



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

**State 9-1-1 Advisory Board**  
**May 17, 2023**



# Item 1: Call to Order & Member Roll Call Swearing in New Members

## Members of the Board

- Chair – Budge Currier, Governor's Office of Emergency Services
- Chief Rodney Ellison, California Highway Patrol (CHP)
- Kurt Wallace, Association of Public-Safety Communication Officials (APCO)
- Mark Chase, California National Emergency Number Association (CALNENA)
- Rosa Ramos, California National Emergency Number Association (CALNENA)
- Sheriff Ingrid E. Braun, California State Sheriffs' Association (CSSA)
- Sheriff Bill Ayub, California State Sheriffs' Association (CSSA)
- Juan Carlos Castillo, California Fire Chiefs Association (CFCA)
- Chief Rebecca Ramirez, California Fire Chiefs Association (CFCA)
- Captain 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 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.



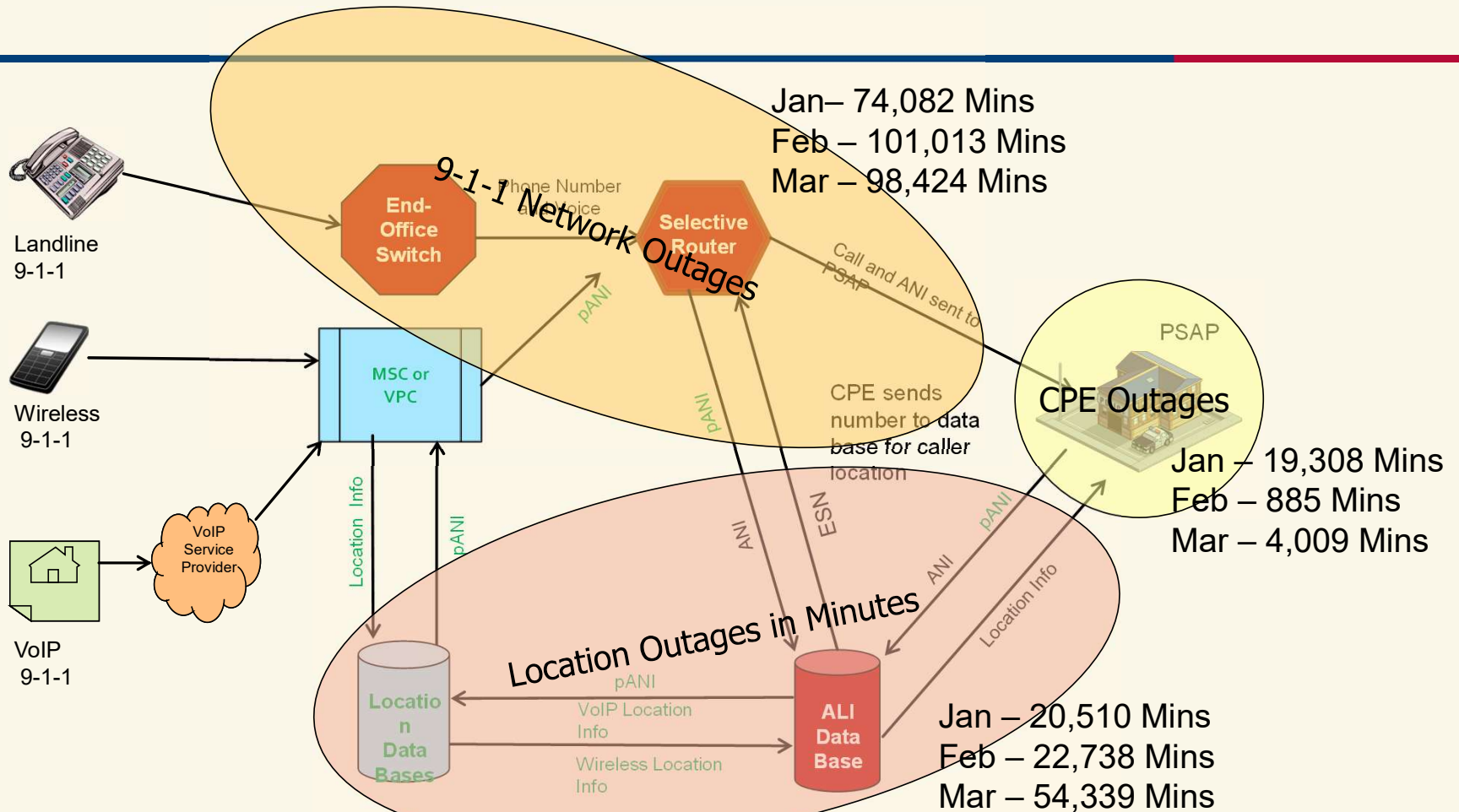
# Item 5: Cal OES 9-1-1 Emergency Communications Branch Report

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 update and status of legacy Customer Premise Equipment (CPE)
4. Statewide Cloud Based CPE
5. PSAP Tiger Team Project
6. PSC Tech Support in the PSAP
7. Procurement updates
8. Status of SETNA

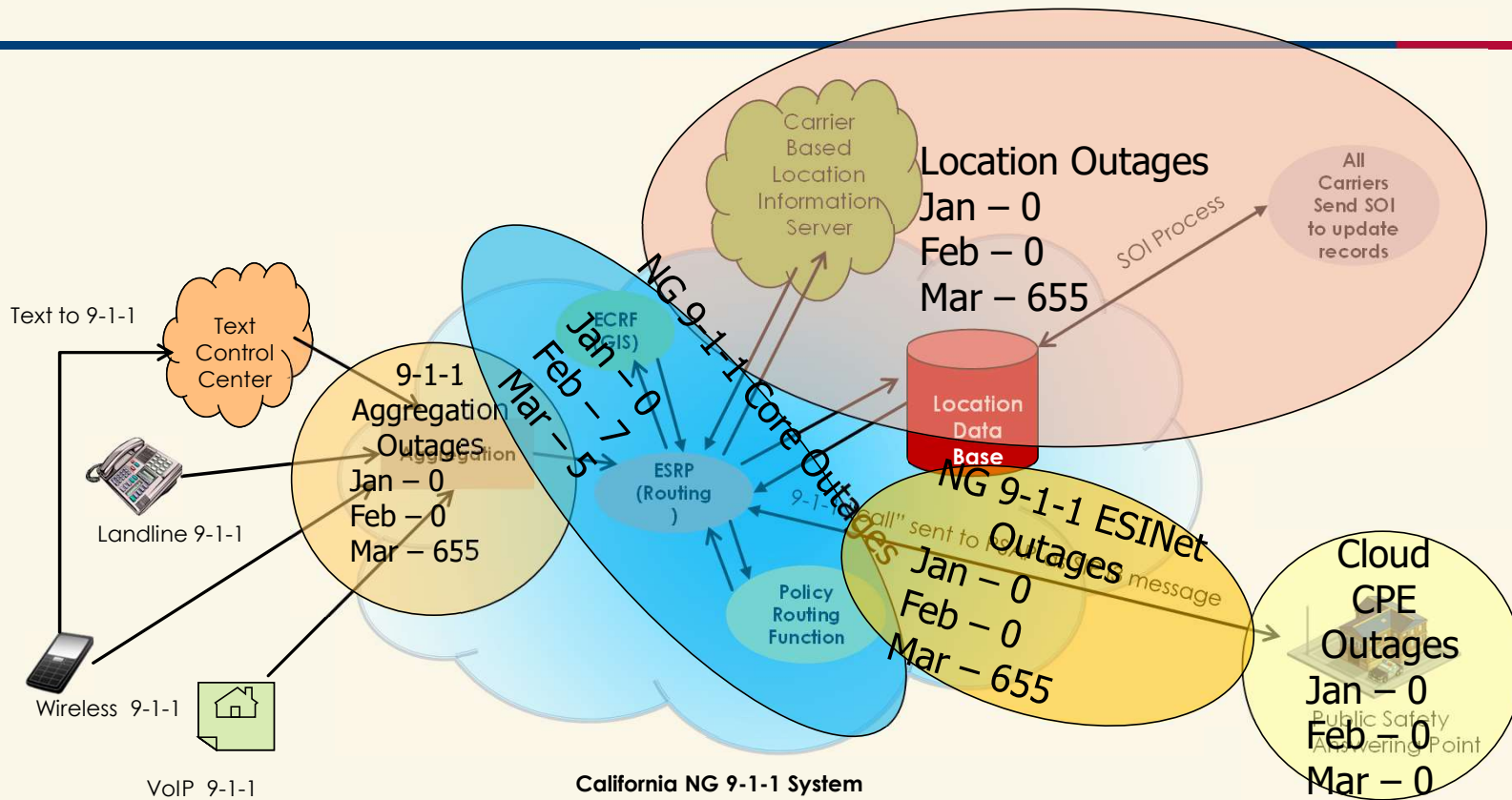


# Item 5-1: Outage Overview





# Item 5-1: NG 9-1-1 – Call routing







## 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

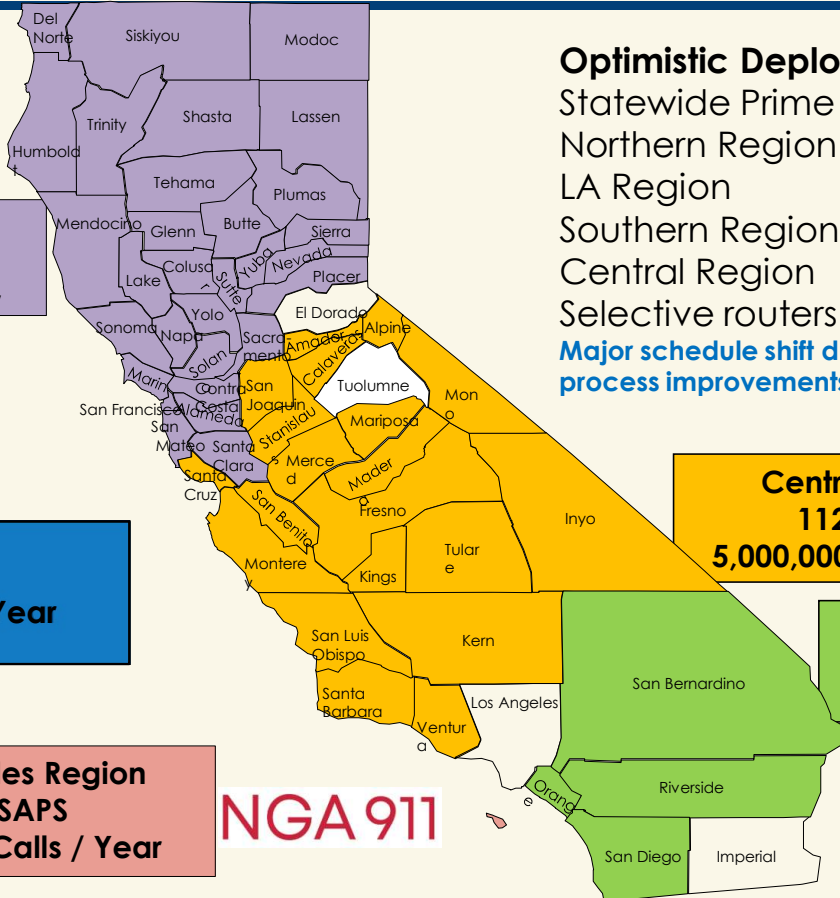


**Northern Region**  
169 PSAPS  
7,000,000 Calls / Year



**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 2023
  - Northern Region – Aug 2019 – Dec 2023
  - LA Region – Aug 2019 – Dec 2023
  - Southern Region – Aug 2019 – Dec 2023
  - Central Region – Aug 2019 – Dec 2023
  - Selective routers services replaced – 2023
- 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 5-3: NG 9-1-1 Deployment – Default Route PSAP

- Cal OES validating if NG 9-1-1 vendors are able to determine call type (wireless, wireline, VoIP)
- If call type can be validated will work with CHP for wireless default routing
- If call type undetermined at time of call, Cal OES needs to identify a PSAP statewide or PSAP per region for default 9-1-1 call routing



## Item 5-4: PSAP Tiger Team Project

- AT&T has agreed to provide 12 AT&T techs for 12 weeks to support PSAP readiness
- The Region and Prime vendors have until July 1 to complete their demarc testing at PSAP
- Tiger Team expected to start June 26<sup>th</sup>
- Cal OES will develop schedule for AT&T, Region, and Prime techs to meet at PSAP and complete PSAP readiness
- PSAPs will be notified by mid-June of schedule

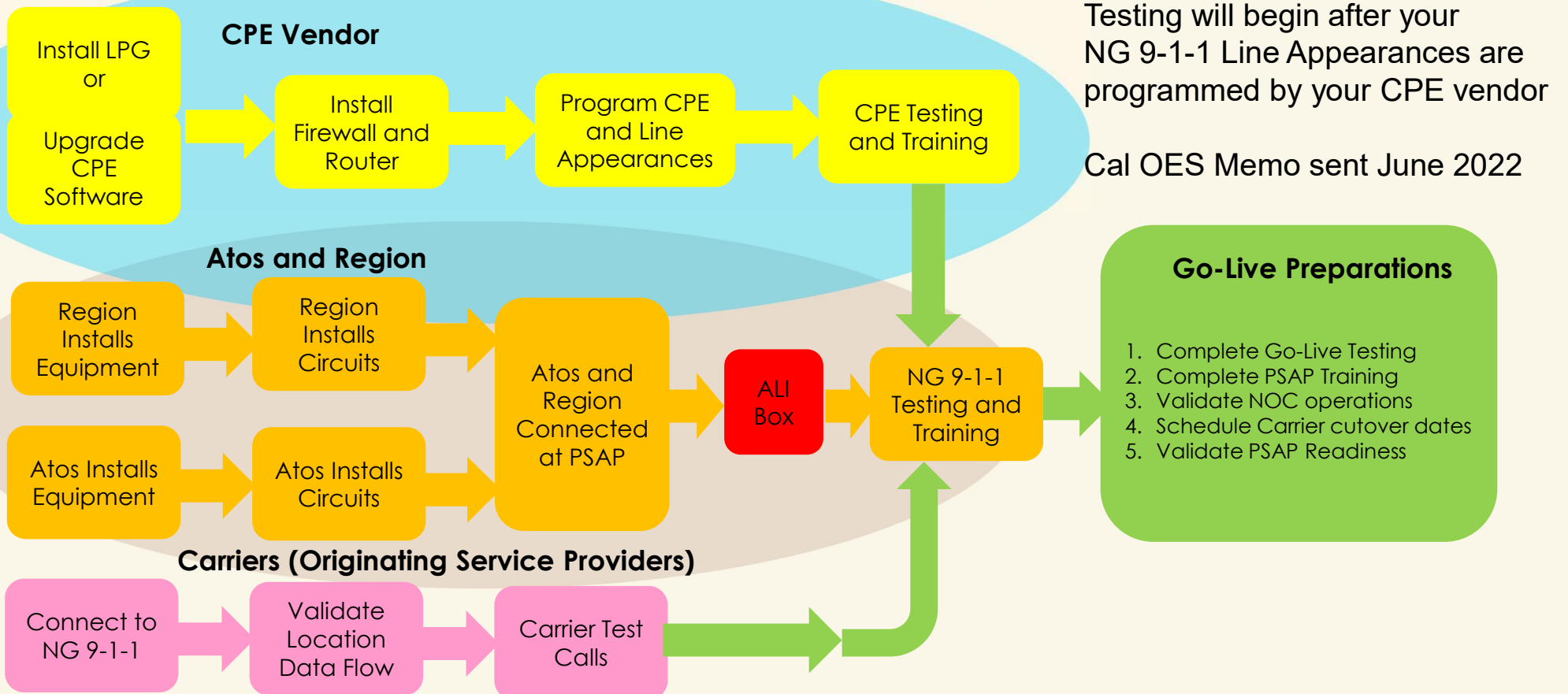


## Item 5-4: PSAP Tiger Team Project Continued

- 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
- Once PSAP readiness is complete, carrier migration can be scheduled with PSAP

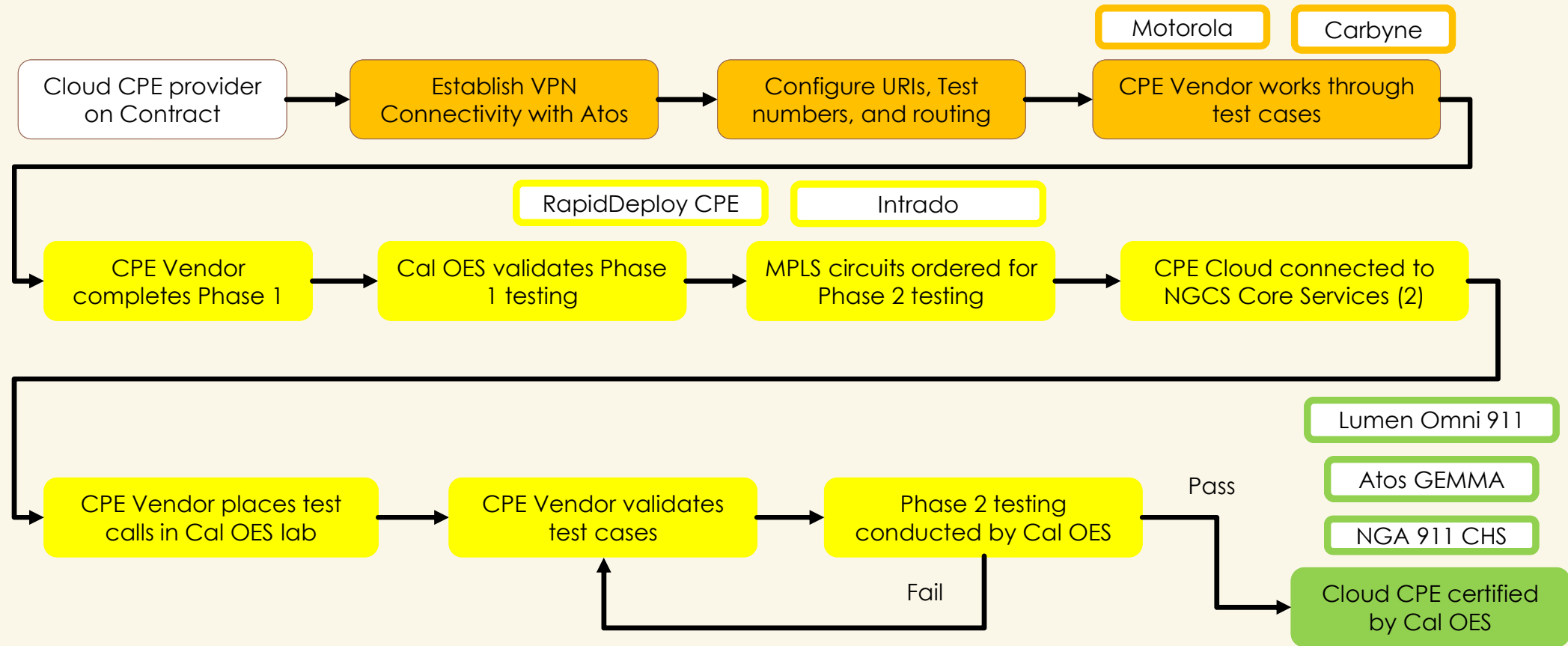


# Item 5-4: PSAP Testing Preparing for NG 9-1-1 Go-Live





# 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	84
Year 8	42
Year 9	25
Year 10	5
<b>Total</b>	<b>156</b>



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

Year	FORs Completed
2023	15
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

Tim Semenov		Pavel Kioroglo		Theresa Fryer		Anita Lopez		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								

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## Item 5-6: PSC Tech Support in the PSAP

- Public Safety Communications (PCS) techs are trained and familiar with most PSAPs around the state
- 9-1-1 Branch is engaged with CDT to develop and amend Cloud CPE contracts to support using PSC techs in lieu of vendor techs for Cloud CPE install and “smart hands” support at the PSAP
- Cloud CPE vendor is still responsible for interface with NG 9-1-1 network and PSAP equipment
- PSC techs will be the option of the PSAP ordering Cloud CPE
- PSC has over 150 technicians deployed statewide and are able to support all contract response times



# Item 5-7: Procurement Updates

Note: Dates in Cal eProcure take precedence

- CA Efficiency and Staffing Analysis RFO #A221008791 has been published
- Submissions due May 23, 2023 by 11:00 AM PST

## 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 †

	2020-21*	2021-22*	2022-23*
<b>0022 State Emergency Telephone Number Account <sup>5</sup></b>			
BEGINNING BALANCE	\$23,568	\$38,042	\$39,368
Adjusted Beginning Balance	\$23,568	\$38,042	\$39,368
REVENUES, TRANSFERS, AND OTHER ADJUSTMENTS			
Revenues:			
4140500 Emergency Telephone User's Surcharge	184,514	184,424	184,514
4171100 Cost Recoveries - Other	2	2	2
4173500 Settlements and Judgments - Other	3	-	-
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	\$184,519	\$184,426	\$174,516
Total Resources	\$208,087	\$222,468	\$213,884
EXPENDITURE AND EXPENDITURE ADJUSTMENTS			
0690 Office of Emergency Services (State Operations)	21,020	21,933	21,947
0690 Office of Emergency Services (Local Assistance)	142,391	154,991	147,220
3540 Department of Forestry and Fire Protection (State Operations)	3,815	3,815	21,689
7600 California Department of Tax and Fee Administration (State Operations)	1,230	1,778	1,783
9892 Supplemental Pension Payments (State Operations)	102	102	102
9900 Statewide General Administrative Expenditures (Pro Rata) (State Operations)	1,487	481	1,570
Total Expenditures and Expenditure Adjustments	\$170,045	\$183,100	\$194,311
FUND BALANCE	\$38,042	\$39,368	\$19,573
Reserve for economic uncertainties	38,042	39,368	19,573



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

- Report on Alert and Warning testing results

## Rave Alert Throughput

Date	Minute	SMS Text	Voice Calls	Email	Grand Total
2/24/22	16:01	289,103	5,426	5,952	300,481
2/24/22	16:00	272,871	3,806	5,971	282,648





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

NG 9-1-1 Dashboard Report	Jan - Mar 2023	System Total
Entities Live with NG 9-1-1 AWS	9	47
Entities in Active Deployment	14	68
Entities Opted-In to pre-deployment	5	10
Campaigns Sent	1,463	2,962
SMS	5,273,263	6,883,424
Email	4,050,395	6,321,385
Voice	432,460	847,151
<b>Total Messages Sent</b>	<b>9,756,118</b>	<b>14,051,960</b>



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

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

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



## 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>
- Kickoff meeting was conducted on January 11, 2023
- Detailed site surveys at all 12 locations included:
  - Introduction of selected vendor
  - Facility walkthrough
  - Initial discussions to identify workflow needs
  - Detailed workflow analysis for group 1 988 Lifeline Crisis Centers



## Item 7: Statewide 9-8-8 CHS and CRM Status (Continued)

- Testing and Validation
  - 9-8-8 equipment has been installed in Cal OES lab
  - Initial Group 1 workflow testing and validation is being scheduled
  - Engineering and connectivity to Vibrant is being established
  - Determining minimally viable solution to support Group 1
- Next Steps
  - Group 1 9-8-8 CHS Installs and activation (6 centers) 2<sup>nd</sup> and 3<sup>rd</sup> Q 2023
  - Group 2 9-8-8 CHS Installs (7 centers) 3<sup>rd</sup> and 4<sup>th</sup> Q 2023
  - Group 2 9-8-8 CHS installs 1<sup>st</sup> and 2<sup>nd</sup> Q 2024



## Item 7: Statewide 9-8-8 CHS and CRM Status (Continued)

- Begin discussion on defining the 9-1-1 to 9-8-8 Interface
  - Policy and workflow needs to be established
  - What is reasonable answer time for transfers from 9-1-1 to 9-8-8?
  - Working with Cal OES vendor to determine if IP lookup will be integrated into the platform
  - Further discussion and action items for 988 Technical Advisory Board working group



# 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.



## Item 10: Agenda Items for Future Meetings

Board requests for matters to be placed on a future agenda

2023 Meeting Dates:

8/16/2023 10 AM – 12 PM

11/15/2023 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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