



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

State 9-1-1 Advisory Board
November 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)
- Jennifer Gonzales, 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

August 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.



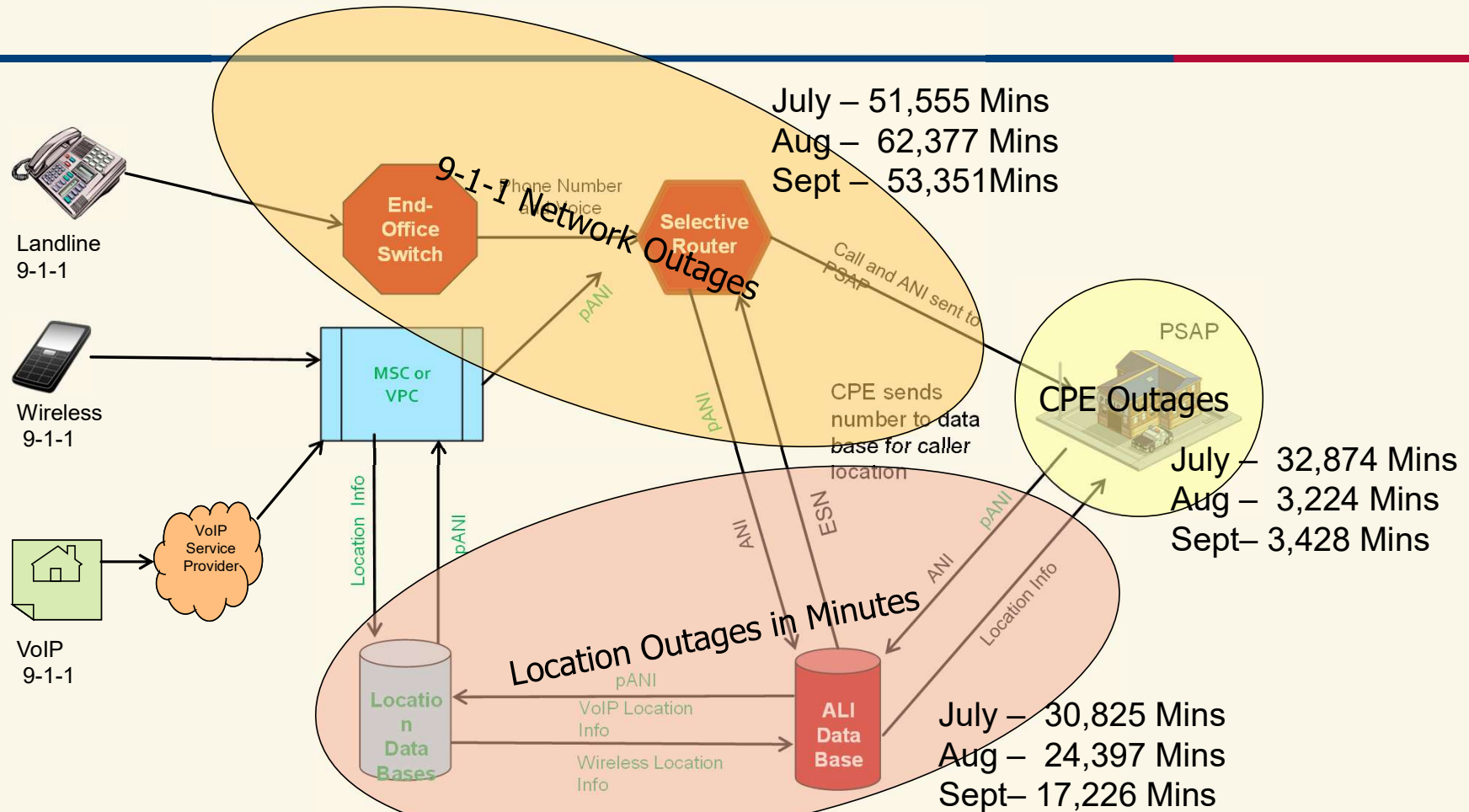
Item 5: Cal OES 9-1-1 Emergency Communications Branch Report

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

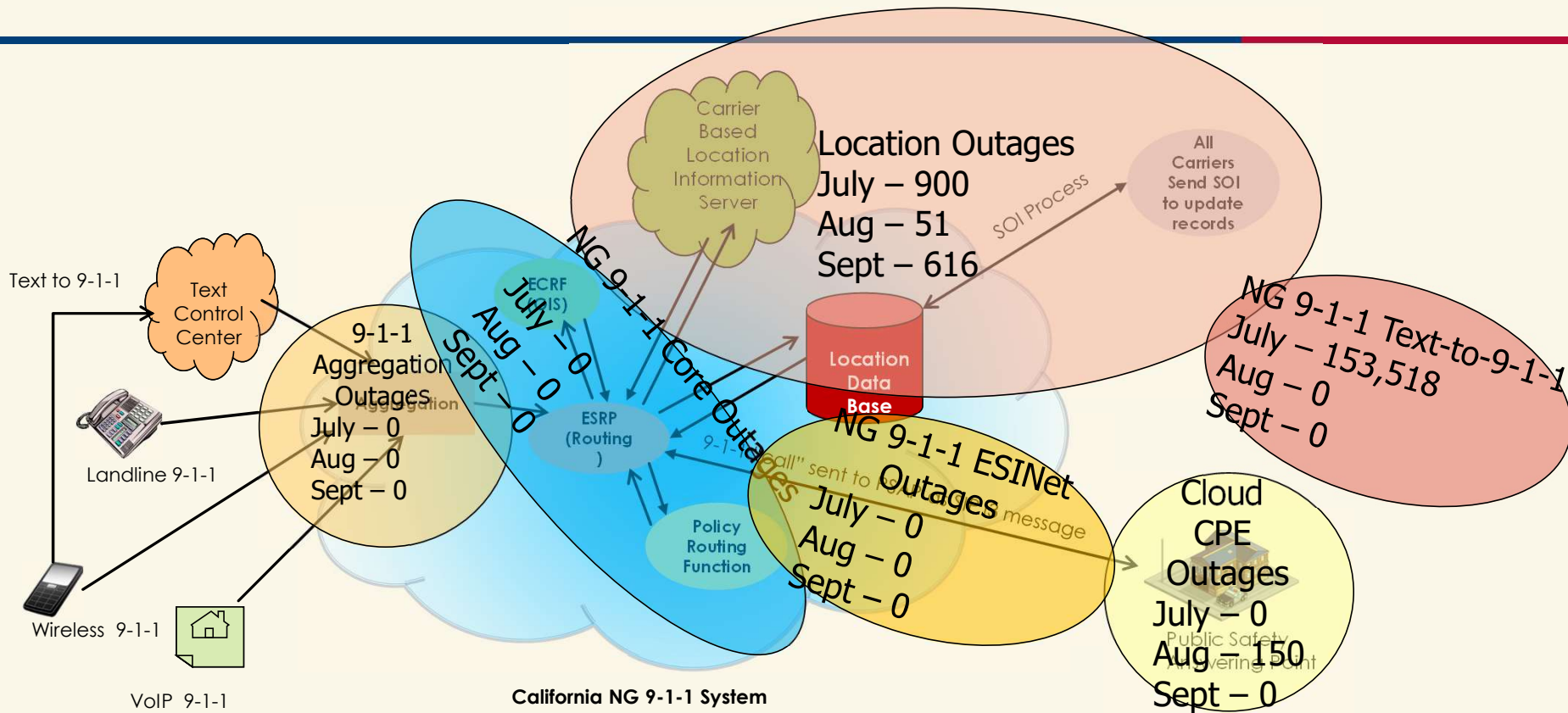


Item 5-1: Legacy Service Disruption





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
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: PSAP Tiger Team Project

- AT&T, Prime, and Region vendors conducted Operational Readiness Testing (ORT) at about 320 AT&T PSAPs
- 248 PSAPs passed ORT and are ready for next steps in deployment
- Remaining AT&T PSAPs are being addressed by appropriate vendors to ensure they are ready in 2024
- All non-AT&T PSAPs are being scheduled, expected to be completed February 2024



Item 5-4: Next Gen 9-1-1 Deployment

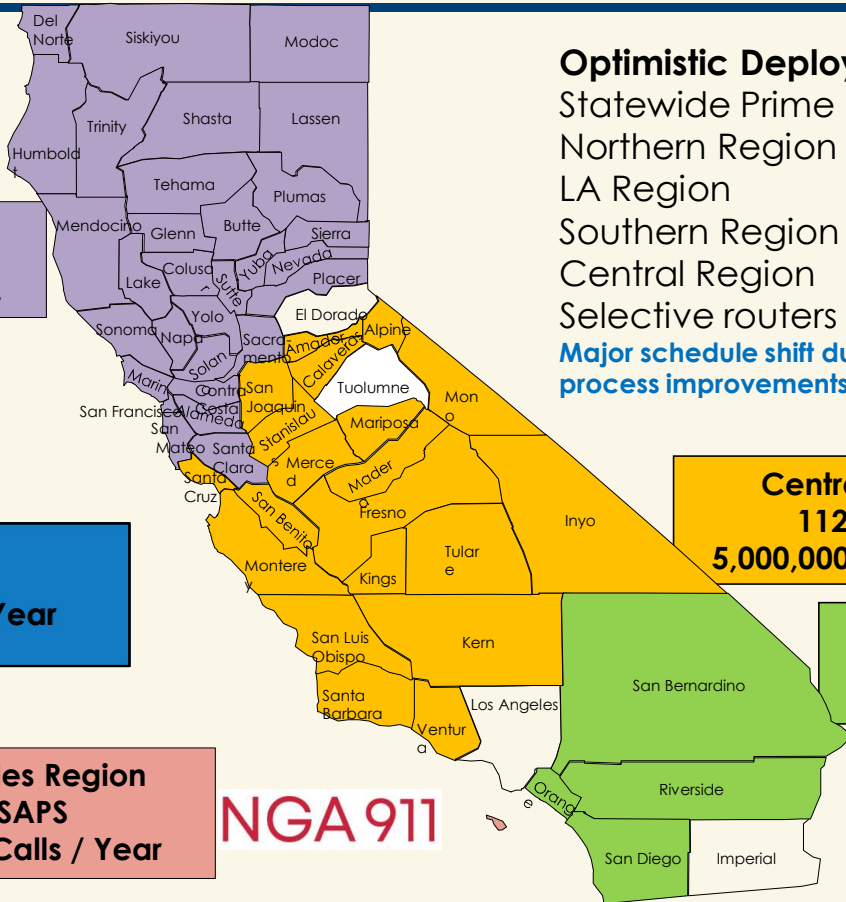


Northern Region
169 PSAPS
7,000,000 Calls / Year



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: 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 occurred in Tiger Team, 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 5-4: Next Steps NG 9-1-1 Deployment

- 9-1-1 Branch team building a pre-migration testing and a migration schedule
- Pre-migration will start February 2024 and go through November 2024
- Within 4 weeks of successful pre-migration testing carrier migration will be scheduled
- 9-1-1 Branch will manage scheduling and notifications like the Tiger Team

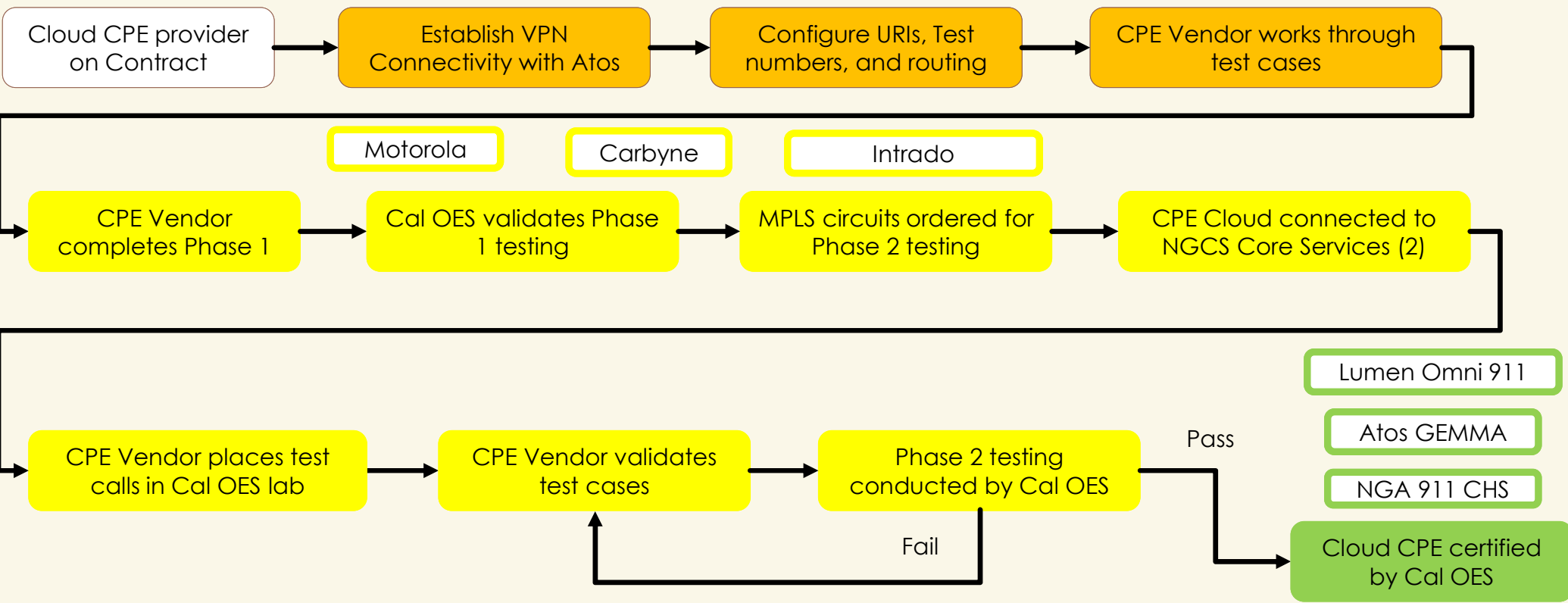


Item 5-4: Next Steps Communication Plan

- 9-1-1 Branch developing an information sheet to be shared with all PSAPs to describe pre-migration and migration plan
 - Will include pre-migration testing expectations
 - Will have identified escalation Points of Contact if PSAP has questions or concerns
- 9-1-1 Branch developing short recorded FAQ videos to post on YouTube and links available on website
- Facilitating virtual town hall meetings starting in January



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	65
Year 8	77
Year 9	42
Year 10	19
Year 11	3
Total	206



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		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 Francisco	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 5-6: Statewide Staffing Study

- Data collection is almost completed
 - 571 line level surveys completed
 - 25 PSAP Manager surveys completed with approximately 50 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
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 5-8: 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	July-Sept 2023	System Total
Entities Live with NG 9-1-1 AWS	13	59
Entities in Active Deployment	24	85
Entities Opted-In to pre-deployment	2	16
Campaigns Sent	1,391	6,075
SMS	2,509,769	13,250,658
Email	2,766,025	13,437,073
Voice	1,252,639	2,548,974
Total Messages Sent	6,528,433	29,236,605



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: 9-1-1 and Text-to-9-1-1 Location Accuracy

- 9-1-1 Branch deployed RapidDeploy to support location accuracy tool for all PSAPs
- The RapidDeploy solution is optional for PSAPs to use to support supplemental location in addition to legacy ANI/ALI
- RapidDeploy is the Over-the-Top (OTT) Text-to-9-1-1 application statewide
- Both integrated and OTT Text-to-9-1-1 solutions display location of the texting party



Item 8: Data Sharing Project Presentation

- Project has been awarded to Rave Mobile Safety and RapidDeploy
- Initial data integrations at Hawthorne PD, San Francisco DEM, and San Diego County Sheriff
- Project will enable:
 - Secure, validated, and permission-based CAD to CAD Interface
 - Secure communications between PSAPs
 - Map and Data integrations from any source based on permissions
 - Movement toward standard data storage and conveyance using Emergency Information Data Object (EIDO)



Item 8: Data Sharing - Incident Locations

My calls (0) All calls (0) + Create call

Search Location...

You do not have any active calls right now.

Signals (0)

There are currently no signals in the queue.

Layers Esri Basemap Weather Mutual Aid

Service types

- Incident Locations
- Units

My agencies

- Berkeley Fire Department
- Berkeley Police Department

Mutual aid agencies

No agencies configured.



Item 8: Data Sharing - Incident Details

My calls (0) **All calls (0)** [+ Create call](#)

You do not have any active calls right now.

Signals (0)

There are currently no signals in the queue.

Search Location...

Incident Details

ID: cwNcczj-BF1	Type: Vicious Animal
Address: 2411 Parker St, Berkeley, CA 94704	Lat/Lon: 37.863140, -122.259580
Status: Open	Service: Police
ECC Name:	Agency:

Layers **Esri** **Basemap** **Weather** **Mutual Aid**

Service types

- Incident Locations
- Units

My agencies

- Berkeley Fire Department
- Berkeley Police Department

Mutual aid agencies

No agencies configured.



Item 8: Data Sharing - Units

My calls (0) All calls (0) + Create call

Search Location...

You do not have any active calls right now.

Signals (0)

There are currently no signals in the queue.

Layers Esri Basemap Weather Mutual Aid

Service types

- Incident Locations
- Units

My agencies

- Berkeley Fire Department
- Berkeley Police Department

Mutual aid agencies

No agencies configured.



Item 8: Data Sharing - Unit Information

Unit Types with Status:



EMS



Law

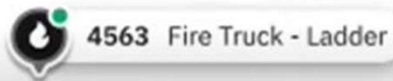


Fire



Other

1 Hover State:



2 Click State:

Unit

ID: Eng5	Type: FireEngine
Address: 2310 Fulton St, Berkeley, CA 94704	Lat/Lon: 37.866900, -122.266111
Status: A	Service: Fire
ECC Name: Berkeley Police/Fire	Agency: Berkeley Fire Department





Item 8: Data Sharing - Mutual Aid

My calls (0) All calls (0) + Create call

You do not have any active calls right now.

Search Location...

Layers Esri Basemap Weather **Mutual Aid**

Service types

- Incident Locations
- Units

My agencies

- Fremont Fire Department
- Fremont Police Department
- Union City Coast Guard Station
- Union City Emergency Medical Service
- Union City Fire Department
- Union City Police Department

Mutual aid agencies

- Hayward Fire Department
- Hayward Police Department
- Oakland Fire
- Oakland Police

Signals (0)

There are currently no signals in the queue.

00000 JT



Item 8: Data Sharing - Mutual Aid

My calls (0) All calls (0) + Create call

Search Location...

You do not have any active calls right now.

Signals (0)

There are currently no signals in the queue.

Layers Esri Basemap Weather Mutual Aid

Service types

- Incident Locations
- Units

My agencies

- Fremont Fire Department
- Fremont Police Department
- Union City Coast Guard Station
- Union City Emergency Medical Service
- Union City Fire Department
- Union City Police Department

Mutual aid agencies

- Hayward Fire Department
- Hayward Police Department
- Oakland Fire
- Oakland Police



Item 8: Data Sharing - Mutual Aid

My calls (0) **All calls (0)** [+ Create call](#)

You do not have any active calls right now.

Signals (0)

There are currently no signals in the queue.

Unit

Unit: FireEngine	
Address: 1016 Devon Dr, Hayward, CA 94542	Lat/Lon: 37.654289, -122.067590
Status: X	Service: Fire
ECC Name: Hayward Police Department	Agency: Hayward Fire Department

Layers **Esri** **Basemap** **Weather** **Mutual Aid**

Service types

- Incident Locations
- Units

My agencies

- Fremont Fire Department
- Fremont Police Department
- Union City Coast Guard Station
- Union City Emergency Medical Service
- Union City Fire Department
- Union City Police Department

Mutual aid agencies

- Hayward Fire Department
- Hayward Police Department
- Oakland Fire
- Oakland Police



Item 8: Data Sharing

- NG 9-1-1 Data Sharing Point of Contact

State PM Donald.Jones@caloes.ca.gov (916) 894-5241



Item 9: 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 10: Long Range Planning Committee Report

- The LRPC was canceled for this quarter.



Item 11: Long Range Planning Committee Assignments

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



Item 11: Agenda Items for Future Meetings

Board requests for matters to be placed on a future agenda

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