



Cal OES

GOVERNOR'S OFFICE
OF EMERGENCY SERVICES

State 9-1-1 Advisory Board
December 15, 2021





Item 1: Call to Order & Member Roll Call

Members of the Board

- Chair – Mitch Medigovich, Governor’s Office of Emergency Services
- Acting Chief April Baxter, 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

August 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

CA 9-1-1 Branch will present updates regarding active projects within Cal OES' 9-1-1 Emergency Communications Branch:

1. 2021 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. 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 5-1: 2021 Year to Date Call Statistics

Total 9-1-1 Calls	Jan – Oct 2021	2021 Prediction
Total	22,729,323	27,275,188
Wireless	19,399,557 (85%)	23,279,468
Wireline	1,540,072 (7%)	1,848,086
Voice over IP	1,200,301 (5%)	1,440,361
Other including Telematics	509,452 (2%)	611,342
Text to 9-1-1	79,941	95,929



Item 5-2: Statewide CPE Installation

Calendar Year	System Acceptance Signed
2021	21
2020	51
2019	69
2018	54
2017	57
2016	92
Older than 2016 (includes PSAPs with self-funded CPE)	106



Item 5-2: Legacy CPE impact to NG 9-1-1 Deployment

- CPE must comply with NENA i3 standard as required by state contract
- Cal OES purchased NENA i3 “ready” CPE, but lab testing revealed that it was not NENA i3 compliant
 - The NENA i3 standard has been published since 2016
 - CPE contract was signed in 2017 that included the NENA i3 requirement
 - Initial CA NG 9-1-1 requirements were delivered to CPE vendors in 2020, with final requirements in Feb 2021
- Testing revealed several items that remain to be addressed
 - Vesta cannot properly read the NG 9-1-1 header information to display location information
 - Vesta version 7.8 software is currently being tested in the lab with installs expected in January 2021
 - Each PSAP must be individually programmed, tested, and updated
 - Historically, PSAP updates require multiple visits by CPE vendors to complete interface with NG 9-1-1 system
 - Current updated software by VESTA and VIPER does not meet all NENA i3 requirements
- All new CPE sales have been suspended until CPE passes contract compliance
- Cal OES has funding and personnel ready to support new CPE sales



Item 5-2: Legacy CPE Contract Requirements

1. The legacy CPE contract requires CPE vendors to comply with all current and future NENA i3 requirements.
2. The Cal OES NG 9-1-1 solution complies with the standard and does not include any extra features.
3. The Cal OES NG 9-1-1 solution is the first fully compliant NENA i3 deployment.
4. Cal OES cannot authorize replacement CPE equipment until the vendors come into compliance with the contract. The CPE vendors on the legacy CPE contract do not have a solution that is compliant with the contract.
5. There is adequate funding to support statewide CPE replacement, once the CPE vendors are compliant with the contract.
6. The legacy CPE contract requires the vendors to maintain the equipment and apply the updates and maintenance needed to support moving the equipment.
7. The vendor is required to maintain the equipment through the entire 7-year contract period, with the ability to support maintenance beyond year 7.



Item 5-2: 9-1-1 Advisory Board Help

- Cal OES is asking for 9-1-1 Advisory Board for feedback
- Please take the CPE message from the previous slides back to your PSAPs and organizations
- Please provide us any feedback that you hear from your organization and PSAPs that is contrary to this information

Send all info to Paul.Troxel@caloes.ca.gov



Item 5-2: Cloud Based CPE Update

- Contracts were signed in July 2020
- Original plan was to wait for NG 9-1-1 deployment before starting Cloud CPE deployment
- NG 9-1-1 deployment schedule and NENA i3 compliant CPE challenges have changed priorities
- Cloud CPE contracts are being updated to interface with legacy 9-1-1



Item 5-2: Statewide Cloud-Native CPE Full NG 9-1-1 required Cloud-Native CPE

Product	CPE Vendor	Status
Carbyne CHE	Carbyne	Connectivity
Gemma Cloud CPE	Atos	Test Calls
Motorola Cloud	AT&T	Pending Install
Motorola Cloud	Carousel	Pending Install
Motorola Cloud	Frontier	Pending Install
Motorola Cloud	Lumen	Pending Install
Motorola Cloud	Motorola	Connectivity
NGA 911 ACE CHS	NGA 911	Test Calls
Omni 911 Cloud	Lumen	Connectivity
RapidDeploy	AT&T	Pending Install
RapidDeploy	RapidDeploy	Pending Install
Solacom Data Center	Comtech	Pending Install
Viper Cloud	AT&T	Pending Install
Viper Cloud	Intrado	Pending Install
Viper Data Center	AT&T	Pending Install
Viper Data Center	Intrado	Connectivity
Viper Data Center	Lumen	Pending Install
Zetron Data Center	Zetron	Pending Install

Legend
Green: Solution Validated in lab
Yellow: Completed test calls in lab
Orange Establishing connectivity to lab
White: Lab installation not started

Goal is to have 3-5 Native Cloud CPE vendors complete lab testing by March 2022



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 5-3: NG 9-1-1 Text to 9-1-1

- All Over the Top PSAPs will be migrated to RapidDeploy RadiusPlus. Migration will begin in January.
 - Testing was completed on December 14, 2021 to validate compliance
 - Thank you to Elk Grove PD, Sacramento PD, and Sacramento Sheriff for your help with the testing
- All Viper and Vesta Integrated CPE Text to 9-1-1 Solutions will remain integrated
 - Vesta integrated CPE Text to 9-1-1 Solutions require a software upgrade to version 7.8, which is being tested in the lab
 - Viper integrated CPE Text to 9-1-1 Solutions require additional software configuration by the CPE vendor
 - Thank you to Fremont PD and Livermore PD for your help with the testing



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

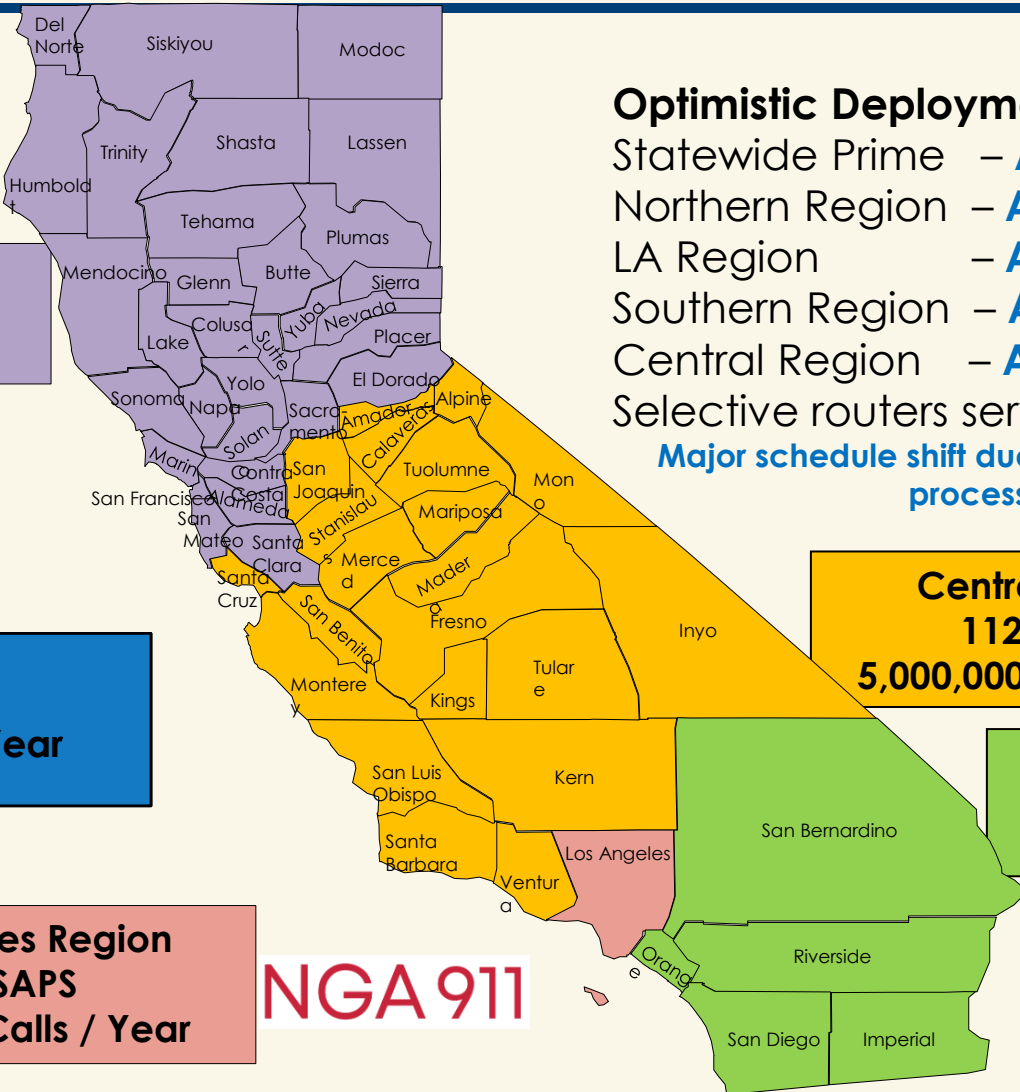


Northern Region
169 PSAPS
7,000,000 Calls / Year



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: Next Gen 9-1-1 Deployment



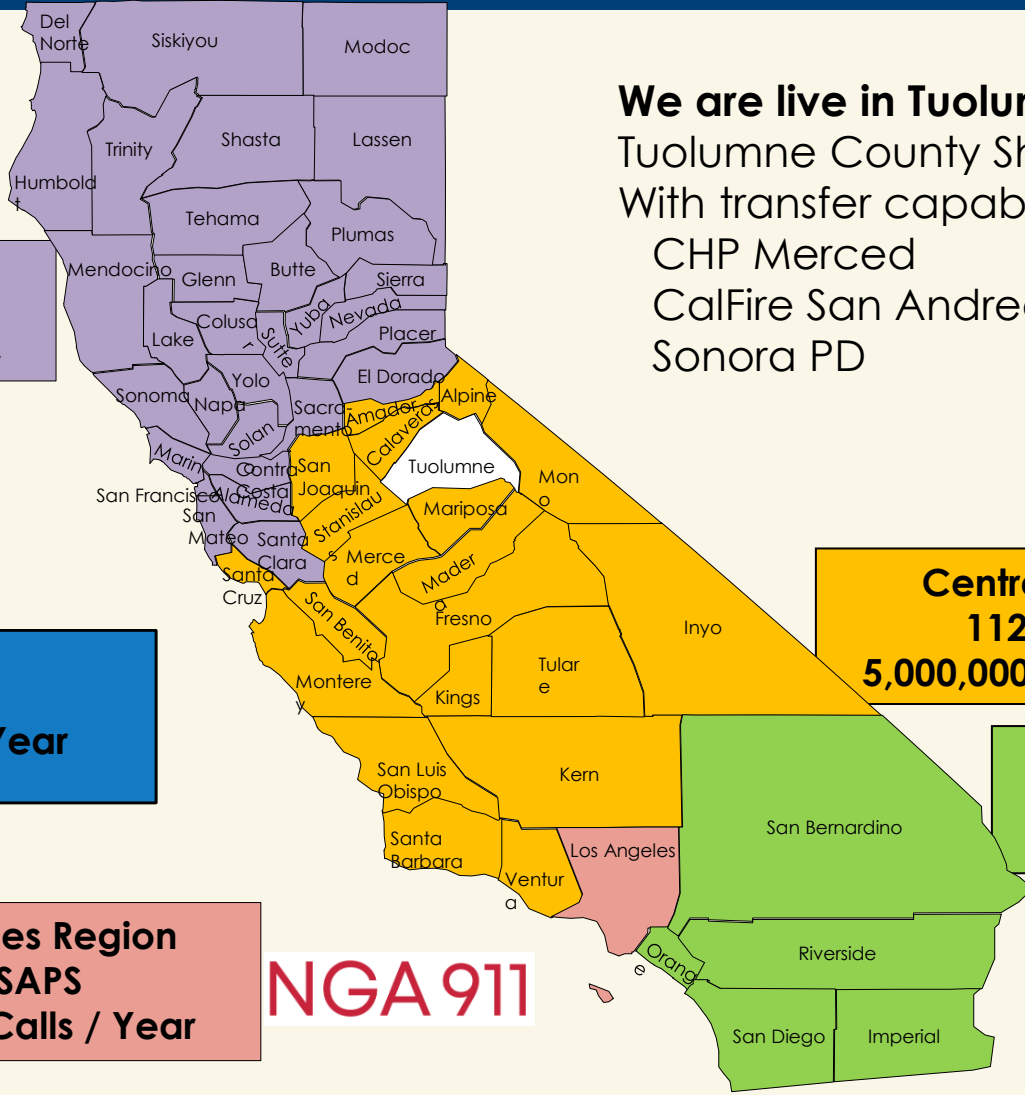
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NGA 911



We are live in Tuolumne County!
Tuolumne County Sheriff with T-Mobile
With transfer capability to:
CHP Merced
CalFire San Andreas
Sonora PD

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Item 5-4: Go-Live: What is next?

- Cal OES is validating the lessons learned from Tuolumne County
- Cal OES will apply the lessons learned to the next deployments
- In early 2022 we plan to go live in Imperial County and El Dorado County
- Cal OES is developing the process needed to support the safe, secure deployment of NG 9-1-1 throughout California
- What questions or concerns do 9-1-1 Advisory Board members have?



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: 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>



Item 5-4: PS/ALI Support

- Private Switch / Automatic Location Identification (PS/ALI)- allows multi-line telephone systems to directly control and update the location information in the 9-1-1 database
- PS/ALI must be transitioned from the existing provider to the Atos Public Safety's Location Services
- Cal OES sent a letter on November 5th directing PS/ALI providers to ensure the validity of the 9-1-1 records by providing location information specific to your organization when calling 9-1-1
- The PS/ALI customer will not incur any cost with the transition to the Atos platform. Atos will work with 911 Datamaster to complete the transition
- The PS/ALI information in the existing 9-1-1 system will be migrated over to the Atos' solution, however any updates cannot be processed until you contact Atos

- For questions please contact:

Jennifer.Haag@atos.net

NG9-1-1 Core Services Program Manager

(317) 914-2448



Item 5-5: SETNA Fund Condition Statement

0690 Office of Emergency Services

FUND CONDITION STATEMENTS

	2019-20*	2020-21*	2021-22*
0022 State Emergency Telephone Number Account ⁵			
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 5-5: 2022 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 24, 2021
 - For calendar year 2022, the recommend surcharge is \$0.30

Description	Ref.	Amount
Authorized Expenditure	B1	\$182,716,000
Balance from Fund Condition Statement	B2	\$37,613,000
Reconciliation (Repay \$10M loan from GF)	B3	\$10,000,000
Revenue Needed for FY 2021-22	B4	\$155,103,000
<small>B4 = B1-B2+B3, B7=B5*B6*12</small>		
Estimate number of Access Lines	B5	46,054,338
Surcharge per month	B6	\$0.30
Projected Annual Revenue	B7	\$165,795,618

	2021 Access Lines
Wireline	3,145,652
Wireless*	37,811,674
VoIP	5,097,013
Total	46,054,338



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
- Final 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
 - Vote to approve at Dec 15, 2021 Advisory Board



Item 9: Agenda Items for Future Meetings

Board requests for matters to be placed on a future agenda

2021 Meeting Dates:

- DECEMBER 15, 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:**

Sophia Munoz, State 9-1-1 Advisory Board Liaison, at
(916) 894-5016 or via email at sophia.munoz@caloes.ca.gov

- **Media Information:**

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