



Cal OES

GOVERNOR'S OFFICE
OF EMERGENCY SERVICES



IMPLEMENTATION OF FINAL 9-1-1 POLICY CHANGES

**Virtual Town Hall Webinar Series
May 15, 2014**

**Presented by
Monica McGrath,
California 9-1-1 Emergency Communications Branch
(CA 9-1-1 Branch)
&
State 9-1-1 Workgroup**

MEETING AGENDA

- **Background of Workgroup's: Selection, Assigned Action and Final Recommendations**
- **Communicating 9-1-1 Policy Changes**
- **Transition to New 9-1-1 Policies**
- **Transition Timeline – Action by CA 9-1-1 Branch & Public Safety Answering Points (PSAPs)**
- **Questions and Answers**

INTRODUCTION OF WEBINAR PARTICIPANTS

- CA 9-1-1 Branch
- 9-1-1 Workgroup Members

SELECTION OF WORKGROUP

- At the April 17, 2013 State 9-1-1 Advisory Board (Board) meeting, the Board voted to establish a workgroup to assess and further review the three remaining 9-1-1 proposed policy changes.
- Board members submitted nominations to the CA 9-1-1 Branch.
- At the July 31, 2013 Board meeting the nine (9) Workgroup members representing public safety associations and stakeholders were approved.



STATE 9-1-1 ADVISORY BOARD WORKGROUP MEMBERS

	CATEGORY	Name	Title	Agency
1	State 9-1-1 Advisory Board	Charles Berdan	Workgroup Chairman	Association of Public-Safety Communications Officials (APCO)
2	CA State Sheriffs' Association	Chris Herren	Dispatch Services Manager	Placer County Sheriff
3	CA Police Chiefs' Association	David Wilson	Assistant Chief of Police	Ventura Police Department
4	County Coordinator Task Force	Laurie Sowder	Training & Support Manager/ County Coordinator	Shasta Area Safety Communications Agency (SHASCOM)
5	Large PSAP	Danita Crombach (retired 2/14/2014) Cynthia Freeman (joined 4/1/2014)	Communications Manager Communications Manager	Ventura County Sheriff San Bernardino County Sheriff
6	Medium PSAP	Lynn Bowler	Support Services Manager	Elk Grove Police Department
7	Small PSAP	Steve Ynzunza	911 Supervisor	Gilroy Police Department
8	Secondary PSAP/Fire	Don Wise	Executive Administrator	Verdugo Fire Department
9	CA 9-1-1 Emergency Communications Branch	Monica McGrath	Manager	Business Management Section

WORKGROUP ASSIGNMENT

- Define approved incremental costs;
- Assess the State's current funding policy methodology and equipment replacement cycle; and,
- Enact the requirement of local 9-1-1 dispatch centers to submit an annual spending plan by July 1st of each state fiscal year.

**WORKGROUP'S FINAL RECOMMENDATIONS
BECAME
9-1-1 POLICY CHANGES
EFFECTIVE FEBRUARY 20, 2014**

COMMUNICATING POLICY CHANGES

2014 Dates	Action By:	Addressed To:	Method of Communication & Brief Description of Content
2/20	CA 9-1-1 Branch	PSAP Managers & County Coordinators	E-mail announcing 9-1-1 Final Recommendations with Workgroup's recommendations attached.
3/11	Workgroup Members	Northern APCO Meeting	Presented changes via PowerPoint.
3/13	CA 9-1-1 Branch	PSAP Managers & County Coordinators	E-mail Notice 2014-02: Implementation of Final 9-1-1 Policy Recommendations that includes PSAP Scenarios Table in which PSAPs would fall within one of the three scenarios.
Mar & Apr	CA 9-1-1 Branch	County PSAP Manager's Meetings	Attended and presented changes in San Bernardino/Riverside (3/19), Los Angeles (3/26), Sacramento (4/15), Orange (4/23), Ventura (4/29)
3/28	CA 9-1-1 Consultant	Assigned PSAPs	E-mail to PSAPs beyond their 5-year cycle and in extended maintenance with Notification of CPE Funding Allotment Options form attached.
4/11	CA 9-1-1 Consultant	Assigned PSAPs	E-mail to PSAPs in years 4 and 5 of CPE cycle with Advance Notification of CPE Funding form attached.
4/21	CA 9-1-1 Branch	PSAP Managers & County Coordinators	E-mail announcing Virtual Town Hall webinars scheduled for 4/30/14, 5/15/14, and 5/29/14.
5/15	Workgroup Members	Northern APCO Meeting	Incorporating webinar into agenda with a discussion with Workgroup members afterwards.

DEFINE APPROVED INCREMENTAL COSTS

- A revised approved incremental cost list (formerly known as approved list for residual funds) was finalized.
- Incremental cost purchases over and above the approved Customer Premise Equipment (CPE) must fall within the PSAP's fixed allotment.
- PSAP requests for incremental cost purchases must be approved by the CA 9-1-1 Branch within 90 days of CPE acceptance, and the purchase completed within 9 months of approval.
- The CA 9-1-1 Branch will incorporate the approved incremental cost list into the CA 9-1-1 Operations Manual, Chapter III Funding.

ASSESS THE STATE'S CURRENT FUNDING METHODOLOGY

Funding allotment amounts have increased for all levels as we have applied the ***median price of the current CPE contract:** (which includes funding for CPE, 12 months warranty and 48 months maintenance)

CPE Funding Level	Number of emergency calls per month	Fixed Funding Allotment*
Level 1	Minimum level of funding for a PSAP is increased to Level 2	N/A
Level 2	0 - 800	\$218,000
Level 3	801 - 1,200	\$255,000
Level 4	1,201 - 15,000	Erlang/Hourly Calculation - Range = \$292,000 to approx. \$701,000
Level 5	Greater than 15,000	Greater than \$701,000

ASSESS THE STATE'S CURRENT FUNDING METHODOLOGY

- The CPE funding methodology has changed from an annual accrual allotment to a fixed allotment.
- There will no longer be an accrual process.
- Fixed allotment balance after CPE purchase may be used toward incremental costs.
- Transition from the previous funding methodology to the new funding methodology was identified in a Transition Plan that is being put into action by the CA 9-1-1 Branch.
- CA 9-1-1 Branch issued allotment letters (that include the CPE funding amount) expire on June 30th of the State fiscal year in which it was approved.

ASSESS CUSTOMER PREMISE EQUIPMENT REPLACEMENT CYCLE

- The CPE replacement cycle will remain as a 5-year cycle.
- If the PSAP is unable to complete their upgrade or replacement in Year 5, then Years 6 and 7 extended maintenance costs are covered by the CA 9-1-1 Branch, and are not deducted from the PSAP's Fixed Allotment.
- Extended maintenance costs in Year 8 and beyond are the responsibility of the PSAP.

ENACT A REQUIREMENT FOR PSAPS TO SUBMIT ADVANCE NOTIFICATION FOR CPE FUNDING.

- PSAPs will now be required to provide the CA 9-1-1 Branch with a one-year advance notice when they require CPE funding.
- Since a CPE “Spending Plan” process exists today we have determined that the requirement would be called an “Advance Notification for CPE Funding” process.
- PSAPs will be required to submit the Advance Notification for CPE Funding form to the CA 9-1-1 Branch by June 30, one-year before the funding is needed if the PSAP:
 - requires funding for CPE extended maintenance for Years 6 and/or 7; or,
 - intends to replace or upgrade their CPE.
- For the State fiscal years that PSAPs do not require CPE funding, no action is required.

TRANSITION TO NEW POLICIES

PSAPs would fall within one of the three scenarios:

- 1) PSAP has a current Purchase Order (PO)
- 2) PSAP is beyond the 5-year cycle and in extended maintenance
- 3) PSAP CPE cycle is at 5 years or under

SCENARIO 1: PSAP HAS A CURRENT PURCHASE ORDER

Funding Model	CA 9-1-1 Branch & PSAP Action
<p>PSAP stays with the previous funding model with 2014 accruals calculated and added to CPE allotment.</p>	<p><u>CA 9-1-1 Branch Action:</u> Deduct maintenance costs from PSAP's allotment until CPE replacement.</p> <p><u>PSAP Action:</u> Complete the Purchase Order process; continue with CPE purchase and installation. No further action is required.</p>

SCENARIO 2: PSAP IS BEYOND THE 5-YEAR CYCLE AND IN EXTENDED MAINTENANCE

Funding Model	CA 9-1-1 Branch & PSAP Action
<p>PSAP has the option to choose between the previous funding model with 2014 accruals included <u>or</u> the new funding model</p>	<p><u>CA 9-1-1 Branch Action:</u></p> <p>On or before March 28, 2014, the CA 9-1-1 Branch Consultant issued to their assigned PSAPs (in which Scenario 2 applied) an e-mail that included a form entitled: <i>Notification of CPE Funding Allotment Options</i> that included allotment amounts for both previous and new funding models.</p> <p><u>PSAP Action:</u></p> <p>By June 30, 2014, PSAPs must choose a funding model option and return the Notification of CPE Funding Allotment form to the CA 9-1-1 Branch Consultant indicating their choice. PSAPs who do not respond by June 30 will be assigned the new funding model.</p>

SCENARIO 2 - CONTINUED

NOTIFICATION OF CPE FUNDING ALLOTMENT OPTIONS

If PSAP selects Option 1 - Previous Funding Model – CPE Accrued Allotment:

- All Accrued funds must be spent by June 30, 2016
- Extended maintenance (beyond 5 years) will be deducted from accrued funds until CPE replacement
- If progress does not indicate PSAP will have accrued allotment funds spent by 6/30/16, then PSAP goes to new funding model, and the PSAP will pay for maintenance costs until CPE replacement if they are beyond year 7.

If PSAP selects Option 2 - New CPE Funding Model – Fixed Allotment:

- PSAPs in year 5: Extended maintenance for years 6 & 7 will be paid by the CA 9-1-1 Branch. Maintenance will not be deducted from PSAP's allotment. Extended maintenance costs in year 8 and beyond are PSAP's responsibility.
- PSAPs beyond year 5: Extended maintenance up to 24 months will be paid by the CA 9-1-1 Branch, regardless of which year of extended maintenance PSAP is in. Maintenance will not be deducted from PSAP's allotment.



SCENARIO 3: PSAP CPE CYCLE IS AT 5-YEARS OR UNDER

Funding Model	CA 9-1-1 Branch & PSAP Action
<p>PSAP goes to the new funding model. PSAP will be required to provide a one-year advance notice to the CA 9-1-1 Branch when PSAP requires funding for CPE maintenance and/or CPE replacement</p>	<p><u>CA 9-1-1 Branch Action:</u></p> <p>On or before April 11, 2014, the CA 9-1-1 Branch Consultant issued to their assigned PSAPs who are in years 4 and 5 of CPE cycle (in which Scenario 3 applied) an e-mail that included a form entitled: <i>Advance Notification for Customer Premise Equipment Funding</i>.</p> <p><u>PSAP Action:</u></p> <p>By June 30, 2014, PSAP must complete the <i>Advance Notification for Customer Premise Equipment Funding</i> form and return to the CA 9-1-1 Branch Consultant. PSAPs who do not respond may have to wait until the following state fiscal year to receive funding.</p>

SCENARIO 3 - CONTINUED

ADVANCE NOTIFICATION FOR CUSTOMER PREMISE EQUIPMENT FUNDING

Completed forms need to be returned to the CA 9-1-1 Branch no later than June 30, 2014. If forms are not received by this date, PSAPs may have to wait until the following state fiscal year (FY) to receive funding.

Funding is being requested for state FY 2014/15 or 2015/16 for the following:
(Please check all boxes that apply and circle the FY that applies)

- CPE extended maintenance for year 6 FY 2014/15 or 2015/16
- CPE extended maintenance for year 7 FY 2014/15 or 2015/16
- CPE upgrade or replacement FY 2014/15 or 2015/16
- Other (please describe): _____

9-1-1 POLICY TRANSITION TIMELINE

Description of Action by CA 9-1-1 Branch or PSAP	2014					2015	2016
	MAR	APR	MAY	JUN	JUL	JUN	JUN
• 9-1-1 Consultants issued e-mail and <i>Notification of CPE Funding Allotment Options</i> Form to PSAPs who fall within Scenario 2	3/28						
• 9-1-1 Consultants issued e-mail and <i>Advance Notification for Customer Premise Equipment Funding</i> Form to PSAPs in years 4 and 5 (who fall within Scenario 3)		4/11					
• CA 9-1-1 Branch conducts Virtual Town Hall webinars to present 9-1-1 policy changes, answering previously submitted and real-time questions.		4/30	5/15 5/29				
• CA 9-1-1 Branch updates CA 9-1-1 Operations Manual.			5/30				
• PSAPs (who have received Forms) must review, complete, and return Forms to 9-1-1 Consultant no later than:		6/30					
• PSAPs in Scenario 2: If completed Form with option selection is not received, PSAP will automatically go to the new funding model.					7/1		
• PSAPs in Scenario 3: If completed Form is not received, PSAPs may be delayed one year to receive funding.					7/1		
• Scenario 2 PSAPs who choose CPE Accrued Allotment option must have all funds spent by 6/30/2016. CA 9-1-1 Branch will evaluate PSAP spending at the end of FY 15/16. If progress does not indicate funds will be spent by 6/30/16, then PSAP goes to new funding model and the PSAP will pay for maintenance costs until CPE replacement if they are beyond year 7.						6/30	6/30



CA 9-1-1 BRANCH CONSULTANTS

ANDREW MATTSON

9-1-1 Consultant

(916) 657-9459

andrew.mattson@state.ca.gov

KYLE PEASE

9-1-1 Consultant

(916) 657-9145

kyle.pease@state.ca.gov

BARBARA SHACKELFORD

9-1-1 Consultant

(916) 657-9680

barbara.shackelford@state.ca.gov

Please refer to the CA 9-1-1 Branch Directory for assigned Counties at:

<http://www.caloes.ca.gov/PSC/Pages/Directory/Directory.aspx>



Cal OES
GOVERNOR'S OFFICE
OF EMERGENCY SERVICES



Cal OES

**GOVERNOR'S OFFICE
OF EMERGENCY SERVICES**

QUESTIONS AND ANSWERS

Email questions to the CA 9-1-1 Branch main mailbox at: CA9-1-1Division@state.ca.gov

Include in E-mail Subject Line : *Questions for the Statewide Virtual Town Hall on 9-1-1 Policy Changes*