State 9-1-1 Advisory Board
February 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)
- Ingrid E. Braun, California State Sheriffs' Association (CSSA)
- Rebecca Ramirez, California Fire Chiefs Association (CFCA)
- Jennifer Gonzales, California Police Chiefs Association (CPCA)
- Andrew White, California Police Chiefs Association (CPCA)
- VACANT (CFCA)
- VACANT (CALNENA)
- VACANT (CSSA)

Establishment of quorum

Item 1: Roll Call and Quorum

Bagley-Keene Open Meeting Act Updates

- Effective January 1, 2024, a quorum can only be established if a majority of the members of the board are in person.
- Remote participants cannot be counted to establish a meeting quorum*.
- Remote participants do count toward a majority to avoid a "serial" or "unofficial" meeting.
- Moving forward all meetings will be held in person at 630 Sequoia Pacific Blvd, Sacramento, CA.

https://oag.ca.gov/system/files/media/bk-open-meeting-act-guide-2023.pdf

https://leginfo.legislature.ca.gov/faces/codes_displayText.xhtml?lawCode=GOV&division=3.&title=2.&part=1.&chapter=1.&article=9

*Note, remote member may count towards the quorum if they meet the requirements of Gov. Code 11123.2(j)(2).

Item 2: Approval of Previous Minutes

November 2023 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.

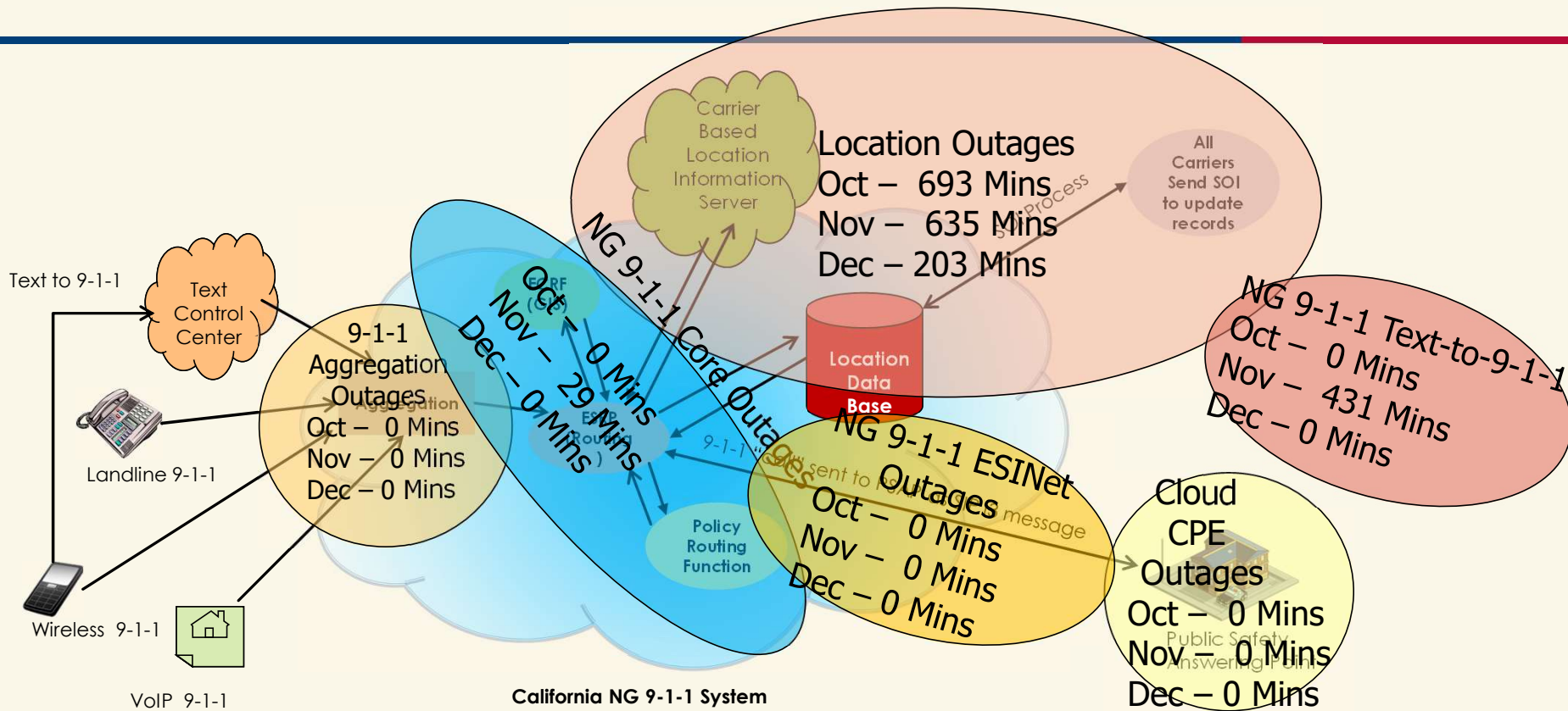# Item 5: Cal OES 9-1-1 Emergency Communications Branch Report

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. PSAP Migration Readiness

4. IT Project Management Contract Award

5. Next Steps NG 9-1-1 Deployment

6. Statewide Cloud Based CPE

7. Statewide Staffing Study

8. Status of SETNA

Item 5-1: Legacy Service Disruption

Oct – 37,332 Mins
Nov – 59,731 Mins
Dec – 59,610 Mins

9-1-1 Network Outages

Landline 9-1-1

Wireless 9-1-1

VoIP 9-1-1

End-Office Switch

Selective Router

MSC or VPC

VoIP Service Provider

Location Info

pANI

pANI

Phone Number and Voice

Call and ANI sent to PSAP

CPE sends number to data base for caller location

PSAP

CPE Outages

Oct – 302 Mins
Nov – 7,456 Mins
Dec – 15,365 Mins

Location Outages in Minutes

Location Data Bases

ALI Data Base

pANI
VoIP Location Info
Wireless Location Info

ANI
ESN
ANI
pANI
Location Info

Oct – 14,496 Mins
Nov – 4,932 Mins
Dec – 2,183 Mins

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

Location Outages
Oct – 693 Mins
Nov – 635 Mins
Dec – 203 Mins

NG 9-1-1 Core Outages
Oct – 0 Mins
Nov – 29 Mins
Dec – 0 Mins

9-1-1 Aggregation Outages
Oct – 0 Mins
Nov – 0 Mins
Dec – 0 Mins

NG 9-1-1 Text-to-9-1-1
Oct – 0 Mins
Nov – 431 Mins
Dec – 0 Mins

NG 9-1-1 ESINet Outages
Oct – 0 Mins
Nov – 0 Mins
Dec – 0 Mins

Cloud CPE Outages
Oct – 0 Mins
Nov – 0 Mins
Dec – 0 Mins

Text to 9-1-1
Text Control Center
Landline 9-1-1
Wireless 9-1-1
VoIP 9-1-1

Carrier Based Location Information Server
All Carriers Send SOI to update records
Location Data Base
ECRF
ESRP Routing
Policy Routing Function

California NG 9-1-1 System

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: PSAP Migration Readiness

- AT&T & NG 9-1-1 Service Providers conducted Operational Readiness Testing (ORT) at about 320 AT&T PSAPs
- 248 PSAPs passed ORT and are ready for next steps in deployment
- AT&T PSAPs that did not pass ORT will be ready in Q2 2024
- All non-AT&T PSAPs are being scheduled, expected to be completed March 2024

Item 5-4: IT PM Contract Award

- 9-1-1 Branch is contracting with Promethean One to assist with the Pre-Migration plan
- Promethean One will be responsible for:
  - Build and manage the Pre-Migration schedule
  - Schedule and communicate with the PSAPs and vendors
  - Coordinate all Cal OES, NG 9-1-1 vendor, and PSAPs personnel for the Pre-Migration testing and OSP migration
  - Manage the OSP migration schedule

Item 5-4: IT PM Contract Award

- Pre-migration will start February 2024 and go through November 2024
- Within 4 weeks of successful pre-migration testing carrier migration will be scheduled
- Promethean One, with the assistance of 9-1-1 Branch will manage scheduling and notifications to all vendors and PSAPs

Item 5-4: IT PM Contract Award

- Communication regarding this plan may come from outside of OES, we are working to get OES email accounts
- Promethean One and 9-1-1 Branch developing multiple methods to communicate
  - Will include pre-migration testing expectations
  - Will have identified escalation Points of Contact if PSAP has questions or concerns
- 9-1-1 Branch facilitating virtual town hall meetings throughout the project to share updates
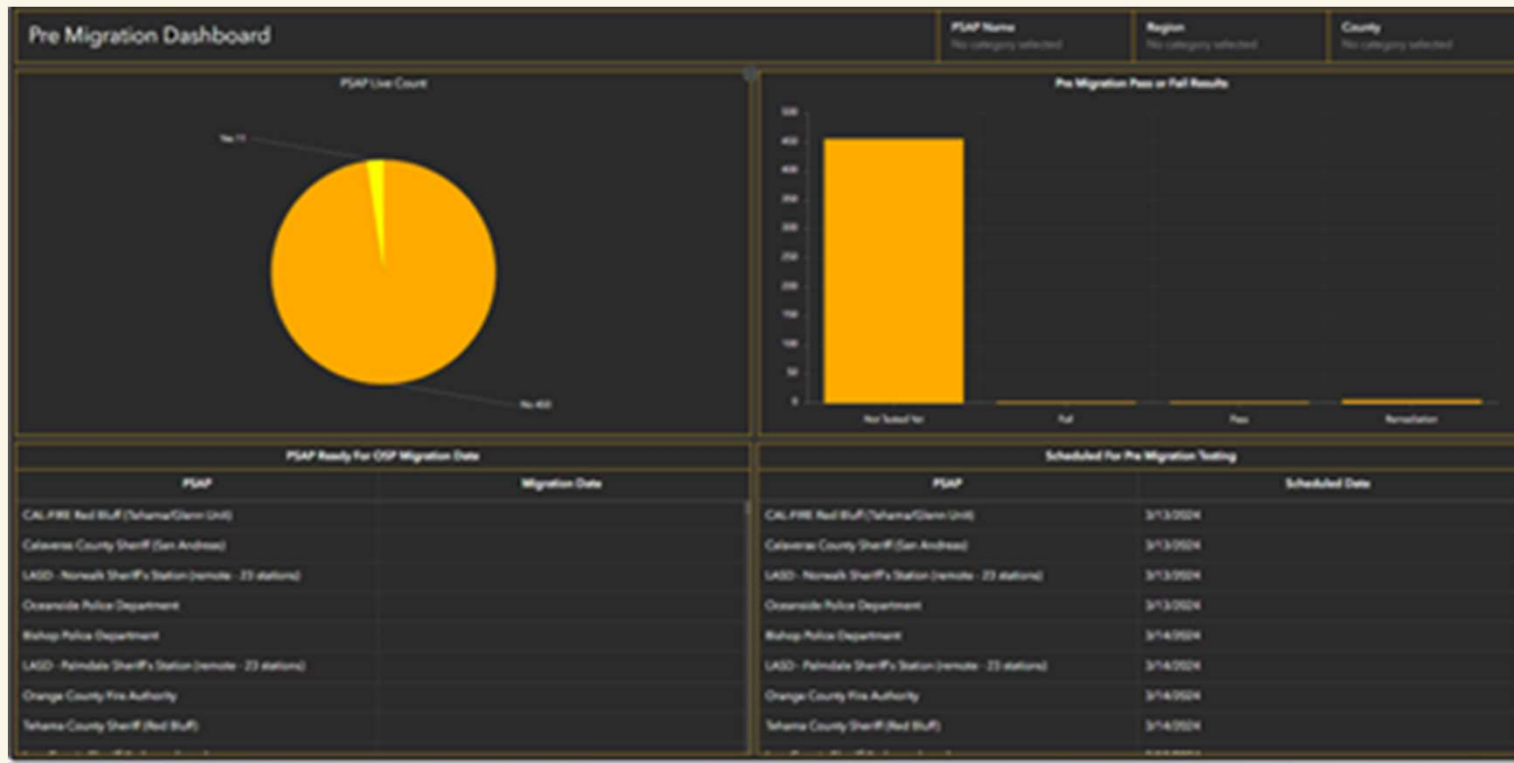
Item 5-5: Next Steps NG 9-1-1 Deployment

- Pre-migration testing with Atos and each Region vendor
- Pre-migration testing is established to test failover
- PSAP transfer testing was completed during Operational Readiness Testing (ORT), on a limited basis
- Some transfers will be included in pre-migration, however, cannot test all PSAP transfers
- 9-1-1 Branch will ensure all PSAPs have test numbers and instructions on how to test all PSAP transfers
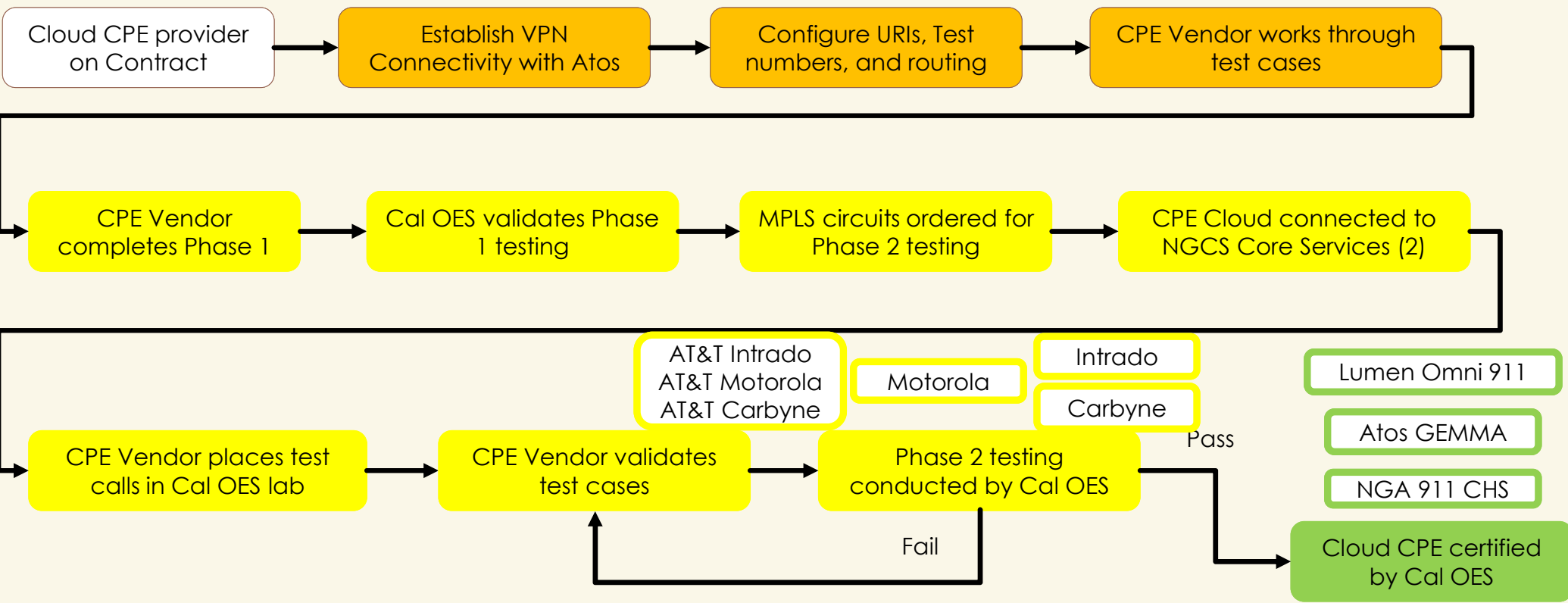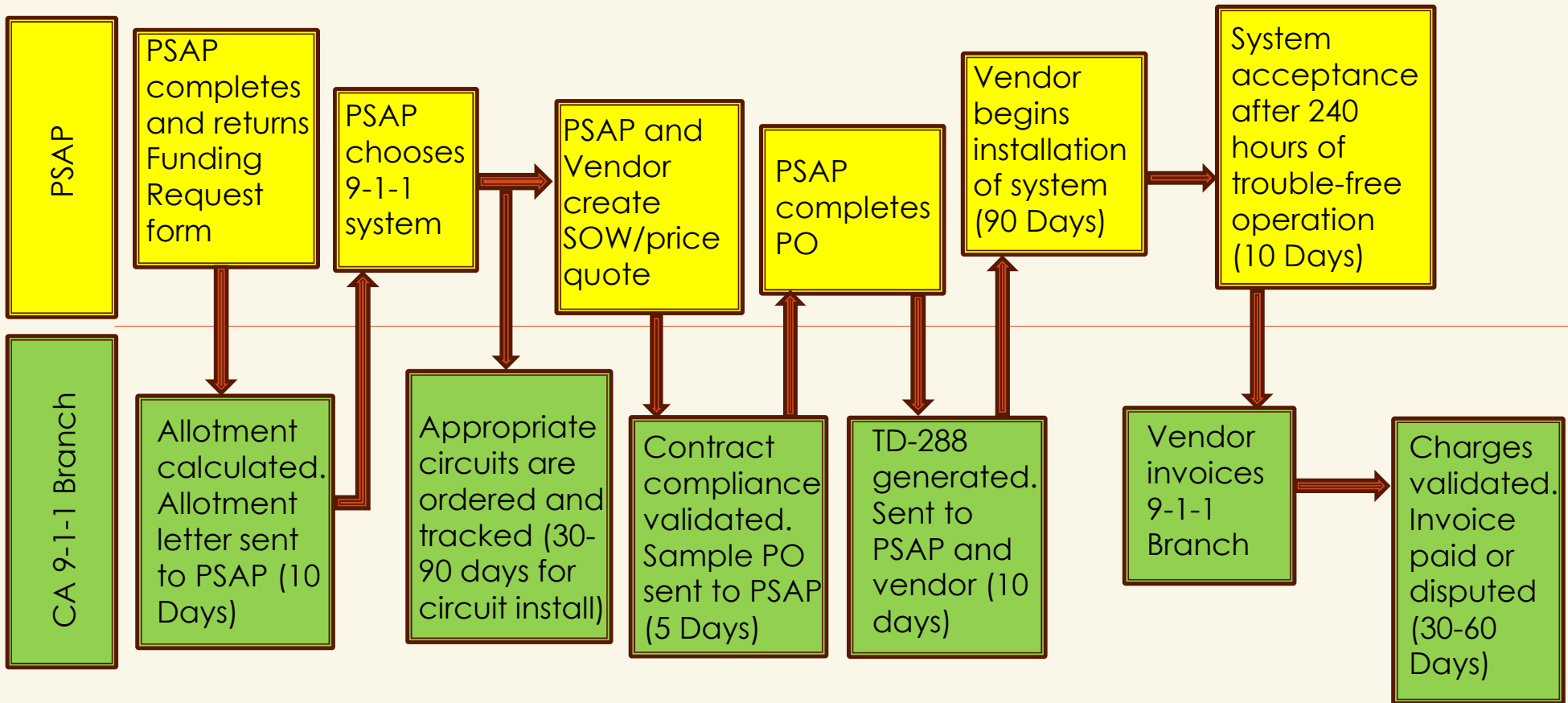
Item 5-6: Cloud-Native CPE Testing Process

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│ Cloud CPE       │ ──▶  │ Establish VPN   │ ──▶  │ Configure URIs, │ ──▶  │ CPE Vendor      │
│ provider        │      │ Connectivity    │      │ Test numbers,   │      │ works through   │
│ on Contract     │      │ with Atos       │      │ and routing     │      │ test cases      │
└─────────────────┘      └─────────────────┘      └─────────────────┘      └─────────────────┘
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CPE Vendor completes Phase 1 → Cal OES validates Phase 1 testing → MPLS circuits ordered for Phase 2 testing → CPE Cloud connected to NGCS Core Services (2)

AT&T Intrado / AT&T Motorola / AT&T Carbyne

Motorola

Intrado

Carbyne

Lumen Omni 911

Atos GEMMA

NGA 911 CHS

CPE Vendor places test calls in Cal OES lab → CPE Vendor validates test cases → Phase 2 testing conducted by Cal OES

Pass

Fail

Cloud CPE certified by Cal OES

Item 5-6: Call Handling Funding Workflow

PSAP row:
- PSAP
- PSAP completes and returns Funding Request form
- PSAP chooses 9-1-1 system
- PSAP and Vendor create SOW/price quote
- PSAP completes PO
- Vendor begins installation of system (90 Days)
- System acceptance after 240 hours of trouble-free operation (10 Days)

CA 9-1-1 Branch row:
- CA 9-1-1 Branch
- Allotment calculated. Allotment letter sent to PSAP (10 Days)
- Appropriate circuits are ordered and tracked (30-90 days for circuit install)
- Contract compliance validated. Sample PO sent to PSAP (5 Days)
- TD-288 generated. Sent to PSAP and vendor (10 days)
- Vendor invoices 9-1-1 Branch
- Charges validated. Invoice paid or disputed (30-60 Days)

Item 5-6: Statewide CPE Installation

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

Item 5-6: Legacy CPE End of Maintenance

Mantenance Years	Number of CPE
Year 7	61
Year 8	79
Year 9	46
Year 10	32
Total	**218**

Item 5-6: Fiscal and Operational Review (FOR)

Year	FORs Completed
2024	0
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 5-6: Statewide CPE Installation - POC

Vacant		Vacant		Theresa Fryer		Vacant		Heather Crane	
Alpine	Amador	Contra Costa	El Dorado	Alameda	Del Norte	Lake	Madera	Butte	Colusa
Mariposa	Calaveras	Fresno	Kings	Humboldt	Inyo	Mendocino	Nevada	Glenn	Kern
Napa	Placer	Marin	Modoc	Merced	Mono	Sierra	Los Angeles	Orange	Santa Clara
San Luis Obispo	San Diego	Plumas	Sacramento	San Francsisco	Riverside			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								

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

Phone: (916) 894-5030
Heather.Crane@CalOES.ca.gov

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

Item 5-7: Statewide Staffing Study

- Data collection is almost completed
  - 571-line level surveys completed
  - 50 PSAP Manager surveys completed with approximately 25 other surveys partially completed
    - 911 Authority Team doing outreach to finish collecting data for those partial surveys
  - Team has started analyzing the data

Timeframe	Milestone
August 2023	Develop Surveys
September 2023	Pilot/Beta Surveys
October 2023	Distribute Surveys/Open Data Collection
March 2024	**Close Data Collection, begin analysis**
May 2024	**Draft PSAP Staffing, Training and Retention Plan**
August 2024	**Final PSAP Staffing, Training and Retention Plan**

Item 5-8: SETNA Fund Condition Statement

0690 Office of Emergency Services

FUND CONDITION STATEMENTS †

0022 State Emergency Telephone Number Account [S]	2021-22*	2022-23*	2023-24*
BEGINNING BALANCE	$38,042	$223,983	$203,881
Adjusted Beginning Balance	$38,042	$223,983	$203,881
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	$367,663	$174,516	$184,516
Total Resources	$405,705	$398,499	$388,397
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	$181,722	$194,618	$212,982
FUND BALANCE	$223,983	$203,881	$175,415
Reserve for economic uncertainties	223,983	203,881	175,415

Item 5-8: 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: NG 9-1-1 Alert & Warning Usage

NG 9-1-1 AWS Dashboard Report	Oct-Dec 2023	System Total
Entities Live with NG 9-1-1 AWS	8	67
Entities in Active Deployment	13	89
Entities Opted-In to pre-deployment	2	17
Campaigns Sent	1,494	7,569
SMS	1,995,844	15,246,502
Email	3,776,150	17,213,223
Voice	342,323	2,891,297
Total Messages Sent	**6,114,317**	**35,350,922**

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

Item 9: Long Range Planning Committee Assignments

- Discuss current assignments for the LRPC and recommend future assignments and tasks.

Item 10: Agenda Items for Future Meetings

Board requests for matters to be placed on a future agenda

2024 Meeting Dates:

May 15, 2024, 10 AM – 12 PM
August 21, 2024, 10 AM – 12 PM
November 20, 2024, 10 AM – 12 PM

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:**

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- **Media Information:**

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