



***Cal* OES**

**GOVERNOR'S OFFICE  
OF EMERGENCY SERVICES**

# **State 9-1-1 Advisory Board**

**December 11, 2018**

**9:00 AM**

# Item 1: Call to Order & Member Roll Call

## Members of the Board

- Chair – Patrick J. Mallon, Governor’s Office of Emergency Services (CalOES)
- Chief Scott Howland, California Highway Patrol (CHP)
- Brenda Bruner, Association of Public-Safety Communication Officials (APCO)
- Lee Ann Magoski, California National Emergency Number Association (CALNENA)
- Hanan Harb, California National Emergency Number Association (CALNENA)
- Sheriff Ingrid E. Braun, California State Sheriffs’ Association (CSSA)
- Sheriff Kory Honea, California State Sheriffs’ Association (CSSA)
- Chief Edward Hadfield, California Fire Chiefs Association (CFCA)
- Chris Herren, California Fire Chiefs Association (CFCA)
- Chief John Peters, California Police Chiefs Association (CPCA)
- Chief Craig Carter, California Police Chiefs Association (CPCA)

# Item 2: Approval of Meeting Minutes

## Meeting Minutes

March 7, 2018 and June 7, 2018

- *Meeting held in Mather, California*

# Item 3: Closed Session

Closed Session to review and discuss 3<sup>rd</sup> Quarter California 9-1-1 Outages Pursuant to G.C. Section 11126(e)

# Item 4: Legislative Update

Mr. Reggie Salvador, Chief, Cal OES Legislative & External Affairs will provide information regarding legislation that may impact California's 9-1-1 system

# Item 5: FirstNet Update

## First Responder Network

Mr. Patrick Mallon, Assistant Director, Public Safety Communications will provide an update regarding FirstNet

# Item 6: California 9-1-1 Emergency Comm. Branch Report

Mr. Budge Carrier will present updates regarding active projects within Cal OES' 9-1-1 Emergency Communications Branch

1. Fiscal and Operational Review Status
2. Statewide Customer Premise Equipment (CPE) Installation
3. Text to 9-1-1 Update
4. Next Gen 9-1-1 Update
5. Status of SETNA
6. Statewide Contracts Update

# Item 6-1: Fiscal and Operational Review Status

## FISCAL AND OPERATIONAL REVIEW STATUS (FORS)

Year	FORS Completed
2018 Year-to-Date	105
2017	83
2016	100
2015	54

### 1. What is a Fiscal and Operational Review (FOR)?

- Part of the CA 9-1-1 Branch's statutory requirement to monitor all 9-1-1 emergency telephone systems
- PSAP Advisor will help each PSAP with funding, CPE replacement, training allotment, operational and technical standards, and more.
- PSAP Advisor is a resource and an advocate for PSAP
- Goal is to visit each PSAP at least once every 4 years

### 2. Approximately 30 FORs are being scheduled and completed during each quarter of the year.



# Item 6-2: Statewide CPE Installation

## CPE Install and Acceptance by Year:

Year	System Acceptance Signed
2018 Year-to-Date	38
2017	54
2016	97
2015	61
2014	54
2013	47
Older than 2013 (includes PSAPs with self-funded CPE)	86

PSAPs with CPE System Acceptance dates of 2013 or prior are utilizing the year 6/7 maintenance options or are working with the CA 9-1-1 Branch on CPE replacement.

# Item 6-3: Text to 9-1-1 Deployment

Deployed Counties/PSAPS	# PSAPs in county	# PSAPS deployed or partially deployed	% PSAPS deployed in county
Alameda County	19	4	21.05%
Amador County	1	1	100.00%
Butte County	7	7	100.00%
Contra Costa County	11	11	100.00%
El Dorado County	3	2	66.67%
Humboldt County	5	2	40.00%
Imperial County	4	4	100.00%
Kern County	11	11	100.00%
Lake County	1	1	100.00%
Los Angeles County	77	75	97.40%
Marin County	5	3	60.00%
Mendocino County	3	3	100.00%
Merced County	8	8	100.00%
Monterey County (1 PSAP dplyed for entire co)	4	4	100.00%
Nevada County	1	1	100.00%
<b>Orange County</b>	<b>+25</b>	<b>+25</b>	<b>100.00%</b>
Placer County	5	5	100.00%
Plumas County	1	1	100.00%
Riverside County	14	7	50.00%
<b>Sacramento County</b>	<b>7</b>	<b>7 (+1)</b>	<b>100.00%</b>
San Bernardino County	18	15	83.33%

Deployed Counties/PSAPS (cont)	# PSAPs in county	# PSAPS deployed or partially deployed	% PSAPS deployed in county
<b>San Diego County</b>	<b>+20</b>	<b>+3</b>	<b>15.00%</b>
<b>San Francisco County</b>	<b>+4</b>	<b>2 (+1)</b>	<b>50.00%</b>
San Joaquin County	7	2	28.57%
San Luis Obispo County	7	7	100.00%
San Mateo County	13	13	100.00%
Santa Barbara County	7	7	100.00%
Santa Clara County	14	8	57.14%
Santa Cruz/San Benito	3	3	100.00%
Shasta County	1	1	100.00%
Solano County	7	6	85.71%
Sutter County	2	1	50.00%
Tehama County	4	1	25.00%
Toulomne County	2	1	50.00%
Tulare County	9	1	11.11%
Ventura County	8	1	12.50%
Yolo	3	3	100.00%
CHP Statewide	26	26	100.00%
<b>Total</b>		<b>283 of 437</b>	<b>64.7%</b>

\*\*\*\*of the 283 PSAPs 86 are in the deployment process

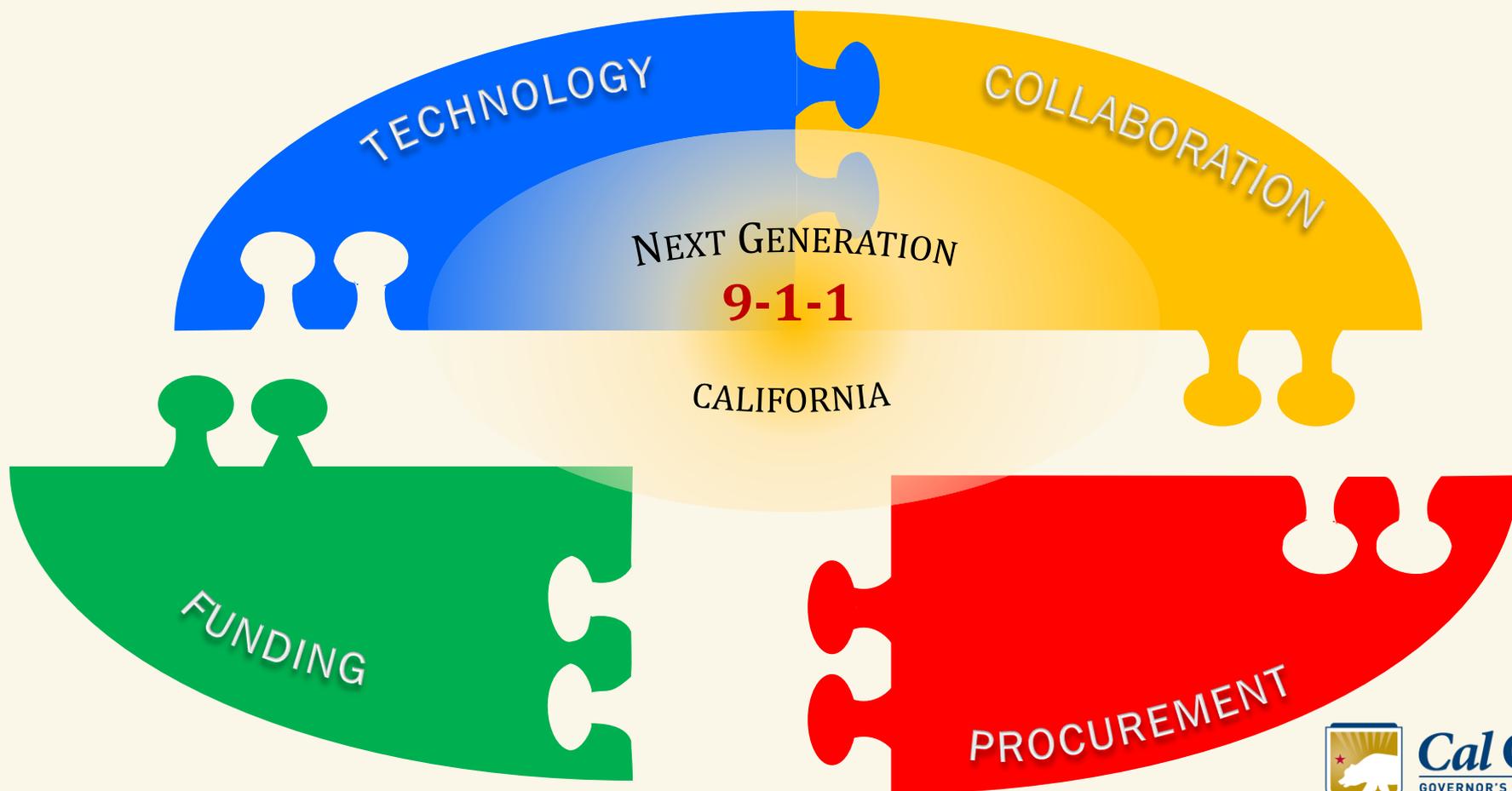
Since Last AB [30 more PSAPS](#) are live with text and 31 PSAPs have started the deployment process



# Item 6-3: Text to 9-1-1 Deployment

- Text to 9-1-1 is now available in Sacramento County
  - Public announcement on October 17
- Orange County PSAPs have elected to move forward with Web based Text to 9-1-1
  - Kick-off meeting conducted on October 17
  - Public announcement TBD
- TCC to TCC Transfers
  - Limitation in transferring from Primary PSAP to a Secondary PSAP on another TCC

# Next Gen 9-1-1 in California



# Item 6.4: Next Gen 9-1-1 Update

## 1. Meet statutory requirements

- Cal OES must design and implement Next Gen 9-1-1  
Warren Act (Gov. Code 53121, amended in 2015)
- Cal OES must maximize the efficiency of 9-1-1 system  
Public Safety Act (Gov. Code 8592.9, amended in 2017)
- Sustain 9-1-1 program
- Implement Next Gen 9-1-1

## 2. Update revenue model

- Address the revenue shortfall
- **Revenue shortfall requires limiting 9-1-1 sustainment and delays NG 9-1-1 implementation**

[Urgent need for legislative action](#)

# Item 6.5: SETNA Update

- SETNA Legislation
  - Working with Originating Service Providers to review Revenue and Tax Code language from AB 1836/ SB 870
  - Recent court decision impacts mobile prepaid wireless
  - Update revenue model through legislative action in early 2019
  - **9-1-1 Goes to Sacramento** event scheduled for late March or early April

# Item 6.6: Statewide Contract Update

- Contracts
  - NG 9-1-1 Prime RFP is on hold until SETNA revenue is stabilized
  - Text to 9-1-1 RFP in development to replace current contract (current contract expiring March 2020)
  - CA Statewide GIS Database
  - 9-1-1 Location Accuracy and Network Validation

# Item 6.6: Statewide Contract Update

- CA Statewide GIS Database:
  - De-conflict shape files to define PSAP boundaries
  - Convert existing MSAG and ANI/ALI data to geo-encoded data set based on road center line – May need help of County Coordinators to get MSAG data
  - Update “simple” data corrections
  - Identify “complex” data exceptions
  - Provide a portal interface for County Coordinators and Local Agency GIS data managers to receive, correct and validate “complex” data exceptions using direct billing method
  - Include a reconciliation process to ensure data remains aligned with MSAG and ANI/ALI data
- This dataset will be used for the 9-1-1 Call Routing in the Next Gen 9-1-1 core services.

## Item 6.6: Statewide Contract Update

- Location Accuracy and Network Validation:
  - Use software program to compare device based location data with ANI/ALI data and make data available to PSAP
  - Develop a solution that can be used to deliver supplemental call location data to the PSAP
  - Additional equipment will be installed at PSAP
  - Anticipate supplemental location data available for all PSAPs by March 2019
  - Continue to work with the FCC to ensure rules support increased location accuracy deployment
- Build a Next Gen 9-1-1 lab with complete set of CPE to support location accuracy testing and Next Gen 9-1-1 integration

*Note: Some of these activities are contingent upon funding*

# Item 7: Long Range Planning Committee Report

## LRPC UPDATE

Mr. Chris Herren will present updates regarding active projects within the Long Range Planning Committee

# Item 8: Agenda Items for Future Meetings

## UP-COMING STATE 9-1-1 ADVISORY BOARD MEETINGS

- FEBRUARY 20, 2019
- MAY 15, 2019
- AUGUST 21, 2019
- NOVEMBER 20, 2019

Board requests for matters to be placed on a future agenda

# Item 9: Public Comment

Public Comment

# Item 10: Adjourn

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

## General Information:

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