



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

**State 9-1-1 Advisory Board**  
**August 17, 2022**



# Item 1: Call to Order & Member Roll Call

## Members of the Board

- Chair – Budge Currier, Governor's Office of Emergency Services
- Assistant Chief Doug Young – Alternate for Chief Diggins, 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)
- Tracy Gonzales, 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

May 2022 meeting minutes:

- Meeting held in person at 601 Sequoia Pacific Blvd, Sacramento CA



## Item 3: Closed Session

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



## 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 Statistics
2. Next Gen 9-1-1 Update and status of legacy Customer Premise Equipment (CPE)
3. Text to 9-1-1 Update
4. Statewide Cloud CPE
5. Procurement Updates
6. Status of SETNA
7. 9-8-8 in California



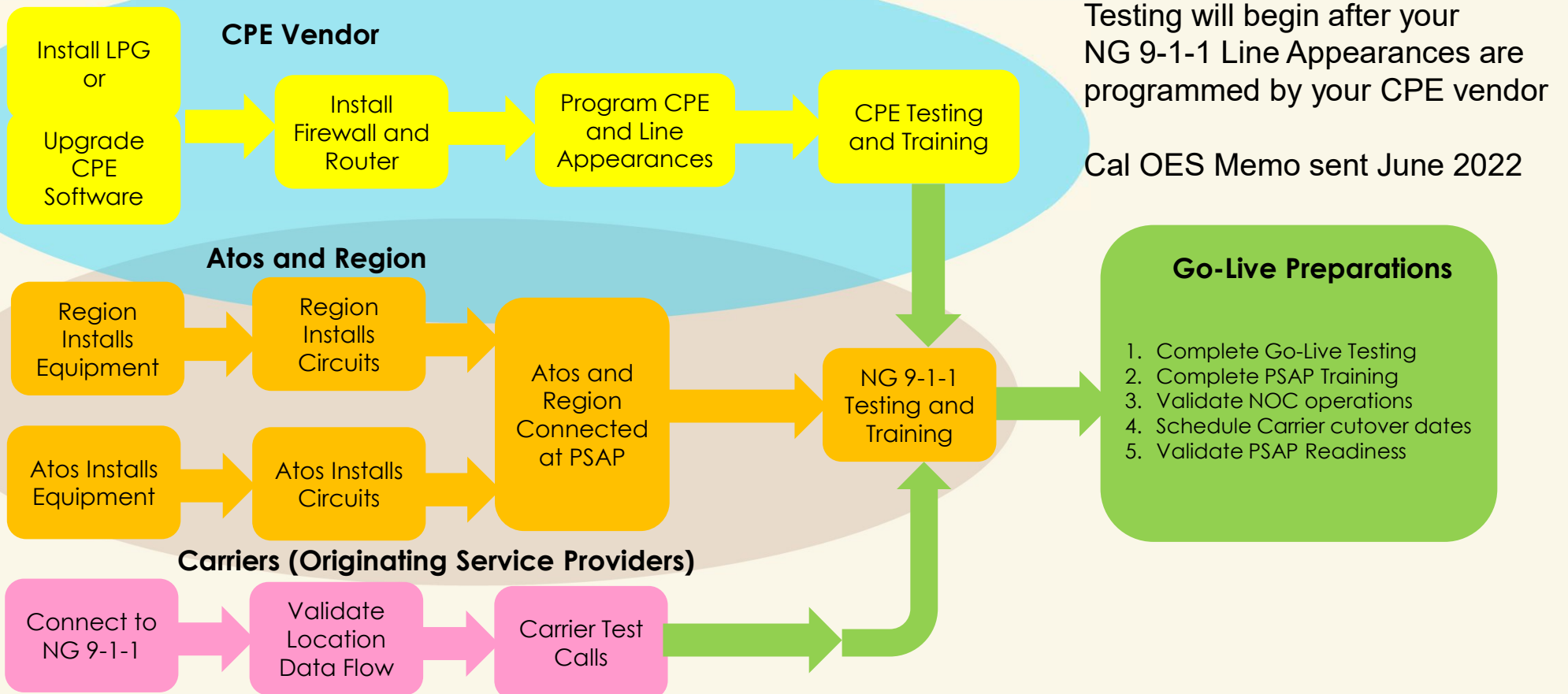
## Item 5-1: 9-1-1 Statistics

Total 9-1-1 Calls	2019	2020	2021
Total	27,361,673	25,927,317	27,253,585
Wireless	22,419,645 (82%)	21,830,501 (84%)	23,242,971 (85%)
Wireline	3,607,974 (13%)	2,236,812 (9%)	1,810,942 (7%)
Voice over IP	1,236,804 (5%)	1,242,522 (5%)	1,476,428 (5%)
Other including Telematics	34,929 (<1%)	533,027 (2%)	627,705 (2%)
Text to 9-1-1	62,321 (<1%)	84,455 (<1%)	95,539 (<1%)



# Item 5-2: PSAP Testing

## Preparing for NG 9-1-1 Go-Live



Testing will begin after your NG 9-1-1 Line Appearances are programmed by your CPE vendor

Cal OES Memo sent June 2022

### Go-Live Preparations

1. Complete Go-Live Testing
2. Complete PSAP Training
3. Validate NOC operations
4. Schedule Carrier cutover dates
5. Validate PSAP Readiness





## Item 5-2: PSAP Testing – Role of the 9-1-1 First Responder

- Test Windows include Tuesday – Thursday 10 am – 1 pm or any time that a PSAP authorized additional testing
- Each NG 9-1-1 vendor has identified unique, secure numbers to generate test calls at the PSAP
- These calls must be answered by a 9-1-1 First Responder, not a supervisor or some other oversight agency
- The purpose of the call is to ensure that when NG 9-1-1 goes live at the PSAP, all information and audio for the call aligns with the operational needs of the PSAP



## Item 5-2: Legacy CPE Trouble Shooting Complexity

- Challenge: Limited ability to separate legacy 9-1-1 problems that exist now from problems caused by CPE reprogramming, from the challenges introduced with NG 9-1-1
- Mitigation strategies:
  - Direct coordination between CPE vendor, NG 9-1-1 service provider, Cal OES and the PSAP
  - Improved training provided by CPE vendor
  - Improved training provided by NGCS vendor



## Item 5-2: CPE and NG 9-1-1 Expertise

- Challenge: Technician, engineering, and PSAP expertise is needed to isolate the cause of any problem and work through problem resolution because NG 9-1-1 calls “look” different
- Mitigation Strategies:
  - Don’t jump to conclusions on the source of the problem
  - Clearly communicate what you are seeing at the PSAP
  - Directly connecting CPE Network Operations Center and the NG 9-1-1 provider’s Network Operations Center
  - If you see something, say something. Please don’t “suffer in silence”



## Item 5-2: Legacy CPE Delays

- Challenge: Existing CPE Limitations that prevent NG 9-1-1 deployment:
  - Limited ability to read NENA i3 location data
  - Properly parsing NG 9-1-1 location information to support ANI/ALI spill to CAD
  - Properly programming CPE upgrades to support NG 9-1-1
- Mitigation Strategy: Software Upgrades and testing



## Item 5-2: CPE Challenge Example: Vesta Upgrade to support Integrated Text to 9-1-1

- Vesta required a software update to support integrated Text to 9-1-1
- Vesta developed 7.8 in late 2021, Cal OES tested software with Atos
- Vesta 7.8 (Approved by all CPE suppliers) was deployed to all integrated CPE sites by March 2022, which included CalFire San Andreas
- In Spring 2022, NGA 9-1-1 reported location was not being displayed at any Vesta 7.8 location, or in the Cal OES lab for NGA 9-1-1 calls
- Limitation: Vesta 7.8 was not tested with all NGCS regions because integrated Text to 9-1-1 is only provided by Atos
- Result: Bug in the Vesta 7.8 software was introduced that impacted voice calls. Motorola developed Vesta 7.9 after months of development effort
- Cal OES, NGCS providers and PSAPS are testing Vesta 7.9 software



## Item 5-2: NG 9-1-1 Schedule Update

- Challenge: Complexity of the project combined with existing CPE Limitations and ongoing impacts to resource availability
- When will the next agency go live on NG 9-1-1?
  - After testing and PSAP validation confirm NG 9-1-1 will not introduce unnecessary risk to the PSAP and the lives of those they serve
- What is next?
  - Validate that location has been corrected by Vesta 7.9. It is difficult to find a PSAP that does not transfer to a VESTA CPE
  - Validate that location can be passed properly to CAD via ANI/ALI spill
  - Complete the PSAP CPE upgrades, testing, and validation



# Item 5-2: Next Gen 9-1-1 Deployment

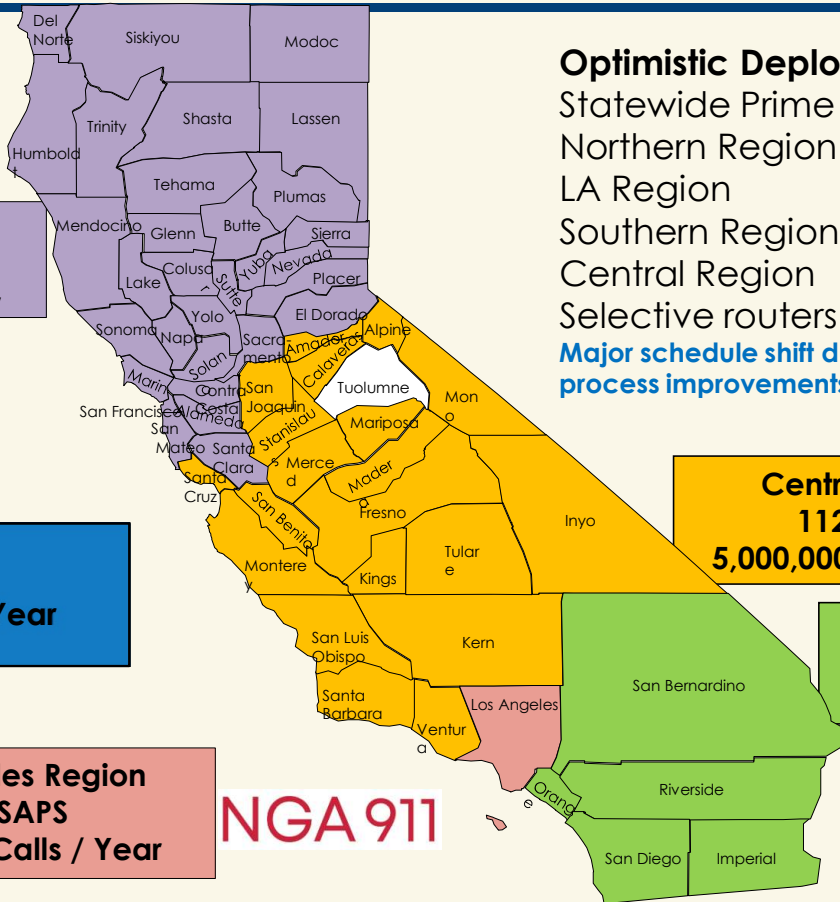


**Northern Region**  
169 PSAPS  
7,000,000 Calls / Year



**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: Text to 9-1-1 transition to NG 9-1-1

Text to 9-1-1 Status	Quantity
PSAPs deployed with Web Based OTT	302
PSAPs Transitioned to NG 9-1-1 Web Based OTT	322
PSAPs deployed with Integrated Text	134
PSAPs Transitioned to NG 9-1-1 Integrated Text	114
Total PSAPs deployed	437



Huge Milestone: NG 9-1-1 transition was completed in 7-10 months, versus years for the legacy text to 9-1-1 deployment

Over 20 PSAPs per week were migrated to NG 9-1-1 Text

Remaining 20 PSAPS will be transitioned by November 2022

Contact Chereise Bartlett @ 916-894-5030 or [chereise.bartlett@caloes.ca.gov](mailto:chereise.bartlett@caloes.ca.gov)



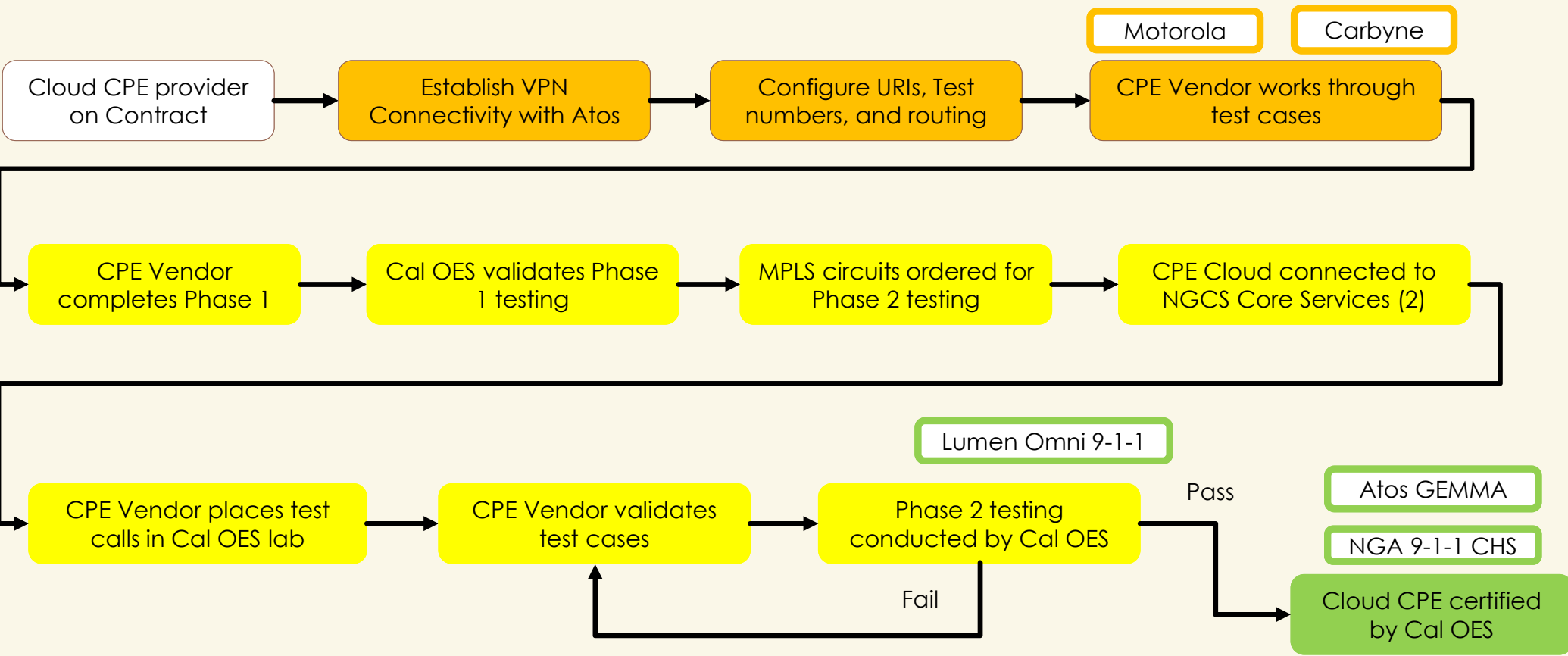


## Item 5-4: Statewide CPE Installation

Calendar Year	System Acceptance Signed
2022	4
2021	23
2020	51
2019	69
2018	54
2017	57
2016	92
Older than 2016 (includes PSAPs with self-funded CPE)	106



# Item 5-4: Statewide Cloud-Native CPE Testing Process





# Item 5-4: Statewide CPE Installation - POC

Tim Semenov	
Alpine	Santa Barbara
Amador	Sierra
Calaveras	Sonoma
Imperial	Stanislaus
Mariposa	Tuolumne
Merced	Ventura
Nevada	Cal Fire (statewide)
Placer	Marin
San Diego	Mendocino
San Joaquin	Napa
San Luis Obispo	Orange

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[Tim.Semenov@CalOES.ca.gov](mailto:Tim.Semenov@CalOES.ca.gov)

Supervisor: Janee Dabrowski

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Contra Costa	Yolo
Monterey	Fresno
Riverside	Inyo
San Benito	Kern
San Bernardino	Kings
San Francisco	Madera
San Mateo	Mono
Santa Clara	Trinity
Santa Cruz	Tulare

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Desk: (916) 894-5031



# Item 5:5 Procurement Updates

Note: Dates in Cal eProcure take precedence

Data Analytics – Contract awarded to Intrado Intrado’s Emergency Call Tracking System (“ECaTS”)

Data Sharing – Contract awarded to Rave Mobile Safety / RapidDeploy

## **Pending Procurement Activities**

9-8-8 Call Processing CPE

Statewide Logging Recording Contract

Statewide CAD Multi-vendor Master Service Agreement



# Item 5-6: 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 5-6: 2022 SETNA Fee Calculation Updates coming at next meeting

- 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 by Aug 1 of each year
  - Cal OES calculated the surcharge based on the budget and number of access lines
  - Cal OES sent letter to California Department of Tax and Fee Administration (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 5-7: 9-8-8 in California

- Governor's Budget included authority for Cal OES to move forward with 9-8-8 call processing equipment
- 9-8-8 has been live since July 16, 2022 with no change in the process to transfer between 9-1-1 and 9-8-8
- Next Steps:
  - Complete 9-8-8 procurement process – Fall 2022
  - Begin 9-8-8 Call processing equipment installs 2023-2025
  - Develop procedures, policies, and best practices on 9-8-8 to 9-1-1 transfer process and vice versa
  - Continue to track any pending 9-8-8 legislation
  - Continue collaboration with local, state, and federal stakeholders



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

- Subcontractor transitioned by Atos to Rave Mobile Safety  
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
- Cal OES coordinating with Atos to conduct Alert and Warning contract compliance validation with agencies that are currently live
- Review Draft Operations Manual for Alert and 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 Deployments

San Bernardino County Office of Emergency Services	Live	Alhambra Police/Fire Department	In Deployment
Tracy PD	Live	Downey Police Department	In Deployment
City of Placerville	Live	El Monte Police Department	In Deployment
City of Perris	Live	Monrovia Police Department	In Deployment
San Mateo County Department of Emergency Management	Live	Azusa Police Department	In Deployment
El Dorado County Sheriff's Office	Live	La Verne Police/Fire Department	In Deployment
San Luis Obispo Sheriff's Office	Live	Stockton Police Department	In Deployment
City of Palmdale	Live	Taft College	In Deployment
Riverside County	Live	LA County	Provisioned
Contra Costa County Office of the Sheriff	Live	City of Menifee	Provisioned
Cal Poly Pomona	Live	City of Carmel-by-the-Sea	Provisioned
CSU - San Bernardino	Live	City of Gonzales	Provisioned
California State Warning Center	In Deployment	City of Greenfield	Provisioned
CSUMB	In Deployment	King City	Provisioned
South Lake Tahoe	In Deployment	City of Marina	Provisioned
Alameda County Sheriff's Office	In Deployment	City of Monterey	Provisioned
CA Siskiyou County OES	In Deployment	City of Pacific Grove	Provisioned
CA Mendocino County Sheriff's Office	In Deployment	City of Salinas	Provisioned
San Luis Obispo Police Department	In Deployment	City of Seaside	Provisioned
CA Humboldt County Sheriff's Office	In Deployment	City of Soledad	Provisioned
Fortana Police Department	In Deployment	City of Del Rey Oaks	Provisioned
Hemet Police Department	In Deployment	Sand City	Provisioned
Buena Park Police Department	In Deployment	Culver City	Provisioned
Livermore Police Department	In Deployment	Hawthorne	Provisioned
San Diego County Sheriff (San Diego)	In Deployment	CA Yolo County OES	Provisioned
East Bay Regional Park District	In Deployment	Arcadia Police Department	Provisioned
El Centro Police Department	In Deployment	El Camino Community College	Engaged
CSU Fullerton Police Department (MULTIPLE CONTACTS)	In Deployment	Santa Cruz Regional 9-1-1	Engaged
Berkeley Police/Fire Communications Center	In Deployment	Milpitas Police Dept	Engaged
City of Placentia	In Deployment	CAL-FIRE Redding (Shasta/Trinity Unit)	Engaged
Brawley Police Department	In Deployment	Monterey County Office of Emergency Services	Deployment Stalled
Bell Police Department	In Deployment	Marin County Sheriff's Office	Opted Out

Engaged: The entity has not opted-in, and Rave has not built anything in the system.

Provisioned: Rave has built a framework of Rave alert domain but not entity has not entered into the deployment process.

In Deployment: The entity has requested Rave alert and in process of deploying site to go live.

Live: The Rave system live



## Item 7: ASAP to PSAP

- ASAP to PSAP is a service used by alarm companies across a secure network connection with agency CAD to enter routine alarm calls
- Requires Cal DOJ and NLETS support and certification
- Riverside PD working to start a pilot project
- Does not use NG 9-1-1 network
- Potential integration with Data Sharing service



# 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: Agenda Items for Future Meetings

Board requests for matters to be placed on a future agenda

2022 Meeting Dates:

- 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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[Bryan.May@caloes.ca.gov](mailto:Bryan.May@caloes.ca.gov)