



CALIFORNIA 9-1-1 EMERGENCY COMMUNICATIONS BRANCH

Description

The California 9-1-1 Emergency Communications Branch (CA 9-1-1 Branch) provides oversight and administration to the State Emergency Telephone Number Account (SETNA) that supports 9-1-1 activities to approximately 460 Public Safety Answering Points that includes state departments and local government agencies. The Public Safety Answering Points are the call centers that provide 9-1-1 emergency communication services to the citizens and visitors of California.

Background

The California State Emergency Telephone Number Program has been in existence since 1979. Under the authority of California Government Code Sections 53100-53120, known as the Warren-9-1-1-Emergency Assistance Act, the California CA 9-1-1 Branch has statewide oversight authority for the California State Emergency Telephone Number Program.

The CA 9-1-1 Branch is responsible for the administration and funding for equipment and network services related to the routing and answering of 9-1-1 calls. Funding comes from the State Emergency Telephone Number Account as outlined in the CA Emergency Telephone Users Surcharge Act, Revenue and Taxation Code Sections 41001-41176, which imposes a surcharge paid on every phone bill for Intrastate telephone communication and Voice over Internet Protocol (VoIP) service which provides revenue to fund the "9-1-1" emergency system.

Responsibilities

- Implement the Warren-911-Emergency Assistance Act
- Administer the State Emergency Number Telephone Account (CA Emergency Telephone Users Surcharge Act)
- Establish Statewide technical and operational standards to deliver 9-1-1 services
- Provide oversight of the 9-1-1 network
- Manage new technologies supporting 9-1-1
- Provide technical and operational support to local government
- Manage statewide emergency call reporting system
- Manage state contracts that provide PSAPs with procurement vehicles for:
 - Foreign language emergency interpretation services for 96+ non-English speaking languages
 - 9-1-1 system and services for customer premise equipment
- Report CA 9-1-1 outages (monitored 24x7x365)
- Govern the State 9-1-1 Advisory Board
- Manage activities of 58 County Coordinators

Current Projects/Initiatives

- 9-1-1 Policy and Practice Changes
- Text-To-9-1-1 Request For Information
- Foreign Language Emergency Interpretation Contract
- CA 9-1-1 Education and Awareness Program
- Next Generation 9-1-1 Pilot Projects
 - Enhanced 9-1-1 Grant Project
 - Imperial County Hosted Solution
 - Ventura County Hosted Solution
 - Pasadena Regional Integrated Next Generation (Ring) Project
 - Mendocino County Network Based Solution