



***Cal* OES**

GOVERNOR'S OFFICE  
OF EMERGENCY SERVICES

# State 9-1-1 Advisory Board

May 18, 2022



# Item 1: Call to Order & Member Roll Call

## Members of the Board

- Chair – Budge Currier, Governor's Office of Emergency Services
- Chief Ray Diggins, 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)
- Tracy Gonzales, 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

February 2022 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. Next Gen 9-1-1 Update
3. Text to 9-1-1 Update
4. Statewide Customer Premise Equipment (CPE) Installation and upgrades
5. Procurement Opportunities
6. Status of SETNA
7. 9-8-8 in California



# 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: Next Gen 9-1-1 Deployment



**SYNERGEM**  
technologies

The next generation of 9-1-1

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

**Atos**

**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**  
**7,000,000 Calls / Year**

**LUMEN®**



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**NGA 911**

**We are live in Tuolumne County!**

Tuolumne County Sheriff with T-Mobile,  
Verizon Wireless, and Frontier Wireline

With transfer capability to:

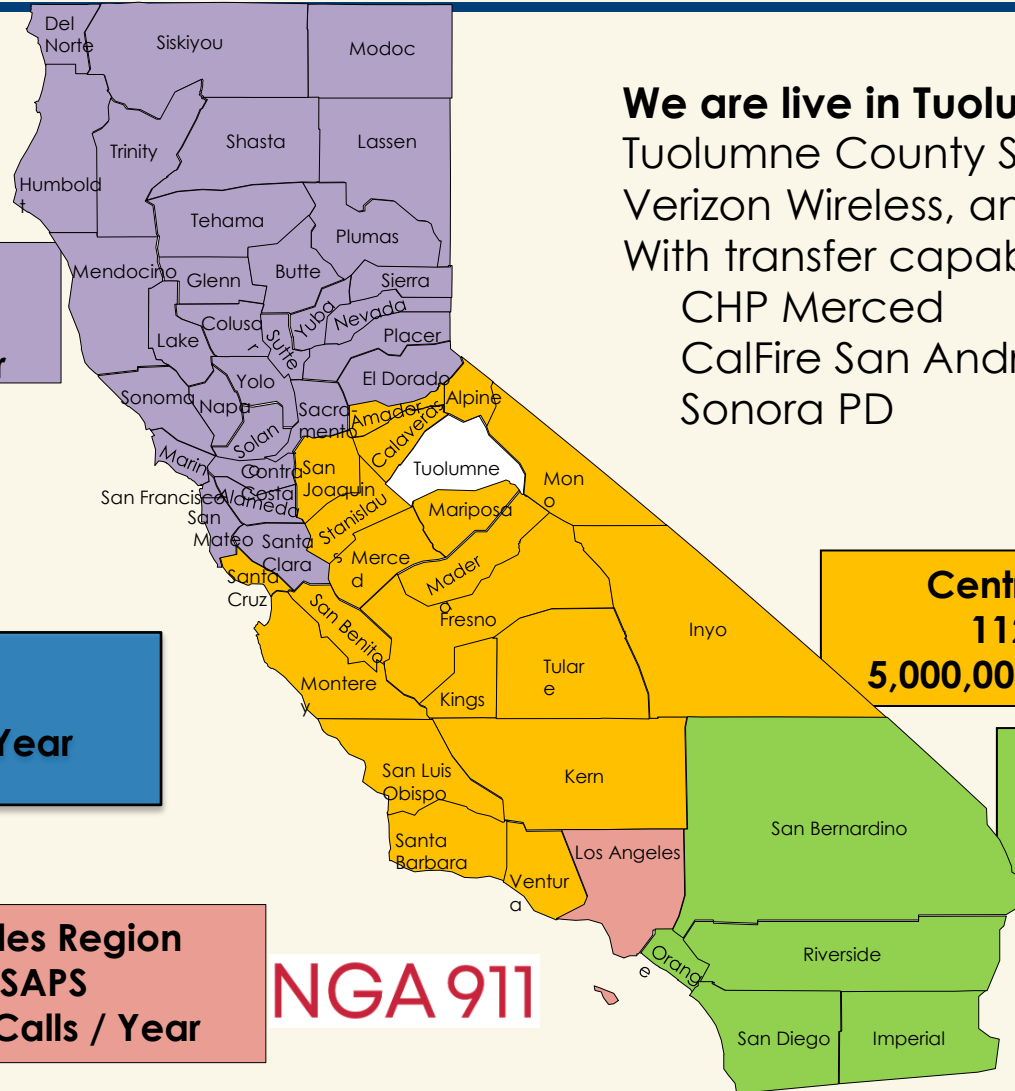
CHP Merced  
CalFire San Andreas  
Sonora PD

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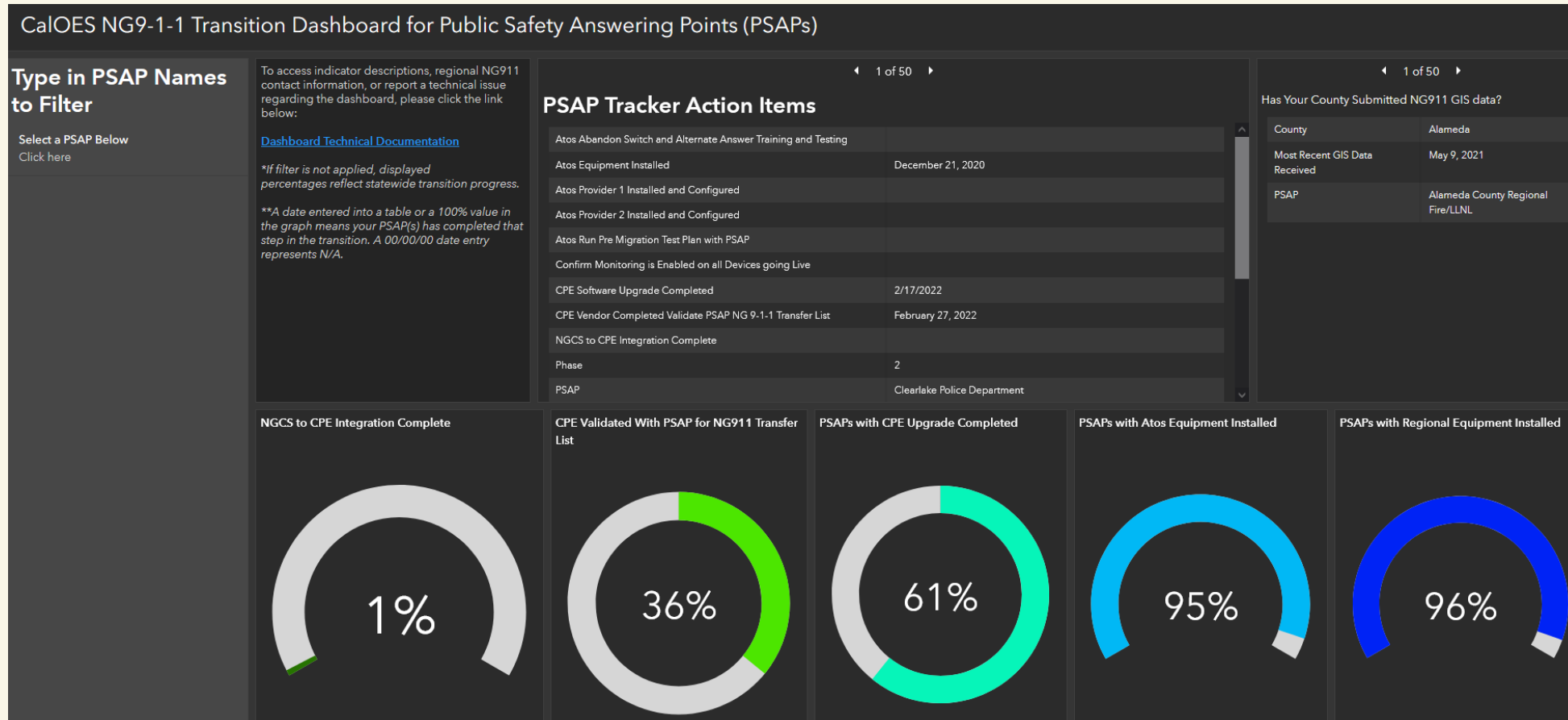
# Item 5-2: Go-Live Updates

- Tuolumne County has been live since November 17, 2021, with T-Mobile, Verizon Wireless, and Frontier Wireline
- El Dorado County and Imperial County have been delayed by CPE challenges
  - Legacy CPE testing completed week of May 9, 2022, removed final barriers
  - Imperial County Go Live planed for week of May 23rd
  - El Dorado County Go Live date pending CPE validation in El Dorado County
- Anticipated start dates for remaining phases:
  - Phase 2 PSAPs in June 2022
  - Phase 3 PSAPs in August 2022
  - Phase 4 PSAPs in October 2022
  - Phase 5 PSAPs in December 2022



# Item 5-2: PSAP Install Status

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





# 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](mailto: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 220 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
  - Integrated Text to 9-1-1 solution transition began on April 12, 2022
  - By end of this week 30 PSAPs will be live on the Integrated Text to 9-1-1 solution
- Goal: Complete the transition by June 30, 2022

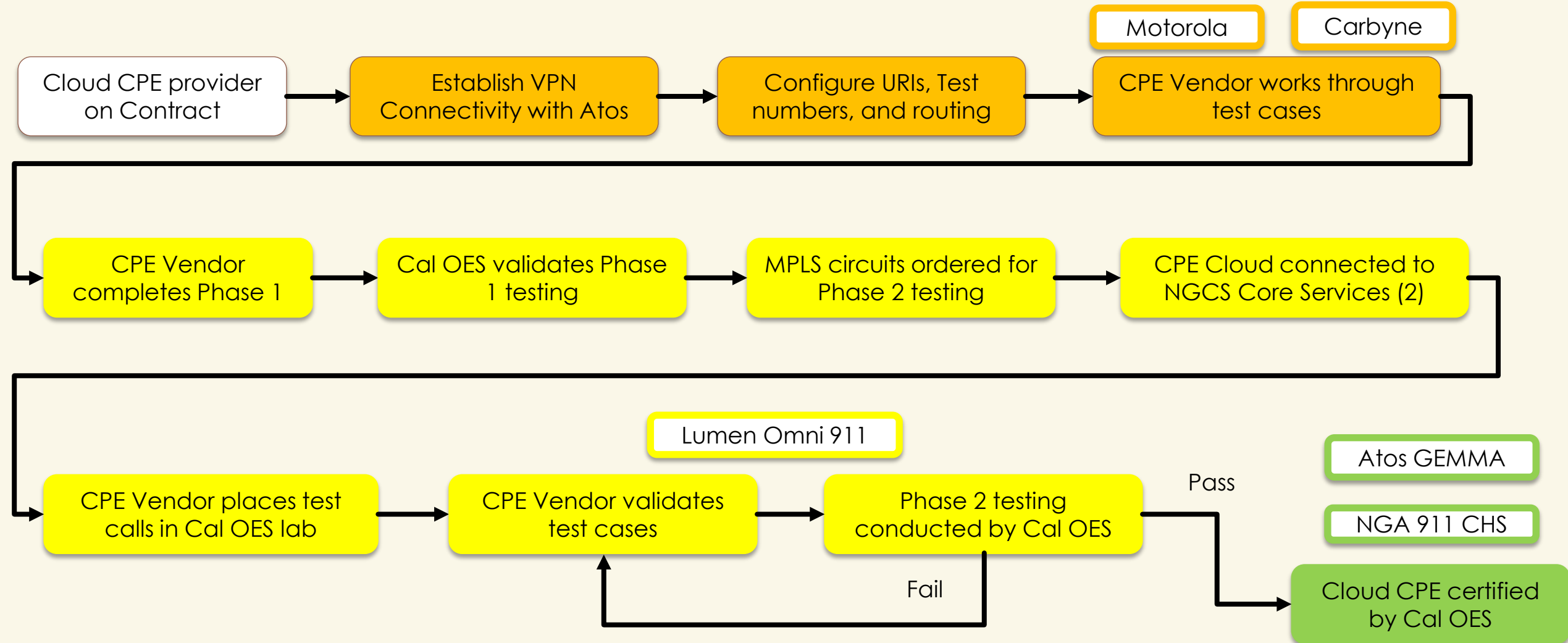


# Item 5-4: Statewide CPE Installation

Calendar Year	System Acceptance Signed
2022	4
2021	23
2020	51
2019	69
2018	54
2017	57
2016	92
Older than 2016 (includes PSAPs with self-funded CPE)	106



# Item 5-4: Statewide Cloud-Native CPE Testing Process





# Item 5-4: Statewide CPE Installation

- Currently 71 PSAPs have CPE that is in year 7 or higher
- Cal OES was able to negotiate an extension for CPE maintenance coverage past year 7
- Replacing CPE is not contingent on NG 9-1-1 Go Live dates, you can replace your CPE now!
- Priority will be given to PSAPs with most critical need
- Two Vendors (NGA and Atos) have completed Cloud CPE testing and are ready
- Expect more Cloud Vendors to complete testing over the next two months
- Contact your PSAP advisor to begin the CPE process
- Funding process is very similar to the process that has been in place



# Item 5-4: Statewide CPE Installation - POC

Tim Semenov	
Alpine	Santa Barbara
Amador	Sierra
Calaveras	Sonoma
Imperial	Stanislaus
Mariposa	Tuolumne
Merced	Ventura
Nevada	Cal Fire (statewide)
Placer	Marin
San Diego	Mendocino
San Joaquin	Napa
San Luis Obispo	Orange

Desk: (916) 894-5022  
[Tim.Semenov@CalOES.ca.gov](mailto:Tim.Semenov@CalOES.ca.gov)

Supervisor: Janee Dabrowski

Theresa Fryer	
Alameda	Solano
Contra Costa	Yolo
Monterey	Fresno
Riverside	Inyo
San Benito	Kern
San Bernardino	Kings
San Francisco	Madera
San Mateo	Mono
Santa Clara	Trinity
Santa Cruz	Tulare

Phone: (916) 894-5020  
[Theresa.Fryer@CalOES.ca.gov](mailto:Theresa.Fryer@CalOES.ca.gov)

[janee.dabrowski@caloes.ca.gov](mailto:janee.dabrowski@caloes.ca.gov)

Pavel Kioroglo	
El Dorado	Lake
Los Angeles	Lassen
Sacramento	Modoc
CHP (statewide)	Plumas
Butte	Shasta
Colusa	Siskiyou
Del Norte	Sutter
Glenn	Tehama
Humboldt	Yuba

Phone: (916) 894-5019  
[Pavel.Kioroglo@CalOES.ca.gov](mailto:Pavel.Kioroglo@CalOES.ca.gov)

Desk: (916) 894-5031



# Item 5:5 Data Analytics Procurement

**Note: Dates in Cal eProcure take precedence**

Pre-Solicitation	2/15/22
Bidders Feedback Due	3/21/22
Bidder Meetings	3/28/22
Release Solicitation	4/07/22
Intent to Bid & Questions	4/28/22
Response to Questions	5/05/22
Proposals Due	5/19/22
Evaluations	5/19/22 to 5/26/22
Negotiations	6/02/22 to 6/03/22
Contract Award	6/20/22

**Data Analytics Services pre solicitation:**  
Cal eProcure link to RFP A211007351-2022

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

POC:  
[Cristina.Brinzei@state.ca.gov](mailto:Cristina.Brinzei@state.ca.gov)  
[Lauren.Neisen@state.ca.gov](mailto:Lauren.Neisen@state.ca.gov)



# Item 5:5 Data Sharing Procurement

**Note: Dates in Cal eProcure take precedence**

Pre-Solicitation	2/22/22
Bidders Feedback Due	3/24/22
Bidder Meetings	3/29/22
Release Solicitation	4/13/22
Intent to Bid & Questions	5/04/22
Response to Questions	5/11/22
Proposals Due	5/26/22
Evaluations	5/26/22 to 6/01/22
Negotiations	6/09/22
Contract Award	6/28/22

## **Data Sharing Services pre solicitation:**

Cal eProcure link to RFP A211007471-2022

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

POC:

[Cristina.Brinzei@state.ca.gov](mailto:Cristina.Brinzei@state.ca.gov)

[Lauren.Neisen@state.ca.gov](mailto:Lauren.Neisen@state.ca.gov)



# Item 5-6: SETNA Fund Condition Statement

## 0690 Office of Emergency Services

### FUND CONDITION STATEMENTS

	2019-20*	2020-21*	2021-22*
<b>0022 State Emergency Telephone Number Account<sup>5</sup></b>			
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 5-6: 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 by Aug 1 of each year
  - 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 5-7: 9-8-8 in California

- The FCC Report and Order from July 2020 established 9-8-8 as the mental health hotline number, which is presently designated as 1-800-273-8255 (TALK)
- Carriers shall complete all changes to their systems that are necessary to implement the designation of the 9-8-8 dialing code by July 16, 2022
- The FCC Report and Order makes it clear that “An individual in crisis capable of calling 911 ... should similarly expect that a call to 988 will go through. “
- Inevitably, mental health calls will be placed to 9-1-1 and need to be transferred to 9-8-8
- Similarly, calls will be placed to 9-8-8 that need to be transferred to 9-1-1



# Item 5-7: 9-8-8 in California

- There are 13 Mental Health Crisis Centers in California that will be answering 9-8-8 calls
- Calls are routed based on area code
- Role of Cal OES is focused on ensuring technology does not limit the operational capability at the 9-8-8 centers and 9-1-1/9-8-8 Interoperability
- Cal OES submitted Budget Change Proposal in the FY 22/23 budget, pending approval by July 1, 2022
- Cal OES has completed site surveys at the two largest 9-8-8 centers in California
- Cal OES will continue to work with CHHS, SAMSHA, other agencies, and local stakeholders



# Item 6: Next Generation 9-1-1 Alert & Warning

- Subcontractor transitioned by Atos to Rave Mobile Safety  
Contact [Earl.Cook@atos.net](mailto:Earl.Cook@atos.net) (469) 506-2683  
State PM [Michael.Elder@caloes.ca.gov](mailto:Michael.Elder@caloes.ca.gov) (916) 894-5037
- Cal OES coordinating with Atos to conduct Alert and Warning contract compliance validation with agencies that are currently live
- Cal OES updating Operations Manual to include Alert and Warning



# NG 9-1-1 Alert & Warning Deployments

Name	Status	Name	Status
El Camino Community College	Engaged	Sand City	In Deployment
Santa Cruz Regional 9-1-1	Engaged	CSUMB	In Deployment
Milpitas Police Dept	Engaged	South Lake Tahoe	In Deployment
California State Warning Center	In Deployment	City of Palmdale	In Deployment
Monterey County Office of Emergency Services	In Deployment	Contra Costa County Sheriff's office	In Deployment
City of Carmel-by-the-Sea	In Deployment	Alameda County Sheriff's Office	In Deployment
City of Gonzales	In Deployment	LA County	Provisioned
City of Greenfield	In Deployment	City of Menifee	Provisioned
City of Perris	In Deployment	Culver City	Provisioned
King City	In Deployment	Hawthorne	Provisioned
City of Marina	In Deployment	El Dorado County Sheriff's Office	Live
City of Monterey	In Deployment	San Luis Obispo Sheriff's Office	Live
City of Pacific Grove	In Deployment	Tracy PD	Live
City of Salinas	In Deployment	San Mateo County Department of Emergency Management	Live
City of Seaside	In Deployment	Riverside County	Live
City of Soledad	In Deployment	City of Placerville	Live
City of Del Rey Oaks	In Deployment	San Bernardino County Office of Emergency Services	Live

Engaged: The entity has not opted-in, and Rave has not built anything in the system.

Provisioned: Rave has built a framework of Rave alert domain but not entity has not entered into the deployment process.

In Deployment: The entity has requested Rave alert and in process of deploying site to go live.

Live: The Rave system live



# Item 7: 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 8: 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 9: Agenda Items for Future Meetings

Board requests for matters to be placed on a future agenda

2022 Meeting Dates:

- 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](mailto: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](mailto:Bryan.May@caloes.ca.gov)