



***Cal* OES**

GOVERNOR'S OFFICE  
OF EMERGENCY SERVICES

**NG 9-1-1, 9-8-8, and Public Safety Communications  
January 2023  
NAPCO**



# Discussion Overview

- 2022 9-1-1 Stats
- NG 9-1-1 Successes and Testing
- Cloud CPE Update
- 9-1-1 Outages
- Recruiting, Retention, and Training
- CAD2CAD and Data Sharing
- 9-8-8 Call Handling and Next Steps
- Federal Funding for NG 9-1-1
- Open Dialog



# California 9-1-1 Statistics

Total 9-1-1 Calls	2020	2021	2022
Total	25,927,317	27,253,585	26,302,238
Wireless	21,830,501 (84%)	23,242,971 (85%)	22,514,099 (86%)
Wireline	2,236,812 (9%)	1,810,942 (7%)	1,514,134 (6%)
Voice over IP	1,242,522 (5%)	1,476,428 (5%)	1,687,529 (6%)
Other including Telematics	533,027 (2%)	627,705 (2%)	586,476 (2%)
Text to 9-1-1	84,455 (<1%)	95,539 (<1%)	90,326 (<1%)



# Next Gen 9-1-1 Successes



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



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

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

**NGA 911**

**We are live in Tuolumne County, El Dorado and LA County**

Tuolumne County Sheriff, South Lake Tahoe, and El Camino Community College

With transfer capability to:

CHP Merced

CalFire San Andreas

Sonora PD

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

**NGA 911**

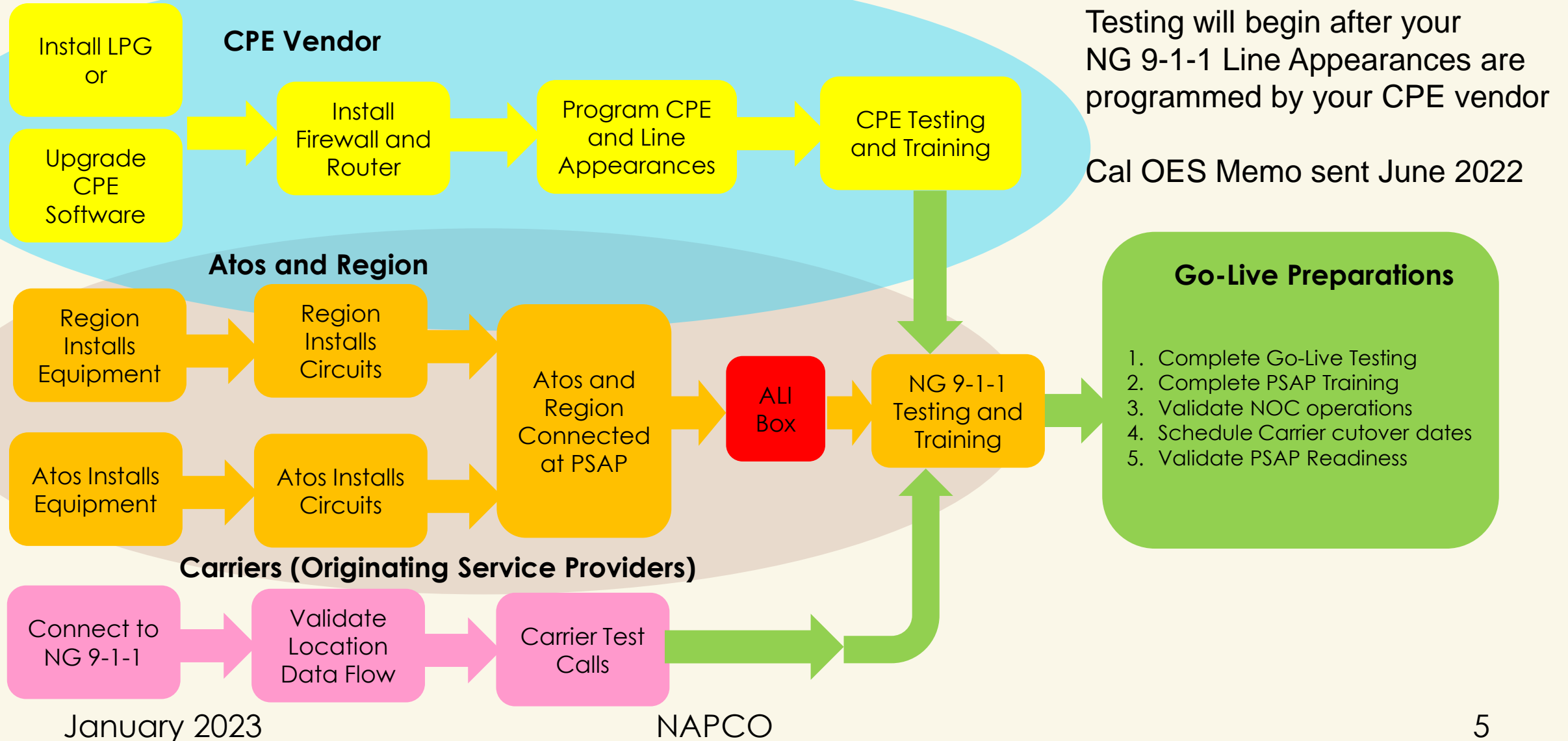
**Southern Region**  
**91 PSAPS**  
**7,000,000 Calls / Year**

**LUMEN®**



# PSAP Testing

## Preparing for NG 9-1-1 Go-Live



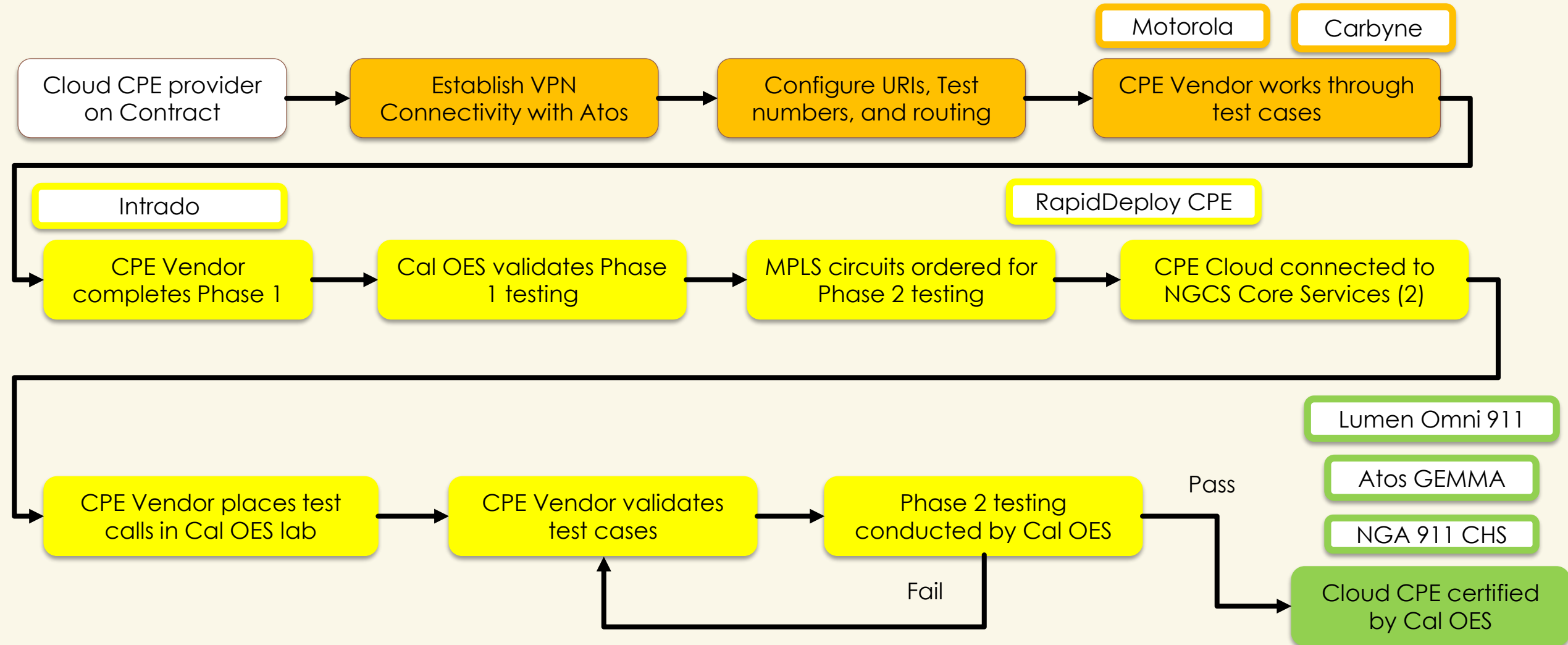


# Legacy CPE i3 Limitations

Contract I3 Compliance Checklist as deployed	Legacy CPE
LbyV PIDF-LO	Partial
ADR (Sip body or reference)	Partial
RTT support	Partial
CPE BCF inerface	Partial
Support i3 log Methods (Each FE)	Partial
Call History Info header	Fail
Support Suscribe for abandon call notification	Fail
Support subscribe for conference status	Fail
SI interface (GIS sync)	Fail
8 Additional i3 Requirements	Not Tested



# Cloud-Native CPE Testing Process





# Statewide CPE Installation - POC

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

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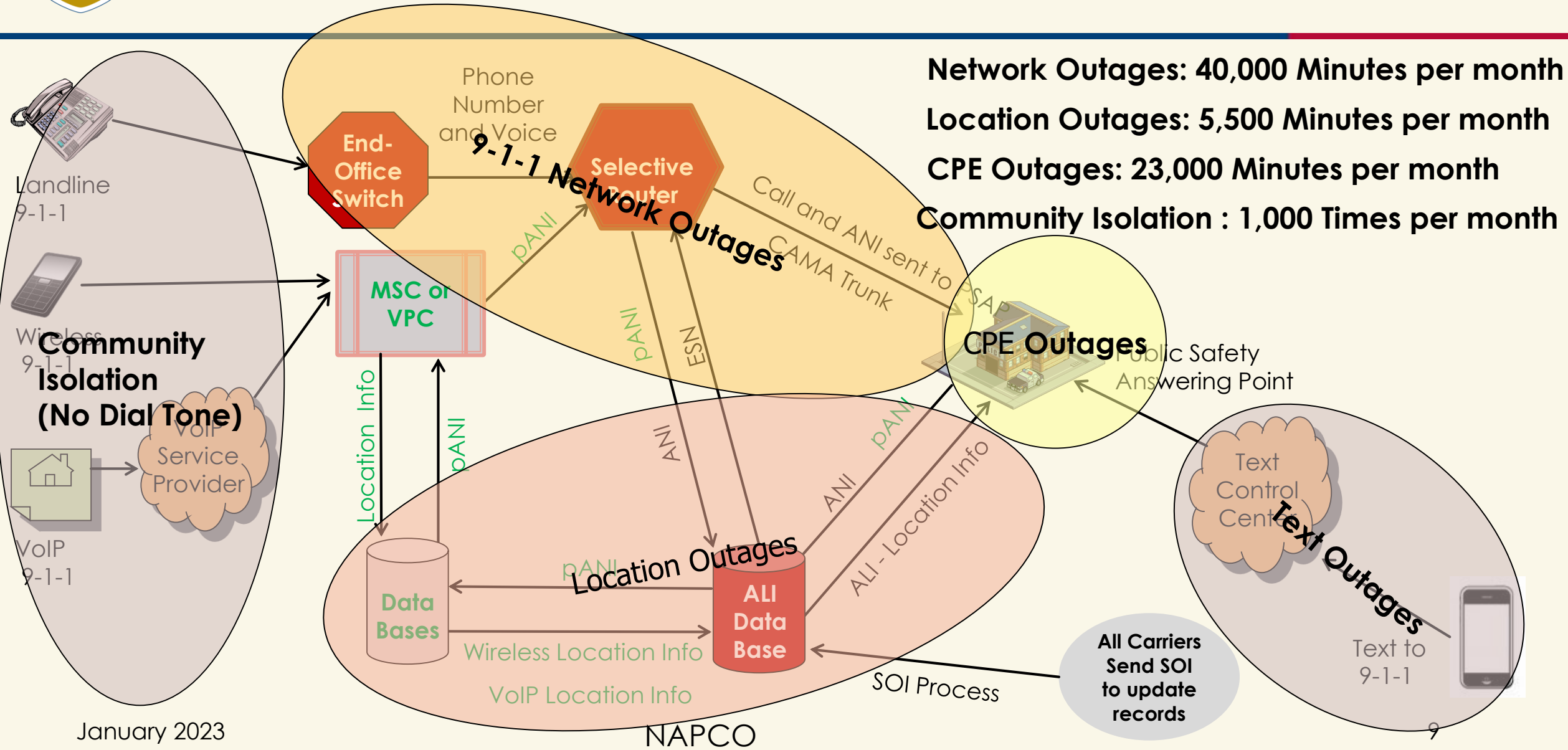
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# Legacy 9-1-1 – Outages

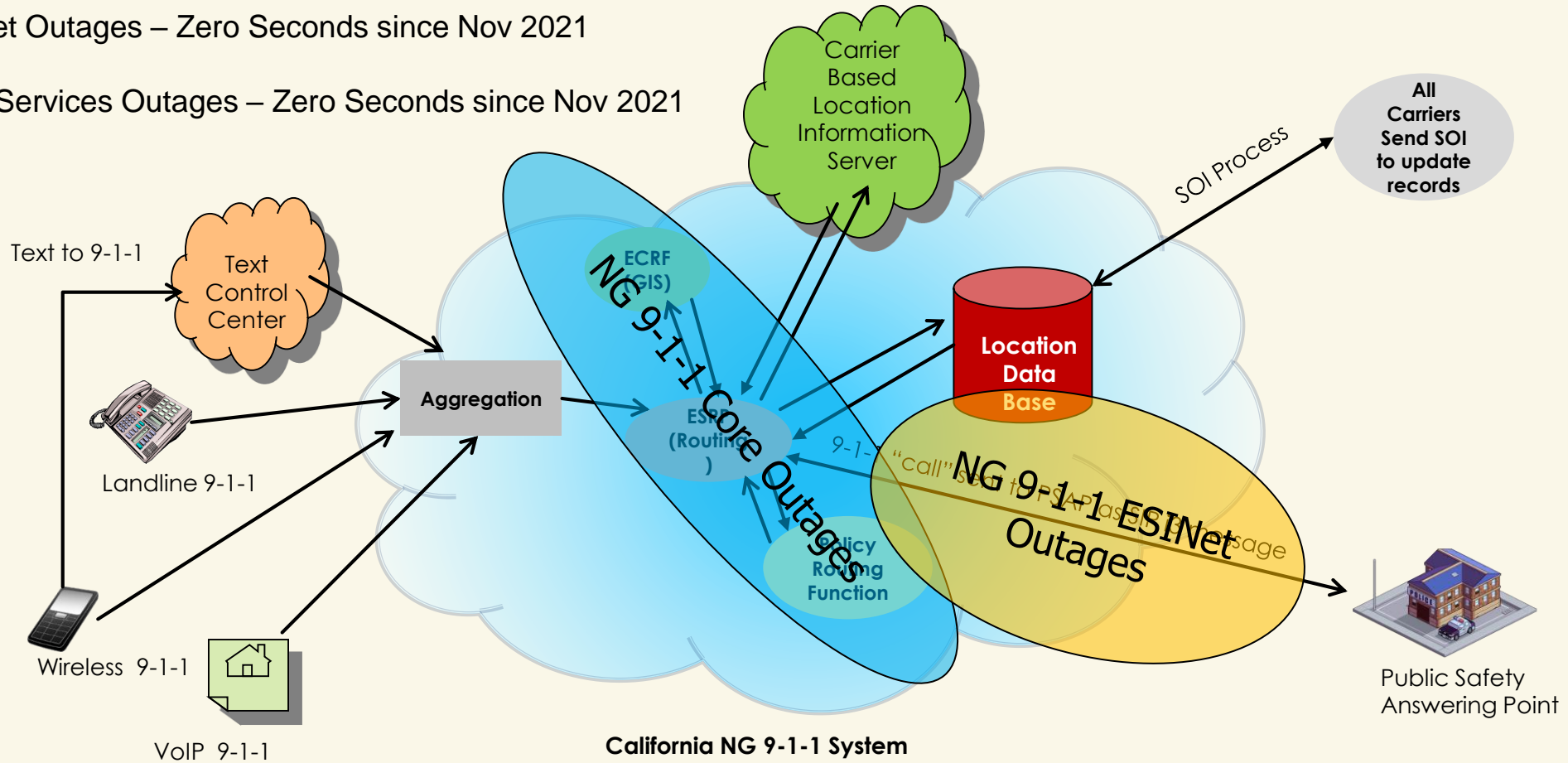




# NG 9-1-1 – Outage Summary

NG 9-1-1 ESINet Outages – Zero Seconds since Nov 2021

NG 9-1-1 Core Services Outages – Zero Seconds since Nov 2021



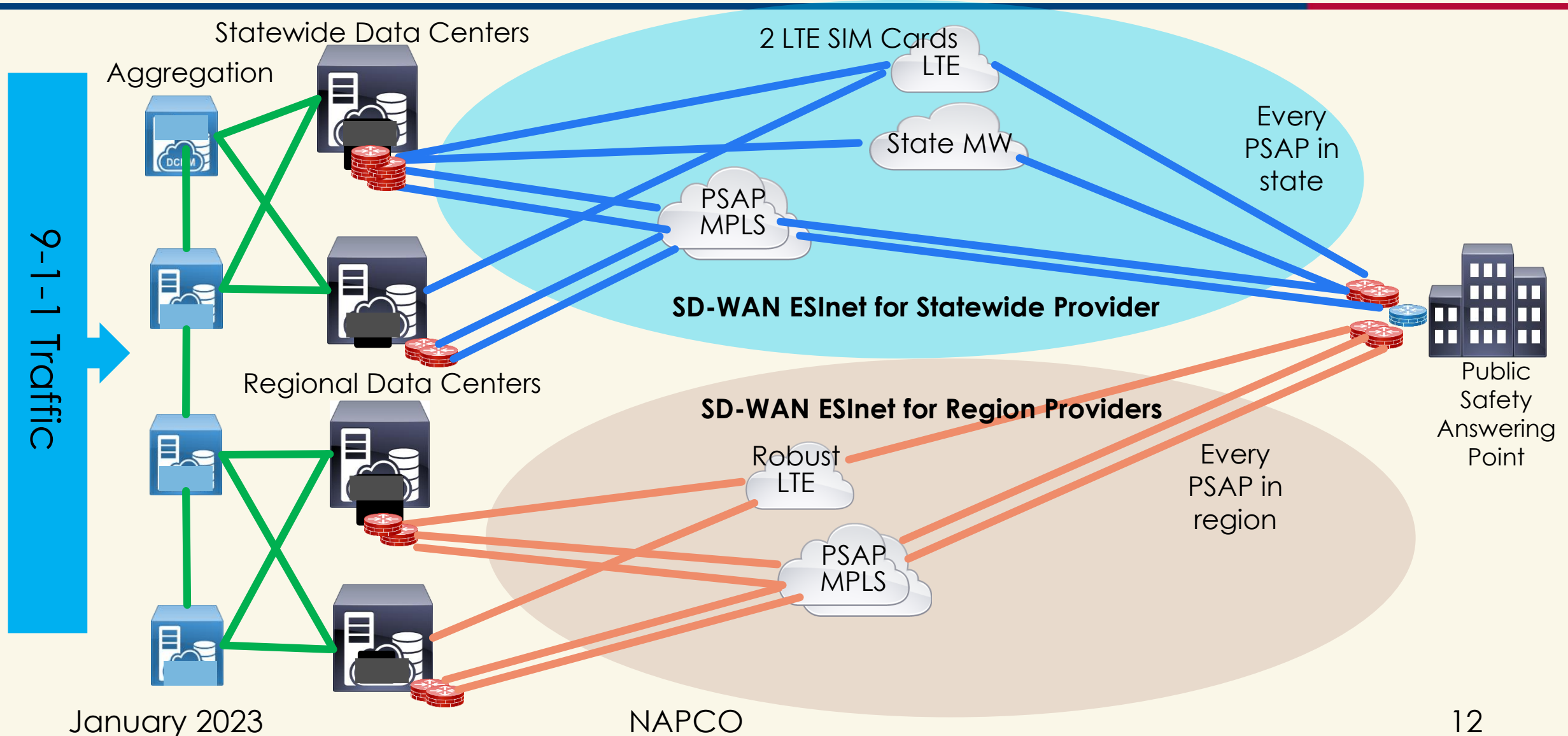


# Recruitment, Retention, and Training

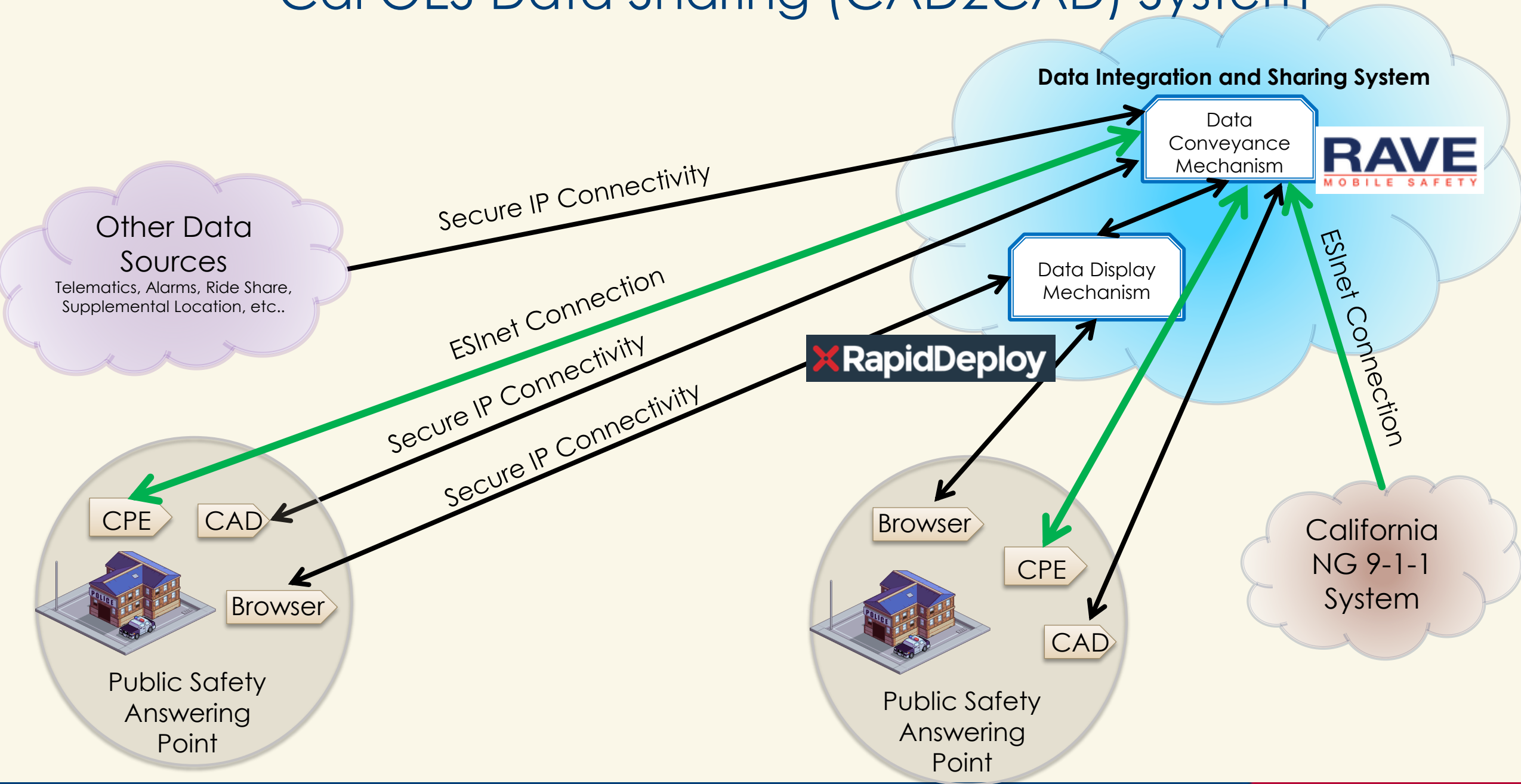
- Recruiting, Retention, and Training RFP
  - Being reviewed prior to release.
  - On track to execute contract in early 2023.



# NG 9-1-1: Connectivity at the PSAP



# Cal OES Data Sharing (CAD2CAD) System





# 9-8-8 in California

- Governor's Budget included authority for Cal OES to move forward with 9-8-8 call processing equipment
- 9-8-8 has been live since July 16, 2022 with no change in the process to transfer between 9-1-1 and 9-8-8
- Next Steps:
  - Complete 9-8-8 procurement process – Completed
  - Begin 9-8-8 Call processing equipment installs 2023-2025
  - Develop procedures, policies, and best practices on 9-8-8 to 9-1-1 transfer process and vice versa
  - Continue to track any pending 9-8-8 legislation
  - Continue collaboration with local, state, and federal stakeholders



# 988 System Diagram: Contract awarded to NGA 911

Vibrant Text and Chat 988

Crisis Text Line 741741

Other Calls into MHCC

National Suicide Hotline 988

Text and Chat

988 Voice  
Area Code  
Routing to one  
of 13 MHCCs

Convert  
to SIP

IP Connectivity

IP Connectivity

988 Browser  
Interface

Mental Health Crisis Center  
(MHCC) x13

988 Remote  
Counselor

988 Text and Chat

Cloud 988 CHS and CRM

CHS  
To answer  
988  
Voice,  
Chat,  
and Text

Customer Relationship  
Management (CRM)

Other  
downstream  
data sources

Acts like OSP  
For transfers

988 transfer in  
i3 to 911 over  
NG 911 Trunk

911 transfer  
to 988 in i3  
format over  
NG 911 Trunk

PNSP  
Aggregation

California  
NG 9-1-1  
System



# Federal Funding for NG 9-1-1

- Discussion





# Upcoming Boards

- CALSIEC
  - 10am – 12 pm 2/14/2023, 5/16/2023, 8/15/2023, 11/14/2023
- 9-1-1 Advisory Board
  - 10am – 12 pm 2/15/2023, 5/17/2023, 8/16/2023, 11/15/2023
- 9-8-8 Technical Advisory Board
  - 10am – 12 pm 2/16/2023, 5/18/2023, 8/17/2023, 11/16/2023
- PSRSPC
  - 1 pm – 3 pm 2/23/2023
- LRPC
  - 1 pm – 4 pm 2/14/2023, 5/16/2023, 8/15/2023, 11/14/2023



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OF EMERGENCY SERVICES

**Any Questions**  
**Budge.Carrier@caloes.ca.gov**

A large, faint, light-brown silhouette of a bear walking to the left is positioned in the background of the lower half of the slide, behind the text.