



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

State 9-1-1 Advisory Board
November 20, 2024



Item 1: Call to Order & Member Roll Call

Members of the Board

- Rodney Ellison, California Highway Patrol (CHP)
- Kurt Wallace, Association of Public-Safety Communication Officials (APCO)
- Mark Chase, California National Emergency Number Association (CALNENA)
- Ametrius Sydney, California National Emergency Number Association (CALNENA)
- Rebecca Ramirez, California Fire Chiefs Association (CFCA)
- Garrett Huff, California Fire Chiefs Association (CFCA)
- Jennifer Gonzales, California Police Chiefs Association (CPCA)
- Andrew White, California Police Chiefs Association (CPCA)
- Bob Jonsen, California State Sheriff's Association (CSSA)
- Yesenia Sanchez, California State Sheriff's Association (CSSA)

Establishment of quorum



Item 2: Approval of Previous Minutes

August 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: Community Isolation Disruption

Community Isolation: Any outage that limits the public's ability to make 9-1-1 calls or receive emergency notifications.

Community isolations will continue to occur regardless of network.

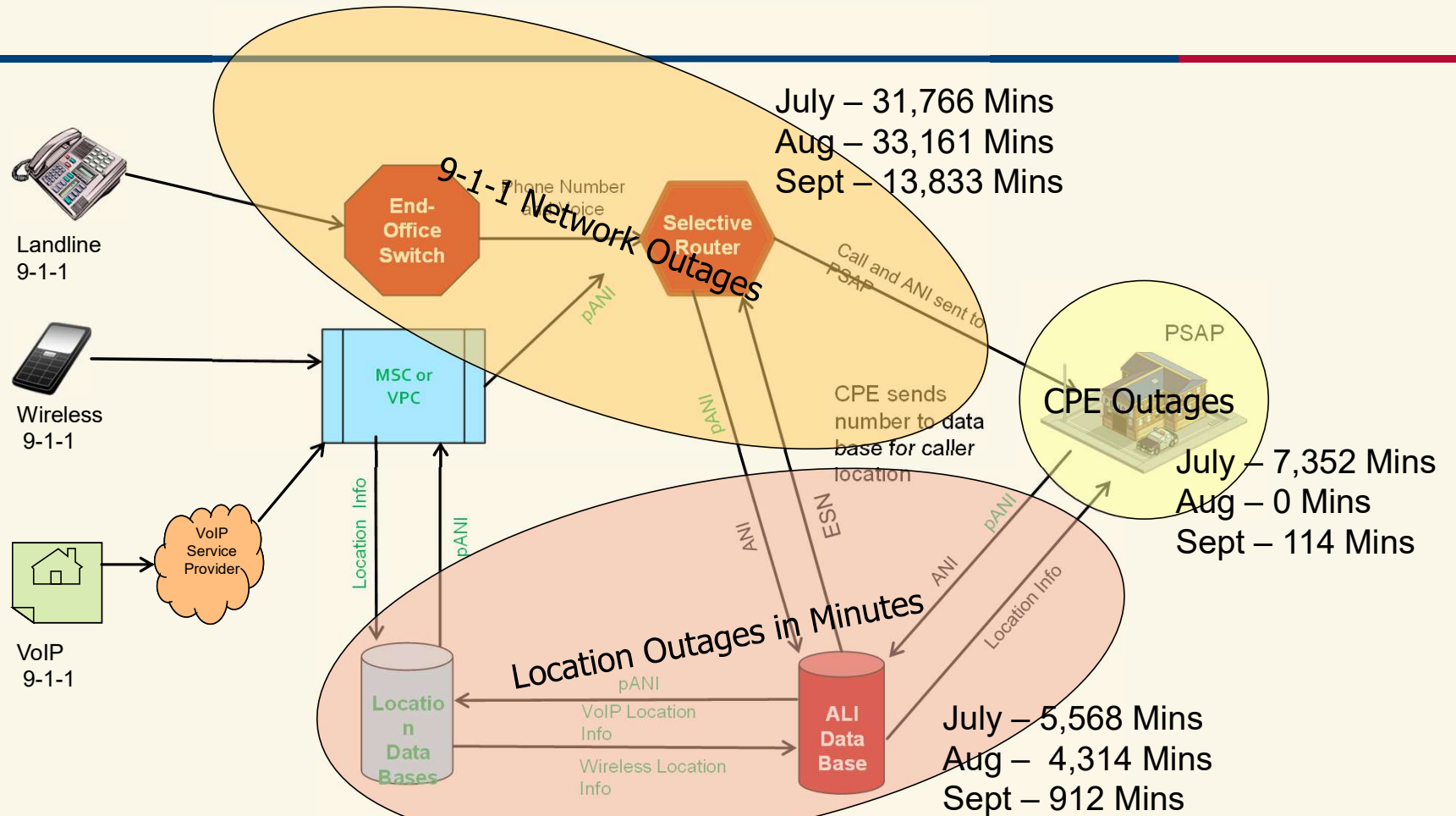
July – 105,502

Aug – 23,652

Sept – 33,488

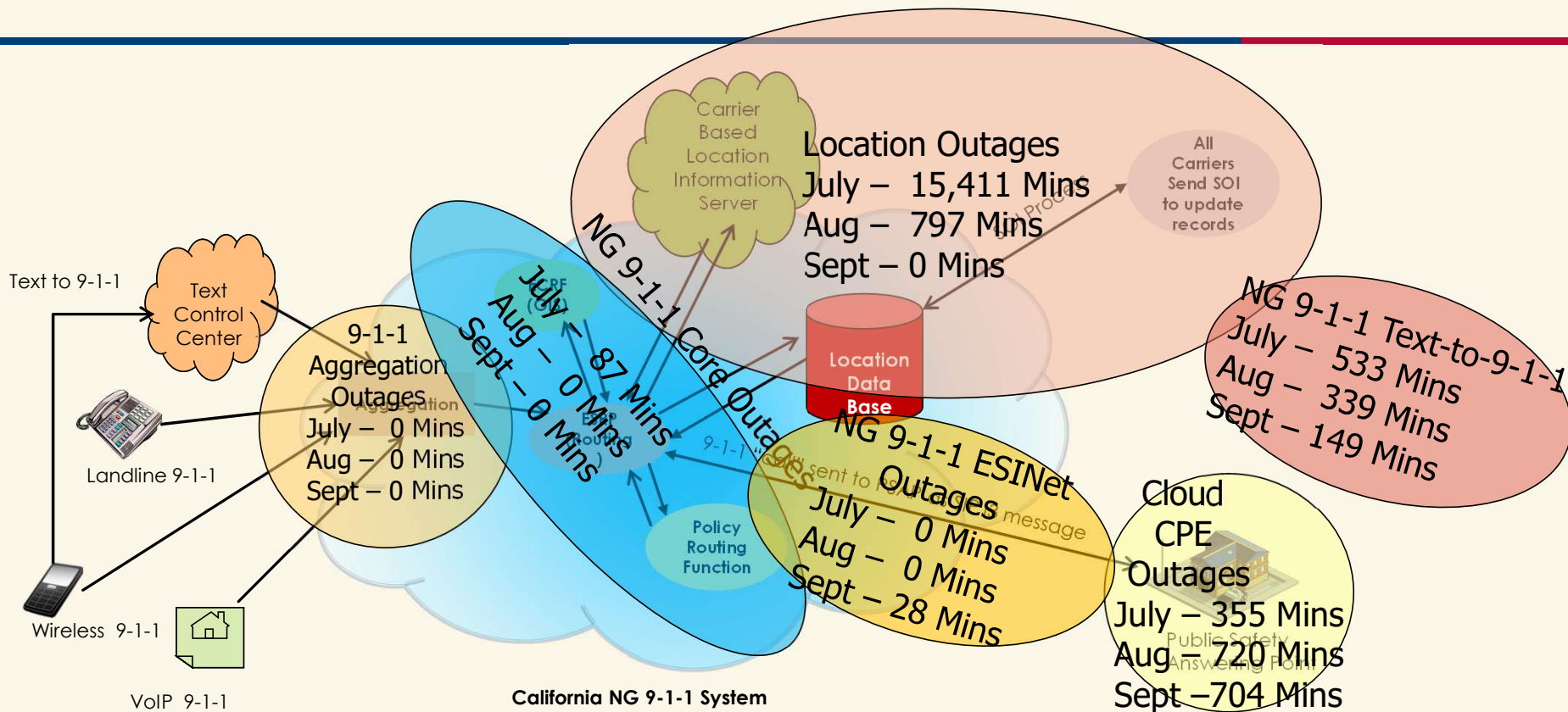


Item 5-1: Legacy Service Disruption





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 continues to assist with data gathering and NG 9-1-1 network validation
- Testing on hold pending Cal OES re-validation of network performance
- Live PSAPs on NG 9-1-1
 - 22 PSAPs taking i3 calls
 - 10 PSAPs able to take i3 transfer calls
 - Via 5 separate OSP Providers



Item 5-4: Cloud-Native CPE

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: 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 7 | 48 |
| Year 8 | 65 |
| Year 9 | 77 |
| Year 10 | 44 |
| Year 11 | 24 |
| Total | 258 |



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

| Year | FORs Completed |
|------|----------------|
| 2024 | 22 |
| 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 your 9-1-1 Advisor if you would like to schedule a FOR

2. Approximately 3 FORs per month per Advisor.



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

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



Item 5-5: 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 5-5: 2025 SETNA Fee Calculation

- SETNA Fee for 2025 set at \$.41
- Factors impacting rate change:
 - Adjustment of \$179,249,000 in fund balance required a BCP true-up the SETNA fund
 - Cal FIRE authority of \$11,188,000 to support BCP activities
 - Cal OES authority of \$27,715,000 to support BCP activities



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 been canceled and will be re-bid at a future date.



Item 6: FCC and Vibrant Updates

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

<https://www.fcc.gov/document/fcc>

- 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 October 2024 to provide feedback
- The LRPC provided additional feedback to 911 Authority.
- Final review and vote to accept and finalize staffing study as drafted.



Item 9: Virtual Consolidation Discussion

- The State 9-1-1 Advisory Board will briefly discuss virtual consolidation.
- Board member Mark Chase will present on local PSAP interoperability efforts.



City of
**Mountain
View**



Virtual Consolidation

**Los Altos, Mountain
View, and Palo Alto**

Los Altos



- Population – 29,990
- Los Altos Police – 1-2 dispatchers per shift
- 2023 Calls – 19,046
- Los Altos dispatches for Police only

Mountain View



- Population – 81,785
- Mountain View – 2-4 dispatchers per shift
- 2023 Calls – 73,695
- Mountain View dispatches for Police, Fire, and Mid-Peninsula Open Space Rangers

Palo Alto

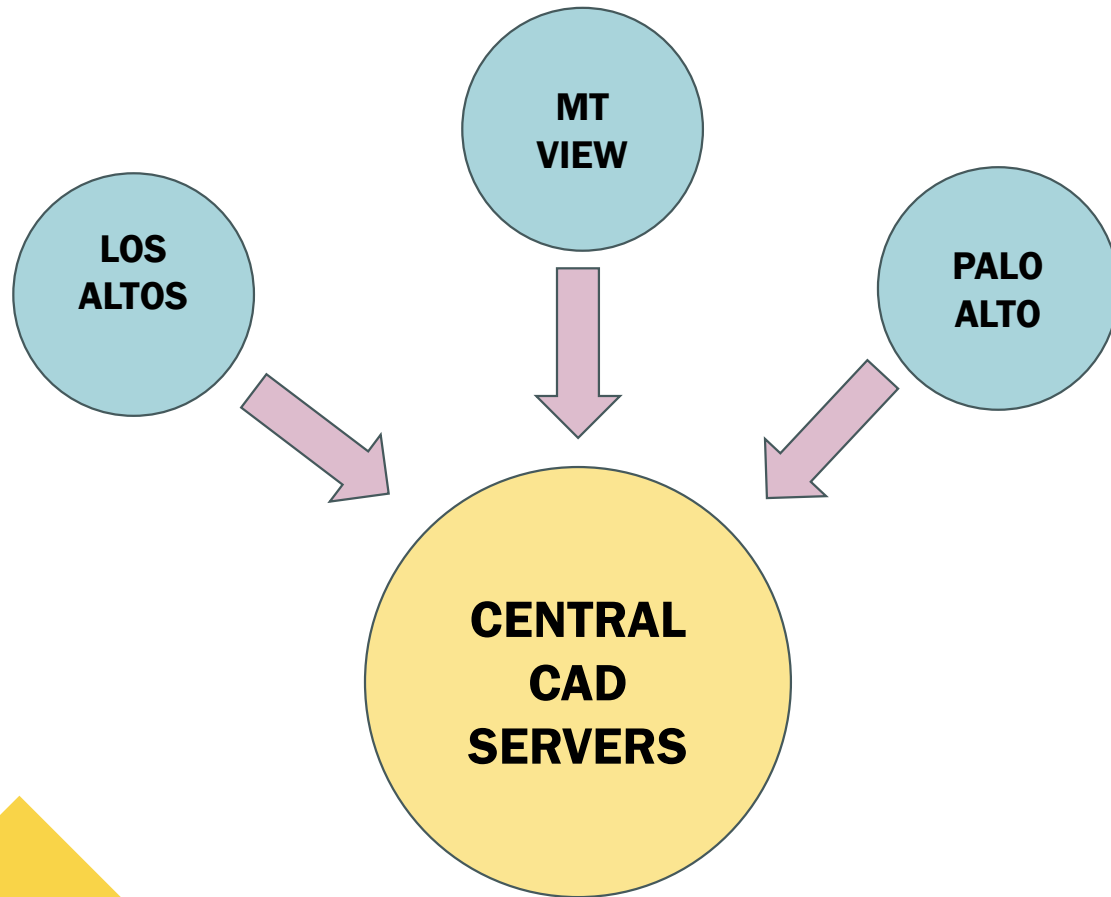


- Population – $65,882 + 17,255 = 83,137$
- Palo Alto Police & Fire Comm – 3-4 dispatchers per shift
- 2023 calls – 114,735
- Palo Alto dispatches for Police, Fire, EMS for Palo Alto and Stanford as well as city-owned Utilities for Palo Alto

First Phase of Project (2010)

- 1st Phase – Common CAD, followed by CPE and radio infrastructure)
- Goals – improve operational efficiencies, reduce response times
- Improved abilities to incorporate new interfaces (County EMS, Coplink, USDD, Tablet Command)
- Ability to integrate and share information
- Dispatch center flexibility (diverse systems, cross-trained staff, etc.)
- Shared resources (GIS, radio techs, etc.)





1 CAD System – 3 Geodiverse PSAPs

CAD Acquisition Cost Summary (2010)

- Existing Funding - \$3.3 million
- Original Proposal - \$3.3 million
- Revised Proposal - \$2.9 million
- Final Costs
 - \$2.3 million (CAD, Interfaces, Mobile)
 - \$616,000 (RMS/FBR)
 - Total cost - \$2.9 million (before tax)
 - \$267,000 CAD annual maintenance

System Total
Cost

\$3,000,132

| City | 50% fixed costs | 50% Population | Fire-specific Costs | Total |
|---------------|-----------------|----------------|---------------------|-------------|
| Los Altos | \$483,022 | \$231,706 | 0 | \$714,728 |
| Mountain View | \$483,022 | \$592,088 | \$51,000 | \$1,126,110 |
| Palo Alto | \$483,022 | \$625,272 | \$51,000 | \$1,159,294 |

CAD Cost allocation



Lessons Learned

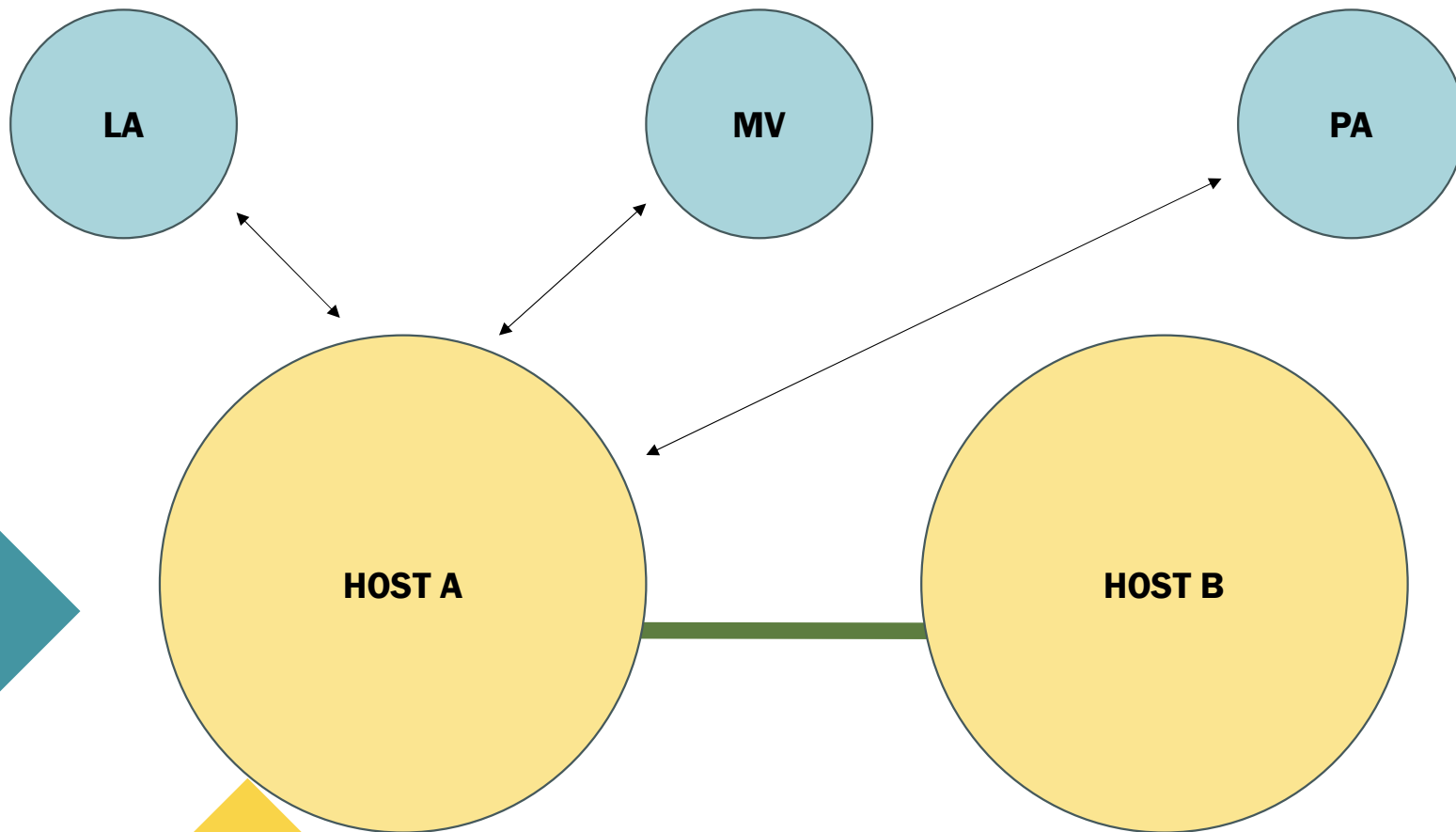
- Initially, significant amount of work examining work processes and operations, developing a common operating philosophy
- Increased situational awareness / visibility
- Improved information sharing via shared platform
- Fire department's virtual merger
- Cooperation takes work and commitment



Joint Motorola Vesta CPE (2016)

- 2nd Phase – Contracted with Carousel Industries for a geodiverse CPE system
- Goals – Geodiversity, Redundancy, Shared costs
- Shared operating platform and policy-based routing
- Shared IT resources





1 CPE System – 3 Geodiverse PSAPs
2 Geodiverse Hosts

CPE Cost allocation ^{MLA2} (by percentage of total call volume)

| City | Percentage | Total |
|------------------------------|------------|--------------|
| Los Altos | 21% | \$177,045.01 |
| Mountain View | 37% | \$282,209.39 |
| Palo Alto (inc. Stanford) | 42% | \$332,305.22 |

System Total Cost
\$791,552.62

Slide 37

MLA2 Is this for the phone?
Magoski, Lee Ann, 11/7/2024

Benefits of Joint CPE system

-
- Improved regional cooperation
 - Policy-based routing – if a 9-1-1 call rings for 45 seconds without being answered, it then begins to ring in the designated backup PSAP
 - Failover queues with loss of connectivity to a PSAP
 - Diversification of CAMA trunks ensures survivability
 - Joint operating platform
 - Cost savings and shared IT resources



Radio System Redundancy

-
- All cities are part of the Silicon Valley Regional Interoperability Authority (SVRIA)
 - Shared radio system and resources
 - Motorola P25 Phase II TDMA regional system
 - Analog legacy back up systems
 - Cost savings from shared radio technicians



Takeaways

- Working with neighboring agencies is very valuable for both internal and external customers
- Cost Savings are realized eventually, there are some upfront costs that an agency will need to budget for
- Los Altos, Mountain View, and Palo Alto continuing Tri-Cities partnership; recently selected new joint CAD systems and selected the same NG CPE vendor to implement jointly
- Shared IT, GIS, and radio resources are valuable for small to medium-sized agencies
- Communication is very important amongst staffs
- Important to pass along the value of the partnership to future employees

Questions?

Thank you

Mark Chase, ENP

Business Analyst / CALNENA Board

City of Palo Alto, CA

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Item 10: Agenda Items for Future Meetings

Board requests for matters to be placed on a future agenda

2025 Meeting Dates:

February 19, 2025 10 AM – 12 PM

May 14, 2025 10 AM – 12 PM

August 20, 2025 10 AM – 12 PM

November 19, 2025 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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