



***Cal* OES**
GOVERNOR'S OFFICE
OF EMERGENCY SERVICES

State 9-1-1 Advisory Board
August 16, 2023



Item 1: Call to Order & Member Roll Call

Members of the Board

- Chair – Budge Currier, Governor's Office of Emergency Services
- Rodney Ellison, California Highway Patrol (CHP)
- Kurt Wallace, Association of Public-Safety Communication Officials (APCO)
- Mark Chase, California National Emergency Number Association (CALNENA)
- Ingrid E. Braun, California State Sheriffs' Association (CSSA)
- Rebecca Ramirez, California Fire Chiefs Association (CFCA)
- Elise Warren, California Police Chiefs Association (CPCA)
- Andrew White, California Police Chiefs Association (CPCA)
- VACANT (CFCA)
- VACANT (CALNENA)
- VACANT (CSSA)

Establishment of quorum



Item 2: Approval of Previous Minutes

May meeting minutes:

- Meeting held in person at 630 Sequoia Pacific Blvd, Sacramento, CA



Item 3: Closed Session

The State 9-1-1 Advisory Board may meet in closed session to discuss potential litigation and security, pursuant to G.C. Section 11126(e)(2)(C)(i).



Item 4: Legislative Update

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



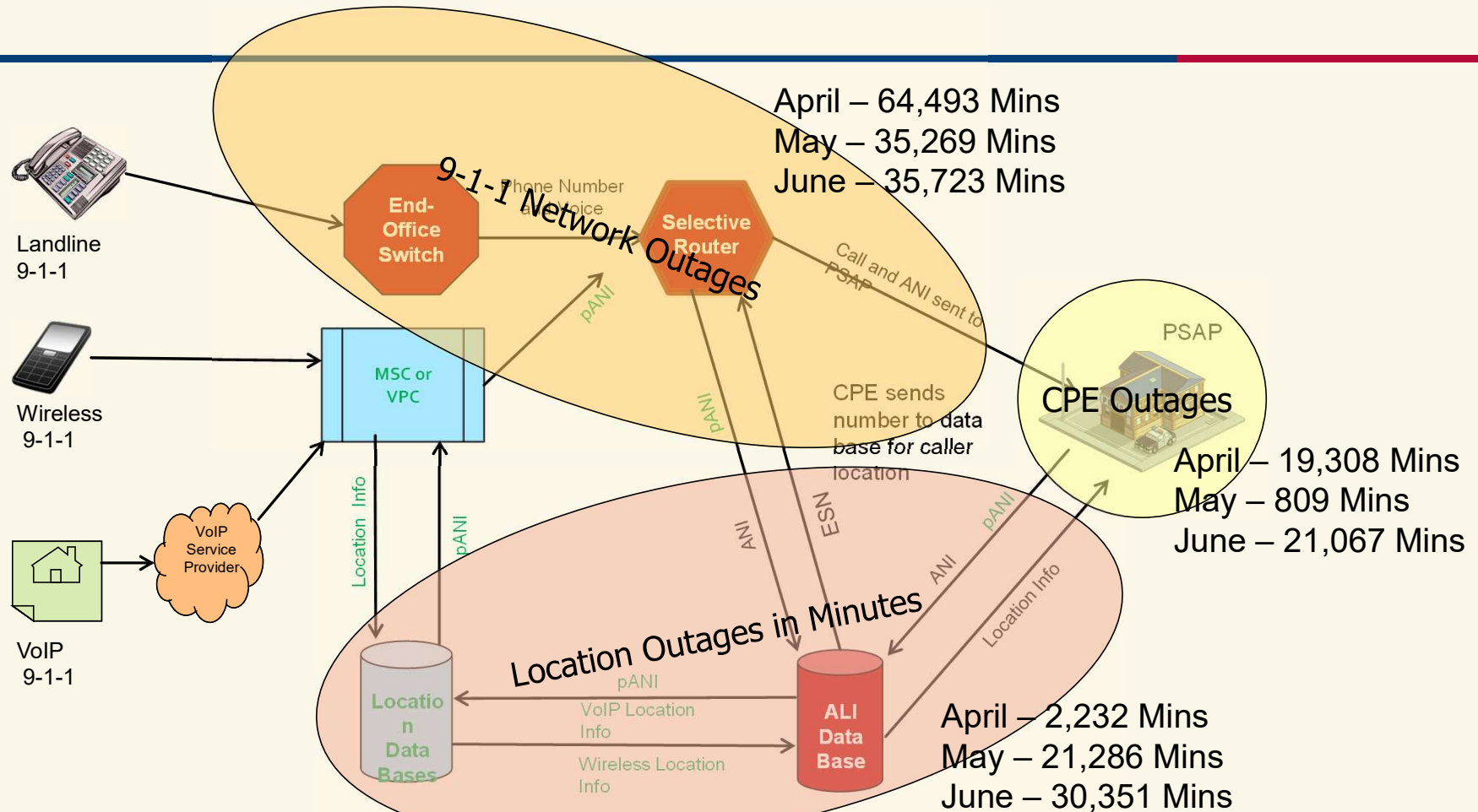
Item 5: Cal OES 9-1-1 Emergency Communications Branch Report

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

1. 9-1-1 Outage Data
2. 9-1-1 Statistics
3. Next Gen 9-1-1 Status
4. PSAP Tiger Team Project
5. Statewide Cloud Based CPE
6. Statewide Staffing Study
7. Procurement Updates
8. Status of SETNA

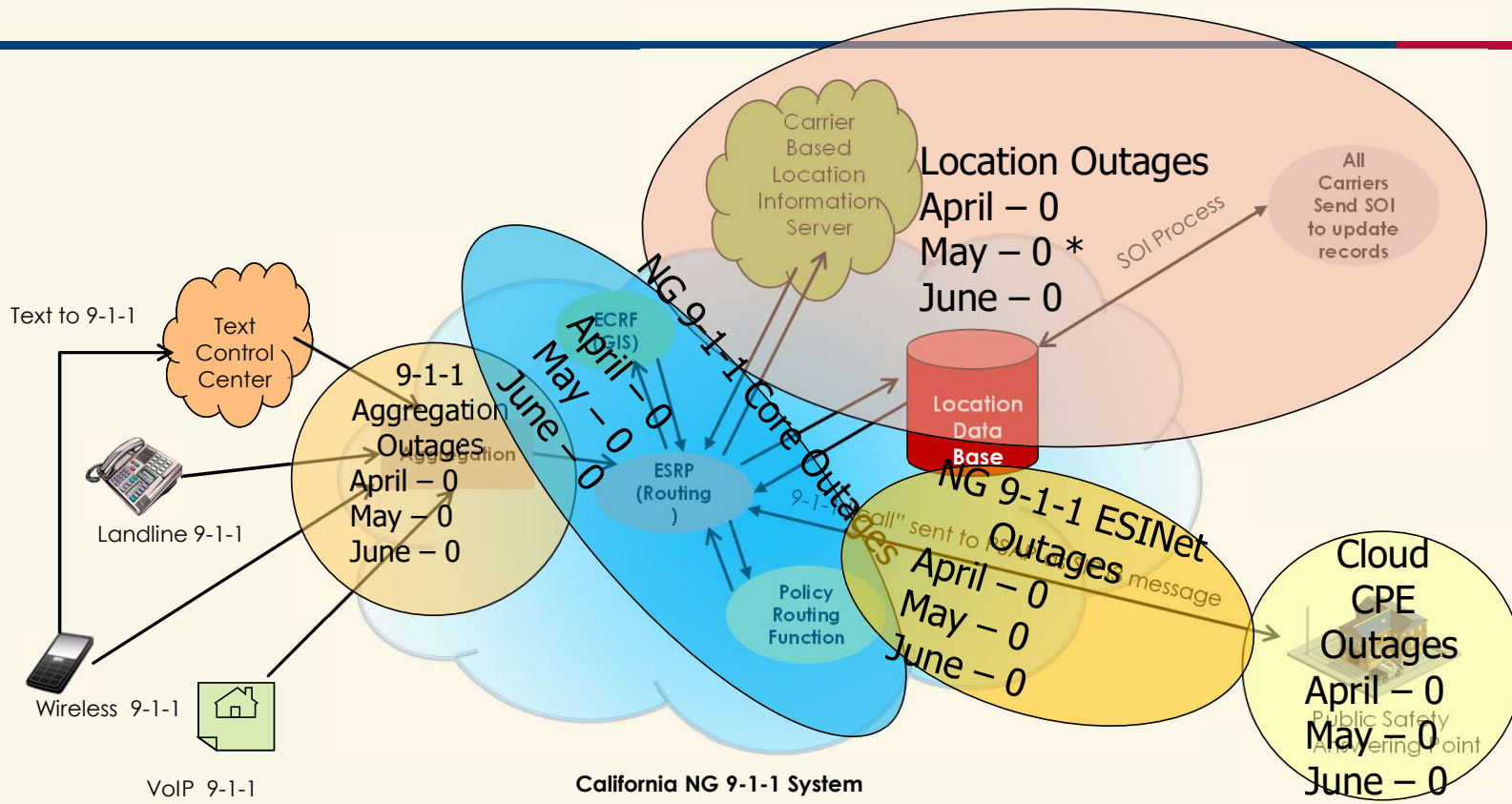


Item 5-1: Legacy Outage Overview





Item 5-1: NG 9-1-1 Outage Overview





Item 5-2: California 9-1-1 Statistics

Total 9-1-1 Calls	2020	2021	2022
Total	25,927,317	27,253,585	26,302,238
Wireless	21,830,501 (84%)	23,242,971 (85%)	22,514,099 (86%)
Wireline	2,236,812 (9%)	1,810,942 (7%)	1,514,134 (6%)
Voice over IP	1,242,522 (5%)	1,476,428 (5%)	1,687,529 (6%)
Other including Telematics	533,027 (2%)	627,705 (2%)	586,476 (2%)
Text to 9-1-1	84,455 (<1%)	95,539 (<1%)	90,326 (<1%)



Item 5-3: Next Gen 9-1-1 Deployment

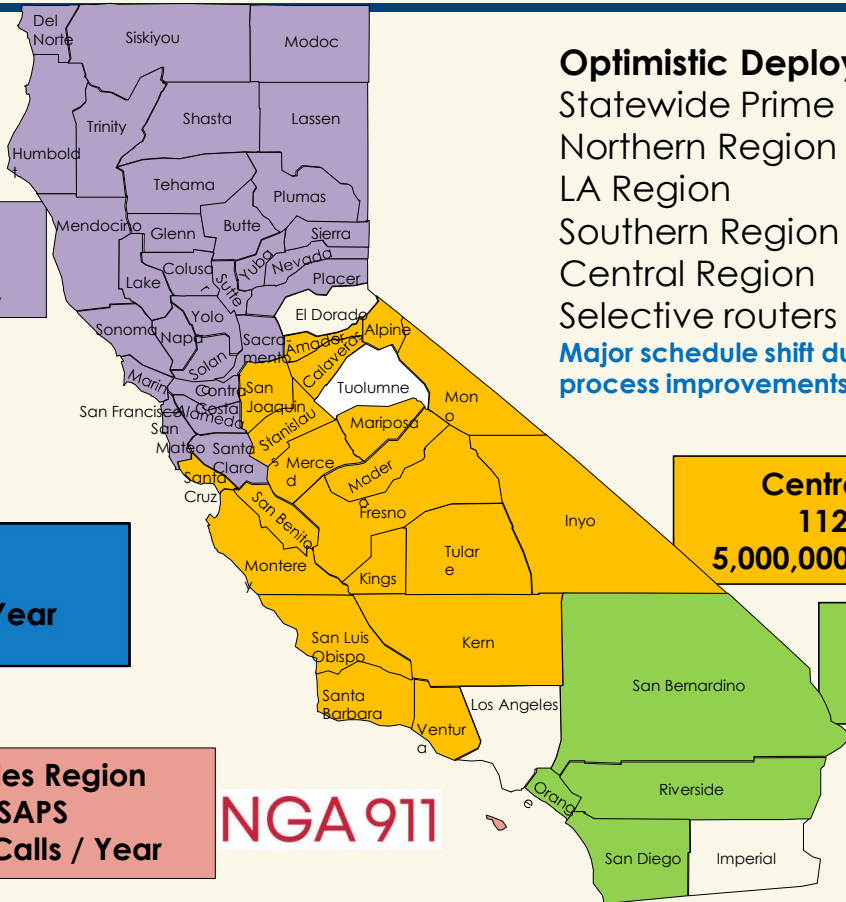


Northern Region
169 PSAPS
7,000,000 Calls / Year



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

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



Optimistic Deployment Timeline

- Statewide Prime – Aug 2019 – Dec 2024
 - Northern Region – Aug 2019 – Dec 2024
 - LA Region – Aug 2019 – Dec 2024
 - Southern Region – Aug 2019 – Dec 2024
 - Central Region – Aug 2019 – Dec 2024
 - Selective routers services replaced – 2024
- 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



NGA 911



Item 5-4: PSAP Tiger Team Project

- AT&T, Prime, and Region vendors have agreed to provide 2 techs each to align with the AT&T regions to support PSAP readiness
- Tiger Team started June 26th training and testing in a few PSAPs
- Tiger Team kicked off on Monday July 10th
- Cal OES has developed the schedule for the Tiger Team
- PSAPs are being notified by Cal OES via telephone and email at least 2 weeks prior to their scheduled date

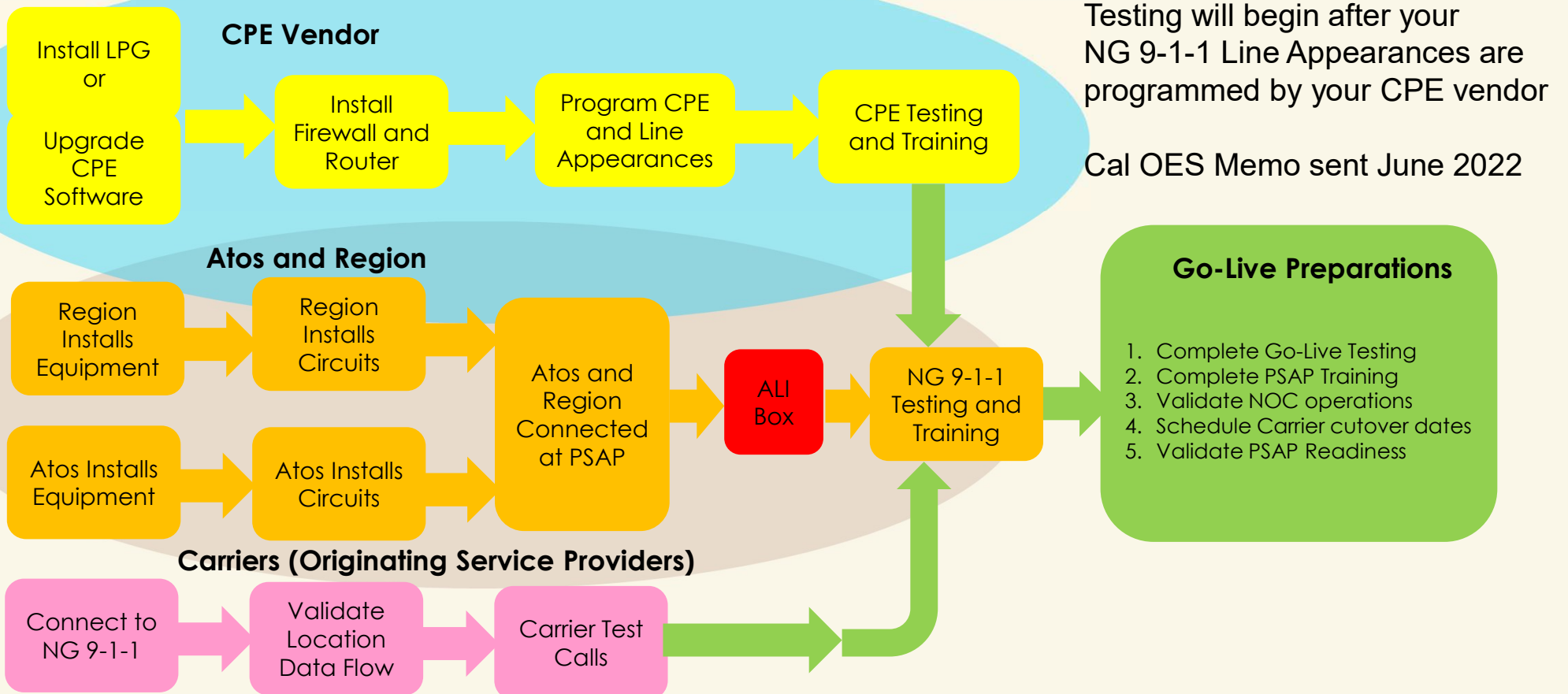


Item 5-4: PSAP Tiger Team Project Continued

- Tiger Team will focus on readiness configuration, testing, and ALI emulation installation
- Any PSAP not able to be completed in same day will be moved to end of schedule
- PSAPs are being asked to support schedule provided by Cal OES



Item 5-4: PSAP Testing Preparing for NG 9-1-1 Go-Live

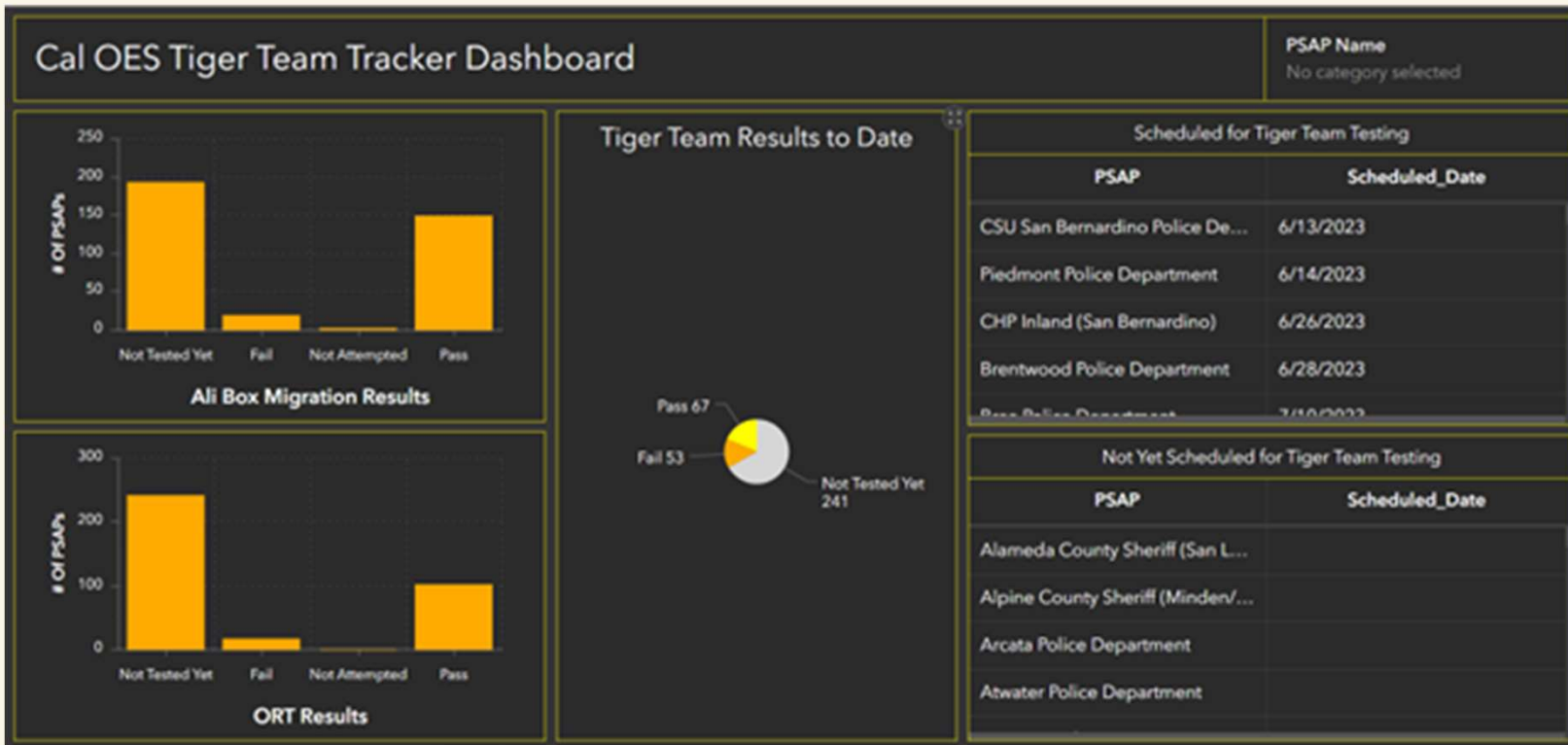


Testing will begin after your NG 9-1-1 Line Appearances are programmed by your CPE vendor

Cal OES Memo sent June 2022



Item 5-4: PSAP Tiger Team Project Continued



Total PSAPs: 120
 PSAPs Passed: 102
 PSAPs Failed: 18

[Tiger Team Tracker Dashboard \(arcgis.com\)](https://arcgis.com)

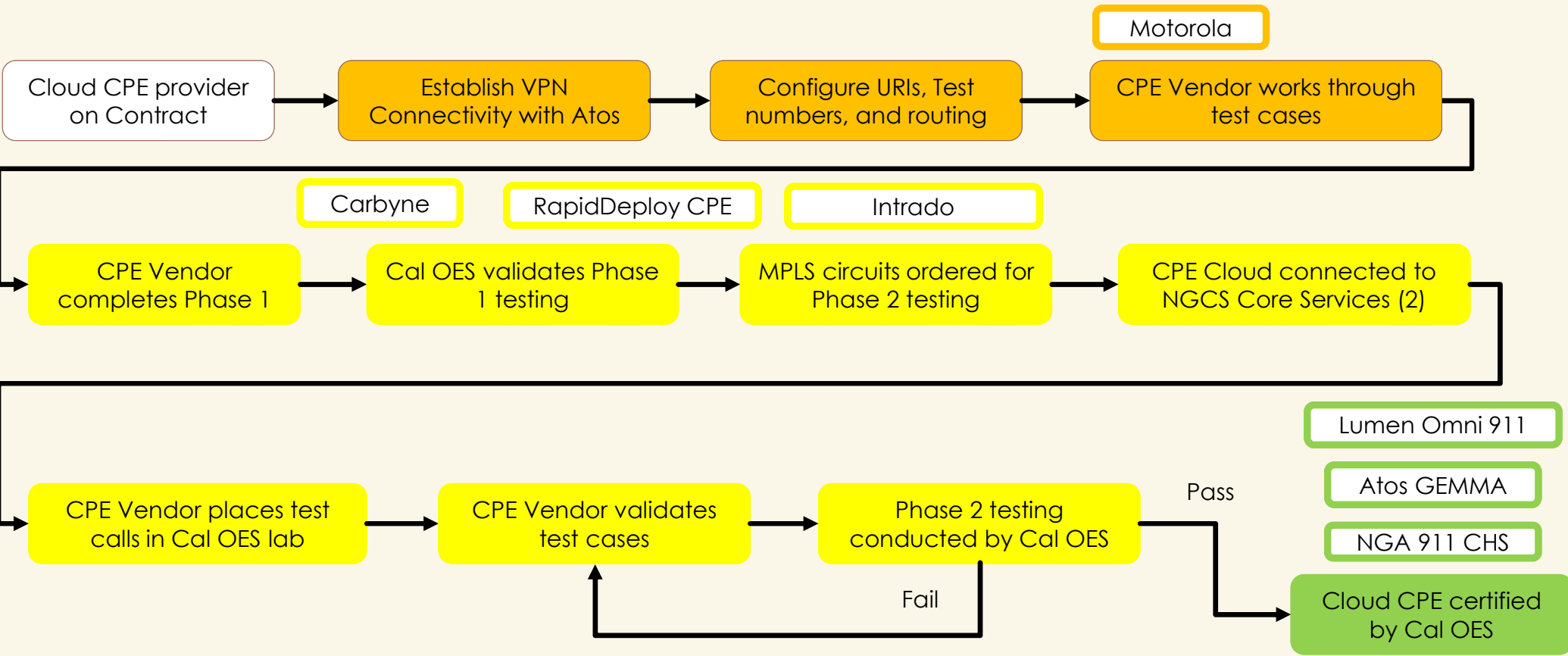


Item 5-4: Tiger Team Next Steps

- Prime and Region NG 9-1-1 providers will be scheduling pre-migration testing by PSAP transfer cluster
- Scheduling should occur within 30 days of successful Tiger Team completion
- Once pre-migration workbook completed, NG 9-1-1 vendors will schedule carrier testing and migration



Item 5-5: Cloud-Native CPE Testing Process





Item 5-5: Statewide CPE Installation

Calendar Year	System Acceptance Signed
2023	1
2022	8
2021	35
2020	51
2019	69
2018	53
2017	56
2016	84
Older than 2016 (includes PSAPs with self-funded CPE)	79



Item 5-5: Legacy CPE End of Maintenance

Maintenance Years	Number of CPE
Year 7	66
Year 8	65
Year 9	45
Year 10	11
Total	187



Item 5-5: Fiscal and Operational Review (FOR)

Year	FORs Completed
2023	22
2022	2
2021	0
2020	25

1. What is a Fiscal and Operational Review (FOR)?

- Part of the CA 9-1-1 Branch's statutory requirement to monitor all 9-1-1 emergency telephone systems
- PSAP Advisor will help each PSAP with funding, CPE replacement, training allotment, operational and technical standards, and more.
- PSAP Advisor is a resource and an advocate for PSAP
- Goal is to visit each PSAP at least once every 3-5 years
- Contact Paul or Janee if you need us to come sooner!

2. Approximately 30 FORs are being scheduled and completed during each quarter of the year.



Item 5-5: Statewide CPE Installation - POC

Vacant		Vacant		Theresa Fryer		Vacant		Vacant	
Alpine	Amador	Contra Costa	El Dorado	Alameda	Del Norte	Lake	Madera	Butte	Colusa
Mariposa	Calaveras	Fresno	Imperial	Humboldt	Inyo	Mendocino	Nevada	Glenn	Kern
Napa	Placer	Kings	Lassen	Merced	Mono	Sierra	Los Angeles	Orange	Santa Clara
San Luis Obispo	San Diego	Marin	Modoc	San Francisco	Riverside			San Mateo	San Joaquin
Santa Barbara	Shasta	Plumas	Sacramento	San Bernardino	San Benito			Sutter	Tehama
Siskiyou	Stanislaus	Sonoma	Tulare	Monterey	Santa Cruz			Yuba	
Tuolumne	Trinity	CHP		Solano	Yolo				
Ventura	CAL-FIRE								

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

Supervisor: Janee Dabrowski janee.dabrowski@caloes.ca.gov Desk: (916) 894-5031



Item 5-6: Statewide Staffing Study

- Contract awarded to Promethean One and 911 Authority
- Goals
 - Work with PSAPs and Telecommunicators to identify current staffing, training, and retention programs
 - Use the data to identify best practices, policies and procedures related to staffing, training, and retention
 - Develop a staffing, training, and retention plan for Cal OES related to PSAP staffing, training, and retention programs

Timeframe	Milestone
August 2023	Develop Surveys
September 2023	Pilot/Beta Surveys
October 2023	Distribute Surveys/Open data collection
December 2023	Close data collection, begin analysis
February 2024	Draft PSAP Staffing, Training and Retention Plan
May 2024	Final PSAP Staffing, Training and Retention Plan



Item 5-7: Procurement Updates

Pending Procurement Activities

Statewide logging recording contract

Statewide CAD multi-vendor Master Service Agreement



Item 5-8: SETNA Fund Condition Statement

0690 Office of Emergency Services

FUND CONDITION STATEMENTS [†]

	2021-22*	2022-23*	2023-24*
<u>0022 State Emergency Telephone Number Account [§]</u>			
BEGINNING BALANCE	\$38,042	\$223,983	\$203,881
Adjusted Beginning Balance	<u>\$38,042</u>	<u>\$223,983</u>	<u>\$203,881</u>
REVENUES, TRANSFERS, AND OTHER ADJUSTMENTS			
Revenues:			
4140500 Emergency Telephone User's Surcharge	368,848	184,514	184,514
4171100 Cost Recoveries - Other	3	2	2
Transfers and Other Adjustments			
Loan Repayment from the State Emergency Telephone Number Account (0022) to the General Fund (0001) per Item 0690-011-0022, Budget Act 2022	-	-10,000	-
Revenue Transfer from State Emergency Telephone Number Account (0022) to General Fund (0001) per GC Section 20825.1(c). EO E21/22-276	-102	-	-
Past Year Revenue Adjustments	-1,086	-	-
Total Revenues, Transfers, and Other Adjustments	<u>\$367,663</u>	<u>\$174,516</u>	<u>\$184,516</u>
Total Resources	<u>\$405,705</u>	<u>\$398,499</u>	<u>\$388,397</u>
EXPENDITURE AND EXPENDITURE ADJUSTMENTS			
0690 Office of Emergency Services (State Operations)	21,560	22,220	25,724
0690 Office of Emergency Services (Local Assistance)	154,991	147,220	171,369
3540 Department of Forestry and Fire Protection (State Operations)	3,815	21,689	11,932
7600 California Department of Tax and Fee Administration (State Operations)	773	1,817	1,841
9892 Supplemental Pension Payments (State Operations)	102	102	102
9900 Statewide General Administrative Expenditures (Pro Rata) (State Operations)	481	1,570	2,014
Total Expenditures and Expenditure Adjustments	<u>\$181,722</u>	<u>\$194,618</u>	<u>\$212,982</u>
FUND BALANCE	<u>\$223,983</u>	<u>\$203,881</u>	<u>\$175,415</u>
Reserve for economic uncertainties	223,983	203,881	175,415



Item 5-8: 2022 SETNA Fee Calculation

- How the fee is set by Cal OES:
 - Revenue needed is determined by FY 2022-23 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 CDTFA on September 23, 2022
 - For calendar year 2023, the recommended surcharge is \$0.30

Description	Ref.	Amount
Authorized Expenditure	B1	\$194,311,000
Balance from Fund Condition Statement	B2	\$39,368,000
Reconciliation (Repay \$10M loan from GF)	B3	\$10,000,000
Revenue Needed for FY 2021-22	B4	\$164,943,000
B4 = B1-B2+B3, B7=B5*B6*12		
Estimate number of Access Lines	B5	46,121,214
Surcharge per month	B6	\$0.30
Projected Annual Revenue	B7	\$166,036,370

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

	2022 Access Lines
Wireline	2,764,038
Wireless*	38,584,719
VoIP	4,772,457
Total	46,121,214



Item 6: NG 9-1-1 Alert & Warning Usage

NG 9-1-1 AWS Dashboard Report	Apr - Jun 2023	System Total
Entities Live with NG 9-1-1 AWS	11	46
Entities in Active Deployment	27	80
Entities Opted-In to pre-deployment	8	15
Campaigns Sent	1,139	4,572
SMS	2,493,662	10,365,904
Email	2,417,294	9,434,897
Voice	215,266	1,166,552
Total Messages Sent	5,126,222	20,967,353



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

- NG 9-1-1 Alert & Warning Points of Contact

Contact Earl.Cook@atos.net (469) 506-2683

State PM Michael.Elder@caloes.ca.gov (916) 894-5037



Item 7: Statewide 9-8-8 Call Handling System (CHS) and Customer Relationship Management (CRM) Status

- Awarded contract is available at (Awarded to NGA 911):
<https://www.caloes.ca.gov/wp-content/uploads/PSC/Documents/Agreement-A221008463-9-8-8-CHS-ADA.pdf>
- Testing and Validation
 - 9-8-8 equipment has been installed in Cal OES lab and is being tested this week
 - Initial Group 1 workflow testing and validation is being scheduled
 - Engineering and connectivity to Vibrant is being established
 - Working with SAMHSA and Vibrant on the MOU process
 - Determining minimally viable solution to support Group 1
 - 9-8-8 Draft technology funding policy has been posted to www.caloes.ca.gov/988
- Next Steps
 - Group 1 9-8-8 CHS Installs and activation (6 centers) 3rd Q 2023
 - Group 2 9-8-8 CHS Installs (7 centers) 3rd Q 2023 – 2nd Q 2024



Item 8: Long Range Planning Committee Report

- The LRPC will brief out current LRPC activities
- The LRPC will provide an update on LRPC membership
- The LRPC will take direction from 9-1-1 AB on future activities for the LRPC



Item 9: Long Range Planning Committee Member and Chair Appointment

- The 9-1-1 Advisory Board members will review and discuss the nominations and vote for a new Chair for the LRPC.
 - May 17, 2023, Alicia Fuller, representing CHP, was nominated as the LRPC Chair.



Item 10: Long Range Planning Committee Assignments

- Discuss current assignments for the LRPC and recommend future assignments and tasks.
- Discuss future frequency of the LRPC meetings, based on assignments.
- LRPC member term limits.
 - The term of a Committee member shall correspond to that of the Board member they represent.



Item 11: Agenda Items for Future Meetings

Board requests for matters to be placed on a future agenda

2023 Meeting Dates:

November 15, 2023, 10 AM – 12 PM

2024 Meeting Dates:

February 21, 2024, 10 AM – 12 PM

May 15, 2024, 10 AM – 12 PM

August 21, 2024, 10 AM – 12 PM

November 20, 2024, 10 AM – 12 PM



Item 12: Public Comment

Public Comment



Item 13: Adjourn

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

- **General Information:**

Samantha Huelsenkamp, Acting State 9-1-1 Advisory Board Liaison, at (916) 894-5007 or via email at Samantha.huelsenkamp@caloes.ca.gov

- **Media Information:**

Bryan May, Public Information Officer, at (916) 845-8449 or via email at Bryan.May@caloes.ca.gov