



Cal OES

GOVERNOR'S OFFICE
OF EMERGENCY SERVICES

State 9-1-1 Advisory Board
August 18, 2021





Item 1: Call to Order & Member Roll Call

Members of the Board

- Chair – Patrick J. Mallon, Governor’s Office of Emergency Services (Cal OES)
- Chief Chris Childs, California Highway Patrol (CHP)
- Brenda Bruner, Association of Public-Safety Communication Officials (APCO)
- Lee Ann Magoski, California National Emergency Number Association (CALNENA)
- Rosa Ramos, California National Emergency Number Association (CALNENA)
- Sheriff Ingrid E. Braun, California State Sheriffs’ Association (CSSA)
- Sheriff William “Bill” Ayub, California State Sheriffs’ Association (CSSA)
- Juan Carlos Castillo, California Fire Chiefs Association (CFCA)
- Chief Rebecca Ramirez, California Fire Chiefs Association (CFCA)
- Chief Elise Warren, California Police Chiefs Association (CPCA)
- Chief Andrew White, California Police Chiefs Association (CPCA)

Establishment of quorum



Item 2: Approval of Previous Minutes

Meeting Minutes

May 2021 meeting minutes:

- Meeting held via video conference



Item 3: Closed Session

Closed Session

The State 9-1-1 Advisory Board will meet in closed session via a secure video conference pursuant to Pursuant to G.C. Section 11126(e)



Item 4: Legislative Update

Mr. Reggie Salvador, Chief, 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

Mr. Budge Currier will present updates regarding active projects within Cal OES' 9-1-1 Emergency Communications Branch:

1. 2020 Call Statistics
2. Statewide Customer Premise Equipment (CPE) Installation and upgrades
3. Text to 9-1-1 Update
4. Next Gen 9-1-1 Update
5. Location Accuracy Project
6. Status of SETNA



Item 5-1: 2020 Call Statistics

Total 9-1-1 Calls	2020
Total	25,927,317
Wireless	21,830,501 (84%)
Wireline	2,236,812 (9%)
Voice over IP	1,242,522 (5%)
Other including Telematics	533,027 (2%)
Text to 9-1-1	84,455 (<1%)



Item 5-2: Statewide CPE Installation

Calendar Year	System Acceptance Signed
2021	11
2020	51
2019	69
2018	54
2017	57
2016	92
Older than 2016 (includes PSAPs with self-funded CPE)	106

PSAPs with CPE System Acceptance dates of 2016 or prior are utilizing the year 6/7 maintenance options or are working with the CA 9-1-1 Branch on CPE replacement.



Item 5-2: Statewide Cloud-Native CPE

- All new CPE sales have been suspended until CPE passes contract compliance, current barriers with equipment installed at the PSAP today include, but may not be limited to:
 - Internet Protocol, Version 6 (IPV6) and Transport Layer Security (TLS) needed for the Private Key Infrastructure
 - Unique IP address needed to dereference a NENA i3 call for a carrier-maintained Location Information Service
 - Element state and queue state in native NENA i3, which are needed to support dynamic policy routing
 - Inability to support Real Time Text (RTT)
 - Inability to support conferencing, using REFER
- The NG 9-1-1 service providers (Atos, Lumen, NGA 9-1-1 and Synergem) have put in “work arounds” to ensure that the CA NG 9-1-1 system can interface with CPE
- Your CPE vendor is required to support the existing ANI/ALI spill to CAD and CDR
- On a case-by-case basis, CA 9-1-1 Branch will evaluate CPE performance at your PSAP to ensure current equipment does not jeopardize ability to support PSAP operations



Item 5-2: Statewide Cloud-Native CPE

- **Full NG 9-1-1 implementation will require PSAPs to move to Cloud Native CPE using the vendors on the new CPE contract**
- The highlighted vendors are currently coordinating testing in the NG 9-1-1 Lab:
 - AT&T reselling Rapid Deploy Cloud, Motorola Cloud, Viper Cloud, and Viper Data Center
 - **Atos – GEMMA Cloud CPE**
 - **Carbyne Cloud**
 - Carousel reselling Motorola Cloud
 - **Lumen** reselling Motorola Cloud, Viper Data Center, and **Omni911 Cloud**
 - Comtech - Solacom Data Center
 - Frontier reselling Motorola Cloud
 - Intrado - Viper Data Center, and Viper Cloud
 - Motorola Cloud
 - **NGA911 ACE CHS**
 - RapidDeploy Cloud
 - Zetron Data Center



Item 5-3: Text to 9-1-1 Deployment

Text to 9-1-1 Status	Quantity
PSAPs deployed with Web Based OTT	302
PSAPs pending deployment of Web Based OTT	0
PSAPs deployed with Integrated Text	134
PSAPs pending deployment of Integrated Text	1
Total PSAPs deployed (99% completed)	436
Total PSAPs	437

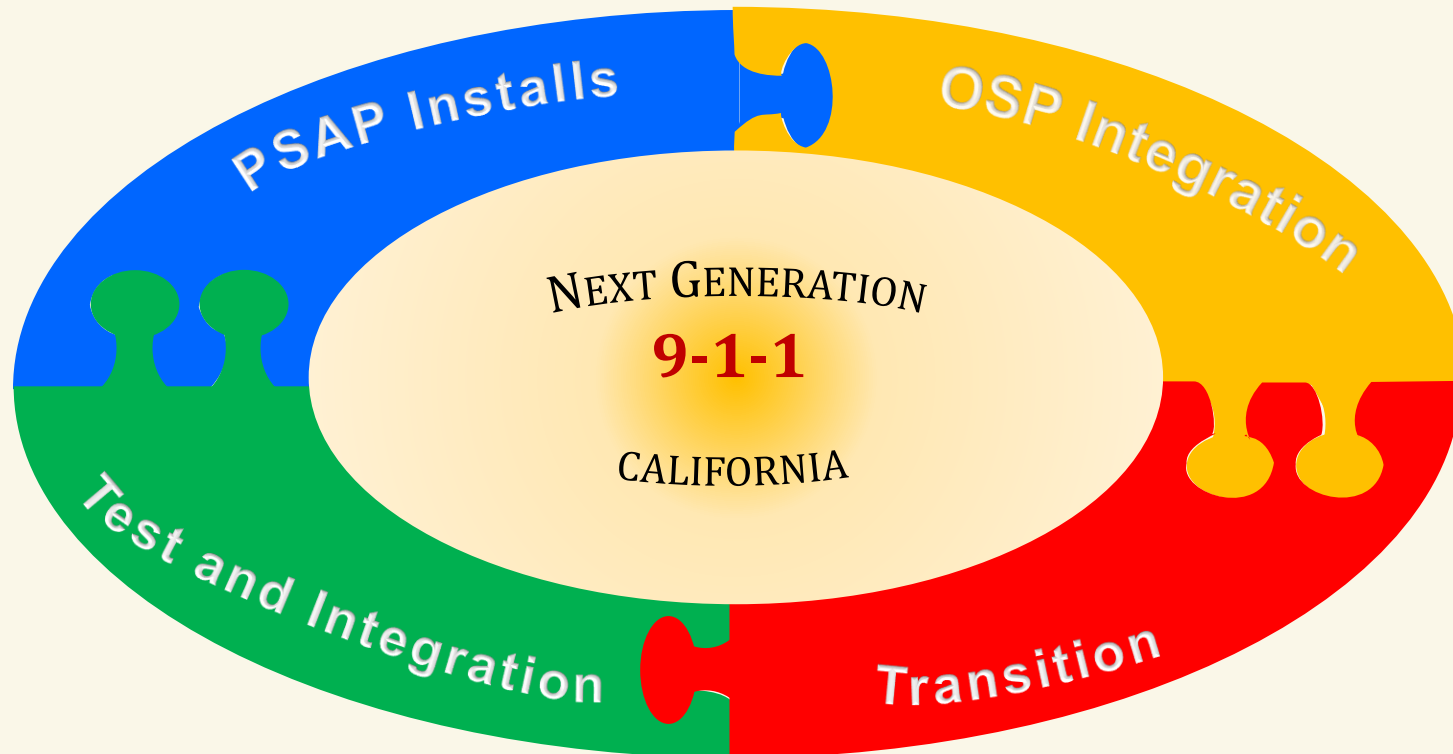


California Assembly Bill 1168
Mandated Text to 9-1-1 by
January 1, 2021

Contact Chereise Bartlett @ 916-894-5030 or chereise.bartlett@caloes.ca.gov



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





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 2022

Northern Region – Aug 2019 – Dec 2022

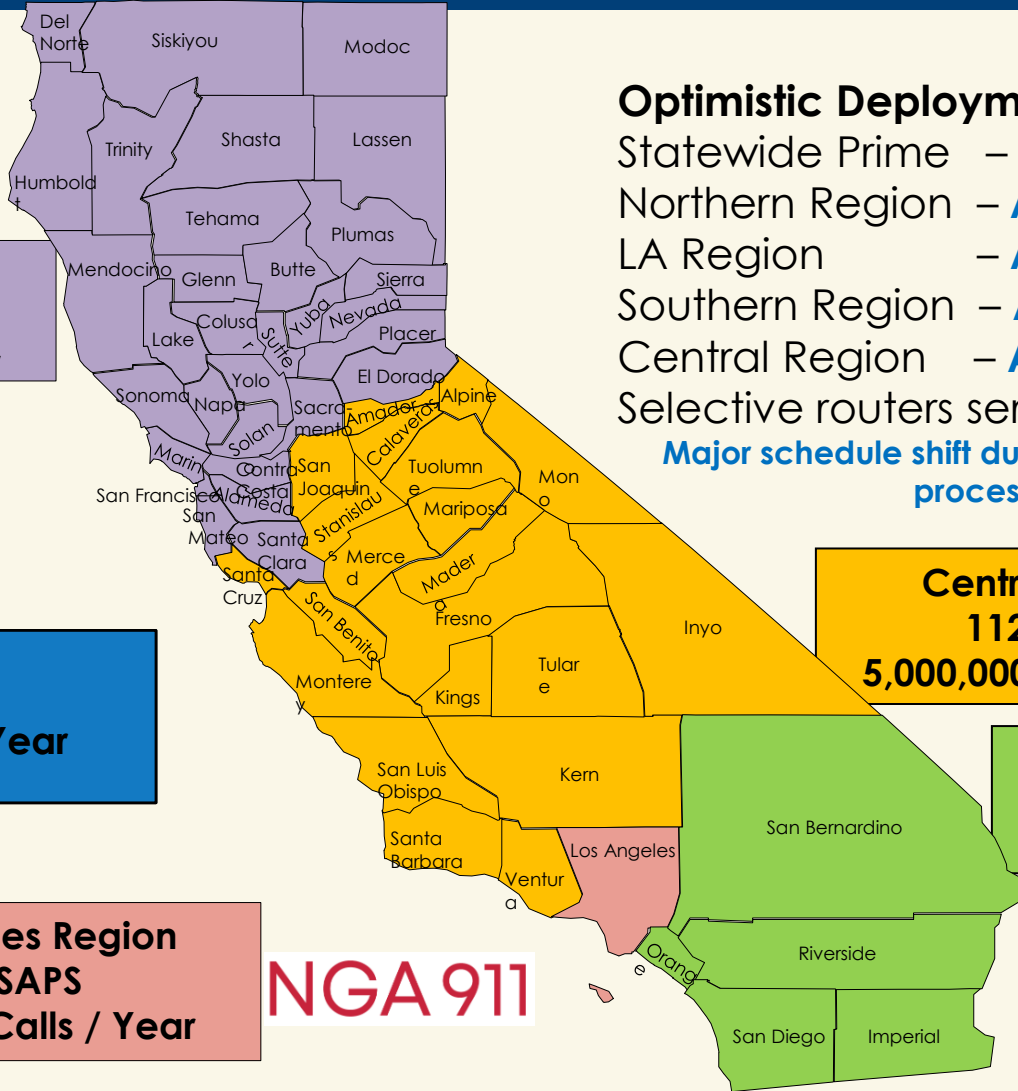
LA Region – Aug 2019 – Dec 2022

Southern Region – Aug 2019 – Dec 2022

Central Region – Aug 2019 – Dec 2022

Selective routers services replaced – 2022

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

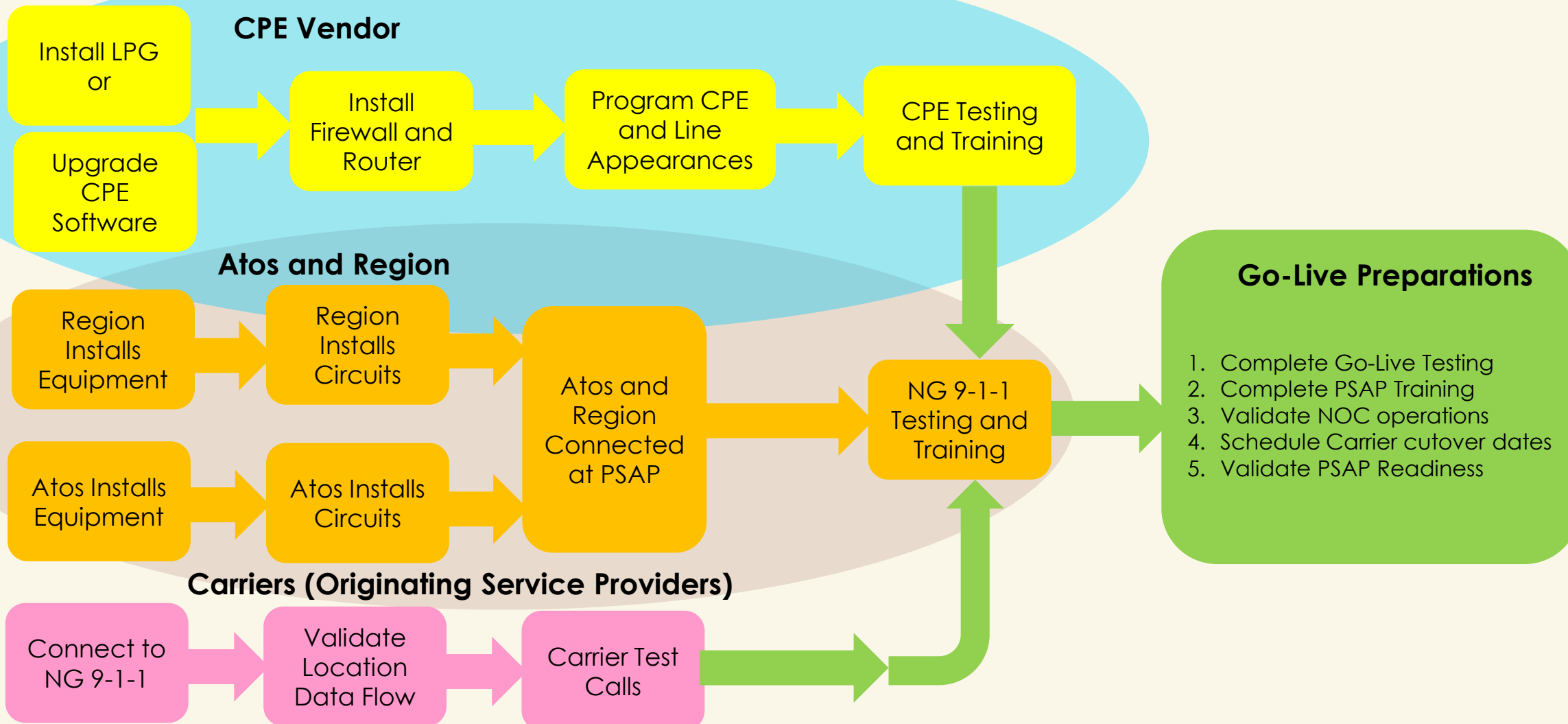


NGA 911



Item 5-4: PSAP Installs

Preparing for NG 9-1-1 Go-Live





Item 5-4: Go-Live Validation

1. Period of 2 weeks with no network or system changes
2. Validation by dispatchers in each of the PSAPS in the transfer cluster that CPE can answer, transfer, and display NG 9-1-1 calls properly
3. PSAP training completed and verified
4. Validation of the PSAP “Alternate Route” process
5. Validation of the trouble ticket and Network Operation Center activities
6. Validation of ability to deliver test calls from carrier



Item 5-4: What has been validated?

- PSAP Boundaries are completed
- NENA i3 compliant NG 9-1-1 Core Systems operational for Atos, NGA 9-1-1, Lumen and Synergem
- Failover testing completed between NG 9-1-1 Core Systems
- Carrier testing completed with T-Mobile and Verizon wireless
- Successfully delivered 9-1-1 calls from handsets to PSAP using geospatial routing in a compliant NENA i3 architecture
- Deployed equipment to over 80% of PSAPs in California
- System monitoring and trouble ticketing testing



Item 5-4: What are the barriers to Go-Live?

- There has been a delay in the Go-Live Schedule due to:
 1. CPE is unable to support all NENA i3 functions
 2. NGCS providers have had to develop code changes for CPE
 3. NGCS providers have been completing “Day 2 Support” activities
 4. Impacts on supply chain and resources due to COVID-19
 5. Delivery of location information needed to support operations
 6. An NG 9-1-1 project of this scope and scale has never been attempted
- The CA 9-1-1 Branch anticipated 18-24 months to test the solution



Item 5-4: Overcoming the Barriers

1. CA 9-1-1 Branch is validating delivery of location information from CPE to CAD during the week of 8/16/21 in the CA 9-1-1 lab and at PSAPs
2. CA 9-1-1 Branch is working with NG 9-1-1 service providers to develop a solution to remove CPE challenges from the critical path and reduce project delays
 - Ensure all NG 9-1-1 providers are sending location based on the NENA i3 standard
 - Testing conversion process that will translate NENA i3 location data into the legacy 9-1-1 location format that existing CPE is able to process with no downstream impacts by end of August 2021
 - Using SLAs and other contractual means to hold CPE vendors and NG 9-1-1 providers accountable
3. CA 9-1-1 Branch is testing with cloud native CPE vendors to validate viable replacement equipment for the CPE that is deployed in California
4. Ensuring the solution is valid and reliable but not seeking perfection
5. We will use a soft launch approach and will not use any public messaging until after transition



Item 5-4: We need PSAP help to Support the Testing Process

- Final testing requires dispatchers to answer calls to validate the programming is correct and that the training is adequate
- We are asking for PSAPs to support test windows for the testing that must be completed at the PSAP
 - Test Windows will be Tuesday – Thursday from 10:00 am – 1:00 pm
 - No more than 10 test calls will be completed in any single hour unless approved by PSAP
 - During planned events and increased busy times, test windows can be cancelled by PSAP
 - Each PSAP will have unique testing number for Atos and their region to support additional PSAP testing



Item 5-4: What does NG 9-1-1 Testing look like for my PSAP?

There will be 4 types of Testing:

- CA 9-1-1 Branch NG 9-1-1 lab testing
- CPE Testing to validate CPE upgrades or LPG
- NG 9-1-1 Testing to validate NG 9-1-1 connectivity to your PSAP
- CPE and NG 9-1-1 Testing– Your CPE technician will answer the first test calls to ensure functionality
- “Go Live” Testing to validate NG 9-1-1 Go-Live readiness
- Carrier Testing to validate each carrier can deliver 9-1-1 calls through NGCS
- “Go Live” and Carrier Testing – After line appearances are programmed on your CPE and training is completed by the CPE vendor, anticipate that your PSAP will be receiving NG 9-1-1 test calls



Item 5-4: PSAP Install Status

- NG911 Deployment PSAP Dashboard Technical Information

<https://www.caloes.ca.gov/PublicSafetyCommunicationsSite/Documents/DashboardInfo.pdf>

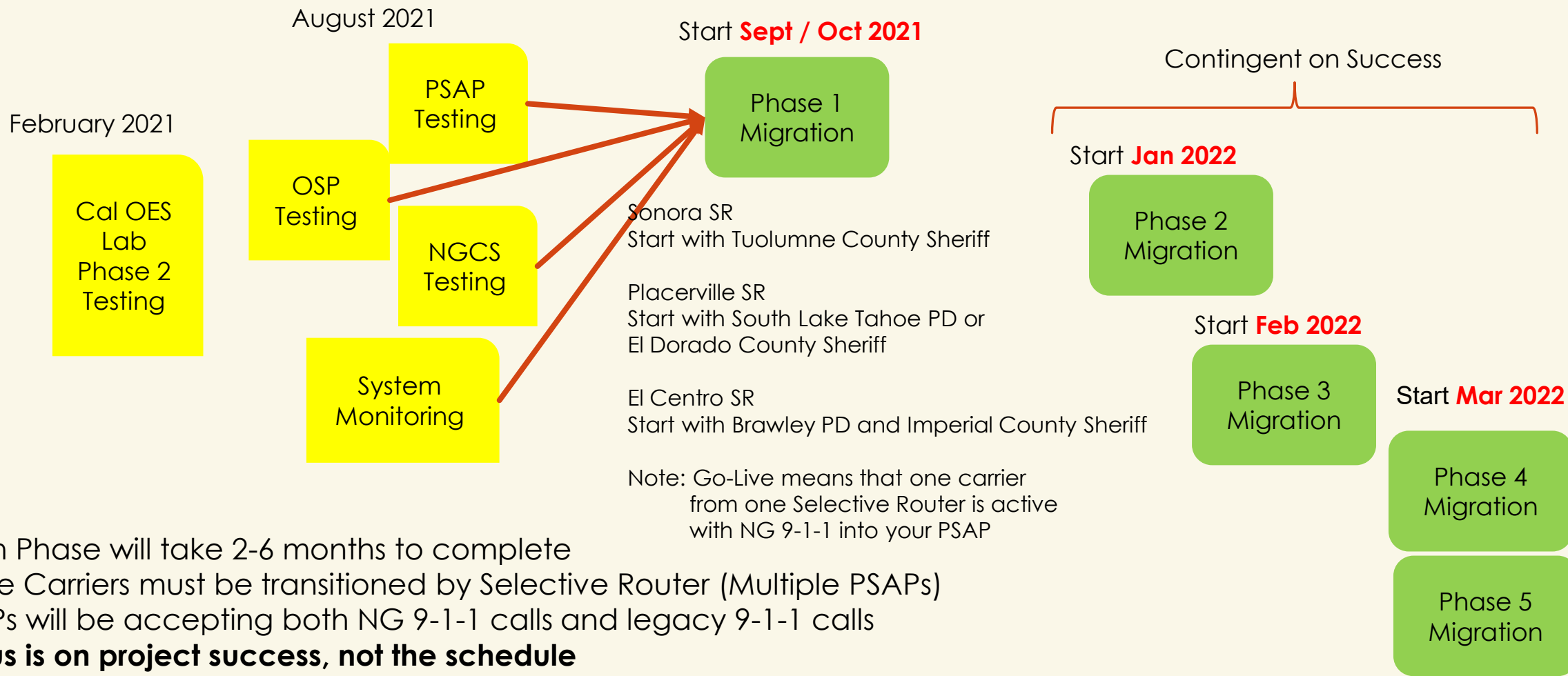
- NG911 Deployment PSAP Dashboard

<https://calema.maps.arcgis.com/apps/dashboards/edccc14f232640c4b53a65e946880568>

- Live Demo



Item 5-4: Selective Router Transition Tentative Dates



- Each Phase will take 2-6 months to complete
- Some Carriers must be transitioned by Selective Router (Multiple PSAPs)
- PSAPs will be accepting both NG 9-1-1 calls and legacy 9-1-1 calls
- **Focus is on project success, not the schedule**
- **Using the SLAs and contract requirements to hold vendors accountable**



Item 5-5: Location Accuracy and Validation Project

- **All Over the Top text solutions will be migrated to RapidDeploy beginning November 2021**
- **All Over the Top text PSAPs must start using RapidDeploy**
- All PSAPs have been updated to RadiusPlus
 - Includes an SMS text from 9-1-1 capability
 - Integration of data from OnStar is now available
- Any questions, Cal OES Project Manager:
Curt Guillot @ 916-894-5035 or curt.guillot@caloes.ca.gov
- For RadiusPlus access, Customer Success Manager:
Mel Bland @ 512-488-6420 or OTT@rapiddeploy.com



Item 5-6: SETNA Fund Condition Statement

0690 Office of Emergency Services

FUND CONDITION STATEMENTS

	2019-20*	2020-21*	2021-22*
0022 State Emergency Telephone Number Account[§]			
BEGINNING BALANCE	\$241	\$23,568	\$37,613
Prior Year Adjustments	22,394	-	-
Adjusted Beginning Balance	<u>\$22,635</u>	<u>\$23,568</u>	<u>\$37,613</u>
REVENUES, TRANSFERS, AND OTHER ADJUSTMENTS			
Revenues:			
4140500 Emergency Telephone User's Surcharge	111,889	184,514	184,424
4171100 Cost Recoveries - Other	1	2	2
4171400 Escheat - Unclaimed Checks, Warrants, Bonds, and Coupons	2	-	-
4173500 Settlements and Judgments - Other	-	3	-
Transfers and Other Adjustments			
Revenue Transfer from Prepaid MTS 911 Account (3266) to State Emergency Telephone Number Account (0022) per Chapter 885 Statutes of 2014 (AB 1717) Section 8 Revenue and Taxation Code 42023 (a)	-	-1,408	-1,408
Revenue Transfer from Prepaid MTS 911 Account (3266) to State Emergency Telephone Number Account (0022) per Chapter 885, Statutes of 2014 (AB 1717) Section 8 Revenue and Taxation Code 42023 (a)	17	1,408	1,408
Total Revenues, Transfers, and Other Adjustments	<u>\$111,909</u>	<u>\$184,519</u>	<u>\$184,426</u>
Total Resources	<u>\$134,544</u>	<u>\$208,087</u>	<u>\$222,039</u>
EXPENDITURE AND EXPENDITURE ADJUSTMENTS			
0690 Office of Emergency Services (State Operations)	19,746	21,020	21,572
0690 Office of Emergency Services (Local Assistance)	136,283	142,391	154,991
3540 Department of Forestry and Fire Protection (State Operations)	3,815	3,815	3,815
7600 California Department of Tax and Fee Administration (State Operations)	784	1,659	1,755
8880 Financial Information System for California (State Operations)	-1	-	-
9892 Supplemental Pension Payments (State Operations)	95	102	102
9900 Statewide General Administrative Expenditures (Pro Rata) (State Operations)	254	1,487	481
Less funding provided by General Fund (State Operations)	-50,000	-	-
Total Expenditures and Expenditure Adjustments	<u>\$110,976</u>	<u>\$170,474</u>	<u>\$182,716</u>
FUND BALANCE	<u>\$23,568</u>	<u>\$37,613</u>	<u>\$39,323</u>
Reserve for economic uncertainties	23,568	37,613	39,323



Item 5-6: 2021 SETNA Fee Calculation

- How the fee is set by Cal OES:
 - Revenue needed is determined by FY 2021-22 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 29, 2020
 - For calendar year 2021, the recommend surcharge is \$0.30

Description	Amount
2020-21 Revenue Needed	\$207,048,613
Estimate number of Access Lines	57,883,663
Surcharge per month	\$0.30
Projected Monthly Revenue	\$17,365,099
Projected Annual Revenue	\$208,381,185



Item 6: Long Range Planning Committee

- The LRPC will brief out current LRPC activities
- The LRPC will take direction from 9-1-1 AB on future activities for the LRPC



Item 7: Appointments to the Long Range Planning Committee

- The 9-1-1 Advisory Board members are requested to review the Committee member assignments and make recommendations for new assignments
- The 9-1-1 Advisory Board will vote on recommended assignments



Item 8: Strategic Initiatives

- The 9-1-1 Branch will provide an overview and update on the current strategic initiatives
- **Mission of CA 9-1-1 Branch**: Enable public safety answering points (PSAPs) to provide the fastest, most reliable, and cost-effective access to 9-1-1 services for California.
 - **Goal 1**: Improve 9-1-1 system reliability and call routing for California PSAPs
 - **Goal 2**: Support the 9-1-1 operational needs of California PSAPs
 - **Goal 3**: Collaborate with state and federal partners to ensure that policies, procedures, and statutes reflect the needs of California
- Draft Strategic Plan has been sent to the 9-1-1 Advisory Board and posted on the CA 9-1-1 Branch website: www.caloes.ca.gov/911
 - Requesting feedback by September 30 ,2021
 - Vote to approve at Nov 17, 2021 Advisory Board



Item 9: Agenda Items for Future Meetings

Board requests for matters to be placed on a future agenda

2021 Meeting Dates:

- NOVEMBER 17, 2021

2022 Meeting Dates:

- FEBRUARY 23, 2022, 10 AM – 12 PM
- MAY 18, 2022, 10 AM – 12 PM
- AUGUST 17, 2022 10 AM – 12 PM
- NOVEMBER 16, 2022 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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- **Media Information:**

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