CPE can connect via CAMA and IP or i3 at the same time

6. Verify CPE has the ability to support numbers 1-5

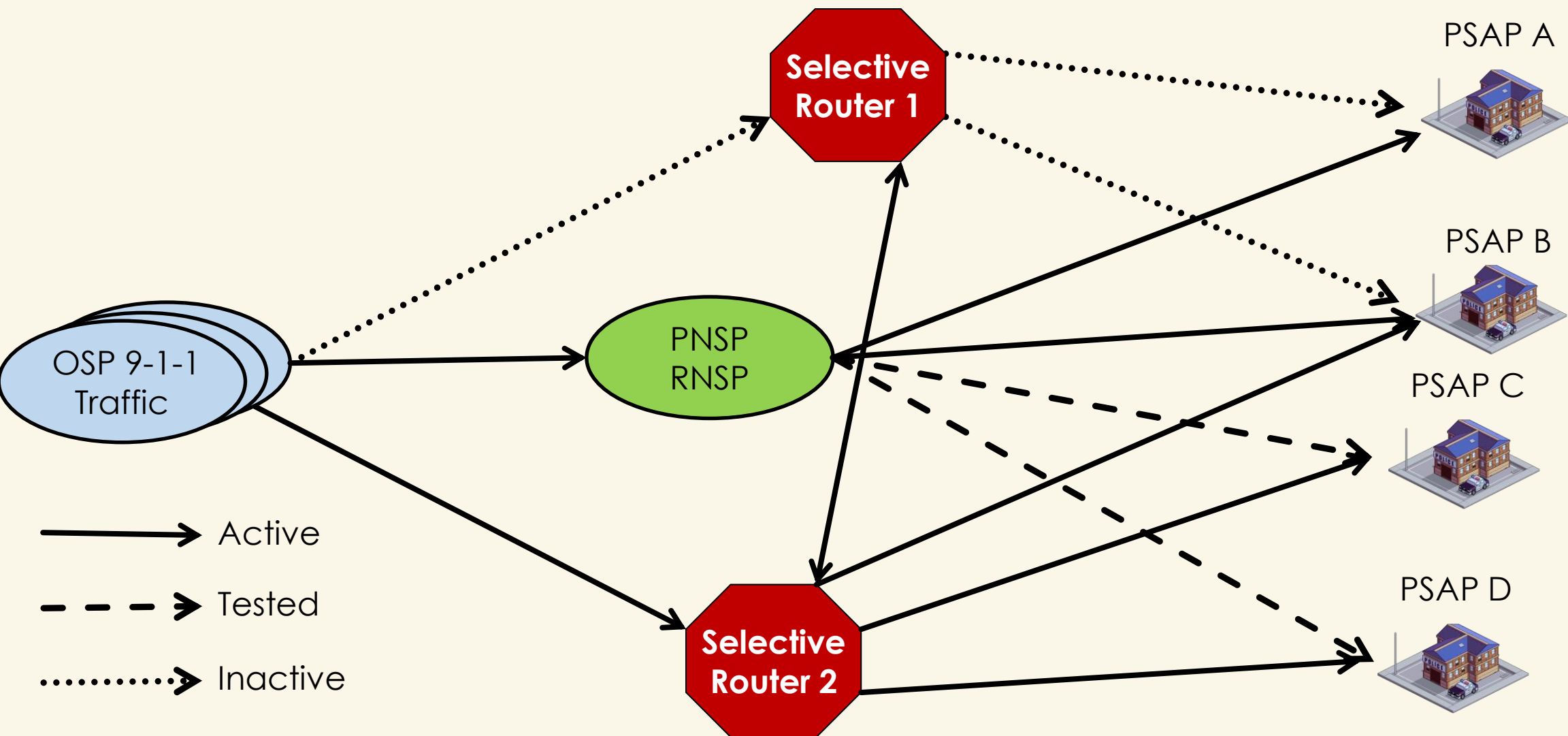7. NG 9-1-1 cutover will be coordinated by selective router

PSAP A

PSAP B

PSAP C

PSAP D

Selective Router 1

Selective Router 2

PNSP
RNSP

OSP 9-1-1 Traffic

Active

Tested
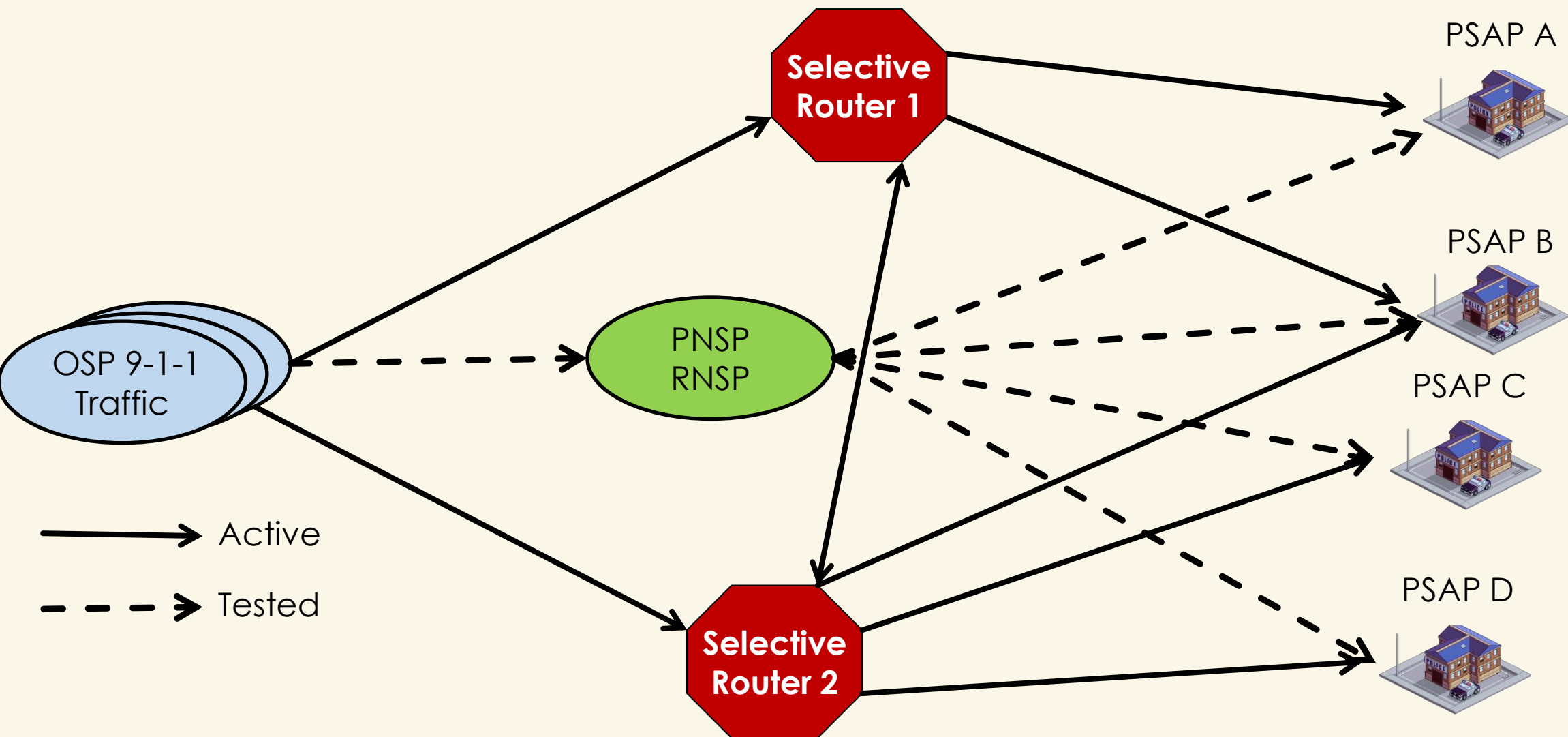
Next Gen 9-1-1 Migration Selective Router Cutover

Central Region

AT&T Sonora S/R

Cal Fire - San Andreas	Central	Calaveras
Calaveras Co. Shf.	Central	Calaveras
Sonora PD	Central	Tuolumne
Tuolumne Co. Shf.	Central	Tuolumne

Northern Region

AT&T PLACERVILLE NIAGARA S/R

Amador Co. Shf.	Amador	Central
Cal Fire - Camino (Cedar Grove)	El Dorado	North
El Dorado Co. Shf.	El Dorado	North
Placerville PD	El Dorado	North
South Lake Tahoe PD	El Dorado	North
State Dept. of Parks & Rec. (Norcom)	Sacramento	North (not State Funded)

Southern Region

AT&T El Centro S/R

Brawley PD	Imperial	Southern
Calexico PD	Imperial	Southern
CHP - El Centro	Imperial	Southern
El Centro PD	Imperial	Southern
Imperial Co SO	Imperial	Southern

OSP Integration Selective Router Migration

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

Phase 1: By Dec 2020

Phase 2: By Feb 2021

Phase 3: By Mar 2021

Phase 4-5: By April 2021

Cloud based CPE

- Contracts executed July 10, 2020

- 12 vendors, 19 systems on contract

- New funding policy

- Vendors not eligible to sell off new contract until system is tested and validated in Cal OES Lab

- NG Trunks must be installed at PSAP for delivery of cloud based CPE services (Now through early 2021)

Cloud based CPE Contractors

- AT&T reselling RapidDeploy Cloud, Motorola Cloud, Viper Cloud, & Viper Data Center

- Atos - Open Scape Cloud

- Carbyne Cloud

- Carousel reselling Motorola Cloud

- CenturyLink reselling Motorola Cloud, Viper Data Center, and Omni911 Cloud

- Comtech - Solacom Data Center

- Frontier reselling Motorola Cloud

- Intrado - Viper Data Center, and Viper Cloud

- Motorola Cloud

- NGA911 reselling WestTel Cloud, Emergent Cloud

- RapidDeploy Cloud

- Zetron Data Center

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SB 670 Outage Reporting

- Staff on call 24/7/365 CA911outages@caloes.ca.gov

- Approved regulations are posted on Cal OES website

  - www.caloes.ca.gov/sb670

- Cal OES is notified via email when:

  - 100 or more users in single ZIP Code or 50% if under 100 per ZIP Code have an outage (Wireline and VoIP)

  - 50% or more coverage degradation in an ZIP Code (Wireless)

- Data is made available to PSAP, Sheriff and Emergency Managers

AB 911 Feasibility Study

- Determine the feasibility of a database that can be used by all Californians, including older adults, individuals with disabilities, and other at-risk persons to voluntarily provide vital health and safety information.

- Integrate the data with existing 911 CPE, NG911, CAD, and RMS at each Public Safety Answering Point.

- Establish a rough order of magnitude estimate of cost to support the statewide system.

- 911 Authority has received 302 survey responses

- Draft Report will be sent to the LRPC in October and to the 9-1-1 Advisory Board in November

- Final report due to legislature January 1, 2021

Thank You