



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

State 9-1-1 Advisory Board

November 16, 2022



Item 1: Call to Order & Member Roll Call

Members of the Board

- Chair – Budge Currier, Governor's Office of Emergency Services
- Assistant Chief Tyler Eccles – Alternate for Chief Baxter, CHP
- Brenda Bruner, 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 William "Bill" Ayub, 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

May and August 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 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 Statistics
2. Next Gen 9-1-1 Update and status of legacy Customer Premise Equipment (CPE)
3. Statewide Cloud CPE
4. Procurement Updates
5. Status of SETNA



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: Legacy CPE Limitations

- Three distinct testing processes currently in motion:
 - Compliance with 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.



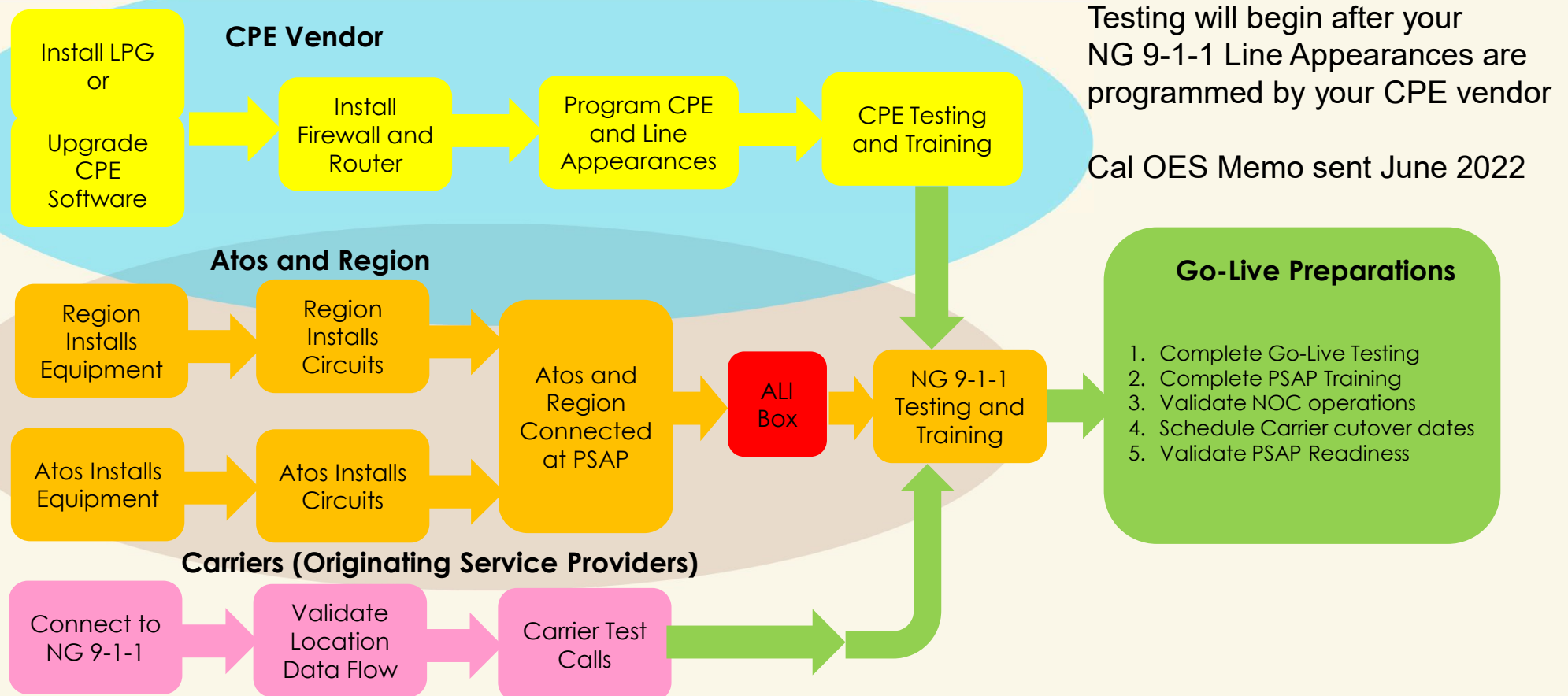
Item 5-2: Legacy CPE i3 Limitations

Contract I3 Compliance Checklist as deployed	Legacy CPE
LbyV PIDF-LO	Partial
ADR (Sip body or reference)	Partial
RTT support	Partial
CPE BCF interface	Partial
Support i3 log Methods (Each FE)	Partial
Call History Info header	Fail
Support Subscribe for abandon call notification	Fail
Support subscribe for conference status	Fail
SI interface (GIS sync)	Fail
8 Additional i3 Requirements	Not Tested



Item 5-2: PSAP Testing

Preparing for NG 9-1-1 Go-Live



November 16, 2022

California State 9-1-1 Advisory Board

10



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

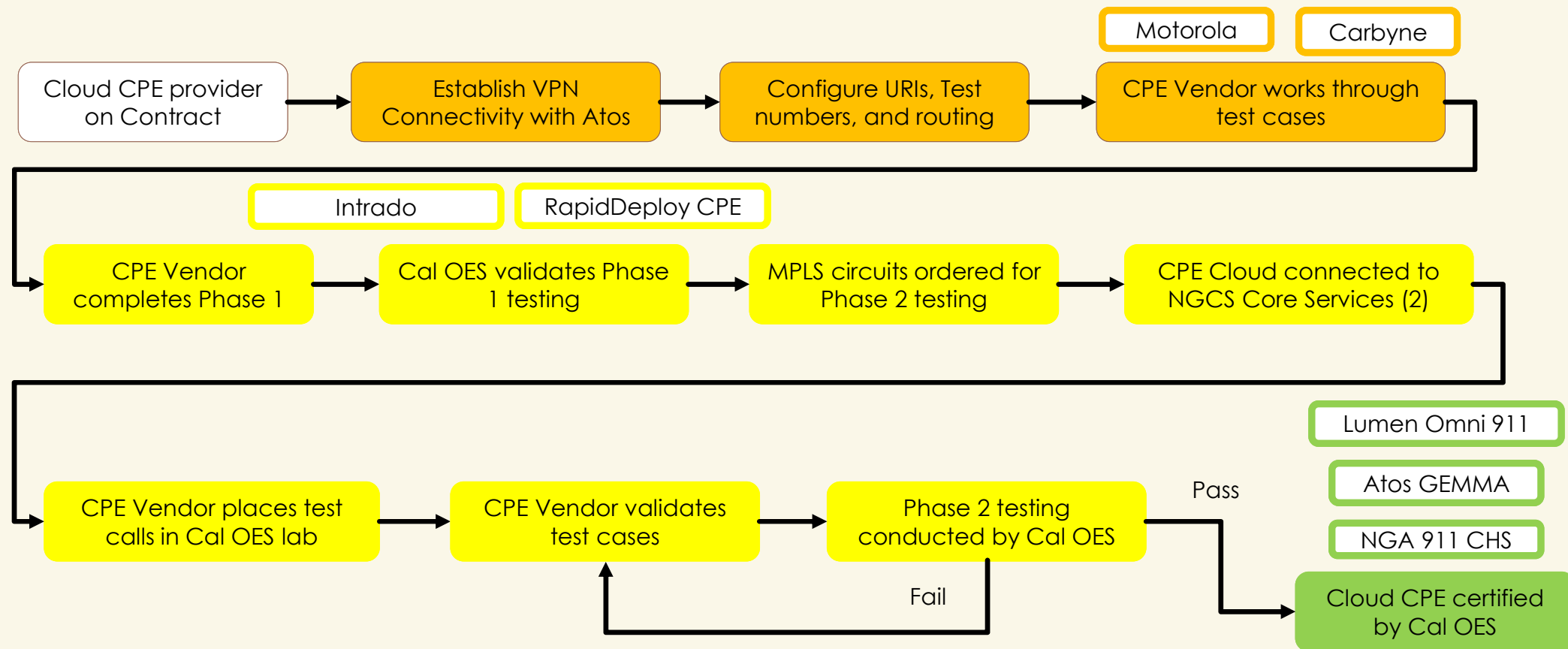


Item 5-3: Statewide CPE Installation

Calendar Year	System Acceptance Signed
2022	8
2021	23
2020	51
2019	69
2018	54
2017	57
2016	92
Older than 2016 (includes PSAPs with self-funded CPE)	106



Item 5-3: Cloud-Native CPE Testing Process



October 2022



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								

Desk: (916) 894-5022
Tim.Semenov@CalOES.ca.gov

Phone: (916) 894-5019
Pavel.Kioroglo@CalOES.ca.gov

Phone: (916) 894-5020
Theresa.Fryer@CalOES.ca.gov

Phone: (916) 894-5021
Anita.lopez@CalOES.ca.gov

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



Item 5:5 Procurement Updates

Note: Dates in Cal eProcure take precedence

- Recruiting, Retention, and Training RFP
 - Being reviewed prior to release.
 - On track to execute contract in early 2023.
- 9-8-8 Call Processing CPE
 - Evaluating bidder submissions
 - On track award December 2022.

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 [†]

	2020-21*	2021-22*	2022-23*
0022 State Emergency Telephone Number Account [§]			
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

November 16, 2022



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

- 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 Usage

NG9-1-1 AWS Usage Report Thru October 2022				
Name	Status	Live	Campaigns	Sent Messages SMS/Email/Voice
El Dorado County Sheriff's Office	Live	3/11/2022	103	172,284
San Luis Obispo Sheriff's Office	Live	3/14/2022	564	37,828
Tracy PD	Live	3/23/2022	42	25,008
San Mateo County Department of Emergency Management	Live	3/29/2022	50	220,473
City of Placerville	Live	3/30/2022	7	19
Riverside County	Live	3/31/2022	3	3
San Bernardino County Office of Emergency Services	Live	4/7/2022	1	6
City of Perris	Live	5/26/2022	9	661
Cal Poly Pomona	Live	7/18/2022	11	237,102
CSU - San Bernardino	Live	7/19/2022	117	1,072,019
Contra Costa County Office of the Sheriff	Live	7/26/2022	4	4
City of Palmdale	Live	8/2/2022	1	1
CSU Los Angeles	Live	8/23/2022	2	154,636
Hemet Police Department	Live	9/1/2022	1	729
San Joaquin Delta College	Live	9/1/2022	6	77,448
Mt. San Antonio College	Live	9/14/2022	-	-
Foothill-De Anza Community College District	Live	9/19/2022	-	-
Riverside Community College District	Live	9/19/2022	28	273,344
CSU San Bernardino	Live	9/20/2022	-	-
Cal Pol Humboldt	Live	9/23/2022	12	118,537
California State Warning Center	Live	10/6/2022	-	-
Totals			961	2,390,102



Item 6: NG 9-1-1 Alert & Warning Deployments as of November 15, 2022

Cal OES CA 9-1-1 Emergency Comms Branch	Live	CSU Fullerton Police Department	In Deployment
CSU Los Angeles	Live	City of Placentia	In Deployment
Foothill-De Anza Community College District	Live	Berkeley Police/Fire Communications Center	In Deployment
Riverside Community College District	Live	El Centro Police Department	In Deployment
Mt. San Antonio College	Live	Brawley Police Department	In Deployment
San Joaquin Delta College	Live	Bell Police Department	In Deployment
Cal Pol Humboldt	Live	Alhambra Police/Fire Department	In Deployment
Cal Poly Pomona	Live	Downey Police Department	In Deployment
Hemet Police Department	Live	El Monte Police Department	In Deployment
City of Palmdale	Live	Monrovia Police Department	In Deployment
City of Perris	Live	Azusa Police Department	In Deployment
City of Placerville	Live	La Verne Police/Fire Department	In Deployment
Contra Costa County Office of the Sheriff	Live	Stockton Police Department	In Deployment
El Dorado County Sheriff's Office	Live	Taft College	In Deployment
Riverside County	Live	Barstow Community College	In Deployment
San Bernardino County Office of Emergency Services	Live	City of Sunnyvale	In Deployment
San Luis Obispo Sheriff's Office	Live	City of San Dimas	In Deployment
San Mateo County Department of Emergency Management	Live	City of Stockton	In Deployment
Tracy PD	Live	San Francisco Dept Emergency Management (PSAP)	In Deployment
CSU San Bernardino	Live	CA County of Tulare	In Deployment
California State Warning Center	Live	University of California - Office of the President	In Deployment
South Lake Tahoe	In Deployment	CA City of Downey	In Deployment
Alameda County Sheriff's Office	In Deployment	CA City of Duarte	In Deployment
CSUMB	In Deployment	Glendora Police Department	In Deployment
CA Siskiyou County OES	In Deployment	Artesia, City of	In Deployment
CA Mendocino County Sheriff's Office	In Deployment	Colusa Indian Community Council	In Deployment
San Luis Obispo Police Department	In Deployment	Scotts Valley Band of Pomo Indians	In Deployment
CA Humboldt County Sheriff's Office	In Deployment	Blue Lake Rancheria	In Deployment
Fontana Police Department	In Deployment	Viejas Tribal Security	In Deployment
Buena Park Police Department	In Deployment	Tule River Tribe of California	In Deployment
Livermore Police Department	In Deployment	Yurok Fire Department	In Deployment
San Diego County Sheriff (San Diego)	In Deployment	Sonoma State University	In Deployment
East Bay Regional Park District	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 (469) 506-2683

State PM Michael.Elder@caloes.ca.gov (916) 894-5037



Item 7: 9-8-8 Update

- AB 988 was signed into law on September 29, 2022
- Established the 9-8-8 Crisis Hotline Center, using the digits “9-8-8” in compliance with existing federal law and standards
- By December 31, 2023, California Health and Human Services Agency (CHHS) and Cal OES develop a plan for the statewide integration of 9-8-8 and 9-1-1 and by July 1, 2024, Verify interoperability between 9-1-1 and 9-8-8
- Establishes dedicated 9-8-8 surcharge of \$0.08 for 2023 and 2024
 - Subsequent surcharge will be based on approved budget not to exceed \$0.30
- Requires Cal OES in collaboration with stakeholders to:
 - By December 28, 2022, Identify a 9-8-8 System Director
 - By December 28, 2022, Establish 9-8-8 Technical Advisory Board



Item 7-1: 988 Technical Advisory Committee

DRAFT Membership

First Meeting December 8, 2022, 1000-1200 at 630 Sequoia Pacific Blvd

Members of the Board

- Chair – Public Safety Communications, Governor's Office of Emergency Services (Non-voting)
- California Health and Human Services - Representative
- County Behavioral Health - Representative
- Local Emergency Medical Services Authority - Representative
- Rural Community 9-8-8 Crisis Services - Representative
- Large Community 9-8-8 Crisis Services - Representative
- County Managed 9-8-8 Crisis Services - Representative
- Mobile Crisis Care Services - Representative
- California National Emergency Number Association (CALNENA) - Representative
- Northern California Association of Public Communications Officials (NAPCO) / California Public - Safety Radio Association (CPRA) - Representative
- 9-1-1 Fire Agency Public Safety Answering Point Supervisor - Representative
- 9-1-1 Police Department Public Safety Answering Point Supervisor - Representative
- 9-1-1 Sheriff Public Safety Answering Point Supervisor - Representative
- California Commission on Peace Officer Standards and Training - Representative

November 16, 2022



Item 7-1: 988 Technical Advisory Committee Tasks

- Recommendations on the feasibility and plan for sustainable interoperability between 9-8-8, 9-1-1, and behavioral health crisis services, including the identification of any legal or regulatory barriers to the transfer of 9-1-1 calls.
- The development of technical and operational standards for the 9-8-8 system that allow for coordination with California's 9-1-1 system.
- The creation of standards and protocols for when 9-8-8 centers will transfer 9-8-8 calls into the "9-1-1" public safety answering points or points (PSAP), and vice versa.



Item 7-2: Next Steps for 9-8-8 in California

- Next Steps:
 - Complete 9-8-8 procurement process – December 2022
 - 9-8-8 Call processing equipment installs 2023-2025
 - Develop procedures and best practices on 9-8-8 to 911 transfer process and vice versa
 - Continue collaboration with local, state, and federal stakeholders
 - Update technology to support 9-8-8 Implementation Plan based on AB 9-8-8
 - 9-8-8 Technical Advisory Board meets for first time on December 8, 2022, from 10:00 -12:00



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:

2/15/2023 10 AM – 12 PM

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:**

Carrie Johnson, State 9-1-1 Advisory Board Liaison, at
(916) 894-5025 or via email at carrie.johnson@caloes.ca.gov

- **Media Information:**

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