



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

# **State 9-1-1 Advisory Board**

**February 15, 2023**



# Item 1: Call to Order & Member Roll Call

## Members of the Board

- Chair – Budge Currier, Governor's Office of Emergency Services
- Chief April Baxter, California Highway Patrol (CHP)
- Michele Elmore, Association of Public-Safety Communication Officials (APCO)
- Mark Chase, California National Emergency Number Association (CALNENA)
- Rosa Ramos, California National Emergency Number Association (CALNENA)
- Sheriff Ingrid E. Braun, California State Sheriffs' Association (CSSA)
- Sheriff Ian Parkinson, California State Sheriffs' Association (CSSA)
- Tracy Gonzales, California Fire Chiefs Association (CFCA)
- Chief Rebecca Ramirez, California Fire Chiefs Association (CFCA)
- Captain Elise Warren, California Police Chiefs Association (CPCA)
- Chief Andrew White, California Police Chiefs Association (CPCA)

## Establishment of quorum



## Item 2: Approval of Previous Minutes

November 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 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.



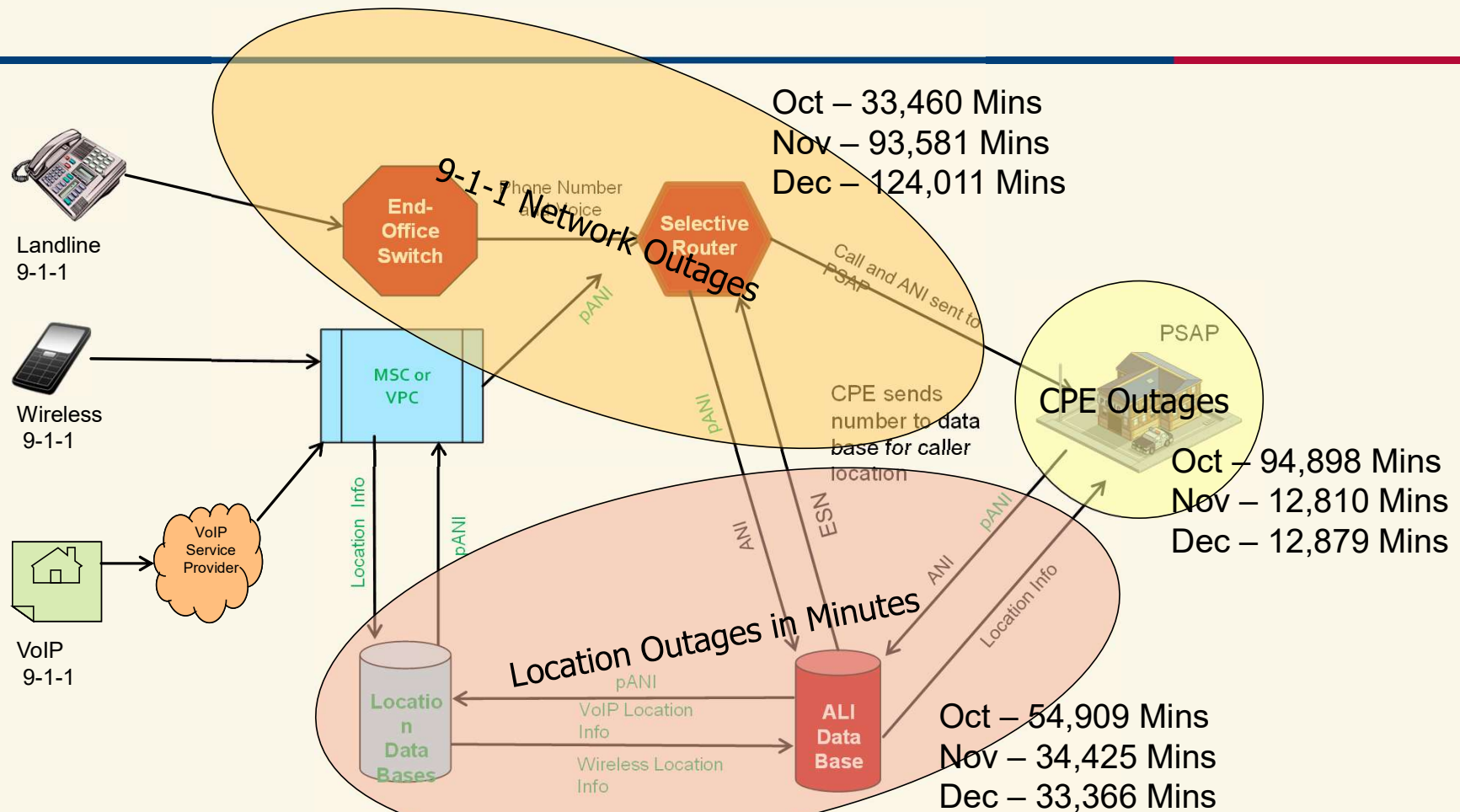
## Item 5: Cal OES 9-1-1 Emergency Communications Branch Report

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 update and status of legacy Customer Premise Equipment (CPE)
4. Statewide Cloud Based CPE
5. Procurement updates
6. Status of SETNA

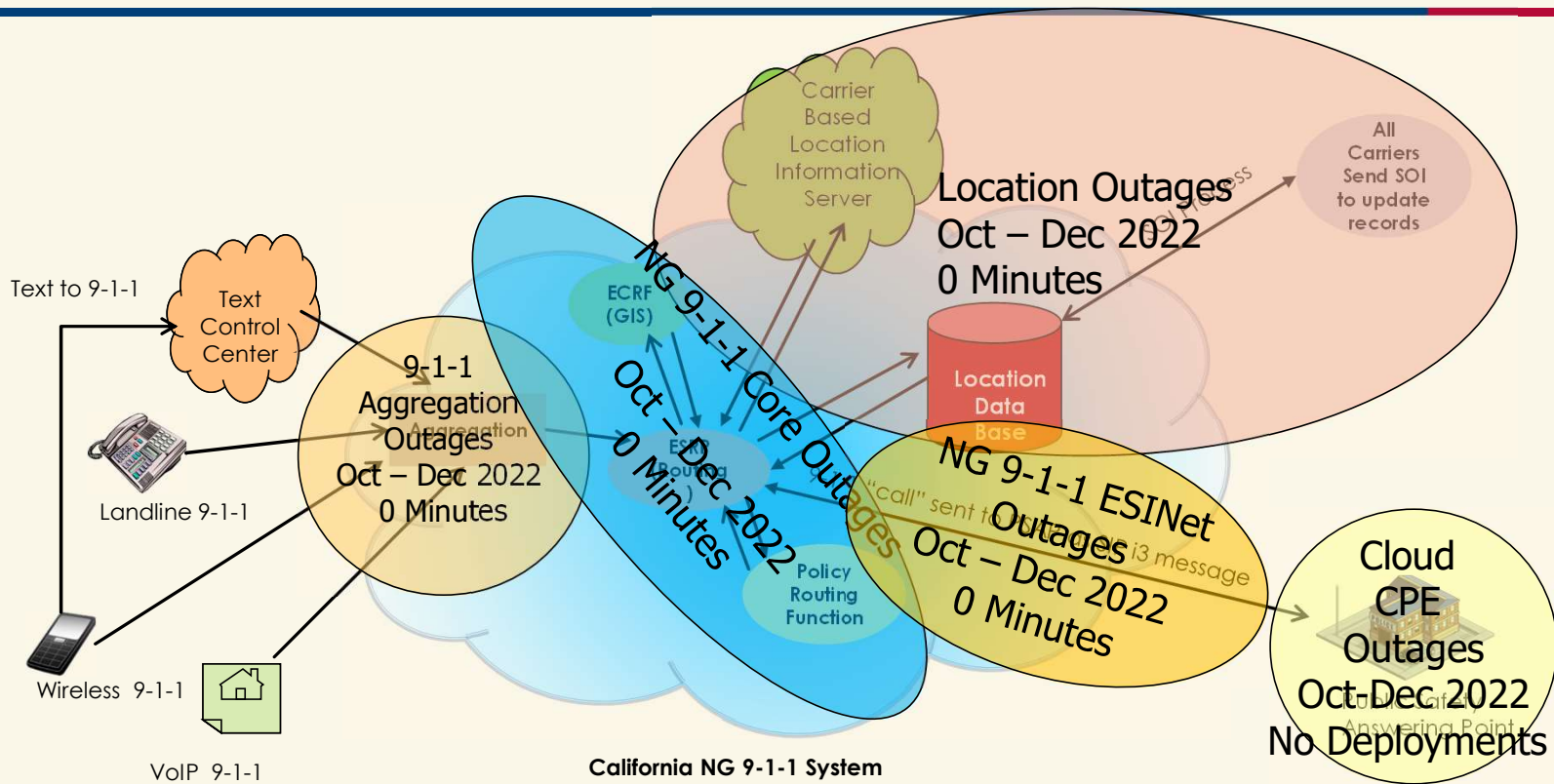


# Item 5-1: Outage Overview





# Item 5-1: NG 9-1-1 – Call routing







## 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 5-2: 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

**LUMEN®**

**NGA 911**



## Item 5-2: NG 9-1-1 Deployment

- We are live in each region
  - Tuolumne County live November 2021
  - South Lake Tahoe PD live November 2022
  - El Camino Community College live November 2022
  - Imperial County Sheriff live February 2023



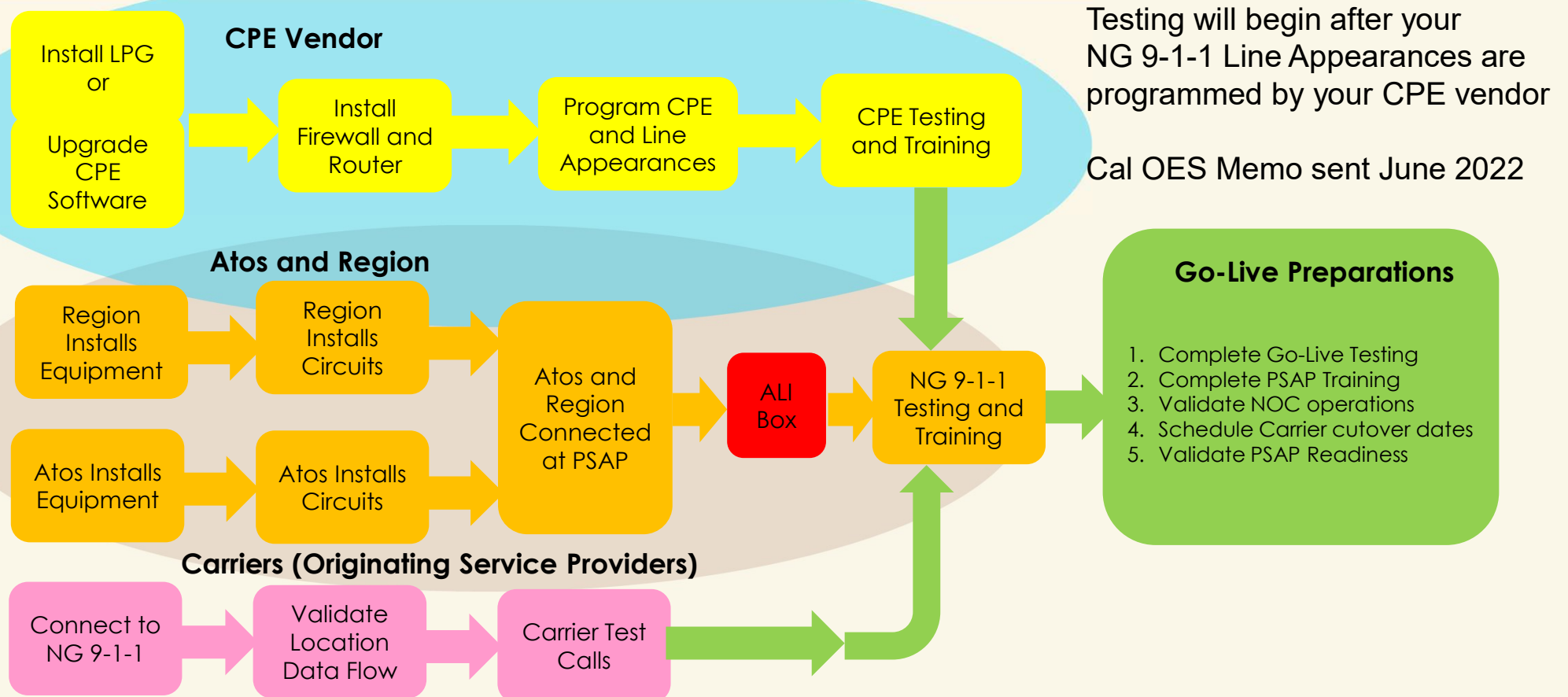
## Item 5-2: Legacy CPE Limitations

- Three distinct testing processes currently in motion:
  - Compliance with Interface Control Document (ICD) needed for the CPE to interface with NG 9-1-1 that includes the work arounds the NG 9-1-1 providers have put in place to overcome limitations of current CPE.
  - Contract requirements for legacy CPE i3 compliance installed at PSAPs under previous CPE contracts.
  - Contract requirements for cloud-based CPE on the current contract.



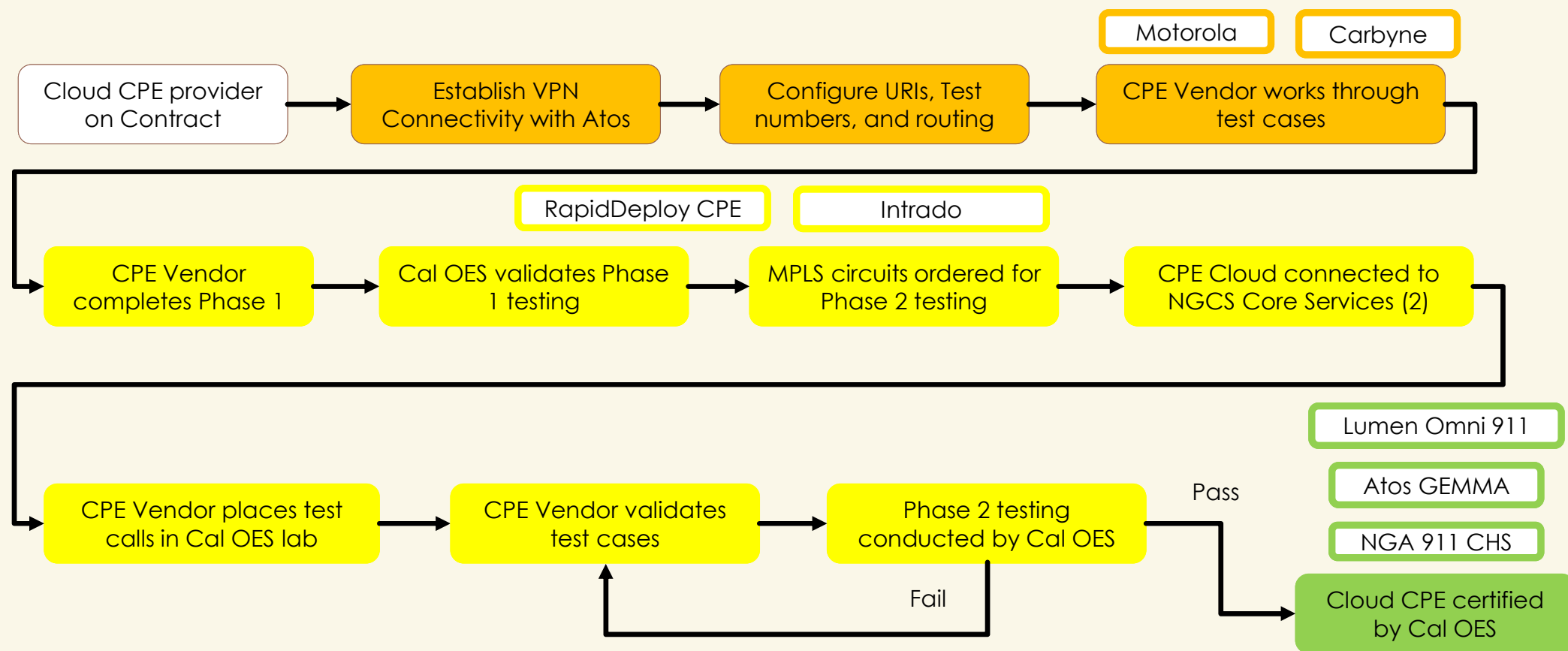
# Item 5-2: PSAP Testing

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





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





## Item 5-4: Statewide CPE Installation

Calendar Year	System Acceptance Signed
2022	8
2021	35
2020	50
2019	71
2018	56
2017	59
2016	84
Older than 2016 (includes PSAPs with self-funded CPE)	106



## Item 5-4: Legacy CPE End of Maintenance

Maintenance Years	Number of CPE
Year 7	84
Year 8	42
Year 9	25
Year 10	5
<b>Total</b>	<b>156</b>





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

Year	FORs Completed
2023	4
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 5-4: Statewide CPE Installation - POC

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

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# Item 5:5 Procurement Updates

**Note: Dates in Cal eProcure take precedence**

- Recruiting, Retention, and Training RFP
  - Will be working with CDT
  - On track to execute contract in early 2023

## **Pending Procurement Activities**

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 <sup>†</sup>

	2020-21*	2021-22*	2022-23*
<b>0022 State Emergency Telephone Number Account <sup>§</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

- 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: Next Generation 9-1-1 Alert & 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 Usage

Name	Status	Live Date	All 2022		Jan-23	
			Campaigns	Total Messages	Campaigns	Total Messages
Cal OES CA 9-1-1 Emergency Comms	Live	11/8/22				
CSU Los Angeles	Live	8/23/22	2	154636	0	0
Riverside Community College District	Live	9/19/22	31	430476	9	0
Contra Costa County Office of the Sheriff	Live	7/26/22	5	4	0	0
Foothill-De Anza Community College District	Live	9/19/22	0	0	5	162123
San Bernardino County OES	Live	4/7/22	1	5	0	0
Tracy PD	Live	3/23/22	52	18251	0	52
California State Warning Center	Live	10/6/22	2	14	0	0
City of Placerville	Live	3/30/22	7	15	0	0
San Mateo County DEM	Live	3/29/22	171	1808646	233	4492493
City of Perris	Live	5/26/22	14	2341	3	1183
El Dorado County Sheriff's Office	Live	3/11/22	130	177565	17	2294
San Luis Obispo Sheriff's Office	Live	3/14/22	871	59111	188	22364
City of Palmdale	Live	8/2/22	2	7	1	3
Cal Poly Pomona	Live	7/18/22	11	142014	0	0
Hemet Police Department	Live	9/1/22	1	408	0	0
Riverside County	Live	3/31/22	3	3	0	0
CSU Humboldt	Live	9/23/22	24	222955	7	69501
CSU San Bernardino	Live	9/20/22	157	835844	41	164
San Joaquin Delta College	Live	9/1/22	9	151088	6	198999
Mt. San Antonio College	Live	9/14/22	6	292459	1	35463
Barstow Community College	Live	12/30/22				
San Jose State University	Live	2/3/23				
City of Dixon Police Dept	Live	2/7/23				
Totals			1499	4,295,842	511	4,984,639



# Item 6: NG 9-1-1 Alert & Warning Deployments

Barstow Community College	Live	Alameda County Sheriff's Office	In Deployment	CA County of Tulare	In Deployment
Cal OES CA 9-1-1 Emergency Comms	Live	CA Siskiyou County OES	In Deployment	University of California-Office of the President	In Deployment
CSU Los Angeles	Live	CA Mendocino County Sheriff's Office	In Deployment	City of Downey	In Deployment
Foothill-De Anza Community College District	Live	San Luis Obispo PD (City of)	In Deployment	City of Duarte	In Deployment
Riverside Community College District	Live	CA Humboldt County Sheriff's Office	In Deployment	Glendora Police Department	In Deployment
Mt. San Antonio College	Live	Buena Park Police Department	In Deployment	Artesia, City of	In Deployment
San Joaquin Delta College	Live	Livermore Police Department	In Deployment	Colusa Indian Community Council	In Deployment
Cal Pol Humboldt	Live	San Diego County Sheriff (San Diego)	In Deployment	Scotts Valley Band of Pomo Indians	In Deployment
Cal Poly Pomona	Live	East Bay Regional Park District	In Deployment	Blue Lake Rancheria	In Deployment
Hemet Police Department	Live	CSU Fullerton Police Department	In Deployment	Viejas Tribal Security	In Deployment
City of Palmdale	Live	City of Placentia	In Deployment	Tule River Tribe of California	In Deployment
City of Perris	Live	Berkeley Police/Fire Comm Center	In Deployment	Yurok Fire Department	In Deployment
City of Placerville	Live	El Centro Police Department	In Deployment	Sonoma State University	In Deployment
Contra Costa County Office of the Sheriff	Live	Brawley Police Department	In Deployment	Ewiiapaayp Band of Kumeyaay Indians	In Deployment
El Dorado County Sheriff's Office	Live	Bell Police Department	In Deployment	Cahuilla Band of Indians	In Deployment
Riverside County	Live	Alhambra Police/Fire Department	In Deployment	Sonoma County, CA	In Deployment
San Bernardino County OES	Live	Downey Police Department	In Deployment	Karuk Tribe of California	In Deployment
San Luis Obispo Sheriff's Office	Live	Monrovia Police Department	In Deployment	La Posta Band of Mission Indians	In Deployment
San Mateo County DEM	Live	Azusa Police Department	In Deployment	Oceanside Police Department	In Deployment
Tracy PD	Live	La Verne Police/Fire Department	In Deployment	Table Mountain Rancheria	In Deployment
CSU San Bernardino	Live	Stockton Police Department	In Deployment	CA Rincon Band of Luiseno Indians	In Deployment
California State Warning Center	Live	Taft College	In Deployment	Martinez Police Department	In Deployment
San Jose State University	Live	City of Sunnyvale	In Deployment	Cal Poly DEM San Luis Obispo	In Deployment
City of Dixon Police Dept	Live	City of San Dimas	In Deployment	CSU Long Beach	In Deployment
South Lake Tahoe	System Live	City of Stockton	In Deployment	Fresno State University	In Deployment
Fontana Police Department	System Live	San Francisco DEM (PSAP)	In Deployment	Aqua Caliente Board of Cahuilla Indians	In Deployment





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

- NG 9-1-1 Alert & Warning Points of Contact

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



## **Item 7: Statewide 9-8-8 Call Handling System (CHS) and Customer Relationship Management (CRM) Status**

- Awarded contract is available at:  
<https://www.caloes.ca.gov/wp-content/uploads/PSC/Documents/Agreement-A221008463-9-8-8-CHS-ADA.pdf>
- NGA 911 was awarded the contract based on a competitive process on December 30, 2022
- Kickoff meeting was conducted on January 11, 2023



## Item 7: Statewide 9-8-8 CHS and CRM Status (Continued)

- Initial site surveys completed at 8 locations
- An additional 4 locations will be completed this week
- Final location will be completed in March
- The initial survey included:
  - Introduction of selected vendor
  - Facility walkthrough
  - Initial discussions to identify workflow needs
- Additional detailed surveys and discussions will follow



## Item 7: Statewide 9-8-8 CHS and CRM Status (Continued)

- Next Steps
  - 9-8-8 CHS contractor kickoff - 1<sup>st</sup> Q 2023
  - 9-8-8 CHS contractor discussions / surveys - 1<sup>st</sup> Q 2023
  - 9-8-8 CHS Project Deployment Plan - 1<sup>st</sup> Q 2023
  - 9-8-8 CHS Cal OES lab validation- 2<sup>nd</sup> Q 2023
  - Group 1 9-8-8 CHS installs (6 centers) 2<sup>nd</sup> Q 2023
  - Group 2 9-8-8 CHS installs (7 centers) 3<sup>rd</sup> and 4<sup>th</sup> Q 2023



## Item 7: 9-1-1 to 9-8-8 Interface

- Begin discussion at next 9-8-8 Technical Advisory Board on defining the 9-1-1 to 9-8-8 interface
- Technology planning has begun and will be available in Summer of 2023
- Examples from Maine, Minnesota, Virginia, Austin, LAPD/Didi Hirsch, and others
- Further discussion and action items for working group



## 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

2023 Meeting Dates:

5/17/2023 10 AM – 12 PM

8/16/2023 10 AM – 12 PM

11/15/2023 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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