NAPCO Meeting
January 10, 2024

Discussion Topics

- Pre-Migration Plan
- Migration Plan
- Cloud CPE Update
- ALI Box Migration
- Staffing Study Update
- Any Other Questions / Concerns

Pre-Migration Plan

- Pre-migration testing with Atos and each Region vendor
- Pre-migration testing is established to test failover
- PSAP transfer testing occurred in Tiger Team, on a limited basis
- Some transfers will be included in pre-migration, however, cannot test all PSAP transfers
- 9-1-1 Branch will ensure all PSAPs have test numbers and instructions on how to test all PSAP transfers

Pre-Migration Plan

- 9-1-1 Branch is contracting with an IT Project Management team to assist with the Pre-Migration plan
- The IT PM team will be responsible for:
  - Build and manage the Pre-Migration schedule
  - Schedule and communicate with the PSAPs and vendors
  - Coordinate all Cal OES, NG 9-1-1 vendor, and PSAPs personnel for the Pre-Migration testing and OSP migration
  - Manage the OSP migration schedule
- Communication regarding this plan may come from outside of OES, we are working to get OES email accounts

Pre-Migration Plan

- IT PM team with support of the 9-1-1 Branch team will be building a pre-migration testing and a migration schedule
- Pre-migration will start February 2024 and go through November 2024
- Within 4 weeks of successful pre-migration testing carrier migration will be scheduled
- 9-1-1 Branch with the assistance of IT Project Management vendor will manage scheduling and notifications like the Tiger Team
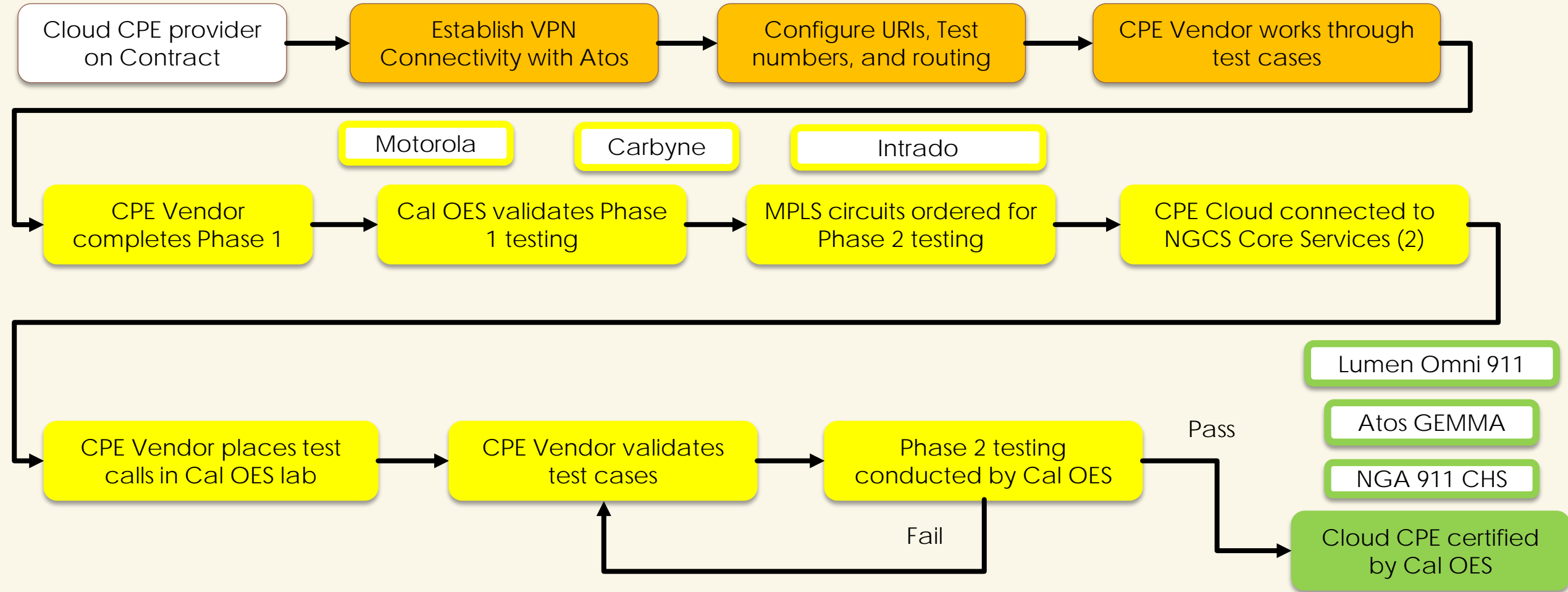
Communication Plan

- 9-1-1 Branch developing an information sheet to shared with all PSAPs to describe pre-migration and migration plan
  - Will include pre-migration testing expectations
  - Will have identified escalation Points of Contact if PSAP has questions or concerns
- 9-1-1 Branch developing short recorded FAQ videos to post on YouTube and links available on website
- Facilitating virtual town hall meetings starting in January

Cloud-Native CPE Testing Process

Cloud CPE provider on Contract → Establish VPN Connectivity with Atos → Configure URIs, Test numbers, and routing → CPE Vendor works through test cases

Motorola   Carbyne   Intrado

CPE Vendor completes Phase 1 → Cal OES validates Phase 1 testing → MPLS circuits ordered for Phase 2 testing → CPE Cloud connected to NGCS Core Services (2)

Lumen Omni 911

Atos GEMMA

NGA 911 CHS

CPE Vendor places test calls in Cal OES lab → CPE Vendor validates test cases → Phase 2 testing conducted by Cal OES

Pass

Fail

Cloud CPE certified by Cal OES

Legacy CPE End of Maintenance

Maintenance Years	Number of CPE
Year 7	65
Year 8	77
Year 9	42
Year 10	19
Year 11	3
Total	**206**

Statewide CPE Installation - POC

Vacant		Vacant		Theresa Fryer		Vacant		Heather Crane	
Alpine	Amador	Contra Costa	El Dorado	Alameda	Del Norte	Lake	Madera	Butte	Colusa
Mariposa	Calaveras	Fresno	Kings	Humboldt	Inyo	Mendocino	Nevada	Glenn	Kern
Napa	Placer	Marin	Modoc	Merced	Mono	Sierra	Los Angeles	Orange	Santa Clara
San Luis Obispo	San Diego	Plumas	Sacramento	San Francsisco	Riverside			San Mateo	San Joaquin
Santa Barbara	Shasta	Sonoma	Tulare	San Bernardino	San Benito			Sutter	Tehama
Siskiyou	Stanislaus	CHP		Monterey	Santa Cruz			Yuba	
Tuolumne	Trinity			Solano	Yolo				
Ventura	CAL-FIRE								

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ALI Box Transition

- ALI Box service is required to support legacy CPE to provide NG 9-1-1 Location information in a format that can be supported by CPE

- Known issues have been:

    - Tell Tales – separate discussion topic today

    - CAD spill, this is a minimal concern now

    - PS ALI records are almost complete, Cal OES continue to work with Atos

    - No Record Found (NRF), Cal OES working with Atos to ensure ECRF is updated

ALI Box Transition

- There are 100 PSAPs that need ALI Box turned up, Cal OES is working with NG 9-1-1 vendors and PSAPs to get scheduled

- Cal OES has decommissioned over 320 legacy ALI circuits

- ALI Box error/trouble reporting should go through NG 9-1-1 Regional Provider (Synergem North, NGA 911 Central, NG 911 LA, Lumen Southern)

- County Coordinator is still the Point of Contact for any ALI record errors

Statewide Staffing Study

- Data collection is almost completed
  - 695 line level surveys completed
  - 34 PSAP Manager surveys completed with approximately 28 other surveys partially completed. If your PSAP is one of the 28, please reach out to Cal OES.
    - 911 Authority Team doing outreach to finish collecting data for those partial surveys
  - Team has started analyzing the data

Timeframe	Milestone
August 2023	Develop Surveys
September 2023	Pilot/Beta Surveys
October 2023	Distribute Surveys/Open data collection
December 2023	Close data collection, begin analysis
February 2024	Draft PSAP Staffing, Training and Retention Plan
May 2024	Final PSAP Staffing, Training and Retention Plan

CA 9-1-1 Branch Resources

- NG 9-1-1 Project Manager
  - Tiffany Howard, tiffany.howard@caloes.ca.gov, Phone: 916-894-5034
- NG 9-1-1 Alert & Warning Project Manager
  - Michael Elder, michael.elder@caloes.ca.gov, Phone: 916-894-5037
- Data Information Sharing (DIS)
  - Don Jones, Donald.jones@caloes.ca.gov, phone 916-894-5241
- Reimbursement Coordinator, Dylan Crane
  - Dylan.crane@caloes.ca.gov, Phone 916-894-5025
- Website: www.caloes.ca.gov/911

Questions?

Thank You