State 9-1-1 Update

CALNENA
March 2, 2020

- Next Gen 9-1-1

- Location Accuracy Project

- Call Processing Equipment RFP

- Next Gen 9-1-1 is the catalyst to technology innovation

Last year at this time:

- SETNA was out of money

- Next Gen 9-1-1 was stalled
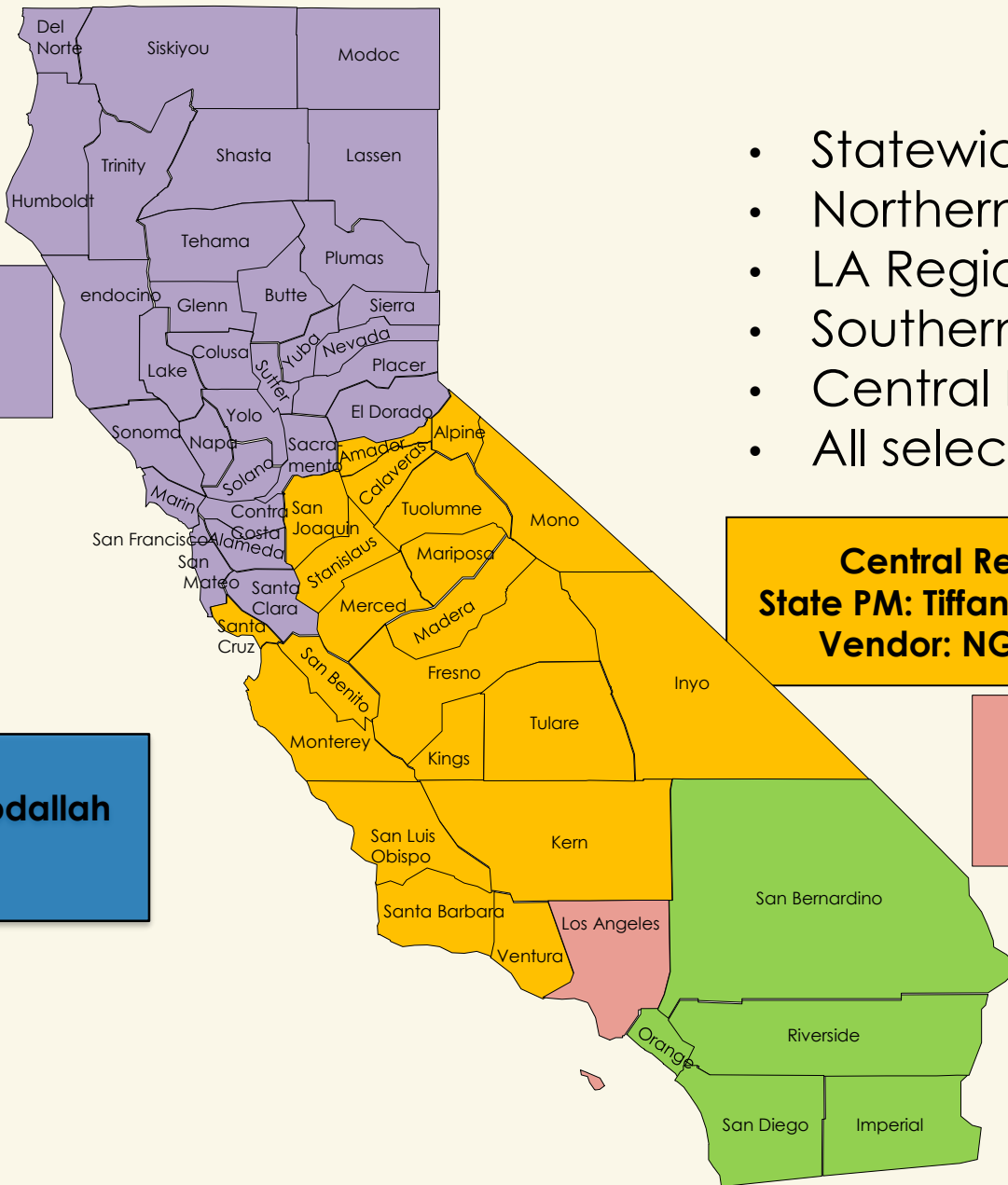
- Innovation was in handcuffs

Thank You!

Next Gen 9-1-1 Partners

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**
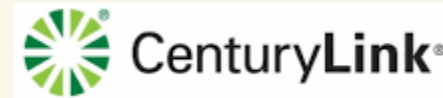- All selective routers decommissioned - **2022**

Northern Region
State PM: Angela Chen
Vendor: Synergem

Central Region
State PM: Tiffany Howard
Vendor: NGA 911

Prime
State PM: Anne Leal-Abdallah
Vendor: Atos

Los Angeles Region
State PM: Chereise Bartlett
Vendor: NGA 911

Southern Region
State PM: Curt Guillot
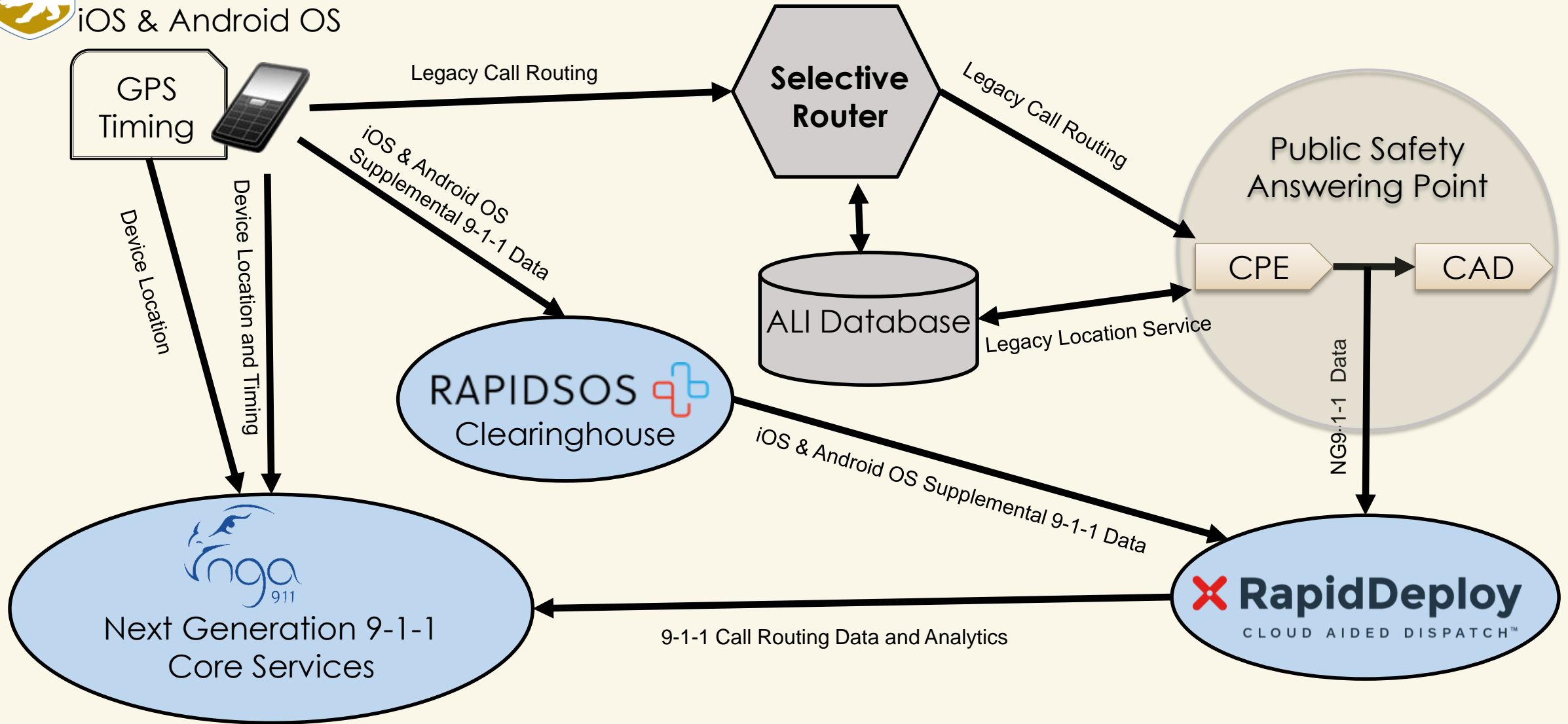**Vendor: CenturyLink**

California Location Accuracy Project

- RapidDeploy EDG device using RapidSOS clearinghouse data

- 438 PSAPs in California

- 232 EDG Devices deployed with PSAPs using the solution

  - 54% of all PSAPs

- Deployed on an LTE circuit with Comcast circuit redundancy

- Over 4 million calls analyzed

- Over 70% of wireless calls have supplemental 9-1-1 data

Testing Platform

Mobile Device
iOS & Android OS

GPS Timing

Legacy Call Routing

Selective Router

Legacy Call Routing

Public Safety Answering Point

iOS & Android OS Supplemental 9-1-1 Data

Device Location

Device Location and Timing

ALI Database

CPE → CAD

Legacy Location Service

RAPIDSOS Clearinghouse

iOS & Android OS Supplemental 9-1-1 Data

NG9-1-1 Data

nga 911
Next Generation 9-1-1 Core Services

RapidDeploy
CLOUD AIDED DISPATCH™

9-1-1 Call Routing Data and Analytics

NGA911 and RapidDeploy Location Validation

- 1,600 Test 9-1-1 calls placed during this validation

- NGA911 used NENA i3 routing with device based location and PSAP boundaries

- Preliminary results: 100% of the calls routed using device location were routed to the correct PSAP

- Early implication is that NG 9-1-1 and device based data can overcome cell sector routing limitations of existing wireless call routing

- Data is currently being analyzed full details released in mid 2020

Moving Call Processing Equipment to the Cloud

CPE and Cloud / Data Center Model

- Moving away from per position costs and toward call volume pricing

  - Monthly recurring costs based on call volume

  - All other costs are one time, non-recurring costs

- No more trunks = No more busies

- No more 9-1-1 Branch denials for training positions, mobile positions, EOC positions, etc.

Cloud CPE RFP Key Action Dates
Break out Session – Tuesday 1300-1430

- Release pre-solicitation   Dec 20, 2019

- Meetings with potential bidders   Jan-Feb, 2020

- Release solicitation   March 26, 2020

- Intent to bid submission   April 9, 2020

- Response to bidder's questions   April 23, 2020

- Last day to submit proposal   May 15, 2020

- Cost workbook and draft plans   June 19, 2020

- Negotiations   July 1-31, 2020

- Contract award   August 28, 2020

Next Gen 9-1-1 – The technology catalyst

- **<u>Catalyst</u>** - an agent that provokes or speeds significant change or action

- Next Gen 9-1-1 will establish a robust, reliable, and secure IP path into every PSAP

  - Improving location accuracy

  - Delivering any 9-1-1 data to the PSAP

  - Integrating other data sources into the PSAP

We have stopped talking about Next Gen 9-1-1, we are building it!

Questions