



Cal OES

GOVERNOR'S OFFICE
OF EMERGENCY SERVICES





***Cal* OES**

**GOVERNOR'S OFFICE
OF EMERGENCY SERVICES**

State 9-1-1 Advisory Board

September 28, 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

June 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: 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 4.1: Legislative Update

1) AB 375 Chau (D) Broadband Internet access service providers: customer privacy

Summary: Enacts the California Broadband Internet Privacy Act, beginning January 1, 2019, to prohibit broadband internet access service providers from using, disclosing, or permitting access to customer proprietary information. Prohibits internet service providers from penalizing customers who opt out of providing personal information.

Last Action: 09/12/17 – Amended and re-referred to SENATE Committee on RULES.

2) AB 1665 Garcia, E (D) Telecommunications: Advanced Services Fund (similar to AB 928- Quirk)

Summary: Authorizes the CPUC to collect an additional \$330 million, via a \$66 million annual surcharge on all intrastate telephone users through the California Advanced Services Fund program until Dec. 31, 2022. This bill makes numerous changes to the program, including: replacing the existing program goal from a statewide goal to a regional goal in order to target funding for broadband access to largely rural areas; establishes an adoption account; and makes numerous changes to limit and target funding for broadband infrastructure deployment.

Last Action: 09/13/2017 – Passed SENATE - Ordered to Assembly for Concurrence.

Item 4.2: Legislative Update

3) SB 649 Hueso (D) Wireless Telecommunications Facilities

Summary: Establishes a statewide framework for streamlining the permitting siting process of small cell wireless facilities that meet specific requirements. Authorizes a city or county to charge 3 types of fees and prohibit a city or county from adopting or enforcing any regulation on the placement or operation of a communications facility in the rights-of-way by an authorized provider.

Recent Amendments: require service providers to submit a report to the Legislature specifying the number of, and geographical location by ZIP code of the small cells that the service provider has commenced operating within the previous 18 months of the report.

Last Action: 09/13/2017 – Passed Assembly - To SENATE for Concurrence.

Item 4.3: Legislative Update

FEDERAL LEGISLATION

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

Summary: Authorizes phone, Internet, broadcast, and pay TV providers access to disaster sites during an emergency, so that they can restore and maintain service. It would also require an FCC study of alternative access to 911 services during times of emergency and the Government Accountability office to study how executive departments can better ensure essential communications services remain operational during times of emergency. And it would express support for a voluntary wireless network resiliency cooperative framework that major wireless carriers agreed to following the introduction of Mr. Pallone's bill, which originally had included roaming and other mandates on wireless carriers during emergencies.

Last Action: 09/12/17 - Passed SENATE.

2) HR 588 Securing Access to Networks in Disasters Act

Summary: 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 – Received in the SENATE and referred to SENATE Committee on Commerce, Science, and Transportation.



Item 5: Wireless Deployment

Cal OES's Director, Mark Ghilarducci requested Sacramento City Police Department to attend the State 9-1-1 Advisory Board meeting to discuss the routing of cellular 9-1-1 calls.

Item 6: FirstNet Update

First Responder Network

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

Item 6-1: FirstNet Update

State Plan Review Meetings

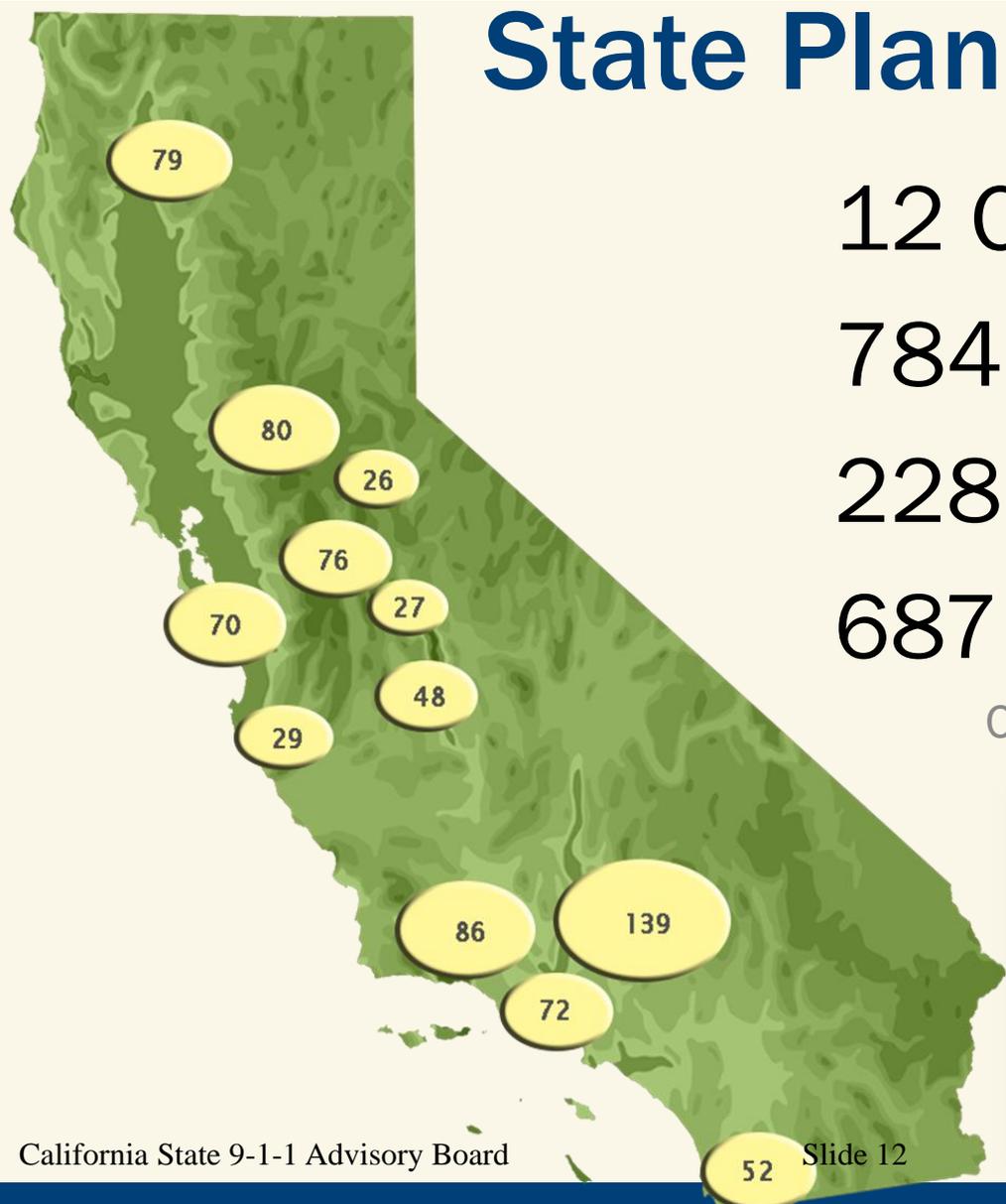
12 Outreach Meetings

784 Attendees

228 Feedback Forms

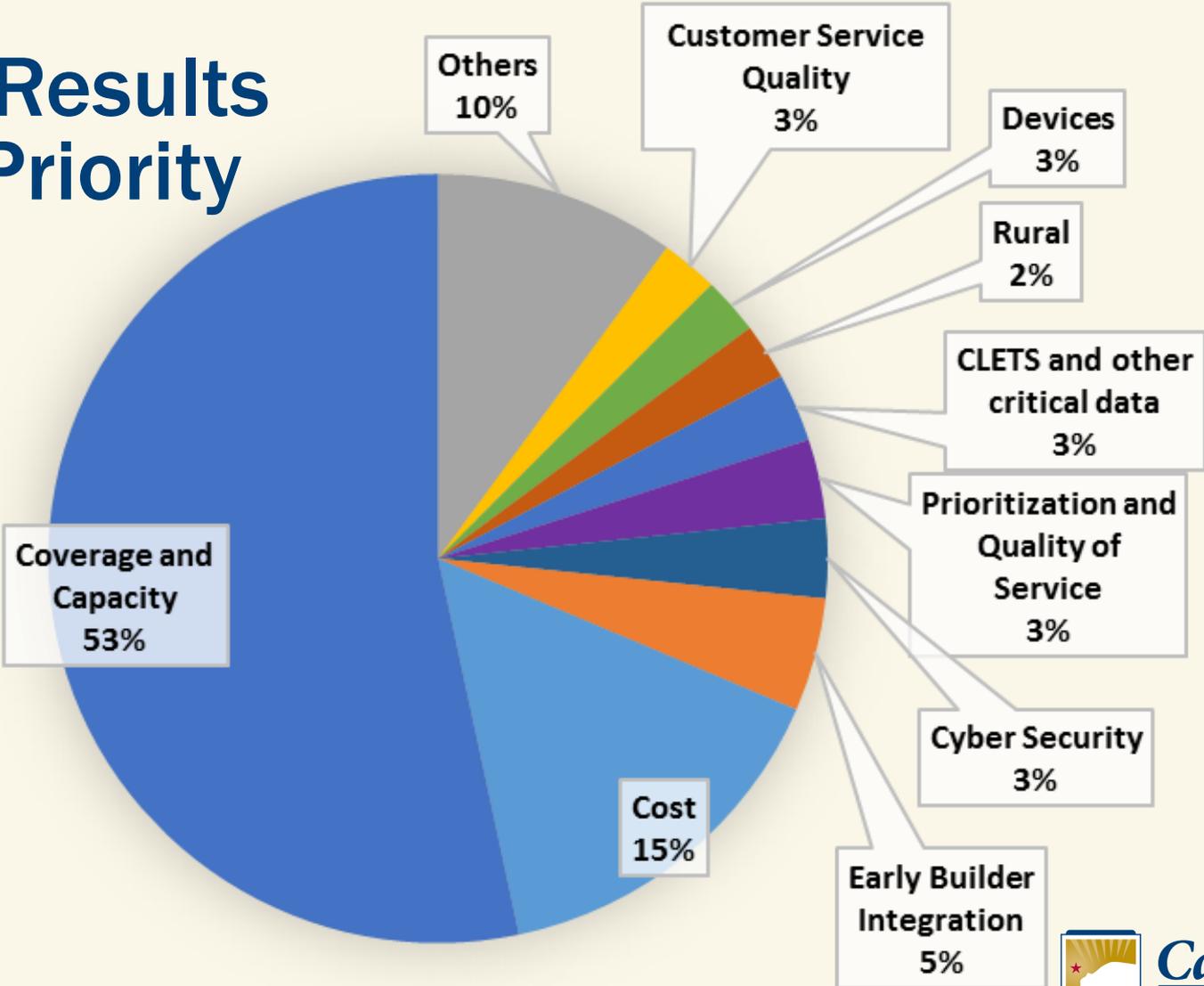
687 Comments

Confident we know what California needs



Item 6-2: FirstNet Update

Survey Results - Top Priority



Item 6-3: FirstNet Update



- Sept 19-22 – Technical Advisory Group reviews final state plan
- Early October – Meet to discuss Final State Plan
- Oct 11, 2017 – CalFRN Board Meeting
- Dec 18, 2017 Governor’s Opt-In / Opt-Out decision is due

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. Text to 9-1-1 – Deployment Status in California
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: Text to 9-1-1 Deployment Status

| Deployed Counties/PSAPs | Deployed |
|---|-----------|
| Contra Costa (Richmond , Antioch & Martinez) | 3 |
| CSU Long Beach | 1 |
| Riverside County (partial) | 5 |
| San Bernardino County (includes 2 CHP) | 17 |
| Santa Cruz/San Benito (includes 1 CHP) | 2 |
| Butte (includes 1 CHP) | 8 |
| Los Angeles County Phase 1& 2 (includes 1 CHP) Public Notification Dec 2017 | 45 |
| Monterey County (Monterey EC c4 entire Co) | 4 |
| Imperial County | 3 |
| Santa Clara (Sunnyvale DPS, Santa Clara PD) | 2 |
| | 90 |

| Selected TCC | Count |
|-------------------------------|-----------|
| San Joaquin (Partial) | 3 |
| San Luis O bispo County | 7 |
| 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 | 22 |
| Contra Costa County (Partial) | 7 |
| San Mateo County | 12 |
| | 81 |

| Submitted letter to FCC | Count |
|------------------------------|-----------|
| | |
| LA County (partial) | 4 |
| Remaining CHP CC's Statewide | 20 |
| | 24 |



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

| County | QTR Rev | Total Reviewed | Total ReRoute | PSAP to CHP | PSAP to PSAP | CHP to PSAP | CHP to CHP | Routing % Change |
|--------------|---------|----------------|---------------|--------------|--------------|---------------|------------|------------------|
| Imperial | 2 | 1,229 | 193 | 42 | 29 | 120 | 2 | 15.70% |
| Lake | 2 | 432 | 131 | 25 | 68 | 38 | 0 | 30.32% |
| Lassen | 2 | 299 | 50 | 32 | 0 | 18 | 0 | 16.72% |
| Los Angeles | 2 | 82,109 | 10,074 | 1,287 | 1,855 | 6,762 | 170 | 12.27% |
| Modoc | 2 | 57 | 13 | 8 | 0 | 5 | 0 | 22.81% |
| Orange | 2 | 27,626 | 2,534 | 976 | 414 | 952 | 192 | 9.17% |
| Plumas | 2 | 191 | 34 | 25 | 0 | 9 | 0 | 17.80% |
| San Diego | 2 | 30,361 | 2,562 | 22 | 49 | 2,468 | 21 | 8.44% |
| Sierra | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0.00% |
| Total | | 142,306 | 15,591 | 2,417 | 2,415 | 10,372 | 385 | |

WTRAP Status for the 2nd Quarter of Calendar year 2017



Item 7-4: California 9-1-1 Emergency Comm. Branch Report

WIRELESS DEPLOYMENT STATUS

1. Atherton Police Department currently not accepting wireless 9-1-1 calls
2. Oakland Police Department will complete deployment with the completion of the wireless review project in 2017
3. Stanislaus Regional 9-1-1 will complete deployment with the completion of the wireless review project in 2017
4. Sacramento City Police Department is working with Cal OES on a wireless deployment plan

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

FISCAL AND OPERATIONAL REVIEW STATUS (FORS)

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. The Branch completed 33 FORs during the period of May 2017 thru September 15, 2017.
3. 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 – Expires Sept 2017
 - Amendment in progress for extension through Mar 2018
2. NG 9-1-1 IFB
 - ROI Networks awarded for NG 9-1-1 ESINet for Northeastern California
 - AT&T awarded contract for Call handling and ESINet for Pasadena RING
3. Text-to-911 IFB – Completed pre-solicitation meetings with vendors.
4. NG 9-1-1 Transition Plan is complete and published to website
 - Contract extended through June 2018 to support Next Gen activities

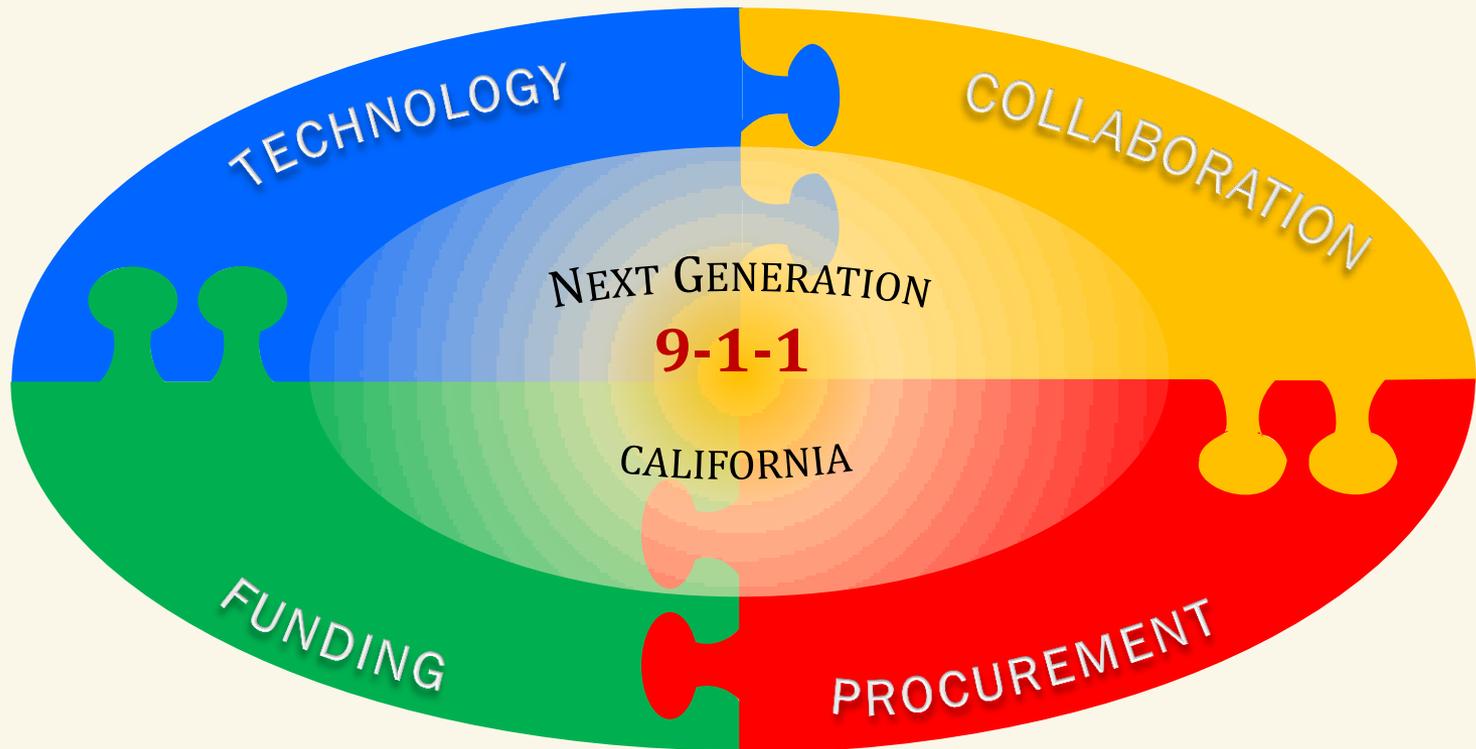
Item 7-7: California 9-1-1 Emergency Comm. Branch Report

Next Gen 9-1-1 PSAP Meetings

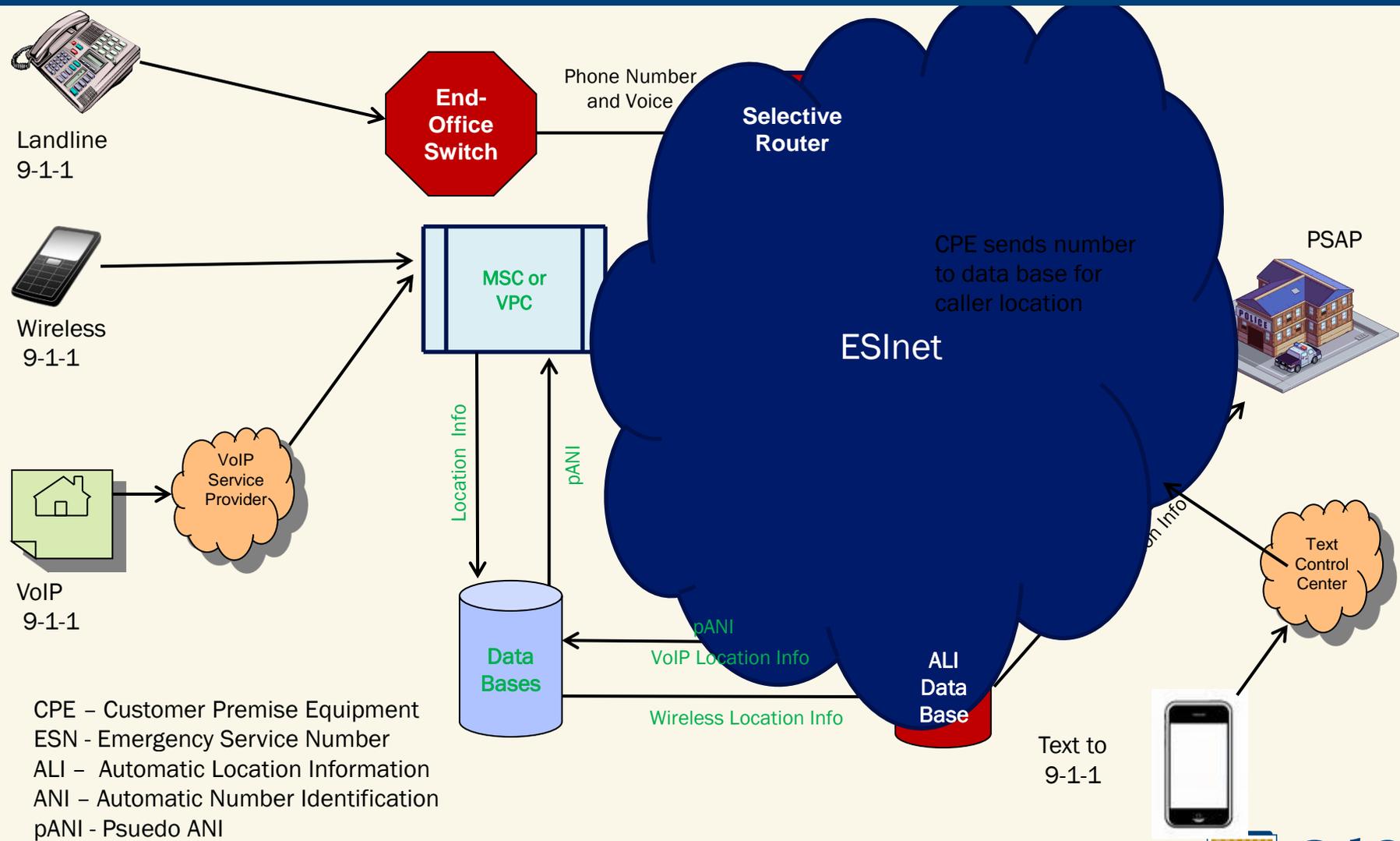
- July 14 - Bay Area: 57
- July 16 - Sacramento: 57
- July 20 - Northern: 45
- July 21- Coastal: 17
- July 25 - Los Angeles: 77
- July 26 - Inland: 65
- July 27 - San Diego: 40

Total: 358

Next Gen 9-1-1 in California



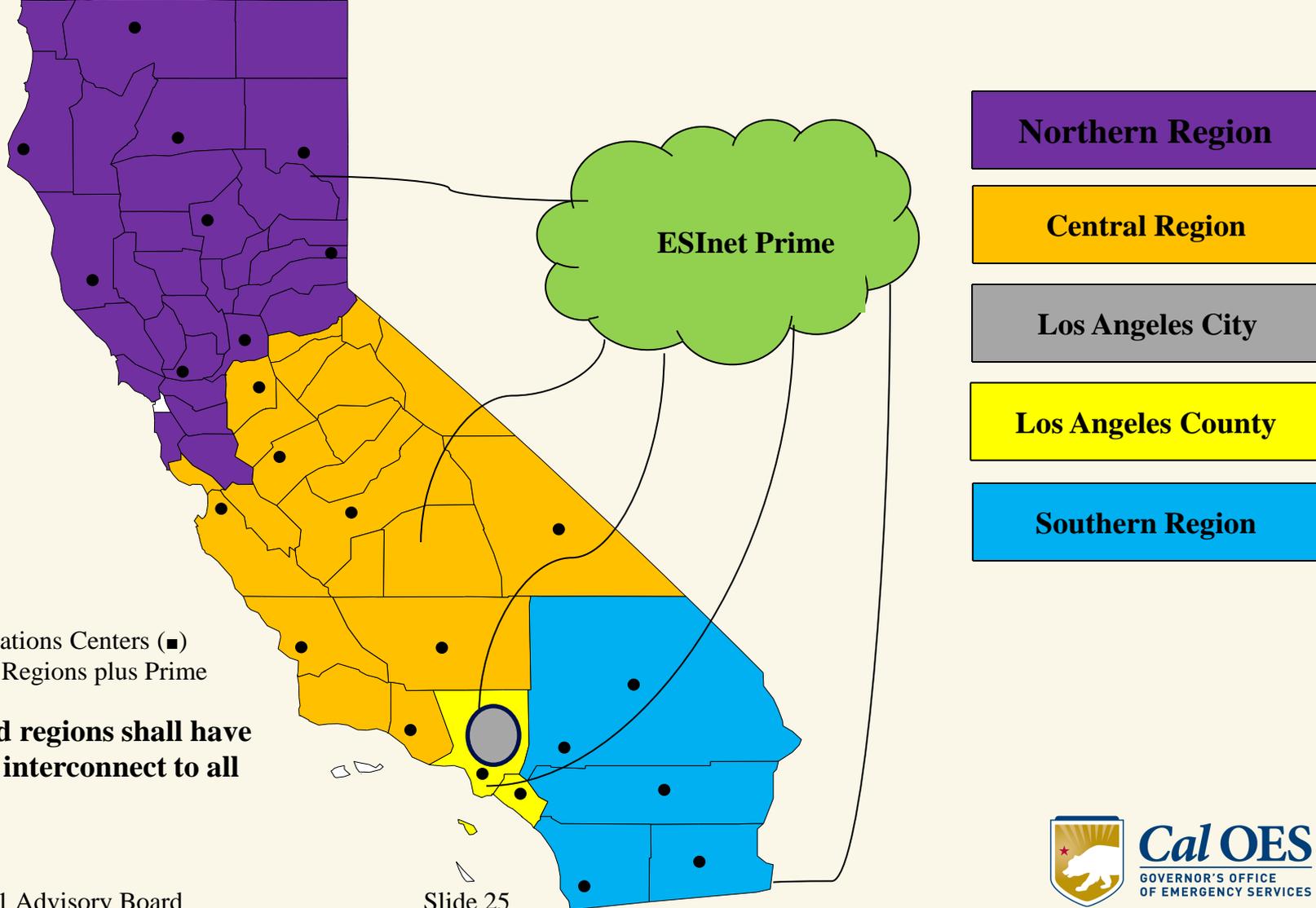
Item 7-9: California 9-1-1 Emergency Comm. Branch Report



- CPE – Customer Premise Equipment
- ESN - Emergency Service Number
- ALI – Automatic Location Information
- ANI – Automatic Number Identification
- pANI - Psuedo ANI
- VoIP – Voice over IP
- MSC – Mobile Switching Center
- VPC – VoIP Positioning Center

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

Next Gen 911 ESInet Statewide Regional Map



Map Depicts:
-58 Counties
-24 CHP Communications Centers (■)
-5 Defined ESINET Regions plus Prime

All five identified regions shall have the capability to interconnect to all other regions.

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

Next Gen 911 ESInet Statewide Regional Map

| Region | Annual Call Volume |
|-------------------|--------------------|
| Northern: | 7,196,063 |
| | |
| Central: | 5,225,059 |
| | |
| LA/Orange County: | 4,838,911 |
| | |
| LA City: | 5,467,062 |
| | |
| Southern: | 5,563,340 |

- *Orange County and CHP Irvine included with LA County
- *CHP LA included with LA City
- *All figures are from 2016 calendar year



Item 7-12: 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 | \$104,250,000 | \$10,000,000 | \$114,250,000 |
| FY 2018-19 | \$102,250,000 | \$25,000,000 | \$127,250,000 |
| FY 2019-20 | \$76,469,000 | \$44,000,000 | \$120,469,000 |
| FY 2020-21 | \$65,569,000 | \$66,000,000 | \$131,569,000 |
| FY 2021-22 | \$54,669,000 | \$88,000,000 | \$142,669,000 |
| FY 2022-23 | \$50,200,000 | \$97,020,000 | \$147,220,000 |

Funding Plan

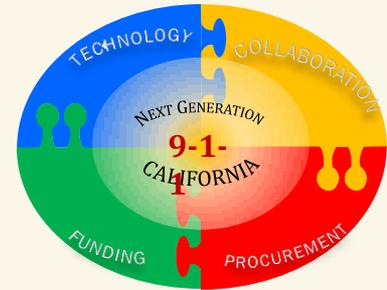
- Near Term (FY 2017/2018)
 - Use fund balance to support Next Gen 9-1-1 deployment
- Long Term (FY 2018/2019)
 - If SETNA language not amended, NG 9-1-1 is not possible

Procurement Plan

- Near Term (1-3 years)
 - Use the existing Next Gen IFB
 - Develop SOW
 - May need to amend IFB
- Long Term (3-5 years)
 - Develop contract similar to CalNet or update tariff to support NG 9-1-1
 - Use for all 9-1-1 services

Deployment Timeline

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

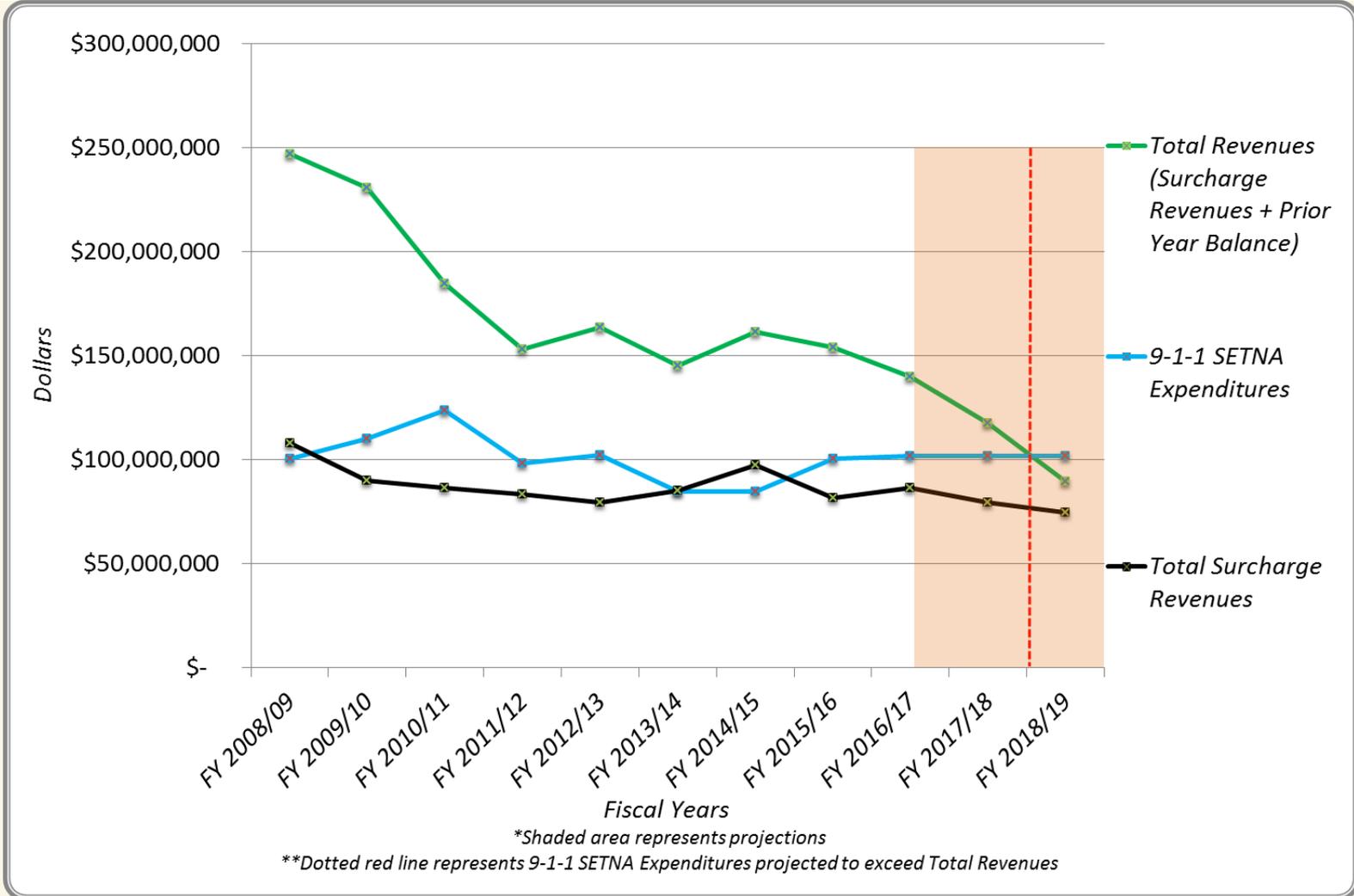


Item 7-16: California 9-1-1 Emergency Comm. Branch Report

CA 9-1-1 Branch Operations Manual Updates

1. CPE Contract has been executed with 9 vendors
2. Chapter 3 of Operations Manual has been updated with new cost model and is pending posting
 - Support CPE Contract
 - Add Hosted Solution
 - Refines Incremental Costs
 - Supports Text to 9-1-1 Deployment

Item 7-17: State Emergency Telephone Number Account (SETNA) Graph



Item 7-18: 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 |

- 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**
- 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: County Coordinator Task Force

CCTF UPDATE

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

Item 10: Agenda Items for Future Meetings

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

- DECEMBER 14, 2017

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:

Paul Dumetz, State 9-1-1 Advisory Board Liaison, at (916) 657-9505
or via email at Paul.Dumetz@caloes.ca.gov

Media Information:

Robb Mayberry, Public Information Officer, at (916) 845-8509 or via
email at Robb.Mayberry@caloes.ca.gov