Objectives

Public Safety Communications

- Excellent Customer Service and Satisfaction
- Competitive Technical Services and Effective Use of Technology
- Integrate Public Safety Radio Communications to Achieve Statewide Interoperability
- Replace Aging 9-1-1 System with Next Generation 9-1-1 (NG9-1-1)
- A Unified Public Safety Broadband Network
- Upgrade of the State’s Microwave Network
Goals

1. Anticipate disasters and enhance prevention capabilities to protect our State from all hazards and threats.

2. Strengthen California’s ability to plan, prepare for and provide resources to mitigate the impacts of disasters, emergencies, crimes and terrorist events.

3. Effectively respond to and recover from both human-caused and natural disasters.

4. Enhance the administration and delivery of all state and federal funding, and maintain fiscal and program integrity.

5. Develop a united and innovative workforce that is trained, experienced, knowledgeable, and ready to adapt and respond.

6. Strengthen capabilities in public safety communication services and technology enhancements.
Boards and Committees provide information and support for the PSC.

California State 9-1-1 Advisory Board

California First Responder Network Board

Public Safety Radio Strategic Planning Committee
Boards and Committees provide information and support for the PSC.

California State 9-1-1 Advisory Board

The State 9-1-1 Advisory Board advises the Governor’s Office of Emergency Services regarding:

1) Policies, practices, and procedures for the California 911 Emergency Communications Branch;
2) Technical and operational standards for the California 911 system consistent with the National Emergency Number Association (NENA) standards;
3) Training standards for county coordinators and Public Safety Answering Point (PSAP) managers;
4) Budget, funding, and reimbursement decisions related to the State Emergency Number Account;
5) Proposed projects and studies conducted or funded by the State Emergency Number Account;
6) Expediting the rollout of Enhanced 911 Phase II technology.
The California First Responder Network Board (CalFRN) of Directors advises on matters pertaining to the federal First Responder Network Authority (FirstNet) Board by:

1) Coordinate with FirstNet and broadband service efforts;

2) Provide recommendations that will improve the policies, practices, procedures, guidance and direction for California’s participation in the Nationwide Public Safety Broadband Network;

3) Review, arbitrate, and make final recommendations regarding unresolved issues on guidance, training, and federal compliance.
Public Safety Radio Strategic Planning Committee

Public Safety Radio Strategic Planning Committee (PSRSPC) addresses the need for public safety communications interoperability among the state’s public safety departments by:

1) Developing and implementing a statewide integrated public safety communications system that facilitates interoperability among state public safety departments as well as other first responder agencies as the committee deems appropriate.

2) Coordinating shared uses of public safety spectrum consistent with decisions and regulations of the Federal Communications Commission (FCC).
Public Safety Communication’s (PSC) Radio and Technical Service Branch are self-supporting through a fee-for-service/cost recovery model

The California 9-1-1 Emergency Communications Branch is funded through the State Emergency Telephone Number Account (SETNA)

The Tactical Communication Division is funded through the Emergency Management Performance Grant (EMPG)
The Radio Communications Branch

The Radio Communications Branch (RCB) is the primary provider of public safety communications used by public safety agencies within California.
The RCB provides services to public safety agencies by providing design, installation, maintenance and repair services for Public Safety Communications equipment 365 days a year.

1. Microwave System Maintenance
2. Handheld Radios
3. Mobile Radios
4. Marine and Aviation
5. Emergency Support
6. Tower and Vault
Public Safety Communication’s sites are designed to meet the customers’ unique operational needs with consideration to survivability should a disaster occur. Emergency power and redundant equipment are all major factors during the design phase of a communications system.
The PSC owns and manages 12 radio vault and tower sites statewide and provides services to more than 400 sites across California that are owned or leased by PSC client agencies (CHP, CAL FIRE, CALTRANS, etc.). Vaults and tower sites house the equipment and antennas that are the backbone of public safety communications.
California citizens and government agencies depend upon the State’s public safety telecommunication systems to conduct routine business and obtain assistance during emergencies.

Public Safety Communications works behind the scenes to ensure that these essential systems are there when needed.
Past
Do you remember?

Present
Look how far we have come!

Future
Building better communications!
Technical Services Branch

The Technical Services Branch (TSB) provides services to clients and stakeholders of Public Safety Communications (PSC) by developing and implementing a strategic vision for the State’s public safety microwave network.
PSC created the TSB to standardize and consolidate the convergence of technologies. Some of the services provided are:

- California’s licensing of FCC frequencies and frequency coordination
- Manages PSC owned communication facilities
- Design and engineering of California’s Public Safety Microwave Network and the California Multi-Agency Radio System (CMARS)
- Manages the Client Billing and Cost Recovery Unit, which generates invoices and oversees the cost recovery of services rendered for statewide telecommunication projects
California's Microwave Network

The Public Safety Communications has owned and operated the Statewide Public Safety Microwave Network (CAPSNET) for over 60 years.

The system provides reliable microwave circuit connectivity for public safety agencies. Consisting of over 260 physical sites, approximately 300 microwave paths, the system carries over 1,300 circuits serving State, Federal, and County agencies and is made up of over 7,000 microwave air miles.
The Public Safety Communications is currently upgrading the statewide microwave system to full digital microwave and implementing a Multi-Protocol Label Switching platform to support new technologies such as:

- Long term evolution
- High speed data
- Voice over internet protocol
- Expand service to support additional public safety customers beyond state first responders
The goal of the Public Safety Communications 9-1-1 Emergency Communications Branch (CA 9-1-1) is to enable public safety answering points (PSAPs) to provide expedient telephone access to emergency services for all 9-1-1 emergency callers by assisting PSAPs in the administration and funding of this lifesaving resource in their communities.
The CA 9-1-1 Branch serves as the statewide authority and program manager for policy, technical and operational standard development of California’s 9-1-1 Systems including:

1. Management and oversight of the 9-1-1 system
2. Deployment of Next Generation 9-1-1
3. Text-to-9-1-1
4. Manage the State Emergency Telephone Number Account
5. First Responder Network and Broadband Services
6. Emergency Function 2 and Statewide Interoperability Coordination
FirstNet works directly with the states to plan and build the nationwide public safety network in each state.

In California, the Governor’s Office of Emergency Services (Cal OES) leads the planning and effort for FirstNet.

Cal OES has established a Broadband Services Division (CalBSD) within the 9-1-1 Emergency Communications Branch as well as the California First Responder Network Authority (CalFRN) Board.

The CalBSD team is actively engaged in public outreach to provide updated information regarding broadband deployment in California.
While the existing 9-1-1 system has been a success story for more than 40 years, it has been stretched to its limit in the present environment. Unfortunately, it was never envisioned that the current 9-1-1 system would receive calls and data from new and emerging technologies as diverse as what we see today.

Next Generation 9-1-1 will allow for capabilities such as location based routing, policy based routing and dynamic call routing between Public Safety Answering Points (PSAPs).

Applications like text, video, and photos along with continual advancements in communications technology create the desire for a more advanced system to access emergency care.
The California 9-1-1 Emergency Communications Branch, in concert with all public safety agencies in the State, is dedicated to providing its citizens and its visitors with the best emergency services possible.
TSB’s goal is to provide technical support and consultation to all public safety communications entities and to provide a secure digital microwave network for the State’s public safety communications systems and first responders.

TSB will leverage existing infrastructures, utilize new and current technologies to improve operability, interoperability and advance communications capabilities for each public safety client agency.
Tactical Communications Division

Within Cal OES, the responsibility for managing Interoperability channels is coordinated by the Cal OES Telecommunications Division (TCOMM) within Public Safety Communications.
The Tactical Communication Division (TCOMM) is made up of six Regional Communications Coordinators and cadre of 80 Communications Reserves.

Our team supports CalOES branches including Fire, Law and regions as well as other partnering state agencies.

We provide subject matter expertise on all aspects of communications including planning, mitigation strategies and customized solutions to address missions as they develop with in a disaster or emergency.
Tactical Communications Mission

To provide reliable interoperable communications solutions to our clients and partners ensuring efficient management of disasters and emergencies that occur in the state.
TCOMM supports locals, State and federal partners with disaster emergency communications solutions.
Tactical Communications Assets

- Mobile Interoperable Gateway unit (MIGU)
- Communications Trailers
- Communications Vans
- Satellite Fly Away Kits
- Handheld Satellite Caches
- Handheld Radio Caches
- Tactical Repeaters
- Cell Phones
Cal OES
GOVERNOR'S OFFICE
OF EMERGENCY SERVICES
PUBLIC SAFETY COMMUNICATIONS