Item 1: Call to Order & Member Roll Call

Members of the Board
- Chair – Patrick J. Mallon, Governor’s Office of Emergency Services (Cal OES)
- Chief Chris Childs, California Highway Patrol (CHP)
- Brenda Bruner, Association of Public-Safety Communication Officials (APCO)
- Lee Ann Magoski, California National Emergency Number Association (CALNENA)
- Rosa Ramos, California National Emergency Number Association (CALNENA)
- Sheriff Ingrid E. Braun, California State Sheriffs’ Association (CSSA)
- Sheriff William “Bill” Ayub, California State Sheriffs’ Association (CSSA)
- Chief Edward Hadfield, California Fire Chiefs Association (CFCA)
- Chief Andrew White, California Police Chiefs Association (CPCA)
- Chris Herren, California Fire Chiefs Association (CFCA)
- Chief Elise Warren, California Police Chiefs Association (CPCA)

Establishment of quorum
Item 2: Approval of Previous Minutes

Meeting Minutes
February 2021 meeting minutes:

- Meeting held via video conference
Closed Session

The State 9-1-1 Advisory Board will meet in closed session via a secure video conference pursuant to G.C. Section 11126(e)
Mr. Reggie Salvador, Chief, Cal OES Legislative and External Affairs will provide information regarding legislation that may impact California's 9-1-1 system.
Mr. Budge Currier will present updates regarding active projects within Cal OES’ 9-1-1 Emergency Communications Branch:

1. 2020 Call Statistics
2. Statewide Customer Premise Equipment (CPE) Installation
3. Text to 9-1-1 Update
4. Next Gen 9-1-1 Update
5. Location Accuracy Project
6. Cloud Based CPE
7. Status of SETNA
## Item 5-1: 2020 Call Statistics

<table>
<thead>
<tr>
<th>Total 9-1-1 Calls</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>25,927,317</td>
</tr>
<tr>
<td>Wireless</td>
<td>21,830,501 (84%)</td>
</tr>
<tr>
<td>Wireline</td>
<td>2,236,812 (9%)</td>
</tr>
<tr>
<td>Voice over IP</td>
<td>1,242,522 (5%)</td>
</tr>
<tr>
<td>Other including Telematics</td>
<td>533,027 (2%)</td>
</tr>
<tr>
<td>Text to 9-1-1</td>
<td>84,455 (&lt;1%)</td>
</tr>
</tbody>
</table>
**Item 5-2: Statewide CPE Installation**

<table>
<thead>
<tr>
<th>Calendar Year</th>
<th>System Acceptance Signed</th>
</tr>
</thead>
<tbody>
<tr>
<td>2021</td>
<td>4</td>
</tr>
<tr>
<td>2020</td>
<td>51</td>
</tr>
<tr>
<td>2019</td>
<td>69</td>
</tr>
<tr>
<td>2018</td>
<td>54</td>
</tr>
<tr>
<td>2017</td>
<td>57</td>
</tr>
<tr>
<td>2016</td>
<td>93</td>
</tr>
<tr>
<td>Older than 2016 (includes PSAPs with self-funded CPE)</td>
<td>110</td>
</tr>
</tbody>
</table>

PSAPs with CPE System Acceptance dates of 2014 or prior are utilizing the year 6/7 maintenance options or are working with the CA 9-1-1 Branch on CPE replacement.

May 19, 2021  California State 9-1-1 Advisory Board
Item 5-2: Statewide CPE Upgrades

- Next Gen 9-1-1 testing has identified the need to upgrade the CPE software
  - Motorola – Vesta will need to be upgraded to Version 7.4 SP1
  - Intrado – Viper sales have been suspended until further testing is completed. Cal OES will not be authorizing Version 7.0.
  - CallWorks, CentralSquare, and Zetron may need a legacy PSAP Gateway
  - Older equipment will need a Legacy PSAP Gateway (~80 PSAPs)
- Your CPE vendor will program additional line appearances on your CPE
- **Your CPE vendor will complete training at your PSAP on the changes in CPE due to NG 9-1-1**
- Your CPE vendor is required to support the existing ANI/ALI spill to CAD and CDR
### Item 5-3: Text to 9-1-1 Deployment

**Text to 9-1-1 Status** | **Quantity**
--- | ---
PSAPs deployed with Web Based OTT | 300
PSAPs pending deployment of Web Based OTT | 2
PSAPs deployed with Integrated Text | 135
PSAPs pending deployment of Integrated Text | 0

**Total PSAPs deployed** | **435**
**Total PSAPs** | **437**

California Assembly Bill 1168
Mandated Text to 9-1-1 by January 1, 2021

For questions/scheduling Contact Chereise Bartlett @ 916-894-5030 or chereise.bartlett@caloes.ca.gov

May 19, 2021 California State 9-1-1 Advisory Board
Item 5-4: Next Gen 9-1-1 Update

NEXT GENERATION 9-1-1

PSAP Installs
OSP Integration
Test and Integration
Transition

CALIFORNIA
Optimistic Deployment Timeline

Statewide Prime – Aug 2019 – June 2022
Northern Region – Aug 2019 – June 2022
LA Region – Aug 2019 – June 2022
Southern Region – Aug 2019 – June 2022
Central Region – Aug 2019 – June 2022

Selective routers services replaced – 2022

Major schedule shift due to CPE limitations, COVID, and process improvements that will be discussed on next slides.
Item 5-4: PSAP Installs
Preparing for NG 9-1-1 Go-Live

CPE Vendor
- Install LPG or Upgrade CPE Software
- Install Firewall and Router
- Program CPE and Line Appearances
- CPE Testing and Training

Atos and Region
- Region Installs Equipment
- Region Installs Circuits
- Atos Installs Equipment
- Atos Installs Circuits
- Atos and Region Connected at PSAP
- NG 9-1-1 Testing and Training

Carriers (Originating Service Providers)
- Connect to NG 9-1-1
- Validate Location Data Flow
- Carrier Test Calls

Go-Live Preparations
1. Complete Go-Live Testing
2. Complete PSAP Training
3. Validate NOC operations
4. Schedule Carrier cutover dates
5. Validate PSAP Readiness
Item 5-4: NG 9-1-1 Project Complexity
Tracking the NG 9-1-1 Transition

- Cal OS has received feedback that additional information is needed by your PSAP
- Ideal solution would be an interactive schedule that can be shared with all PSAPs
- The reality is that there are so many project contingencies that the dates change daily
- Cal OES has developed a PSAP tracking spreadsheet
  - Documents the NG 9-1-1 action items
  - Google document with 80 columns and 450 rows that cannot be shared with PSAPs
- Cal OES has developed an interactive tool to display deployment status
- Live Demo of the display tool
Cal OES needs to improve the testing and validation process

CPE vendors need to complete training and improve the communication with PSAPs

The Carriers have a very deliberate process and each carrier to NG 9-1-1 service provider interface must undergo rigorous testing

Cal OES is asking for the help and support of the PSAPs during testing

Each PSAP needs a unique testing number for Atos and their region to support additional PSAP testing

Existing CPE has limitations and cannot support all NENA i3 elements
There are over 30 Carriers that need to be interfaced with the NG 9-1-1 system

AT&T mobility, AT&T wireline, Frontier, T-Mobile, and Verizon connect to multiple NG 9-1-1 service providers

Each carrier has a very deliberate process and calls must be landed on CPE

Cal OES will complete as much testing as possible in the lab

Most carriers require calls to be landed on the CPE at the PSAP

Carrier testing will be restricted to specific test windows that have been coordinated with the PSAP

The initial carrier integration for each NG 9-1-1 service provider is the most extensive
The Cal OES NG 9-1-1 lab has been an essential part of the testing process.

We can verify NG 9-1-1 functionality in the NG 9-1-1 lab.

We cannot verify specific CPE programming at each PSAP in the lab.

Initial CPE integration at your PSAP can be tested with CPE technician.

Final testing requires dispatchers to answer calls to validate the programming is correct and that the training is adequate.

We are asking for PSAPs to support test windows for the testing that must be completed at the PSAP.

- Test Windows will be Monday – Wednesday from 10:00 am – 1:00 pm
- No more than 10 test calls will be completed in any single hour unless approved by PSAP
- During planned events and increased busy times, test windows can be cancelled by PSAP
- Each PSAP will have unique testing number for Atos and their region to support additional PSAP testing.
Item 5-4: Lesson Learned: Existing CPE Limitations

- Existing CPE has limitations and **cannot support**:
  - Internet Protocol, Version 6 (IPV6) and Transport Layer Security (TLS) needed for the Private Key Infrastructure
  - Unique IP address needed to dereference a NENA i3 call for a Carrier maintained Location Information Service
  - Position State, element state, and que state in native NENA i3. These are needed to support dynamic policy routing
  - Real Time Text, video, photos, and multimedia
  - I3 logging for all calls (Most CPE vendors)
- The NG 9-1-1 service providers (Atos, Lumen, NGA 9-1-1 and Synergem) have put in “work arounds” to ensure that the CA NG 9-1-1 system can interface with CPE
- **The real solution is for PSAPs to move to Cloud Native / Data Center CPE using the vendors on the new CPE contract**
- Cal OES is working to complete the testing for these solutions
- The recommendation is to wait to upgrade your CPE until cloud CPE solutions are available
There will be 4 types of Testing:

- **CPE Testing** to validate CPE upgrades or LPG
- **NG 9-1-1 Testing** to validate NG 9-1-1 connectivity to your PSAP
- **“Go Live” Testing** to validate NG 9-1-1 Go-Live readiness
- **Carrier Testing** to validate each carrier can deliver 9-1-1 calls through NGCS
Item 5-4: When will my PSAP be ready to Answer Test Calls?

- **CPE and NG 9-1-1 Testing** – Your CPE technician will answer the first test calls to ensure functionality.

- **“Go Live” and Carrier Testing** – After line appearances are programmed on your CPE and training is completed by the CPE vendor, anticipate that your PSAP will be receiving NG 9-1-1 test calls.

- We are asking for the support of the PSAP for test calls during pre-planned test windows as discussed on slide 19.
## Item 5-4: PSAP Install Status

### North Synergem
- Remediation – 109 of 163 PSAPs
- Equipment Install – 109 of 163 PSAPs
- Circuit Install – 103 of 163 PSAPs

### South Lumen
- Remediation – 84 of 91 PSAPs
- Equipment Install – 72 of 91 PSAPs
- Circuit Install – 148 of 182 circuits (91 PSAPS)
Item 5-4: PSAP Install Status

Central NGA 9-1-1
- Remediation – 104 of 112 PSAPs
- Equipment Install – 105 of 112 PSAPs
- Circuit Install - 129 of 224 Circuits (112 PSAPs)

LA NGA 9-1-1
- Remediation - 73 of 78 PSAPs
- Equipment Install – 73 of 78 PSAPs
- Circuit Install - 72 of 156 circuits (78 PSAPs)
# Item 5-4: OSP Integration

## Selective Router Transition

<table>
<thead>
<tr>
<th>Phase</th>
<th>Selective Router Name</th>
<th>PSAP Region</th>
<th>PSAPs with Circuits</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>EL CENTRO</td>
<td>Southern</td>
<td>5</td>
</tr>
<tr>
<td>1</td>
<td>PLACERVILLE NIAGARA</td>
<td>North</td>
<td>6</td>
</tr>
<tr>
<td>1</td>
<td>SONORA</td>
<td>Central</td>
<td>4</td>
</tr>
<tr>
<td>2</td>
<td>BARSTOW</td>
<td>Southern</td>
<td>14</td>
</tr>
<tr>
<td>2</td>
<td>BUNDY</td>
<td>LA</td>
<td>18</td>
</tr>
<tr>
<td>2</td>
<td>JACKSON</td>
<td>Central</td>
<td>6</td>
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<tr>
<td>2</td>
<td>LAKEPORT</td>
<td>North</td>
<td>3</td>
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<tr>
<td>2</td>
<td>MARYSVILLE</td>
<td>North</td>
<td>9</td>
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<tr>
<td>2</td>
<td>MILL VALLEY</td>
<td>North</td>
<td>7</td>
</tr>
<tr>
<td>2</td>
<td>PALM SPRINGS</td>
<td>Southern</td>
<td>22</td>
</tr>
<tr>
<td>2</td>
<td>SANTA CRUZ MAIN</td>
<td>Central</td>
<td>6</td>
</tr>
<tr>
<td>2</td>
<td>SEPULVADA</td>
<td>LA</td>
<td>21</td>
</tr>
<tr>
<td>2</td>
<td>THOUSAND OAKS</td>
<td>Central</td>
<td>9</td>
</tr>
<tr>
<td>2</td>
<td>UKIAH</td>
<td>North</td>
<td>9</td>
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<td>3</td>
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<td>LA</td>
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<tr>
<td>3</td>
<td>NORTH RIDGE</td>
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<tr>
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<td>RIDGECREST</td>
<td>Central</td>
<td>14</td>
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<td>3</td>
<td>San Diego MIRA MESA</td>
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<tr>
<td>3</td>
<td>WATERMAN</td>
<td>LA</td>
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<td>3</td>
<td>WESTMINSTER</td>
<td>LA</td>
<td>31</td>
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<td>4</td>
<td>LA PUENTE</td>
<td>LA</td>
<td>23</td>
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<tr>
<td>4</td>
<td>LAS POSITAS</td>
<td>Central</td>
<td>13</td>
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<tr>
<td>4</td>
<td>MILLBRAE</td>
<td>North</td>
<td>19</td>
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<td>4</td>
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<td>Central</td>
<td>27</td>
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<td>4</td>
<td>ORINDA</td>
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<td>4</td>
<td>SAN ANDREAS</td>
<td>Central</td>
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<td>SAN LUIS OBISPO</td>
<td>Central</td>
<td>10</td>
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<tr>
<td>4</td>
<td>SANTA ANA</td>
<td>Southern</td>
<td>35</td>
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<tr>
<td>4</td>
<td>SANTA CLARA</td>
<td>North</td>
<td>26</td>
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<tr>
<td>4</td>
<td>SHERMAN OAKS</td>
<td>LA</td>
<td>23</td>
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<tr>
<td>4</td>
<td>UPTOWN</td>
<td>LA</td>
<td>45</td>
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<tr>
<td>4</td>
<td>VENTURA FIR</td>
<td>Central</td>
<td>11</td>
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<td>5</td>
<td>AUBURN</td>
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<td>BAKERSFIELD MAIN</td>
<td>Central</td>
<td>18</td>
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<tr>
<td>5</td>
<td>REDDING ENTERPRISE</td>
<td>North</td>
<td>14</td>
</tr>
<tr>
<td>5</td>
<td>SACRAMENTO MAIN</td>
<td>North</td>
<td>22</td>
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<tr>
<td>5</td>
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<td>SANTA ROSA</td>
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<tr>
<td>5</td>
<td>STOCKTON MAIN</td>
<td>Central</td>
<td>19</td>
</tr>
</tbody>
</table>

**Goal is to complete transition by June of 2022.**

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May 19, 2021 California State 9-1-1 Advisory Board
Item 5-4: Test and Integration
Changing the narrative from dates to process

- Dates are approximate
- Delivering a reliable, fully capable solution that meets the Operational needs of PSAP is the key!
- Each Phase will take 2-3 months to complete
- Some Carriers must be transitioned by Selective Router (Multiple PSAPs)
- Your PSAP will be accepting both NG 9-1-1 calls and legacy 9-1-1 calls

Cal OES Lab
Phase 2 Testing

OSP Testing

PSAP Testing

NGCS Testing

System Monitoring

Start ~June 2021

Phase 1 Migration

Sonora SR
Start with Tuolumne County Sheriff

Placerville SR (~June 2021)
Start with South Lake Tahoe PD

El Centro SR (~June 2021)
Start with Imperial County Sheriff and Brawley PD

Note: Go-Live means that one carrier from one Selective Router is active with NG 9-1-1 into your PSAP

Start ~July 2021

Phase 2 Migration

Start ~August 2021

Phase 3 Migration

Start ~Sept 2021

Phase 4 Migration

Contingent on Success

Phase 5 Migration
Item 5-4: Validating the Security of the NG 9-1-1 System

- All NG 9-1-1 traffic is routed over encrypted IPV6 connections
- All NG 9-1-1 traffic must use a valid Public Key Infrastructure PSAP security credential
- All NG 9-1-1 service providers actively monitor the network for DDOS and TDOS attacks
- Cal OES is working with Net Force to complete a cyber security assessment of the NG 9-1-1 system
  - Validate the system architecture
  - Validate the security
  - Identify any gaps, recommend cyber security enhancements
Item 5-5: Location Accuracy and Validation Project

- All PSAPs are active with RapidDeploy
- Feedback is overwhelmingly positive
- All PSAPs have been updated to RadiusPlus
  - Includes an SMS text from 9-1-1 capability
  - Integration of data from OnStar is now available
  - All Over the Top text solutions will be migrated to RapidDeploy beginning in August of 2021. All Over the Top text PSAPs must start using RapidDeploy to ensure familiarity with the platform
- Any questions, Cal OES Project Manager:
  Curt Guillot @ 916-894-5035 or curt.guillot@caloes.ca.gov
- For RadiusPlus access, Customer Success Manager:
  Leah Portnoy @ 512-970-2255 or Leah.Portnoy@rapiddeploy.com
Item 5-6: Next Gen 9-1-1 Call Processing Equipment (CPE) RFP Update

- Contracts were awarded on July 10, 2020
  - AT&T reselling Rapid Deploy Cloud, Motorola Cloud, Viper Cloud, and Viper Data Center
  - Atos - Open Scape Cloud
  - Carbyne Cloud
  - Carousel reselling Motorola Cloud
  - CenturyLink reselling Motorola Cloud, Viper Data Center, and Omni911 Cloud
  - Comtech - Solacom Data Center
  - Frontier reselling Motorola Cloud
  - Intrado - Viper Data Center, and Viper Cloud
  - Motorola Cloud
  - NGA911 reselling WestTel Cloud, Emergent Cloud
  - RapidDeploy Cloud
  - Zetron Data Center
Cal OES has met with all vendors that are on the new CPE contract
Some cloud CPE vendors will be ready to test as early as May
Most cloud CPE vendors will not be ready until fall of 2021 or early 2022
Cal OES has completed work with Atos, Lumen, NGA 911 and Synergem to establish permanent testing capability in the Cal OES 9-1-1 lab
Cal OES does not expect any cloud CPE installations before early 2022 based on NG 9-1-1 testing and Go-Live
## Item 5-8: SETNA Fund Condition Statement

<table>
<thead>
<tr>
<th>Account</th>
<th>2018-19</th>
<th>2019-20</th>
<th>2020-21</th>
</tr>
</thead>
<tbody>
<tr>
<td>0022 State Emergency Telephone Number Account</td>
<td>$20,053</td>
<td>$241</td>
<td>$7,342</td>
</tr>
<tr>
<td>Prior Year Adjustments</td>
<td>-10,971</td>
<td>-</td>
<td>-</td>
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<tr>
<td>Adjusted Beginning Balance</td>
<td>$47,024</td>
<td>$241</td>
<td>$7,342</td>
</tr>
<tr>
<td>Total Revenues, Transfers, and Other Adjustments</td>
<td>$60,615</td>
<td>$277,160</td>
<td>$192,412</td>
</tr>
<tr>
<td>Total Resources</td>
<td>$114,239</td>
<td>$277,327</td>
<td>$199,754</td>
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<tr>
<td>EXPENDITURE AND EXPENDITURE ADJUSTMENTS</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>0990 Office of Emergency Services (State Operations)</td>
<td>$13,021</td>
<td>$20,410</td>
<td>$21,442</td>
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<tr>
<td>0990 Office of Emergency Services (Local Assistance)</td>
<td>$65,408</td>
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<td>3040 Department of Forestry and Fire Protection (State Operations)</td>
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<td>7600 California Department of Tax and Fee Administration (State Operations)</td>
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<td>8880 Financial Information System for California (State Operations)</td>
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<td>6592 Supplemental Pension Payments (State Operations)</td>
<td>44</td>
<td>95</td>
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<td>0000 Statewide General Administrative Expenditures (Pro Rata) (State Operations)</td>
<td>$254</td>
<td>$1,487</td>
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<tr>
<td>Less funding provided by General Fund (State Operations)</td>
<td>-60,000</td>
<td>-</td>
<td>-</td>
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<tr>
<td>Total Expenditures and Expenditure Adjustments</td>
<td>$17,926,555</td>
<td>$170,949</td>
<td></td>
</tr>
</tbody>
</table>

**FUND BALANCE:**
- **2018-19:** $241
- **2019-20:** $7,342
- **2020-21:** $28,800

**Reserve for economic uncertainties:**
- **2018-19:** $241
- **2019-20:** $7,342
- **2020-21:** $28,800
How the fee is set by Cal OES:

- Revenue needed is determined by FY 2021-22 budget
- Access Line Service Providers sent number of access lines to Cal OES
- Cal OES calculated the surcharge based on the budget and number of access lines
- Cal OES sent letter to CDTFA on September 29, 2020
- For calendar year 2021, the recommend surcharge is $0.30

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>2020-21 Revenue Needed</td>
<td>$207,048,613</td>
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<tr>
<td>Estimate number of Access Lines</td>
<td>57,883,663</td>
</tr>
<tr>
<td>Surcharge per month</td>
<td>$0.30</td>
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<tr>
<td>Projected Monthly Revenue</td>
<td>$17,365,099</td>
</tr>
<tr>
<td>Projected Annual Revenue</td>
<td>$208,381,185</td>
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Item 6: Long Range Planning Committee

- The LRPC will brief out current LRPC activities
- The LRPC will take direction from 9-1-1 AB on future activities for the LRPC
Item 7: Agenda Items for Future Meetings

Board requests for matters to be placed on a future agenda

2021 Meeting Dates:
• AUGUST 18, 2021
• NOVEMBER 17, 2021
Public Comment
Item 9: Adjourn

Thank you for attending this meeting of the California State 9-1-1 Advisory Board.

- **General Information:**
  Sophia Munoz, State 9-1-1 Advisory Board Liaison, at
  (916) 894-5016 or via email at sophia.munoz@caloes.ca.gov

- **Media Information:**
  Bryan May, Public Information Officer, at (916) 845-8449 or via email at Bryan.May@caloes.ca.gov