



Cal OES

GOVERNOR'S OFFICE
OF EMERGENCY SERVICES

State 9-1-1 Advisory Board

February 23, 2022





Item 1: Call to Order & Member Roll Call

Members of the Board

- Chair – Mitch Medigovich, Governor's Office of Emergency Services
- Chief Ray Diggings, 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)
- Juan Carlos Castillo, California Fire Chiefs Association (CFCA)
- Chief Rebecca Ramirez, California Fire Chiefs Association (CFCA)
- Chief Elise Warren, California Police Chiefs Association (CPCA)
- Chief Andrew White, California Police Chiefs Association (CPCA)

Establishment of quorum



Item 2: Approval of Previous Minutes

December 2021 meeting minutes:

- Meeting held via video conference



Item 3: Closed Session

The State 9-1-1 Advisory Board will meet in closed session via a secure video conference pursuant to Pursuant to G.C. Section 11126(e)



Item 4: Legislative Update

Cal OES Legislative and External Affairs will provide information regarding legislation that may impact California's 9-1-1 system



Item 5: Cal OES 9-1-1 Emergency Communications Branch Report

CA 9-1-1 Branch will present updates regarding active projects within Cal OES' 9-1-1 Emergency Communications Branch:

1. 9-1-1 Statistics
2. Statewide Customer Premise Equipment (CPE) Installation and upgrades
3. Text to 9-1-1 Update
4. Next Gen 9-1-1 Update
5. Status of SETNA



Item 5-1: 9-1-1 Statistics

Total 9-1-1 Calls	2019	2020	2021
Total	27,361,673	25,927,317	27,253,585
Wireless	22,419,645 (82%)	21,830,501 (84%)	23,242,971 (85%)
Wireline	3,607,974 (13%)	2,236,812 (9%)	1,810,942 (7%)
Voice over IP	1,236,804 (5%)	1,242,522 (5%)	1,476,428 (5%)
Other including Telematics	34,929 (<1%)	533,027 (2%)	627,705 (2%)
Text to 9-1-1	62,321 (<1%)	84,455 (<1%)	95,539 (<1%)



Item 5-2: Statewide CPE Installation

Calendar Year	System Acceptance Signed
2021	23
2020	51
2019	69
2018	54
2017	57
2016	92
Older than 2016 (includes PSAPs with self-funded CPE)	106



Item 5-2: Legacy CPE Updates

- CPE must comply with NENA i3 standard as required by state contract, current CPE is not compliant with NENA i3 requirements - All new CPE sales have been suspended until CPE passes contract compliance
- CPE vendors are working on upgrading CPE software at each PSAP
- Each position is individually programmed, tested, and updated
- Multiple visits by CPE vendors are required to complete interface with NG 9-1-1 system
- Cal OES has required all CPE vendors to complete CPE upgrades by July 1, 2022
- Ongoing testing continues to reveal items that remain to be addressed
 - Vesta: researching cause of multiple REFER messages on transfers
 - Viper: Updating software to properly parse location data for wireline calls
- Cal OES has funding and personnel ready to support new CPE sales



Item 5-2: Cloud Based CPE Update

- Contracts were signed in July 2020
- Original plan was to wait for NG 9-1-1 deployment before starting Cloud CPE deployment
- NG 9-1-1 deployment schedule and NENA i3 compliant CPE challenges have changed priorities
- Cloud CPE contracts have been updated to interface with legacy 9-1-1, meaning Cloud CPE can be installed in your PSAP before NG 9-1-1 transition is completed!



Item 5-2: Statewide Cloud-Native CPE

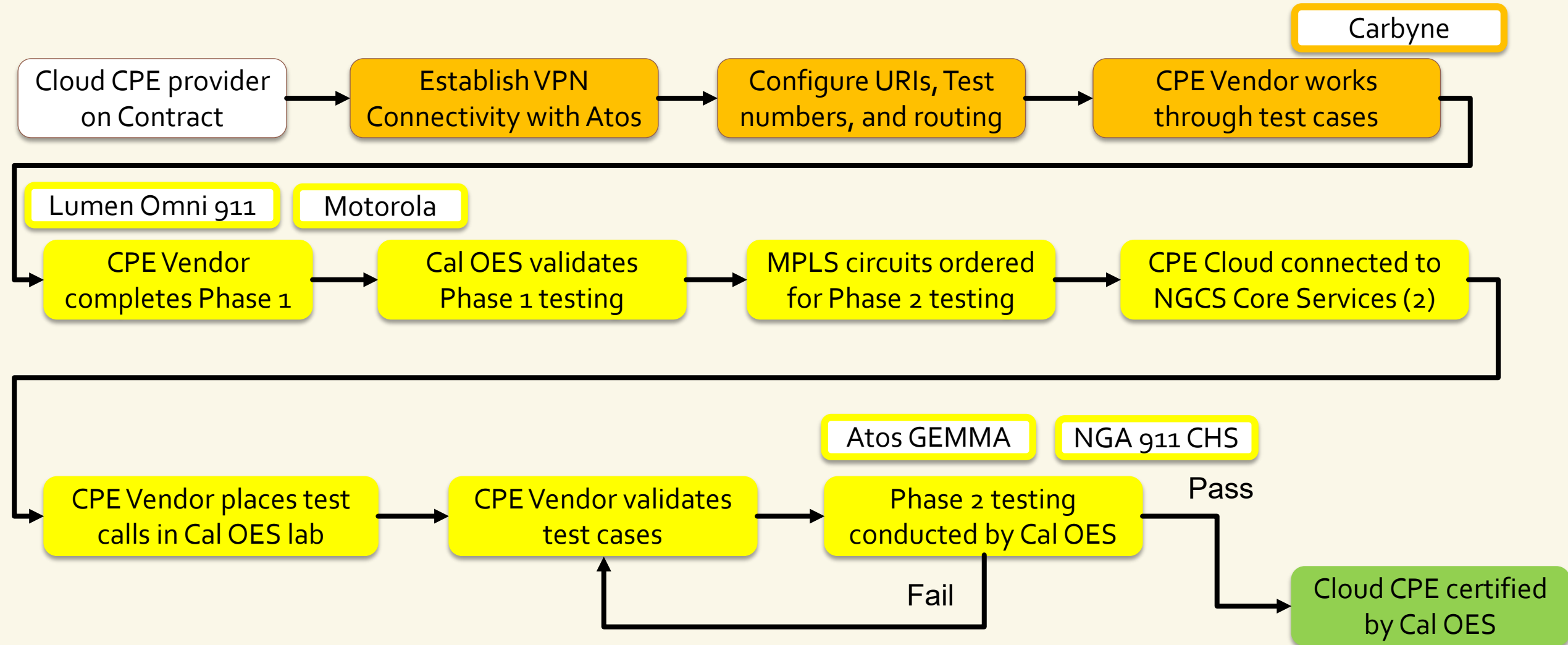
Product	CPE Vendor	Status
Carbyne CHE	Carbyne	Connectivity
Gemma Cloud CPE	Atos	Test Phase
Motorola Cloud	AT&T	Pending Install
Motorola Cloud	Carousel	Pending Install
Motorola Cloud	Frontier	Pending Install
Motorola Cloud	Lumen	Pending Install
Motorola Cloud	Motorola	Test Phase
NGA 911 ACE CHS	NGA 911	Test Phase
Omni 911 Cloud	Lumen	Test Phase
RapidDeploy	AT&T	Pending Install
RapidDeploy	RapidDeploy	Pending Install
Solacom Data Center	Comtech	Pending Install
Viper Cloud	AT&T	Pending Install
Viper Cloud	Intrado	Pending Install
Viper Data Center	AT&T	Pending Install
Viper Data Center	Intrado	Pending Install
Viper Data Center	Lumen	Pending Install
Zetron Data Center	Zetron	Pending Install

Legend
Green: Solution Validated in Lab
Yellow: Phase 1 and Phase 2 Testing
Orange Establishing Connectivity to Lab
White: Lab installation not started

Goal is to have three (3) to five (5) Native Cloud CPE vendors complete lab testing by end of March 2022



Item 5-2: Statewide Cloud-Native CPE Testing Process





Item 5-3: Text to 9-1-1 Deployment

Text to 9-1-1 Status	Quantity
PSAPs deployed with Web Based OTT	302
PSAPs pending deployment of Web Based OTT	0
PSAPs deployed with Integrated Text	134
PSAPs pending deployment of Integrated Text	1
Total PSAPs deployed (99% completed)	436
Total PSAPs	437



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

Contact Chereise Bartlett @ 916-894-5030 or chereise.bartlett@caloes.ca.gov



Item 5-3: NG 9-1-1 Text to 9-1-1

- All Over the Top PSAPs will be migrated to RapidDeploy RadiusPlus.
 - Over the Top Text to 9-1-1 Transition began on Feb 16, 2022
 - By end of this week **15** PSAPs will be live on the RapidDeploy Over the Top Text to 9-1-1 solution
- All Viper and Vesta Integrated CPE Text to 9-1-1 Solutions will remain integrated
 - PSAPs will begin transition to the Integrated Text to 9-1-1 solution beginning April 4, 2022
 - Vesta 7.8 is required for integrated text to 9-1-1 sites.
 - Viper with proper KB levels is required for integrated text to 9-1-1 sites
- Transition will be completed by June 30, 2022



Item 5-4: Next Gen 9-1-1 Deployment



Northern Region
169 PSAPS
7,000,000 Calls / Year



Statewide
All 450 PSAPS
27,000,000 Calls / Year

Los Angeles Region
78 PSAPS
8,000,000 Calls / Year

NGA 911

Optimistic Deployment Timeline

Statewide Prime – **Aug 2019 – Dec 2022**

Northern Region – **Aug 2019 – Dec 2022**

LA Region – **Aug 2019 – Dec 2022**

Southern Region – **Aug 2019 – Dec 2022**

Central Region – **Aug 2019 – Dec 2022**

Selective routers services replaced – **2022**

Major schedule shift due to CPE limitations, COVID, and process improvements

Central Region
112 PSAPS
5,000,000 Calls / Year

NGA 911

Southern Region
91 PSAPS
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LUMEN®



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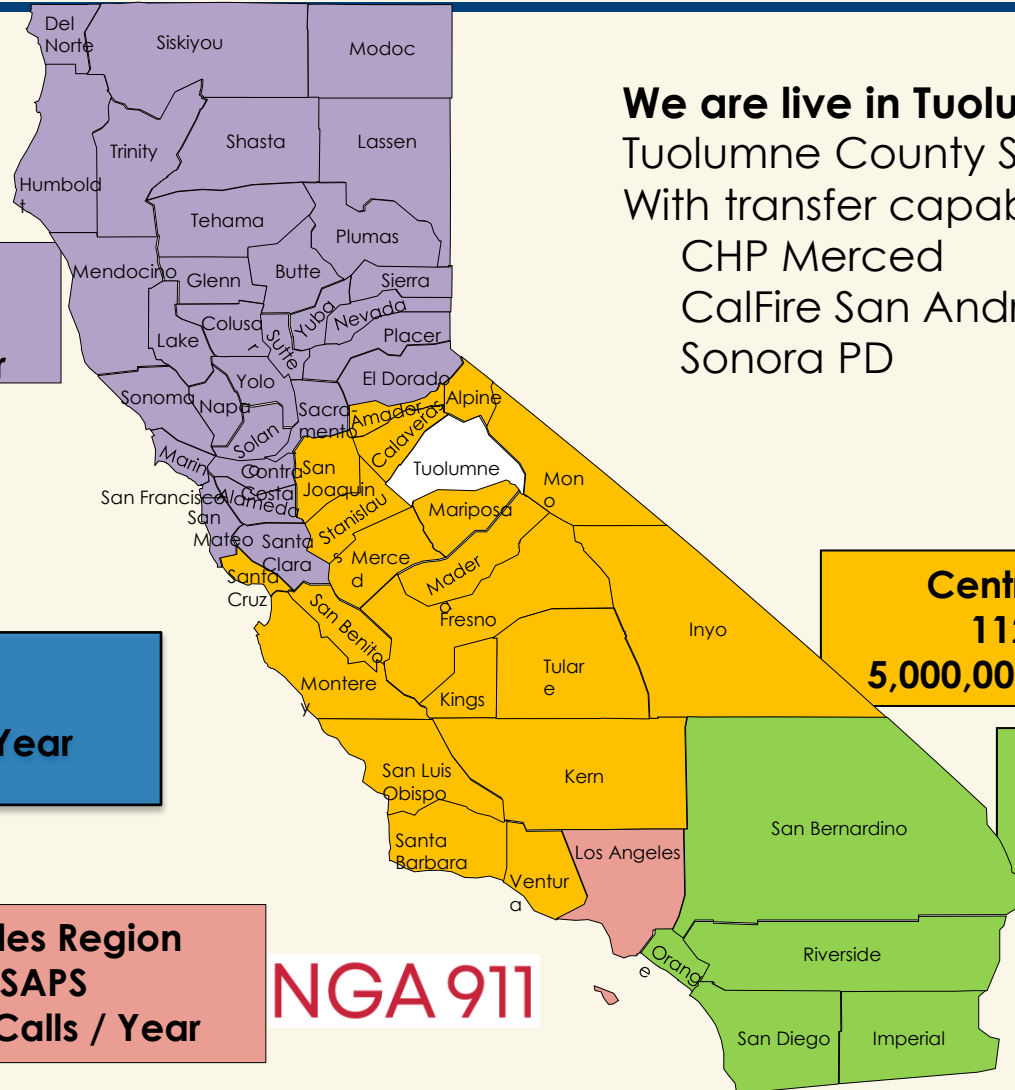
We are live in Tuolumne County!
Tuolumne County Sheriff with T-Mobile
With transfer capability to:
CHP Merced
CalFire San Andreas
Sonora PD

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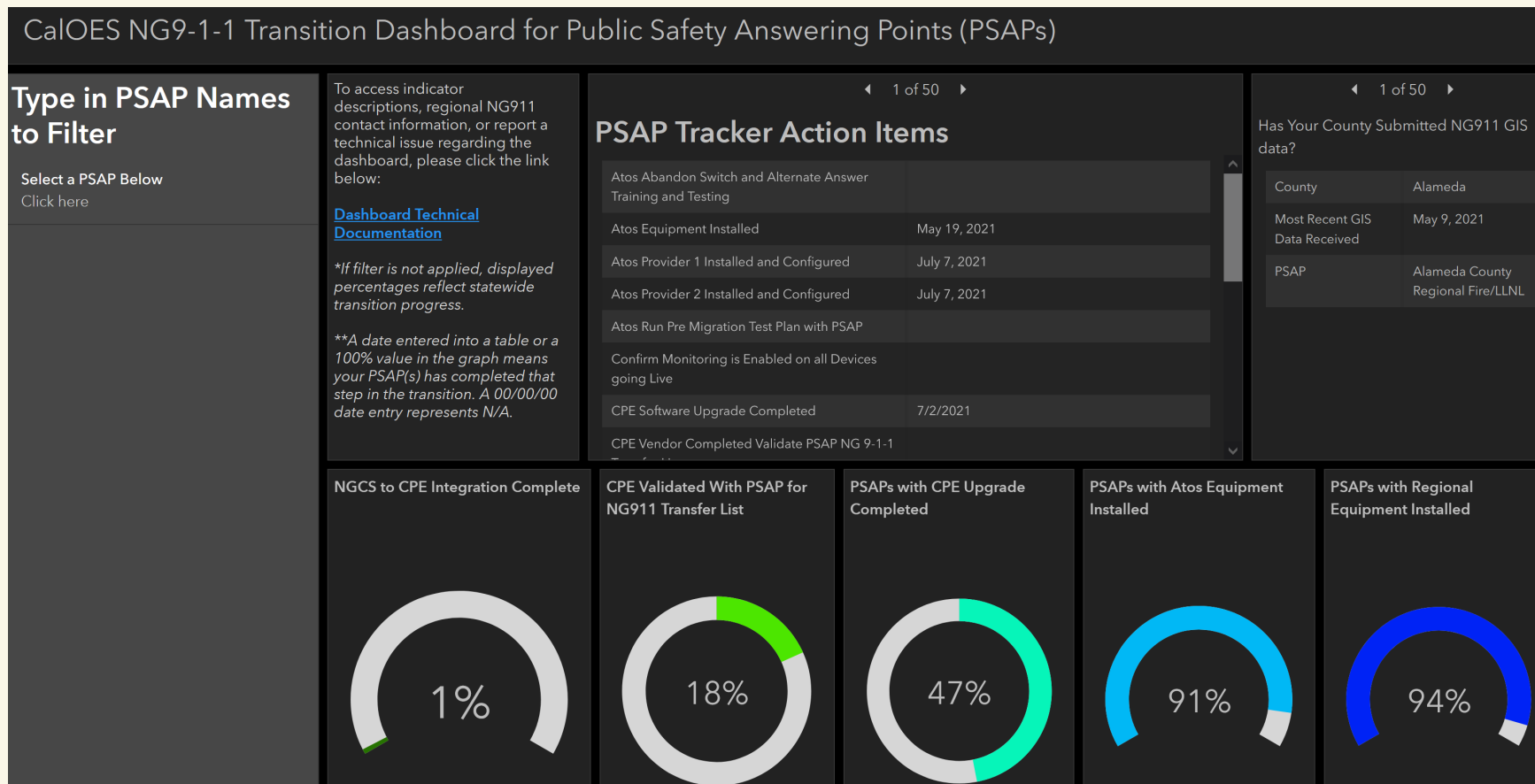
Item 5-4: Go-Live Updates

- Tuolumne County has been live since November 17, 2021
 - 100% NG 9-1-1 system availability
 - Two minor call routing problems identified and corrected
 - Additional carriers scheduled for Go-Live on March 8 and March 15
- El Dorado County (South Lake Tahoe PD) scheduled for Go-Live for March 16, 2022
- Imperial County scheduled for Go-Live in March 2022
- Anticipated start dates for remaining phases:
 - Phase 2 PSAPs in April / May 2022
 - Phase 3 PSAPs in July 2022
 - Phase 4 PSAPs in September 2022
 - Phase 5 PSAPs in October 2022



Item 5-4: PSAP Install Status

- NG911 Deployment PSAP Dashboard
- <https://calema.maps.arcgis.com/apps/dashboards/edccc14f232640c4b53a65e946880568>





Item 5-4: Procurement Opportunities

Data Analytics Services pre solicitation:

- Cal eProcure link to RFP A211007351-2022

<https://caleprocure.ca.gov/event/0690/0000022307>

Data Sharing Services pre solicitation:

- Cal eProcure link to RFP A211007471-2022

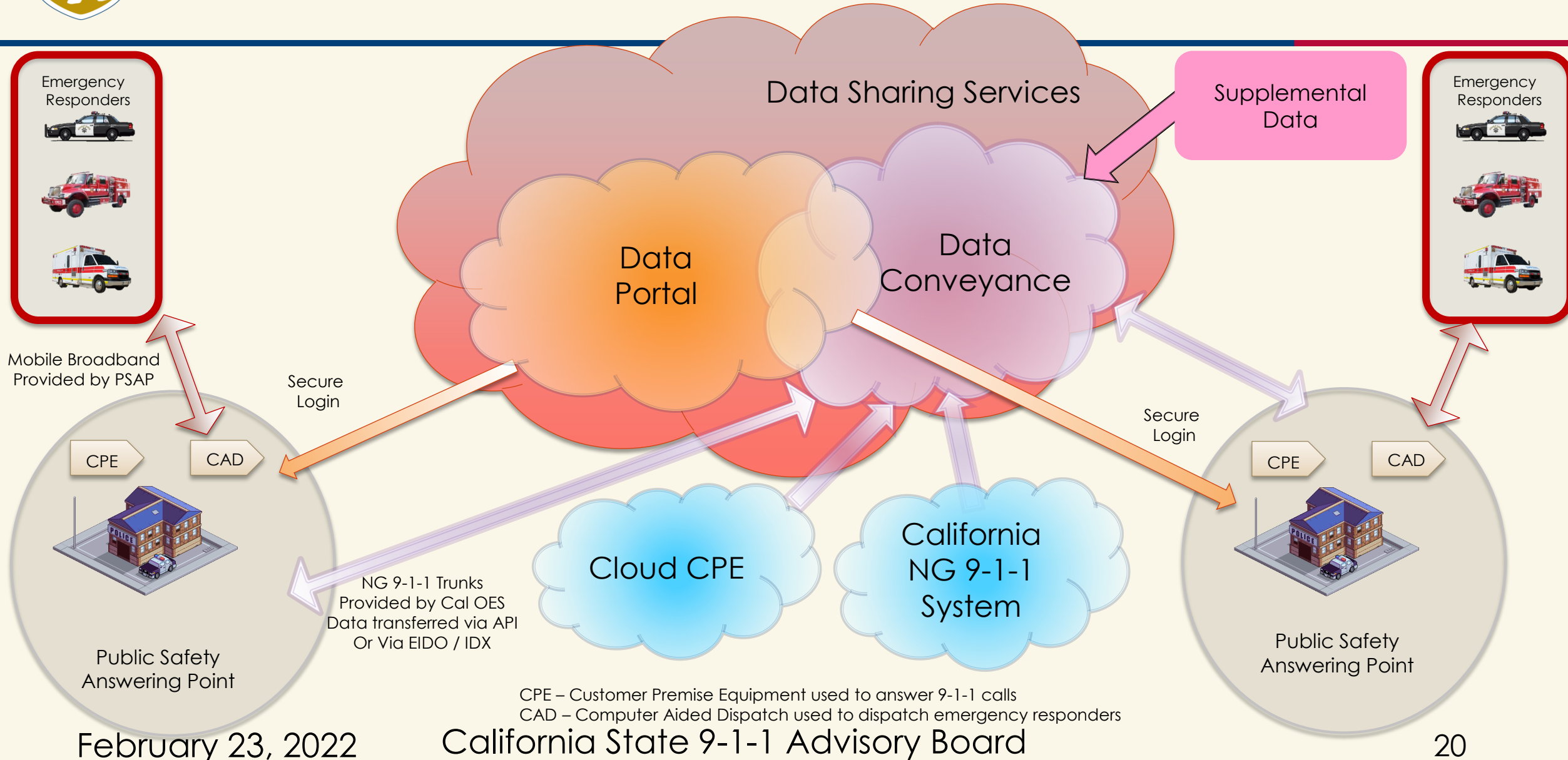
<https://caleprocure.ca.gov/event/0690/0000022355>

Please funnel all feedback and questions through:

Cristina.Brinzei@state.ca.gov and Lauren.Neisen@state.ca.gov



Item 5-4: Data Sharing Services





Item 5-4: PS/ALI Support

- Private Switch / Automatic Location Identification (PS/ALI)- allows multi-line telephone systems to directly control and update the location information in the 9-1-1 database
- PS/ALI must be transitioned from the existing provider to the Atos Public Safety's Location Services
- Cal OES sent a letter on November 5th directing PS/ALI providers to ensure the validity of the 9-1-1 records by providing location information specific to your organization when calling 9-1-1
- The PS/ALI customer will not incur any cost with the transition to the Atos platform. Atos will work with 911 Datamaster to complete the transition
- The PS/ALI information in the existing 9-1-1 system will be migrated over to the Atos' solution, however any updates cannot be processed until you contact Atos

- For questions please contact:

Jennifer.Haag@atos.net

NG9-1-1 Core Services Program Manager

(317) 914-2448



Item 5-5: SETNA Fund Condition Statement

0690 Office of Emergency Services

FUND CONDITION STATEMENTS

	2019-20*	2020-21*	2021-22*
0022 State Emergency Telephone Number Account⁵			
BEGINNING BALANCE	\$241	\$23,568	\$37,613
Prior Year Adjustments	22,394	-	-
Adjusted Beginning Balance	\$22,635	\$23,568	\$37,613
REVENUES, TRANSFERS, AND OTHER ADJUSTMENTS			
Revenues:			
4140500 Emergency Telephone User's Surcharge	111,889	184,514	184,424
4171100 Cost Recoveries - Other	1	2	2
4171400 Escheat - Unclaimed Checks, Warrants, Bonds, and Coupons	2	-	-
4173500 Settlements and Judgments - Other	-	3	-
Transfers and Other Adjustments			
Revenue Transfer from Prepaid MTS 911 Account (3266) to State Emergency Telephone Number Account (0022) per Chapter 885 Statutes of 2014 (AB 1717) Section 8 Revenue and Taxation Code 42023 (a)	-	-1,408	-1,408
Revenue Transfer from Prepaid MTS 911 Account (3266) to State Emergency Telephone Number Account (0022) per Chapter 885, Statutes of 2014 (AB 1717) Section 8 Revenue and Taxation Code 42023 (a)	17	1,408	1,408
Total Revenues, Transfers, and Other Adjustments	\$111,909	\$184,519	\$184,426
Total Resources	\$134,544	\$208,087	\$222,039
EXPENDITURE AND EXPENDITURE ADJUSTMENTS			
0690 Office of Emergency Services (State Operations)	19,746	21,020	21,572
0690 Office of Emergency Services (Local Assistance)	136,283	142,391	154,991
3540 Department of Forestry and Fire Protection (State Operations)	3,815	3,815	3,815
7600 California Department of Tax and Fee Administration (State Operations)	784	1,659	1,755
8880 Financial Information System for California (State Operations)	-1	-	-
9892 Supplemental Pension Payments (State Operations)	95	102	102
9900 Statewide General Administrative Expenditures (Pro Rata) (State Operations)	254	1,487	481
Less funding provided by General Fund (State Operations)	-50,000	-	-
Total Expenditures and Expenditure Adjustments	\$110,976	\$170,474	\$182,716
FUND BALANCE	\$23,568	\$37,613	\$39,323
Reserve for economic uncertainties	23,568	37,613	39,323



Item 5-5: 2022 SETNA Fee Calculation

- 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 California Department of Tax and Fee Administration (CDTFA) on September 24, 2021
 - For calendar year 2022, the recommend surcharge is \$0.30

Description	Ref.	Amount
Authorized Expenditure	B1	\$182,716,000
Balance from Fund Condition Statement	B2	\$37,613,000
Reconciliation (Repay \$10M loan from GF)	B3	\$10,000,000
Revenue Needed for FY 2021-22	B4	\$155,103,000
B4 = B1-B2+B3, B7=B5*B6*12		
Estimate number of Access Lines	B5	46,054,338
Surcharge per month	B6	\$0.30
Projected Annual Revenue	B7	\$165,795,618

	2021 Access Lines
Wireline	3,145,652
Wireless*	37,811,674
VoIP	5,097,013
Total	46,054,338



Item 6: Long Range Planning Committee Report

- 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: Appointments to the Long Range Planning Committee

- The 9-1-1 Advisory Board members are requested to review the Committee member assignments and make recommendations for new assignments
- The 9-1-1 Advisory Board will vote on recommended assignments



Item 8: Next Generation 9-1-1 Alert & Warning

- Update on the NG 9-1-1 Alert & Warning (NG 9-1-1 AWS) system
Subcontractor transition to Rave Mobile Safety
Contact Earl.Cook@atos.net (469) 506-2683
- Update on the migration plan
- Use of the NG 9-1-1 AWS



Item 9: Agenda Items for Future Meetings

Board requests for matters to be placed on a future agenda

2022 Meeting Dates:

- MAY 18, 2022, 10 AM – 12 PM
- AUGUST 17, 2022 10 AM – 12 PM
- NOVEMBER 16, 2022 10 AM – 12 PM



Item 10: Public Comment

Public Comment



Item 11: 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