



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

State 9-1-1 Advisory Board
August 21, 2024



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)
- Rebecca Ramirez, California Fire Chiefs Association (CFCA)
- Jennifer Gonzales, California Police Chiefs Association (CPCA)
- Andrew White, California Police Chiefs Association (CPCA)
- Ametrius Sydney, California National Emergency Number Association (CALNENA)
- VACANT (CFCA)
- VACANT (CSSA)
- VACANT (CSSA)

Establishment of quorum



Item 2: Approval of Previous Minutes

May 2024 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.



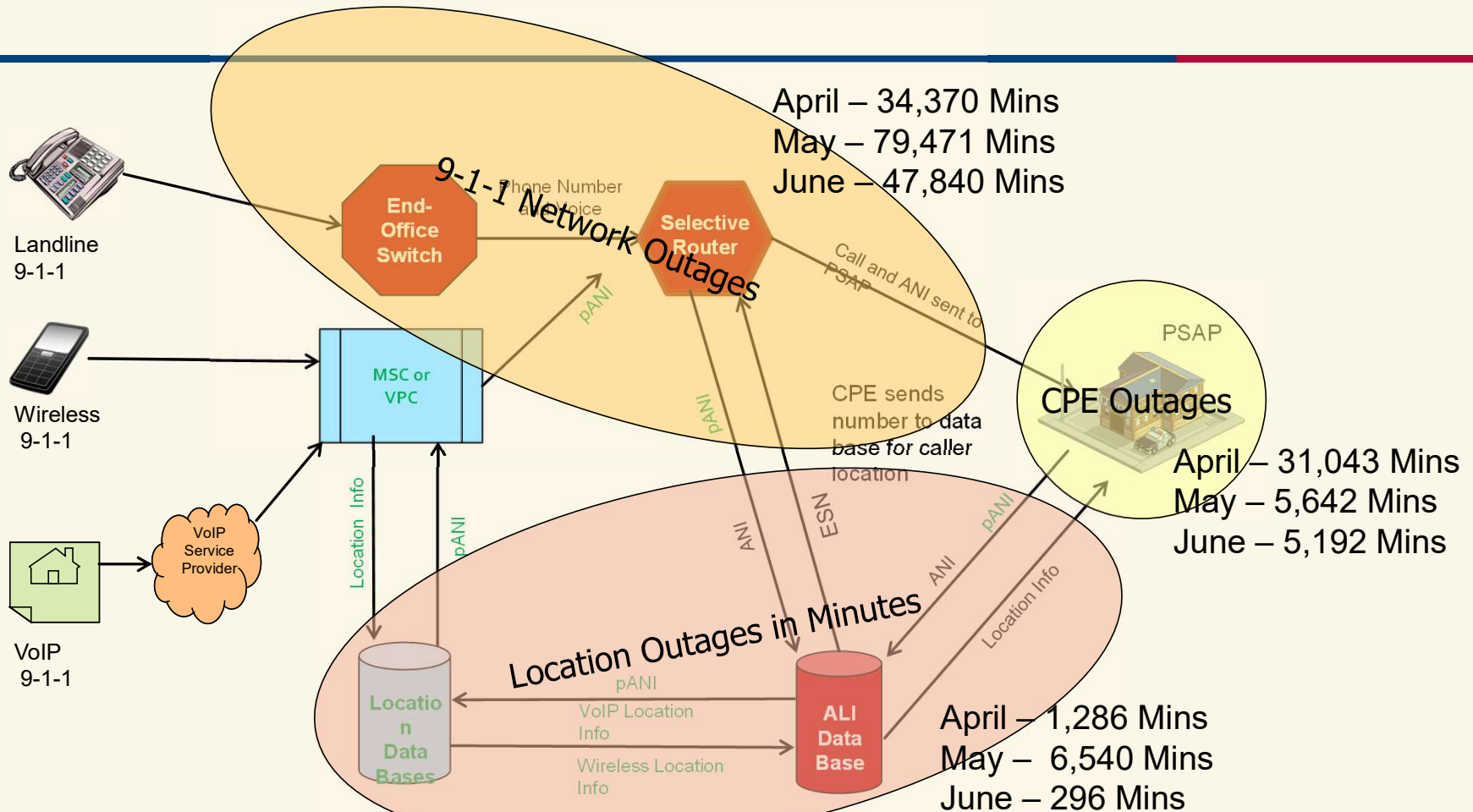
Item 5: Cal OES 9-1-1 Emergency Communications Branch Report

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. NG 9-1-1 Deployment Update
4. Statewide Cloud Based CPE
5. Status of SETNA

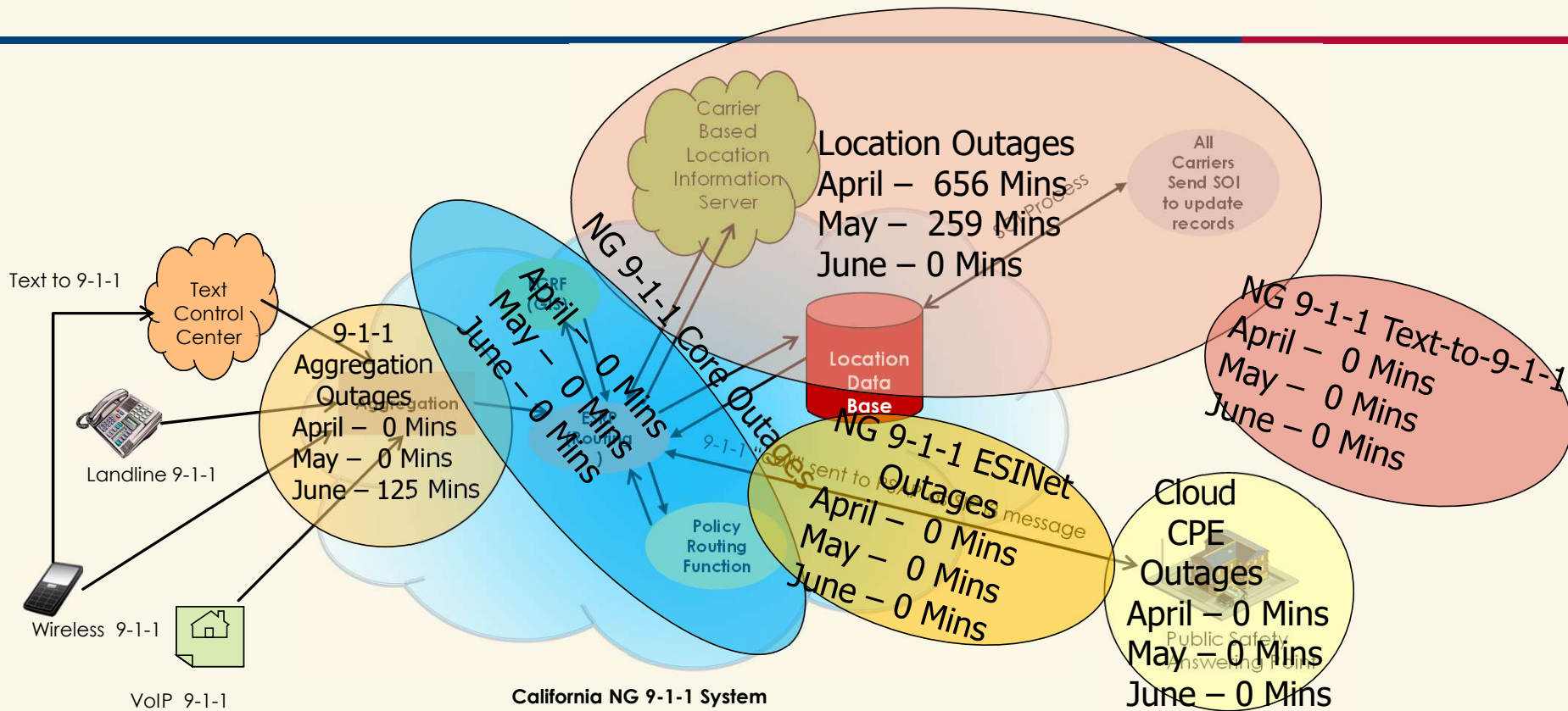


Item 5-1: Legacy Service Disruption





Item 5-1: NG 9-1-1 – Service Disruption





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

Total 9-1-1 Calls	2020	2021	2022	2023
Total	25,927,317	27,253,585	26,302,238	26,790,408
Wireless	21,830,501 (84%)	23,242,971 (85%)	22,514,099 (86%)	23,315,779 (87%)
Wireline	2,236,812 (9%)	1,810,942 (7%)	1,514,134 (6%)	1,293,631 (5%)
Voice over IP	1,242,522 (5%)	1,476,428 (5%)	1,687,529 (6%)	1,579,993 (6%)
Other including Telematics	533,027 (2%)	627,705 (2%)	586,476 (2%)	529,657 (2%)
Text to 9-1-1	84,455 (<1%)	95,539 (<1%)	90,326 (<1%)	98,065 (<1%)



Item 5-3: NG 9-1-1 Deployment Update

- Promethean One / 911 Authority assisting with the pre-migration and migration of NG 9-1-1
- Primary focus for deployment has been Kern County
 - July 25th, Bandwidth is live at Cal State LA
 - July 29th, Sinch is live at **ALL** Kern County PSAPs
 - Aug 1st, Sinch is live at Imperial County, Brawley PD, EL Centro PD, Calexico PD
 - August 5th, Bandwidth is live at **ALL** Kern County PSAPs
 - *Exception Edwards AFB



Item 5-3: NG 9-1-1 Deployment Update

- Kern County, testing with Region continues in to support wireless carrier migration
- Southern Region, pre-migration testing continues, focus on Orange County for go-live, dates pending rack remediation
- Northern Region , pre-migration testing continues, focus on El Dorado County and Placer County.



Item 5-4: Cloud-Native CPE – Congratulations

Atos
GEMMA

Carbyne

Intrado

Lumen Omni
911

Motorola

NGA 911
CHS

AT&T
Carbyne

AT&T
Intrado

AT&T
Motorola

Frontier
Motorola

Lumen
Motorola

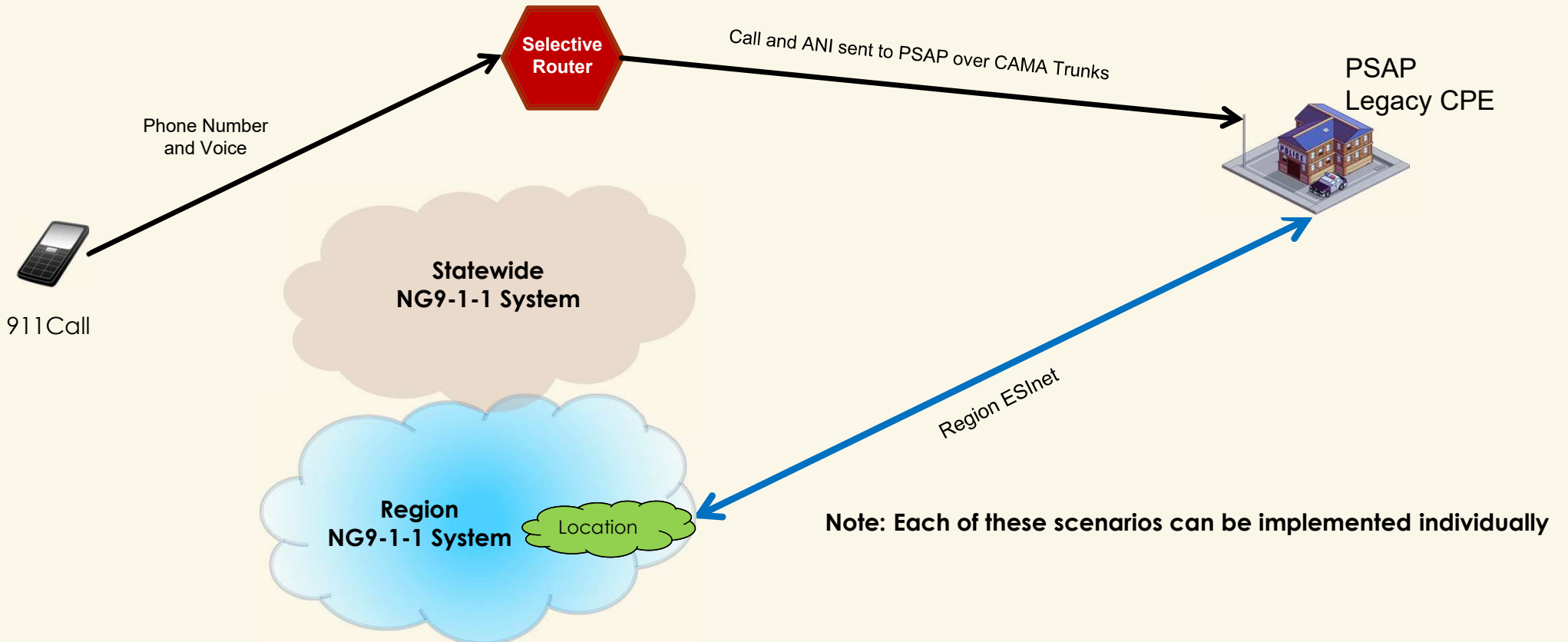


Item 5-4: Cloud CPE Installation Status

- All Cloud CPE vendors have been cleared to sell, install and GO-LIVE.
- Installs expected within 90 days from approved TDe-288
- Any questions related to Cloud CPE, contact your PSAP Advisor

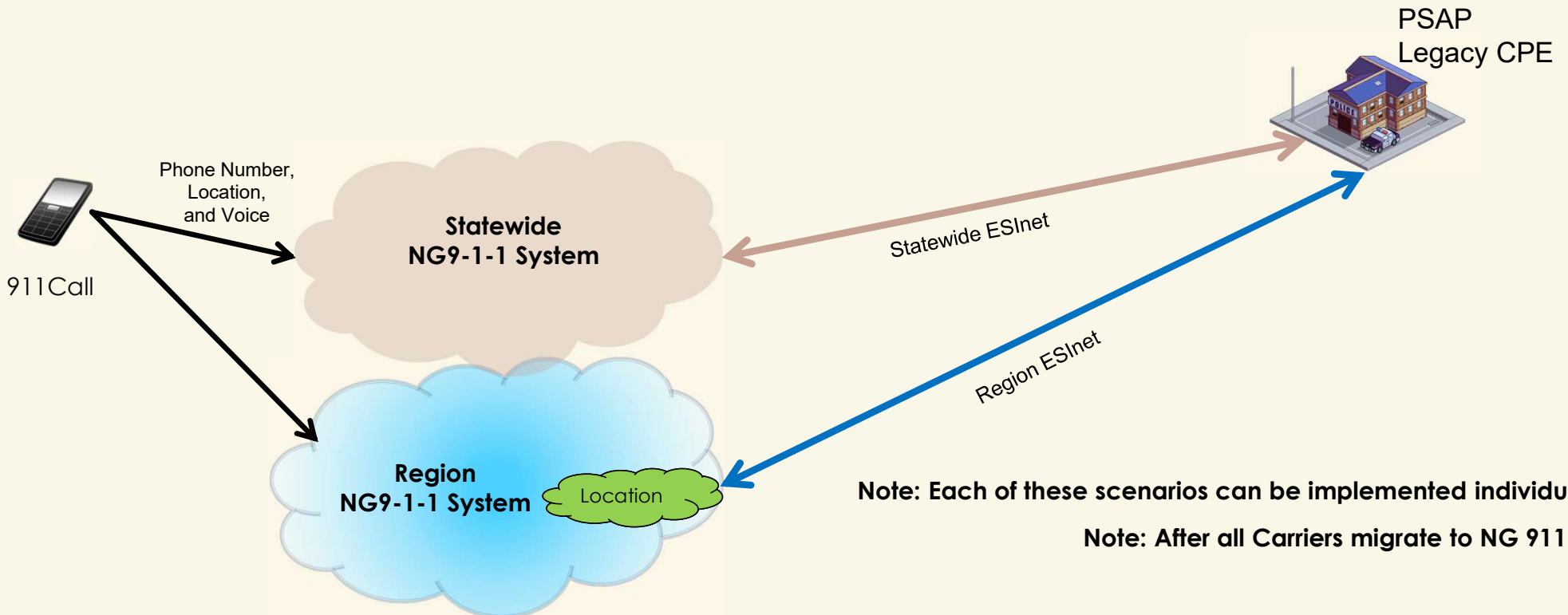


Item 5-4: Call Flow: Legacy 9-1-1 and Legacy CPE





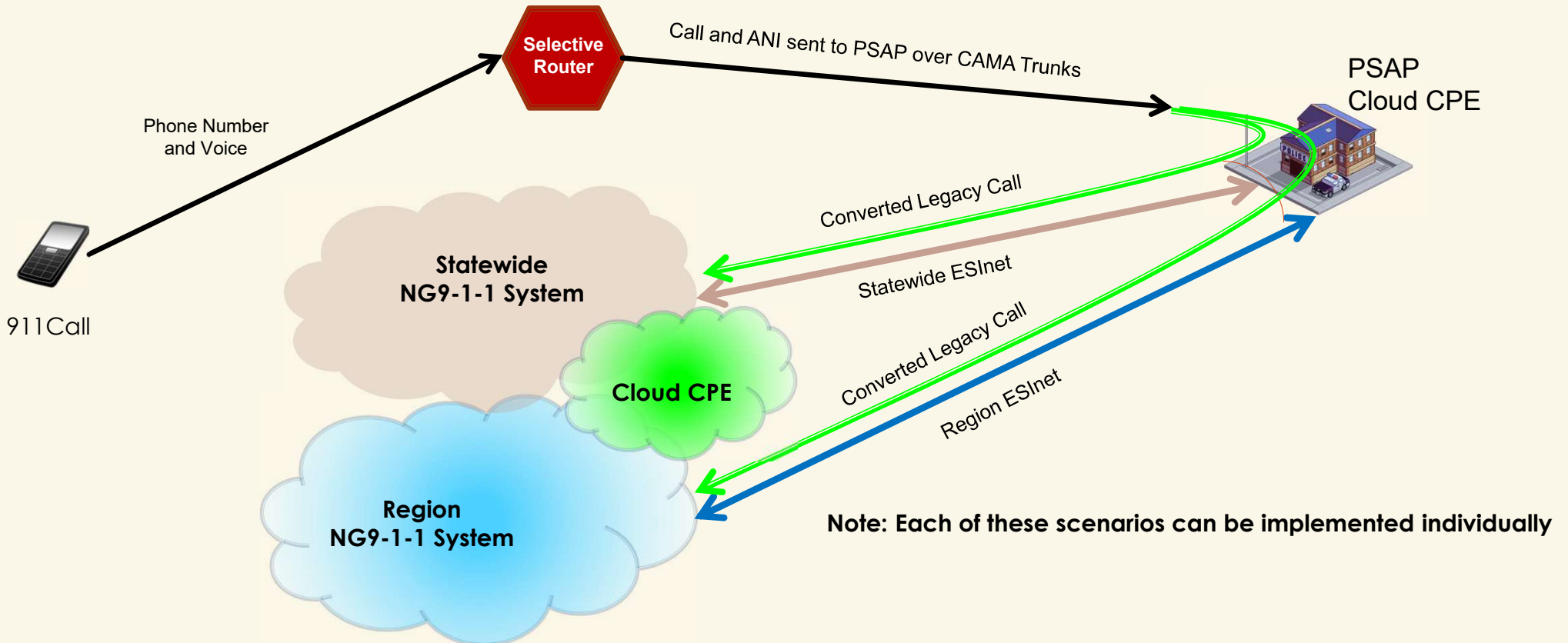
Item 5-4: Call Flow: NG 9-1-1 and Legacy CPE



Note: Each of these scenarios can be implemented individually
Note: After all Carriers migrate to NG 911

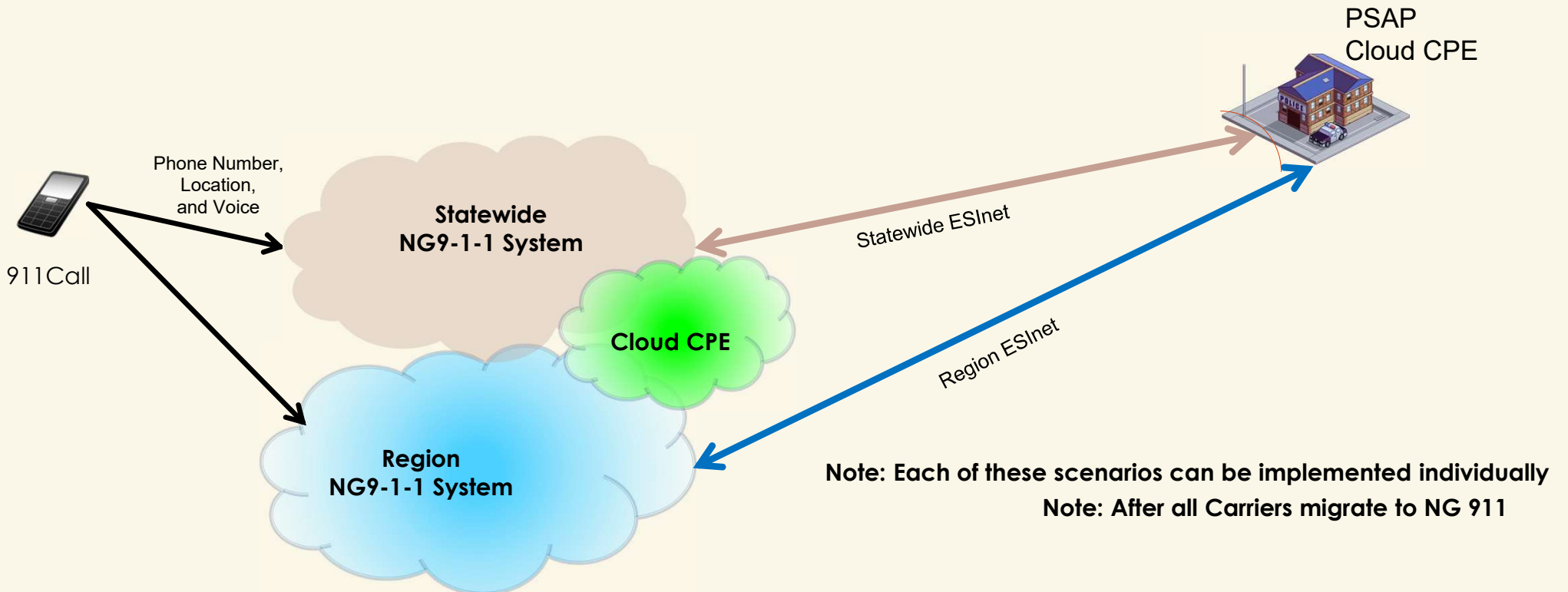


Item 5-4: Call Flow: Legacy 9-1-1 and Cloud CPE





Item 5-4: Call Flow: NG 9-1-1 and Cloud CPE





Item 5-4: Statewide CPE Installation

Calendar Year	System Acceptance
2024	0
2023	1
2022	8
2021	35
2020	51
Total	95



Item 5-4: Legacy CPE End of Maintenance

Maintenance Years	Number of CPE
Year	49
Year	66
Year	67
Year	46
Year	12
Total	240



Item 5-4: Fiscal and Operational Review (FOR)

Year	FORs Completed
2024	5
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 5 years
- Contact Andrew or Janee if you need us to come sooner!

2. Approximately 3 FORs per month per Advisor.

*End of 2020 through 2022 PSAP access limited due to COVID-19 restrictions



Item 5-4: Fiscal and Operational Review Purpose

- Information sharing between Cal OES and the PSAP
- Build rapport and collaboration between Cal OES and PSAP
- Cal OES does conduct accounting of network and Call Handling Equipment to ensure accurate accounting of equipment and services
- Ensure the PSAP knows and understands the role of the 9-1-1 Branch
- Refer to 9-1-1 Branch Operations Manual Chapter VI for more information



Item 5-4: Statewide CPE Installation - POC

John Diaz		Devin Broussard		Theresa Fryer		Rene Borre		Heather Crane	
Alpine	Amador	Contra Costa	El Dorado	Alameda	Del Norte	Lake	Madera	Butte	Colusa
Mariposa	Calaveras	Fresno	Kings	Humboldt	Inyo	Medocino	Nevada	Glenn	Kern
Napa	Placer	Marin	Modoc	Merced	Mono	Sierra	Los Angeles	Orange	Santa Clara
San Luis Obispo	San Diego	Plumas	Sacramento	San Francisco	Riverside	988		San Mateo	San Joaquin
Santa Barbara	Shasta	Sonoma	Tulare	San Bernardino	San Benito			Sutter	Tehama
Siskiyou	Stanislaus	CHP		Monterey	Santa Cruz			Yuba	
Tuolumne	Trinity			Solano	Yolo				
Ventura	CAL-FIRE								

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



Item 5-6: SETNA Fund Condition Statement

0690 Office of Emergency Services			
FUND CONDITION STATEMENTS †			
	2022-23*	2023-24*	2024-25*
<u>0022 State Emergency Telephone Number Account⁵</u>			
BEGINNING BALANCE	\$223,983	\$34,611	\$10,864
Prior Year Adjustments	-179,249	-	-
Adjusted Beginning Balance	<u>\$44,734</u>	<u>\$34,611</u>	<u>\$10,864</u>
REVENUES, TRANSFERS, AND OTHER ADJUSTMENTS			
Revenues:			
4140500 Emergency Telephone User's Surcharge	193,136	189,514	239,334
4171100 Cost Recoveries - Other	-	1	1
4171400 Escheat - Unclaimed Checks, Warrants, Bonds, and Coupons	4	-	-
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	-	-
Total Revenues, Transfers, and Other Adjustments	<u>\$183,140</u>	<u>\$189,515</u>	<u>\$239,335</u>
Total Resources	<u>\$227,874</u>	<u>\$224,126</u>	<u>\$250,199</u>
EXPENDITURE AND EXPENDITURE ADJUSTMENTS			
0690 Office of Emergency Services (State Operations)	22,216	25,969	48,684
0690 Office of Emergency Services (Local Assistance)	147,065	171,369	173,900
3540 Department of Forestry and Fire Protection (State Operations)	21,662	11,932	11,188
7600 California Department of Tax and Fee Administration (State Operations)	648	1,876	1,880
9892 Supplemental Pension Payments (State Operations)	102	102	78
9900 Statewide General Administrative Expenditures (Pro Rata) (State Operations)	1,570	2,014	2,555
Total Expenditures and Expenditure Adjustments	<u>\$193,263</u>	<u>\$213,262</u>	<u>\$238,285</u>
FUND BALANCE	<u>\$34,611</u>	<u>\$10,864</u>	<u>\$11,914</u>
Reserve for economic uncertainties	34,611	10,864	11,914



Item 5-6: 2025 SETNA Fee Calculation

- SETNA Fee set at \$.30 last 3 years
- Annual budget review
 - Revenue needed is determined by Fiscal Year budget
 - Collection of access line data begins in June
 - Data analysis completed in August
 - Cal OES calculates the surcharge based on the budget and number of access lines
 - Cal OES drafts a letter to CDTFA in September recommending rate for next calendar year



Item 6: 9-1-1 to 9-8-8 Interface

GC 53123.2 (c) No later than July 1, 2024, the office shall verify interoperability between and across 911 and 988. This shall include verifying interoperability of telephone calls, texts, chats, and other similar capabilities consistent with the implementation of Next Generation 911.

- Defining the 9-1-1 to 9-8-8 Technical Interface:
 - Cal OES verified full interoperability between the California Next Generation 9-1-1 System and the California 9-8-8 System during laboratory testing. The certification was issued on April 30, 2024.
 - Interoperability capabilities will be deployed to all 12 centers after receiving approval from SAMHSA to deploy the 9-8-8 technology



Item 6: Statewide 9-8-8 CHS and CRM Status

- Testing with Vibrant completed 5/2/24:
 - Validated call, chat, and text workflows
 - Compliant with all requirements identified by SAMHSA and Vibrant
 - Validated ability to provide reporting as directed by SAMHSA
- Waiting for approval from SAMHSA to begin phased deployment
 - Phased deployment will take minimum of 6 months after approval
 - Life-saving capabilities will dramatically improve 9-8-8 in California
- 9-8-8 Mobile Dispatch RFP has entered the negotiation phase, with anticipated contract award in September 2024.



Item 6: FCC and Vibrant Updates

- The FCC has released a Notice of Proposed Rulemaking for 9-8-8 georouting, FCC Docket No 18-336:

<https://www.fcc.gov/document/fcc-proposes-improvements-wireless-call-routing-988-lifeline-0>

- Over 3,000 Comments were received
- Reply Comments were due to FCC on July 29, 2024
- FCC rulemaking process can take 6-18 months to complete
- Vibrant:
 - Centers are in active discussions regarding updated Vibrant Network Agreement



Item 7: Long Range Planning Committee Report

- The LRPC will brief out current LRPC activities



Item 8: Statewide Staffing Study

- The draft Staffing Study was delivered to Cal OES and shared with the Long Range Planning Committee members who had a special meeting in July 2024 to provide feedback
- The LRPC provided additional feedback to 911 Authority. Those updates are being currently drafted.
- Once the edits have been completed, the updated drafted study will be redistributed to the LRPC and 9-1-1 Advisory Board members for final review and action at the November 2024 meeting.



Item 9: Agenda Items for Future Meetings

Board requests for matters to be placed on a future agenda

2024 Meeting Dates:

November 20, 2024, 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:**

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