



Cal OES

GOVERNOR'S OFFICE
OF EMERGENCY SERVICES





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State 9-1-1 Advisory Board

December 21, 2017

1:00 p.m.

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)
- Charles Berdan, Association of Public-Safety Communication Officials (APCO)
- Charles Cullen, California National Emergency Number Association (CALNENA)
- Paul Troxel, California National Emergency Number Association (CALNENA)
- James W. Mele, California State Sheriffs’ Association (CSSA)
- Kory Honea, California State Sheriffs’ Association (CSSA)
- Michael Miller, 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)

Establishment of quorum

Item 2: Approval of Meeting Minutes

Meeting Minutes

September 28, 2017

- *Meeting held in Mather, California*

Item 3: Closed Session

Government Code Section 11126(e):

The State 9-1-1 Advisory Board may meet to consider possible and pending litigation, personnel matters and 9-1-1 outage information in a session closed to the public pursuant to attorney-client privilege and statutory exception to the Bagley-Keene Open Meeting Act.

Item 4: Emergency Alerts and Warning Systems

Sheriff Brian Martin, Lake County will provide information regarding California's Emergency Alert and warning systems

Item 5: 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 5.1: Legislative Update

1) AB 375 Chau (D) Broadband Internet Access Service Providers: Customer Privacy

- Enacts the California Broadband Internet Privacy Act.
- Purpose is to reinstate the consumer privacy protections enacted by Federal Communications Commission in October 2016, but recently eliminated by the Trump Administration and Congress.
- **Last Action:** Amended in the Senate & placed on the Inactive File

2) AB 1665 Garcia, E (D) Telecommunications: Advanced Services Fund

- Makes various change to the California Advanced Services Fund (CASF) including revising the goal of the program to approve funding for infrastructure projects that will provide broadband access to no less than 98% of California households.
- Revises the eligibility requirements for projects and project applicants.
- Creates the Broadband Adoption Account (Adoption Account) to increase broadband access and digital inclusion, and requires additional program audits and reporting.
- **Last Action:** Signed by Governor.

Item 5.2: Legislative Update

3) SB 649 Hueso (D) Wireless Telecommunications Facilities

- Known as the small cell bill
- Among many things, small cells would be subject only to a city or county permitted process if located in a public right-of-way zone.
- Vetoed by GEB
- **Last Action:** Vetoed by Governor

Item 5.3: Legislative Update

1) US S. 102 Securing Access to Networks in Disasters Act of 2017

- Requires the FCC to publish a study on the safety benefits, technical feasibility, and cost of providing emergency access to 9-1-1 services when mobile service is not available.
- Requires the GAO to report on ways the Congress can ensure essential communication services in emergencies
- Amends the Stafford Act to expand the categories of service providers that may access a disaster site for restoration of essential communications services
- **Last Action: 09/11/17** - Passed SENATE.

2) HR 588 Securing Access to Networks in Disasters Act

- Requires the FCC to submit to Congress and publish on FCC website a study on technical feasibility and cost of providing the public with access to 9-1-1 services during times of emergency when mobile service is unavailable through WiFi access points, non-telecommunications service-provider owned WiFi access points and other alternative means.
- **Last Action: 01/24/17** - Referred to SENATE Committee on Commerce, Science, and Transportation.



Item 5.4: Legislative Update

FEDERAL LEGISLATION CONT.

3) S 2061 Next Generation 9-1-1 Act of 2017

- Makes the transition to NG 9-1-1 a national priority by furthering state and federal cooperation to build NG 9-1-1 systems nationwide
- Refocuses federal efforts to support NG 9-1-1 and provides necessary resources to use to help develop and implement NG 9-1-1 transition plans.
- Seeks to accomplish several major goals including
 - Funding
 - Uniform technical standards
 - Cybersecurity and training
 - Governance

Item 6: FirstNet Update

First Responder Network

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

Item 7: California 9-1-1 Emergency Comm. Branch Report

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



Item 7-1: California 9-1-1 Emergency Comm. Branch Report

TOPICS

1. 9-1-1 Call Answer Time
2. Wireless Technical Routing Analysis Project
3. Wireless Deployment Status
4. Fiscal and Operational Review Status
5. Contract Status
6. Next Gen 9-1-1 Update
7. CA 9-1-1 Branch Operation Manual
8. Status of SETNA

Item 7-2: Call Answer Time

- Letter sent to PSAPs if below 85% of calls answered in 15 seconds
- Responses received by all 25 PSAPs that were sent a letter
- Goal of letter is to start collaborative process and provide assistance needed to meet standard
- Reported contributing factors are shown below

Contributing Factors	Number (%) of Responses
Equipment Related	5 (21%)
Lack of Staffing	22 (92%)
Vacancy Rate:	
Not Reported	5
No Vacancies	3
Less than 10%	5
Between 10 and 20%	6
Greater than 20%	5
Increased Workload	11 (46%)
Other	4 (17%)

Item 7-3: Wireless Technical Routing Analysis Project (WTRAP)

County	Total Reviewed	Total ReRoute	PSAP to CHP	PSAP to PSAP	CHP to PSAP	CHP to CHP	Routing % Change
Amador	378	37	14	0	22	1	9.79%
Calaveras	385	46	15	0	31	0	11.95%
Fresno	10,005	523	13	65	436	9	5.23%
Inyo	261	22	12	0	10	0	8.43%
Kern	7,373	471	222	101	147	1	6.39%
Kings	1,049	109	66	25	13	6	10.39%
Madera	1,354	85	28	0	57	0	6.28%
Mariposa	184	9	3	0	6	0	4.89%
Merced	1,920	106	19	3	74	10	5.52%
Mono	359	123	1	0	122	0	34.26%
Riverside	17,205	1,469	112	110	1,195	52	8.54%
San Bernardino	17,018	1,381	245	105	1,007	24	8.11%
San Joaquin	4,934	338	93	93	113	39	6.85%
Stanislaus	3,840	166	25	42	94	5	4.32%
Tulare	2,778	190	63	51	71	5	6.84%
Tuolumne	335	13	10	2	1	0	3.88%
	69,378	5,088	941	597	3,399	152	7.33%

WTRAP Status for the 3rd Quarter of Calendar year 2017



Item 7-4: Wireless Deployment Status

1. Sacramento City Police Department has started acceptance of all 9-1-1 calls
2. Atherton Police Department submitted their Letter of Agency (LOA) to accept wireless 9-1-1 calls on Nov 8, 2017
3. Oakland Police Department currently completing full deployment of all Wireless Carriers.

All Agencies in California will be taking wireless calls.

Item 7-5: California 9-1-1 Emergency Comm. Branch Report

FISCAL AND OPERATIONAL REVIEW STATUS (FORS)

Quarter	FORS Completed
May 1 – June 30	8
July 1 – September 30	25
September 1 – December 31	21 Complete
Q1 2018	Goal of 30

1. The CA 9-1-1 Branch is mandated to monitor all 9-1-1 emergency telephone systems to ensure they comply with minimal operational and technical standards as described in Government Code Section 53115. To accomplish this, the CA 9-1-1 Branch has developed the Fiscal and Operational Review (FOR) process, an onsite review completed at each PSAP at least once every five years.
2. Approximately 30 FORs are being scheduled and completed during each quarter of the year.



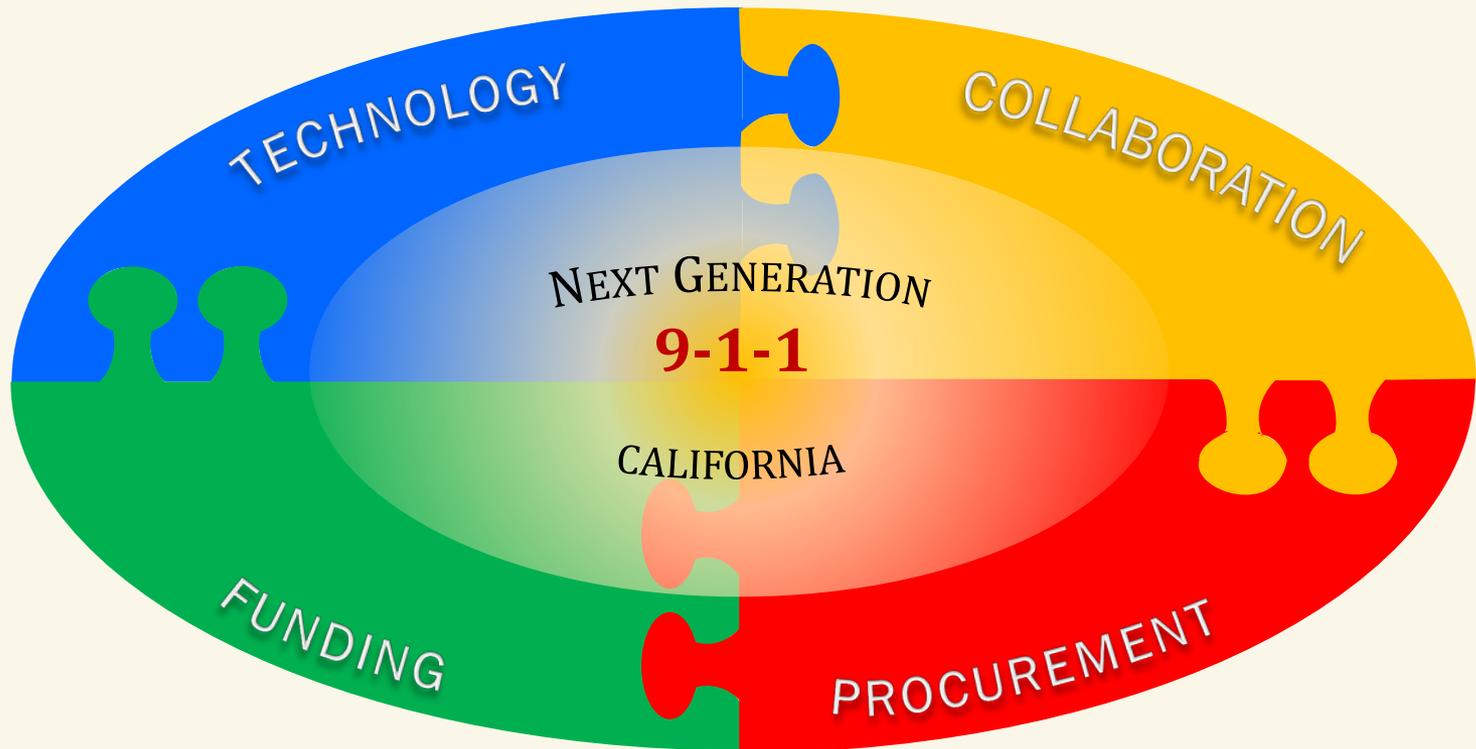
Item 7-6: California 9-1-1 Emergency Comm. Branch Report

CONTRACTS

1. Foreign Language Contract
 - Contract status was pending at time slide was developed.
2. NG 9-1-1 IFB
 - NG 9-1-1 ESINet for Northeastern California pending Tariff / CPCN
 - ESINet for Pasadena RING – On Schedule for active 9-1-1 calls in April 2018.
3. Text-to-911 IFB
 - Bids received Dec 2017, contract award 1/31/18.
4. NG 9-1-1 Transition
 - Tariff development underway to support Next Gen 9-1-1 services
 - Vendor Tariff Meeting held on Dec 19, 2017



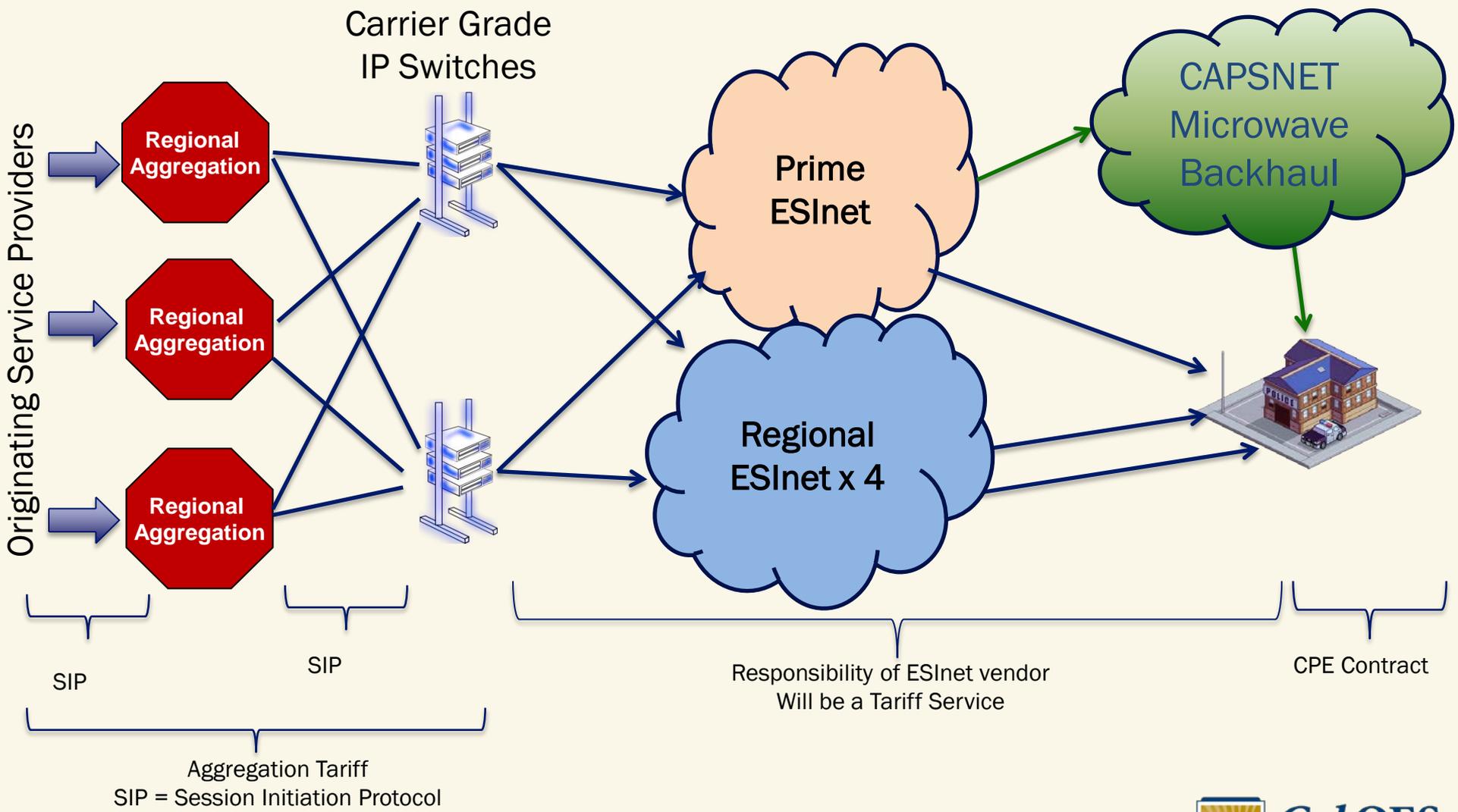
Next Gen 9-1-1 in California



Item 7-8: California 9-1-1 Emergency Comm. Branch Report

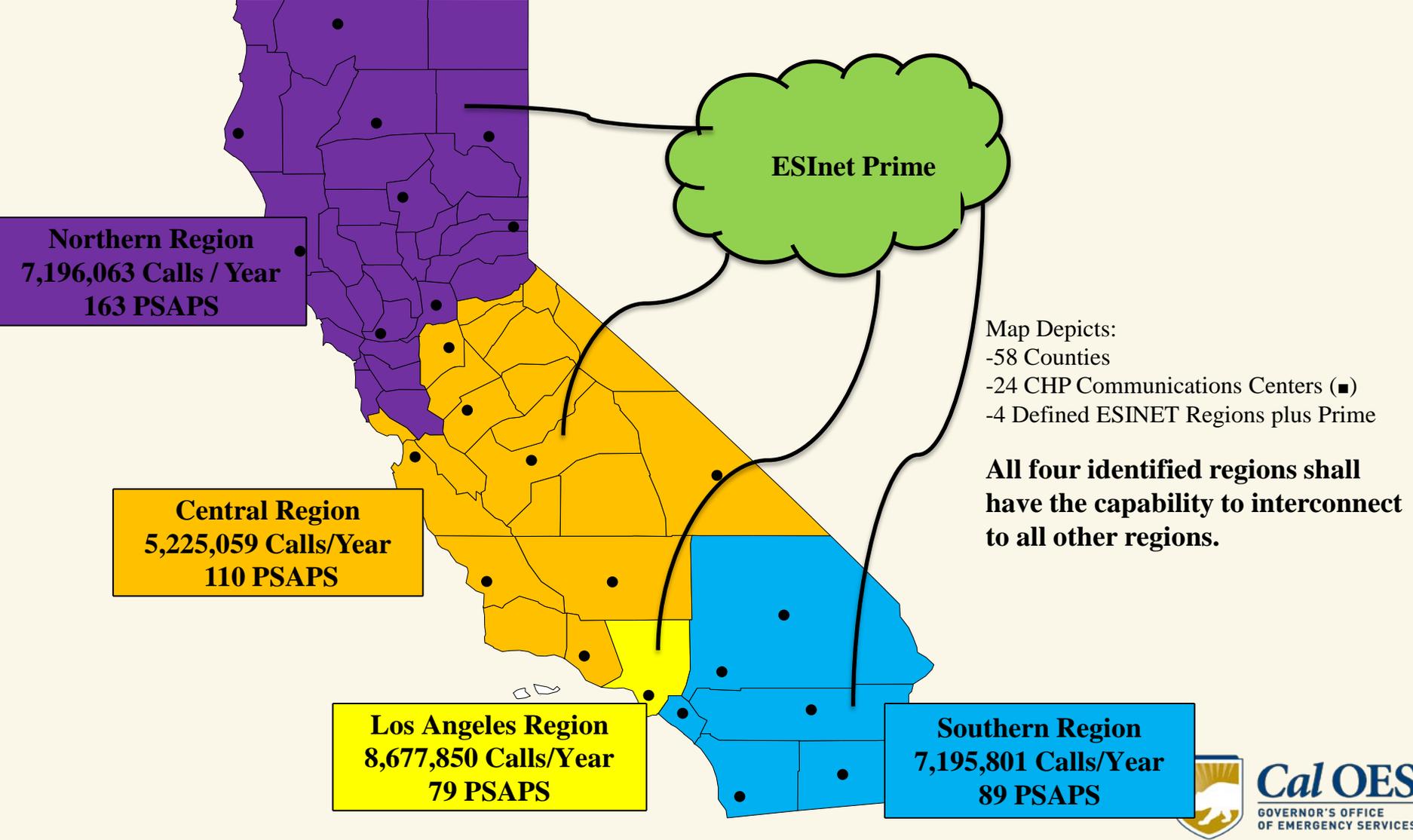
- Next Generation 9-1-1 Tariff Meetings with Vendors – Dec 19, 2017
- Tariff Process introduced 6 month schedule delay
- Tariff Process required by CPUC for 9-1-1 call routing

Item 7-9: California 9-1-1 Emergency Comm. Branch Report



Item 7-10: California 9-1-1 Emergency Comm. Branch Report

Next Gen 911 ESInet Statewide Regional Map



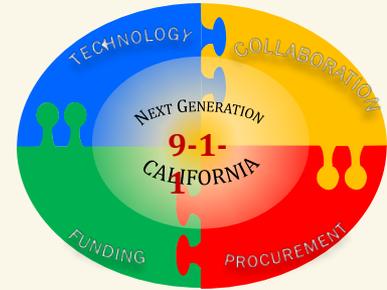
Item 7-11: California 9-1-1 Emergency Comm. Branch Report

What will it cost?

Year	Legacy 9-1-1 Costs	NG9-1-1 Costs	Estimated Total
FY 2017-18	\$104,446,000	\$10,000,000	\$114,446,000
FY 2018-19	\$103,123,384	\$25,000,000	\$128,123,384
FY 2019-20	\$94,441,114	\$44,000,000	\$138,441,114
FY 2020-21	\$75,010,114	\$66,000,000	\$141,010,114
FY 2021-22	\$64,110,114	\$88,000,000	\$152,110,114
FY 2022-23	\$59,641,114	\$97,020,000	\$156,661,114

Deployment Timeline

- Northeast ESInet– Jun 2017- Mar 2019
- Pasadena ESInet – Jul 2017 – Jun 2019
- Prime ESInet – June 2018 – June 2020
- Northern ESInet – July 2018 – July 2020
- LA County – Oct 2018 – Oct 2020
- Southern ESInet – Jan 2019 – Jan 2021
- Central ESInet – Mar 2019 – Mar 2021
- All selective routers decommissioned - 2022





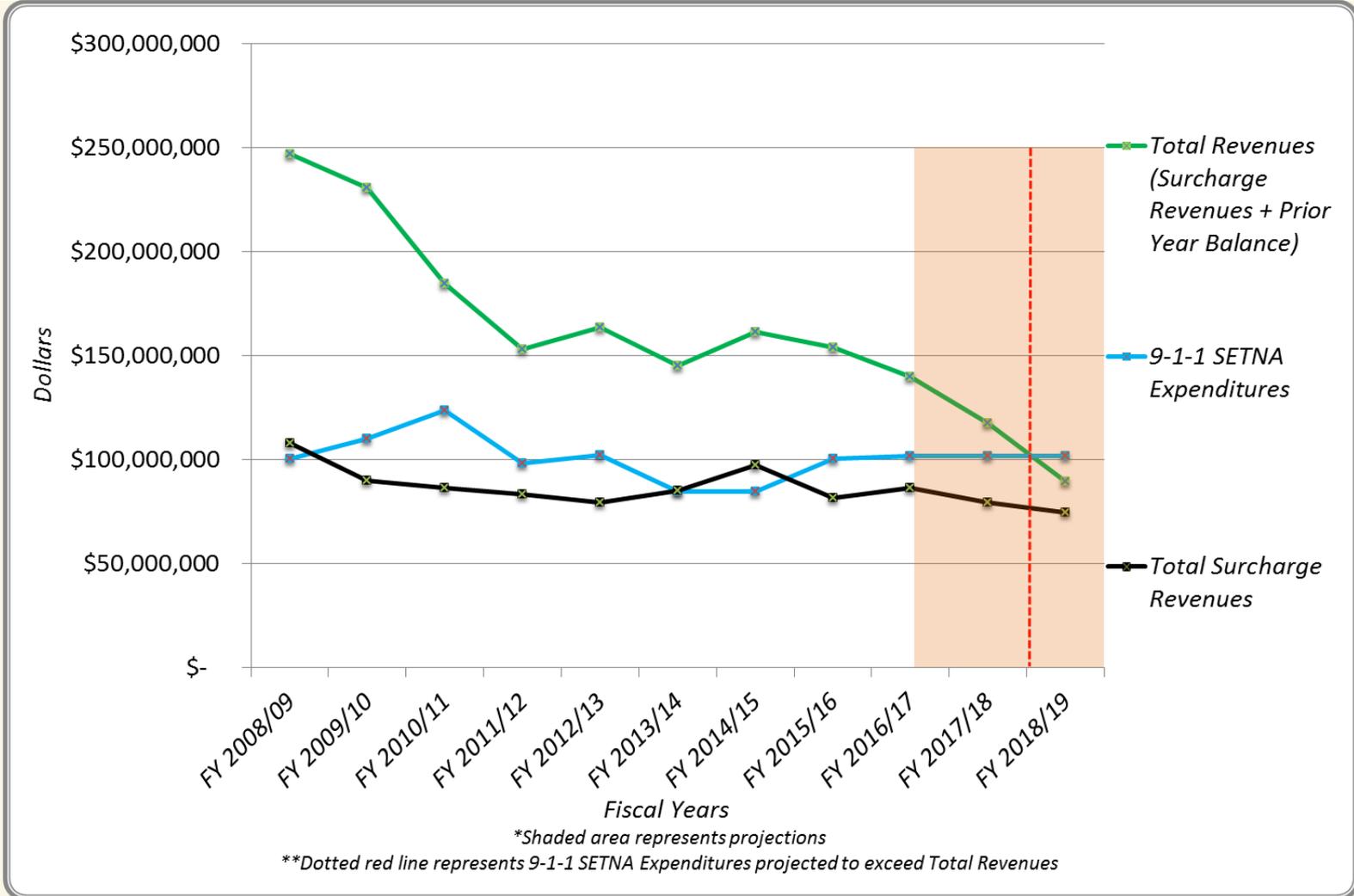
Item 7-13: California 9-1-1 Emergency Comm. Branch Report

CA 9-1-1 Branch Operations Manual Updates

Chapter 3 and 10 of Operations Manual have been posted to website

- Chapter 3 of Operations Manual
 - Updated to support new CPE Contract
 - Add Hosted Solution
 - Refines Incremental Costs
 - Supports Text to 9-1-1 Deployment for CPE replacement
- Chapter 10 of Operations Manual
 - Addresses Text-to-9-1-1 Deployment

Item 7-14: State Emergency Telephone Number Account (SETNA)



Item 7-15: Status of SETNA

0022 - State Emergency Telephone Number Account	2016/2017	2017/2018
Beginning Balance	\$53,451,000*	\$37,905,000
Total Revenues Transfers, and other adjustment	\$86,667,000	\$79,473,000
Total Resources	\$140,118,000	\$117,567,000
Total Expenditures and Expenditure Adjustments	\$102,276,000	\$114,452,000
Fund Balance	\$37,905,000	\$2,926,000

- 1. The above revenues and expenditures are projection based on historical data and may not match the Fund Condition Statement provided by the Department of Finance**
- 2. Item(*) in bold is actual balance**

Item 8: Long Range Planning Committee Report

LRPC UPDATE

Mr. Charles Cullen will present updates regarding active projects within the Long Range Planning Committee

Item 9-1: County Coordinator Task Force

CCTF UPDATE

Ms. Tracey Kesler will present updates regarding projects within the County Coordinator Task Force

Item 9-2: Text to 9-1-1 Deployment

Deployed Counties/PSAPS	Count
Contra Costa County (Partial)	3
CSU Long Beach PD	1
Riverside County partial	5
San Bernardino County (2 CHPs)	17
Santa Cruz/San Benito (includes 1 CHP)	2
Butte County (includes 1 CHP)	8
Los Angeles County (includes 1 CHP)	77
Monterey County (Monterey EC for entire county)	4
Imperial County (partial)	3
Santa Clara County (Sunnyvale DPS, Santa Clara PD)	2
San Luis Obispo County	7
	129

Selected TCC	Count
San Joaquin (Partial)	3
Touleme County Sheriff	1
Merced County	8
Santa Clara (partial)	4
Alameda (Partial)	4
Kern County	10
Shasta County	1
Santa Cruz (Scotts Vly PD)	1
Riverside County partial	2
LA County Sheriff	10
Contra Costa County (Partial)	7
San Mateo County	12
Mendocino County	3
Lake County	1
	67

Sent Letters to the FCC	Count
Remaining CHP statewide	18
	18

Deployed 39 PSAPs since the last AB meeting in September.



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

PSAP response to PSAP text to 9-1-1 Deployment Survey	
Total PSAPs Response (out of 447)	364
Total Responses (see below)	
Deployed:	112
Deploy by February, 2018:	50
Deploy by June, 2018:	49
Deploy by December, 2018:	151
Still developing deployment plan:	30

Note some PSAPs have deployed text but did not respond to the survey

Item 10: Agenda Items for Future Meetings

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

- MARCH 8, 2018
- JUNE 7, 2018
- SEPTEMBER 6, 2018
- DECEMBER 6, 2018

Board requests for matters to be placed on a future agenda

Item 11: Public Comment

Public Comment

Item 12: Adjourn

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

General Information:

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