

# NG911 Deployment PSAP Dashboard, Technical Information

## Definitions

### PSAP Ready for “Go-Live”

All prime, regional, and CPE equipment and testing concluded, go-live pending Original Service Provider migration. OSP's include T-Mobile, AT&T, Verizon, Sprint.

### Transfer Cluster Validated

Includes PSAP primary transfer partners, that PSAP transfers calls to regularly (several times a week). Includes star codes and 10-digit emergency lines.

### CPE Update/Remediation Completed

CPE vendor updated CPE equipment to ensure NG capabilities in accordance with NENA I3 standards. Work to be completed by CPE vendor.

### ATOS Equipment Installed

Includes all hardware, power source and 2 circuit provider installations\*.

### Regional Equipment installed

Includes all hardware, power source and 2 circuit provider installations\*.

\*Some PSAP's can have up to 4 circuit providers depending on the availability of vendors in the area.

## Contacts

For additional information relating to the NG911 project, vendor Project Managers are listed below:

### Prime Network Service Provider

ATOS - Jennifer Haag - [jennifer.haag.atos@gmail.com](mailto:jennifer.haag.atos@gmail.com)

### Regional Service Provider Project Managers

Synergem (Northern) - Danny McGinnis – [dmcginnis@synergemtech.com](mailto:dmcginnis@synergemtech.com)

NGA (Central) - Alicia Caddy – [Alicia.caddy@nga911.com](mailto:Alicia.caddy@nga911.com)

NGA (Los Angeles) - Kial Lamar – [kial.lamar@nga911.com](mailto:kial.lamar@nga911.com)

Lumen (Southern) - Earl Luhn – [Earl.Luhn@lumen.com](mailto:Earl.Luhn@lumen.com)

### Technical Issues

If you are experiencing a technical issue with the NG911 Dashboard, please contact our GIS Unit:

NG 9-1-1 GIS PSAP Liaison – Nicole Philips – [Nicole.Philips@CalOES.ca.gov](mailto:Nicole.Philips@CalOES.ca.gov)