



Cal OES

GOVERNOR'S OFFICE
OF EMERGENCY SERVICES



NAPCO Meeting
January 9, 2025





Discussion Topics

- NG 9-1-1 Update
- Cloud CPE Update
- Fiscal and Operational Review
- Cybersecurity Contract Update
- Staffing Study Update
- Any Other Questions / Concerns



NG 9-1-1 Deployment Update

- Premigration testing (PMT) at the PSAP has been suspended pending further lab validation with each NG 9-1-1 vendor
- 9-1-1 Branch engineering team working with each NG 9-1-1 network vendor to remediate lab configuration to support NG 9-1-1 testing
- Cal OES is currently evaluating the NG 9-1-1 project and implementation path forward



Special 9-1-1 Advisory Board Meeting

- Cal OES has scheduled a special 9-1-1 Advisory Board meeting to discuss the NG 9-1-1 project on Thursday January 16th 10 AM – 12 PM
- The meeting will be hosted at 630 Sequoia Pacific Blvd, Sacramento, Conference Room #115 A/B
- A MS Teams link is available to support virtual attendance



Cloud CPE Update

- PSAPs are slow to embrace Cloud CPE technology
- There are currently 258+ PSAPs with CPE older than year 7
- Cal OES working with California Department of Technology (CDT) to amend current Cloud CPE contract to allow “on premise” CPE
- Will be required to support NG 9-1-1 traffic when PSAP transitions
- Cloud CPE will remain available as an option with this contract and future contracts



Cloud CPE Amendment Timeline

- Cal OES sent out Letter of Interest on December 6th
- Almost all vendors responded with interest
- Cal OES releasing on premise CPE requirements Jan 10th
- Vendors required to order equipment for lab by Jan 17th
- Complete install and testing in lab by March 1st
- After successful testing vendor will submit a proposal and be invited to negotiations



Cloud-Native CPE Currently Approved

Atos
GEMMA

Carbyne

Intrado

Lumen Omni
911

Motorola

NGA 911
CHS

AT&T
Carbyne

AT&T
Intrado

AT&T
Motorola

Frontier
Motorola

Lumen
Motorola



Fiscal and Operational Review

- Information sharing between Cal OES and the PSAP
- Build rapport and collaboration between Cal OES and PSAP
- Cal OES does conduct accounting of network and Call Handling Equipment to ensure accurate accounting of equipment and services
- Ensure the PSAP knows and understands the role of the 9-1-1 Branch
- Refer to 9-1-1 Branch Operations Manual Chapter VI for more information



Statewide CPE Installation - POC

John Diaz		Devin Broussard		Theresa Fryer		Rene Borre	
Alpine	Amador	Contra Costa	El Dorado	Alameda	Del Norte	Lake	Madera
Mariposa	Calaveras	Fresno	Kings	Humboldt	Inyo	Medocino	Nevada
Napa	Placer	Marin	Modoc	Merced	Mono	Sierra	Los Angeles
San Luis Obispo	San Diego	Plumas	Sacramento	San Francisco	Riverside	Butte	Kern
Santa Barbara	Shasta	Sonoma	Tulare	San Bernardino	San Benito	Colusa	Yuba
Siskiyou	Stanislaus	CHP	Orange	Monterey	Santa Cruz	988	
Tuolumne	Trinity			Solano	Yolo		
Ventura	CAL-FIRE			Santa Clara	Sutter		
Glenn	San Joaquin			Tehama			
San Mateo							

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Cybersecurity Contract Update

- NG 9-1-1 network, Cloud CPE, and 9-8-8 require third party cybersecurity assessment
- NetForce was the cybersecurity vendor on contract through November 2024
- Cal OES in partnership with CDT developed and executed a new contract to include NG 9-1-1 network, Cloud CPE, and 9-8-8
- 911 Authority was awarded the contract December 2024



Cybersecurity Contract Update

- 9-1-1 Branch has engaged the Cal OES Chief Information Officer (CIO) and Cybersecurity Integration Center (CSIC) team to provide support for the cybersecurity assessment
- CIO and CSIC team will provide state level cybersecurity support and guide the 9-1-1 vendors to adhere to cybersecurity security standards

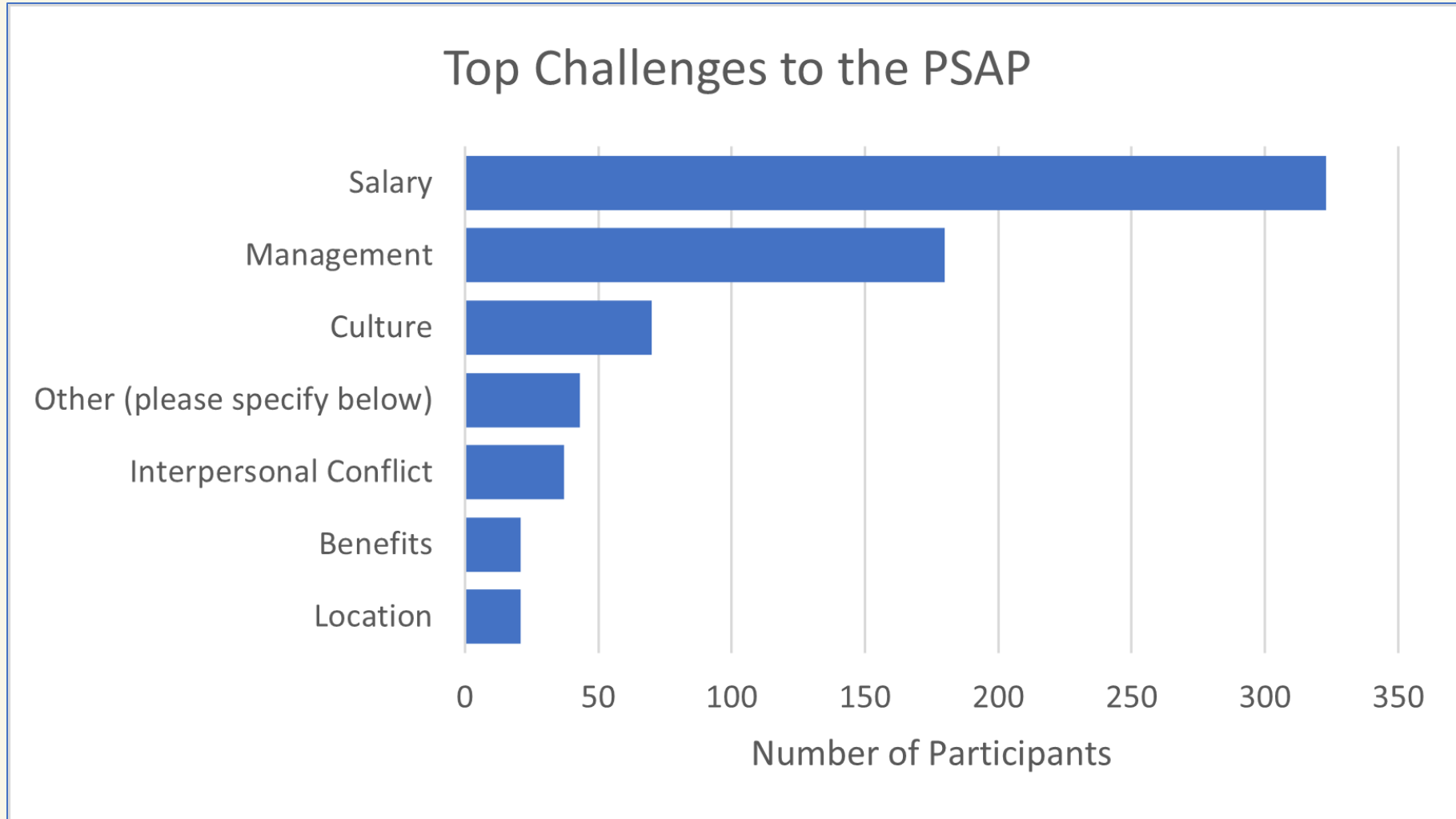


Statewide Staffing Study

- Cal OES has received the DRAFTED Staffing Study
- The DRAFT has been reviewed and approved by the Long Range Planning Committee (LRPC)
 - 695 line level surveys completed
 - PSAP Manager survey, 91 started with 71 completed with at least 75% of the questions answered.
- 9-1-1 Advisory Board will review at the February 2025 meeting
- The draft has been posted on Cal OES website.
- When 9-1-1 Advisory Board approves will be distributed to PSAP contacts



Statewide Staffing Study – Line Level Perspective





Statewide Staffing Study – Line Level Perspective

Stress Outside of Work

Outside stressors are abundant:

- 21.3% care for elderly parents
- 34.7% have stress related to childcare
- 60.0% experience financial stress
- 86.3% have stress due to poor work-life balance
- 59.4% are experiencing personal health issues
- 6.9% are experiencing an “other” stressor

# stressors	# parts	%
1.00	124	17.8
2.00	179	25.8
3.00	230	33.1
4.00	119	17.1
5.00	39	5.6
6.00	4	.6



Statewide Staffing Study – Line Level Perspective





Questions?

Thank You