



***Cal* OES**

GOVERNOR'S OFFICE  
OF EMERGENCY SERVICES

**State 9-1-1 Advisory Board**  
**February 17, 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)
- Chief Edward Hadfield, California Fire Chiefs Association (CFCA)
- Chris Herren, 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

November 2020 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 Carrier 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
3. Text to 9-1-1 Update
4. Next Gen 9-1-1 Update
5. Location Accuracy Project
6. Cloud Based CPE
7. Status of SETNA



# Item 5-1: 2020 Call Statistics

Total 9-1-1 Calls	2019	2020
Total	27,361,673	25,927,317
Wireless	22,419,645 (82%)	21,830,501 (84%)
Wireline	3,607,974 (13%)	2,236,812 (9%)
Voice over IP	1,236,804 (5%)	1,242,522 (5%)
Other including Telematics	34,929 (<1%)	533,027 (2%)
Text to 9-1-1	62,321 (<1%)	84,455 (<1%)



# Item 5-2: Statewide CPE Installation

Calendar Year	System Acceptance Signed
2020	44
2019	69
2018	54
2017	57
2016	93
2015	60
Older than 2015 (includes PSAPs with self-funded CPE)	88

PSAPs with CPE System Acceptance dates of 2014 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 CPE Upgrades

- Next Gen 9-1-1 testing has identified the need to upgrade the CPE software
  - Motorola – Vesta will need to be upgraded to Version 7.4 SP1
  - Intrado – Viper will need to be upgraded to either Version 5.1 Power 6.4 or Version 7.0
  - CallWorks, CentralSquare, and Zetron might need a legacy PSAP Gateway
  - Older equipment will need a Legacy PSAP Gateway (~80 PSAPs)
- Andrew Mattson and his team will work with your PSAP and they are starting the upgrade
- Your CPE vendor will program additional line appearances on your CPE
- Your CPE vendor will complete training at your PSAP
- Your CPE vendor is required to support the existing ANI/ALI spill to CAD and CDR
- Existing Contract (Pre-Cloud) CPE sales are again authorized
- Existing Contract (Pre-Cloud) will be extended to April 2022



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

Text to 9-1-1 Status	Quantity
PSAPs deployed with Web Based OTT	297
PSAPs pending deployment of Web Based OTT	5
PSAPs deployed with Integrated Text	133
PSAPs pending deployment of Integrated Text	2
Total PSAPs deployed (97% completed)	430
Total PSAPs	437



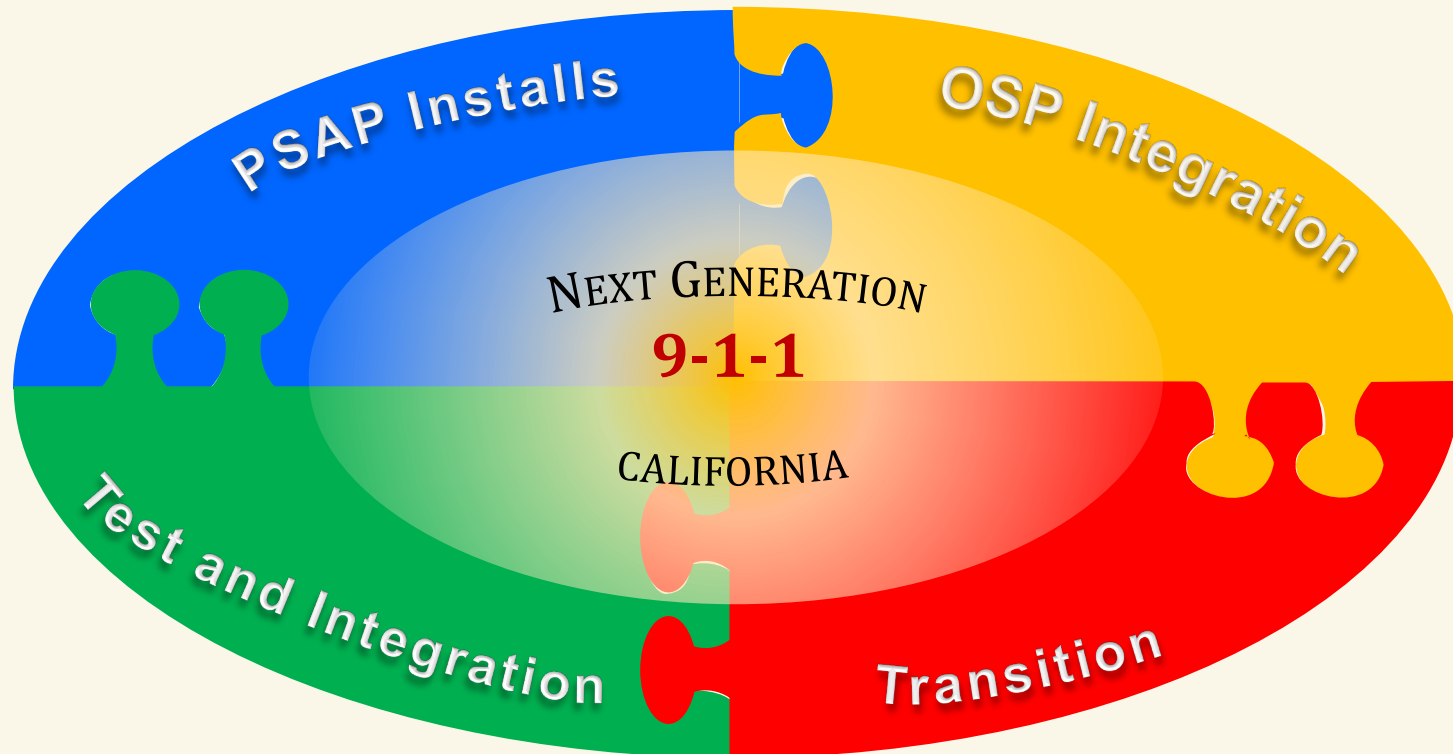
California Assembly Bill 1168  
Mandated Text to 9-1-1 by  
January 1, 2021

UC Berkeley PD  
Calistoga PD  
Coalinga PD  
Santa Paula PD  
Sonora PD  
Corning FD  
US Sequoia National Park

For questions/scheduling Contact Chereise Bartlett @ 916-894-5030 or [chereise.bartlett@caloes.ca.gov](mailto: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**  
State PM: Angela Chen  
Vendor: Synergem



**Prime**  
State PM: Anne Leal-Abdallah  
Vendor: Atos

**Los Angeles Region**  
State PM: Chereise Bartlett  
Vendor: NGA 911

**NGA 911**

## Optimistic Deployment Timeline

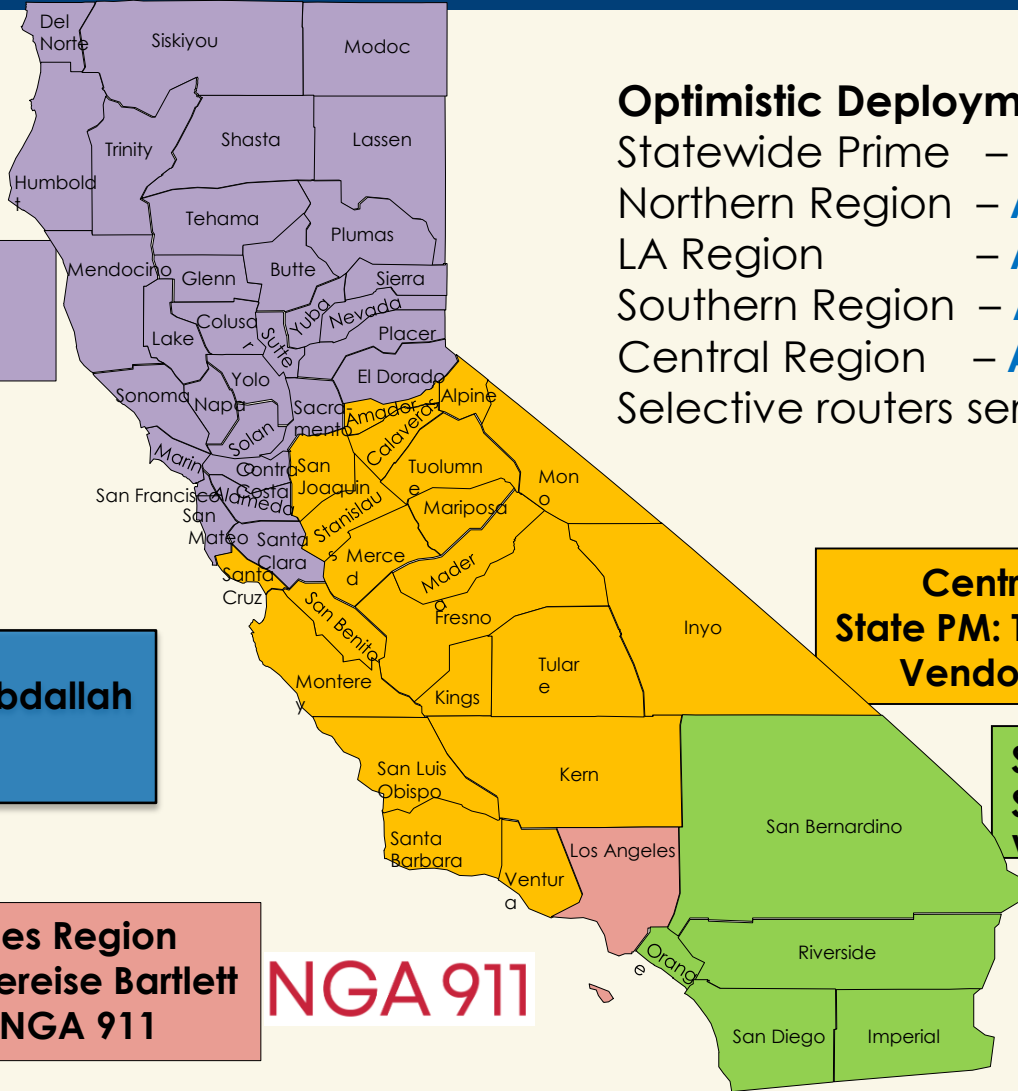
- Statewide Prime – Aug 2019 – Nov 2021
- Northern Region – Aug 2019 – Nov 2021
- LA Region – Aug 2019 – Nov 2021
- Southern Region – Aug 2019 – Nov 2021
- Central Region – Aug 2019 – Nov 2021
- Selective routers services replaced - 2022

**Central Region**  
State PM: Tiffany Howard  
Vendor: NGA 911

**NGA 911**

**Southern Region**  
State PM: Curt Guillot  
Vendor: LUMEN

**LUMEN®**



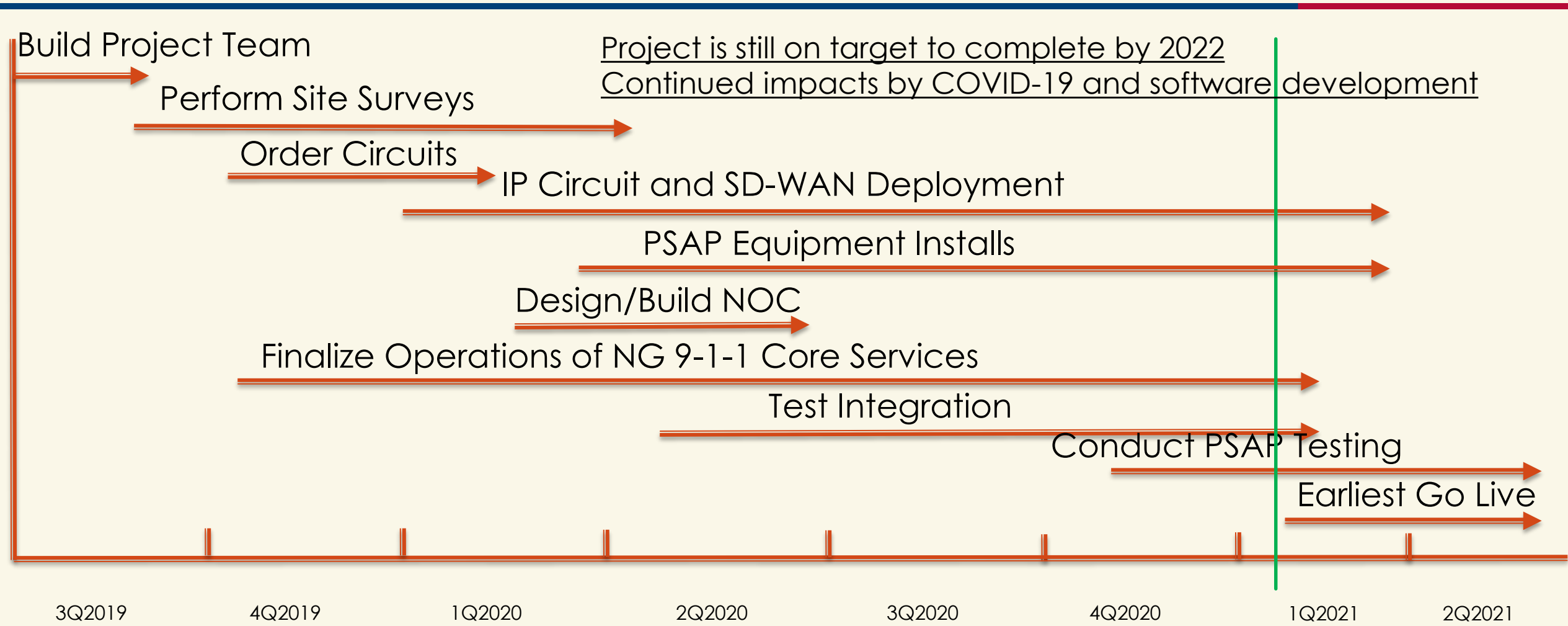


# Item 5:4: What Can My PSAP Expect From the NG 9-1-1 Transition?

- NG 9-1-1 project
  - Updates the way 9-1-1 calls are delivered to your PSAP
  - Will not immediately change how your PSAP operates
  - Will not automatically add video, photo, and other multimedia
- NG 9-1-1 Transition goals:
  - Improve accuracy of 9-1-1 call routing
  - Deliver 9-1-1 calls to correct PSAP, faster
  - Do not impact operational reality at your PSAP

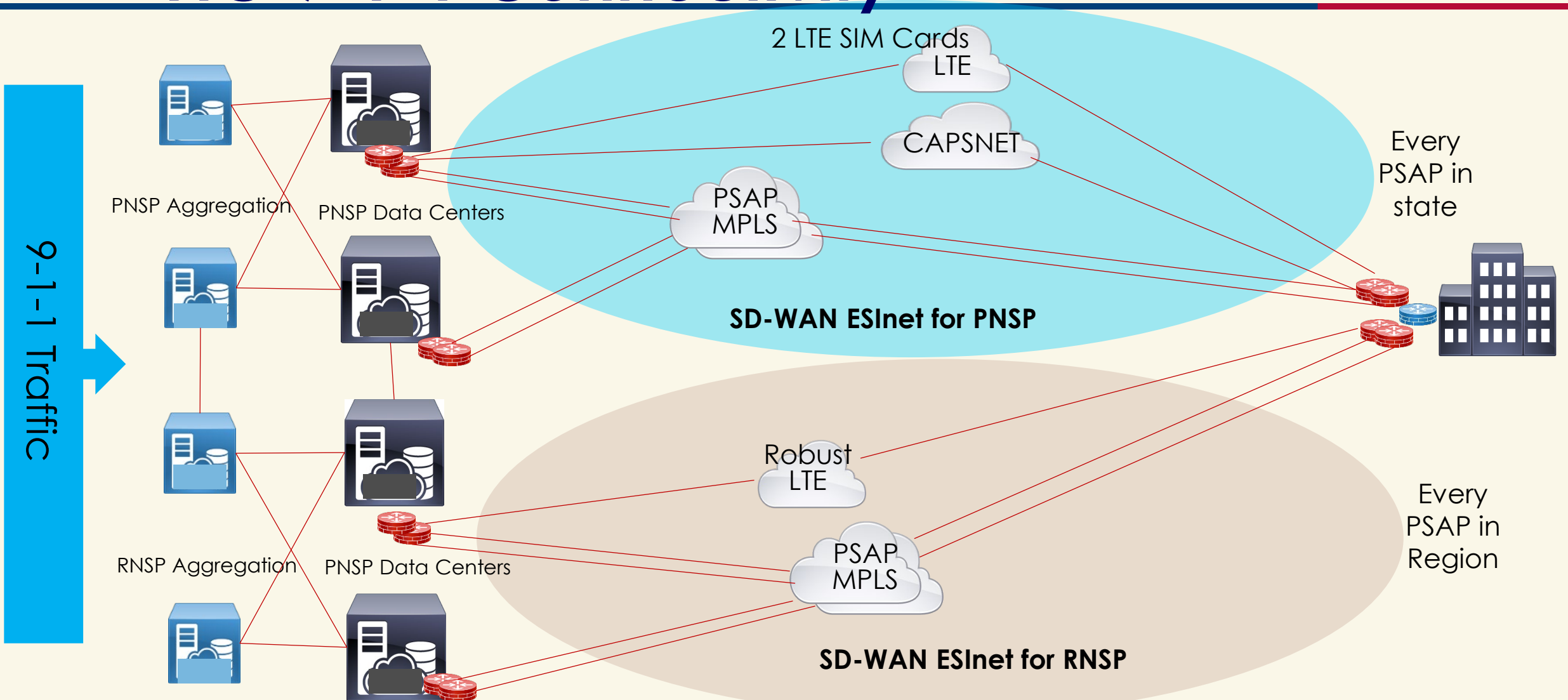


# Item 5-4: Optimistic Next Gen 9-1-1 Project Timeline





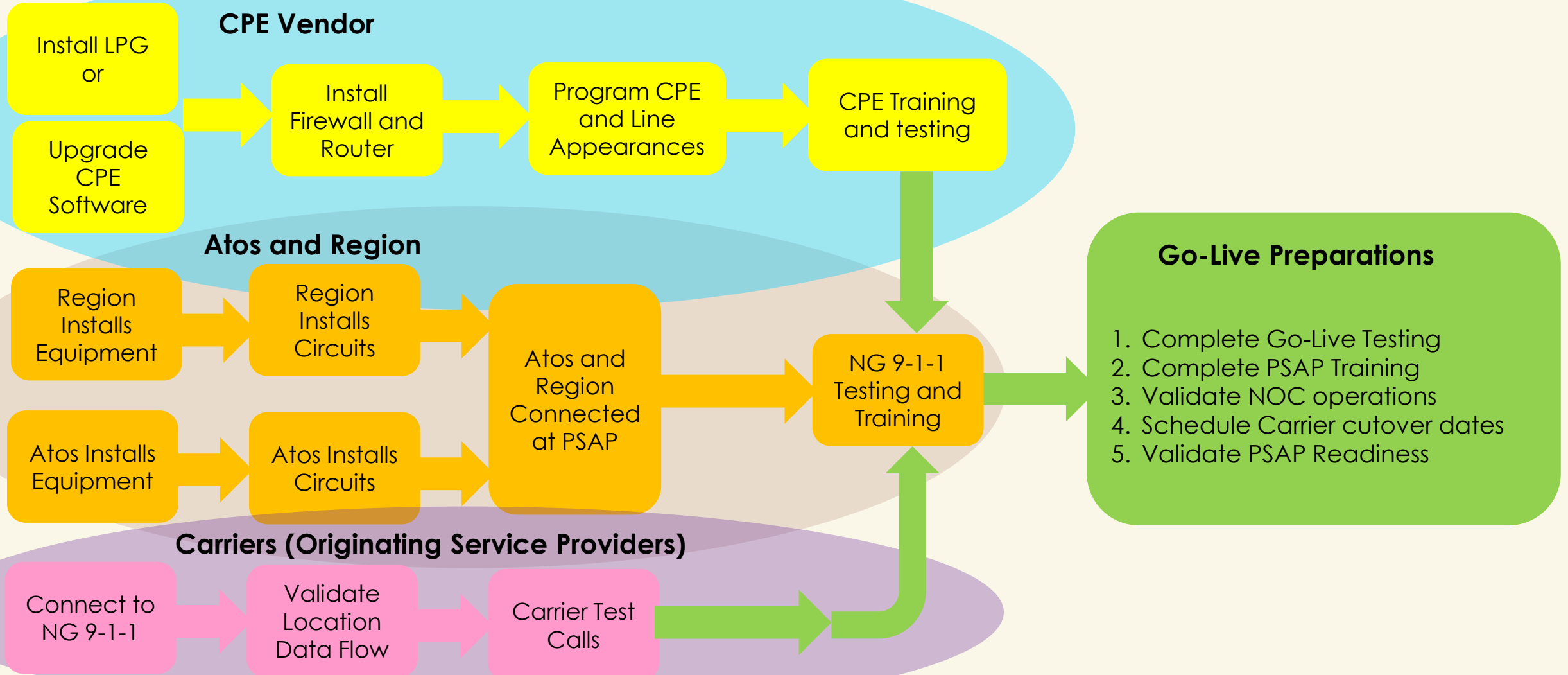
# Item 5-4: PSAP Installs NG 9-1-1 Connectivity





# Item 5:4 PSAP Installs

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







# Item 5-4: PSAP Install Status as of 2/1/2021

## North Synergem

- Remediation – 100 of 163 PSAPs
- Equipment Install – 92 of 163 PSAPs
- Circuit Tested – 6 of 163 PSAPs

## Atos

- 51 of 163 PSAPs
- 1 of 163 PSAPs

## South Lumen

- Remediation – 83 of 91 PSAPs
- Equipment Install – 72 of 91 PSAPs
- Circuit Tested – 143 of 182 circuits (91 PSAPS)

## Atos

- 25 of 91 PSAPs
- 5 of 182 circuits (91 PSAPS)



# Item 5-4: PSAP Install Status

## Central NGA 9-1-1

- Remediation – 109 of 112 PSAPs
- Equipment Install – 102 of 112 PSAPs
- Circuit Tested - 110 of 228 Circuits (112 PSAPs)

## Atos

- 65 of 112 PSAPs
- 19 of 224 Circuits (112 PSAPs)

## LA NGA 9-1-1

- Remediation - 70 of 79 PSAPs
- Equipment Install – 70 of 79 PSAPs
- Circuit Tested - 81 of 158 circuits (79 PSAPs)

## Atos

- 58 of 79 PSAPs
- 1 of 158 circuits (79 PSAPs)



# Item 5-4: What Does NG 9-1-1 Testing Look Like For My PSAP

There will be 4 types of Testing

- CPE Testing to validate CPE upgrades or LPG
- NG 9-1-1 Testing to validate NG 9-1-1 connectivity to your PSAP
- “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
- Vendors will do their best to notify the PSAP, but the complexity and number of tests make notification difficult



# Item 5-4: OSP Integration Selective Routers – Phase 1

Phase	PSAP Name	County	PSAP NG Region	Selective Router Name
1	Brawley PD	Imperial	Southern	EL CENTRO
1	Calexico PD	Imperial	Southern	EL CENTRO
1	CHP - El Centro	Imperial	Southern	EL CENTRO
1	El Centro PD	Imperial	Southern	EL CENTRO
1	Imperial Co SO	Imperial	Southern	EL CENTRO
1	Amador Co. Shf.	Amador	North	PLACERVILLE NIAGARA
1	Cal Fire - Camino (Cedar Grove)	El Dorado	North	PLACERVILLE NIAGARA
1	El Dorado Co. Shf.	El Dorado	North	PLACERVILLE NIAGARA
1	Placerville PD	El Dorado	North	PLACERVILLE NIAGARA
1	South Lake Tahoe PD	El Dorado	North	PLACERVILLE NIAGARA
1	State Dept. of Parks & Rec. (Norcom)	Sacramento	North	PLACERVILLE NIAGARA
1	Cal Fire - San Andreas	Calaveras	Central	SONORA
1	Calaveras Co. Shf.	Calaveras	Central	SONORA
1	Sonora PD	Tuolumne	Central	SONORA
1	Tuolumne Co. Shf.	Tuolumne	Central	SONORA



# Item 5-4: OSP Integration Selective Router Transition

Phase	Selective Router Name	PSAP Region	PSAPs with Circuits
1	EL CENTRO	Southern	5
1	PLACERVILLE NIAGARA	North	6
1	SONORA	Central	4
2	BARSTOW	Southern	14
2	BUNDY	LA	18
2	JACKSON	Central	6
2	LAKEPORT	North	3
2	MARYSVILLE	North	9
2	MILL VALLEY	North	7
2	PALM SPRINGS	Southern	22
2	SANTA CRUZ MAIN	Central	6
2	SEPULVADA	LA	21
2	THOUSAND OAKS	Central	9
2	UKIAH	North	9
3	CHICO	North	23
3	EUREKA	North	10
3	FRESNO MAIN	Central	26
3	HOLLYWOOD	LA	29
3	MADISON	LA	2
3	NORTHRIDGE	LA	2
3	RIALTO	Southern	17
3	RIDGECREST	Central	14
3	San Diego MIRA MESA	Southern	26
3	SAN GABRIEL	LA	44
3	VALLEJO	North	16
3	VISALIA	Central	14
3	WATERMAN	LA	48
3	WESTMINSTER	LA	31

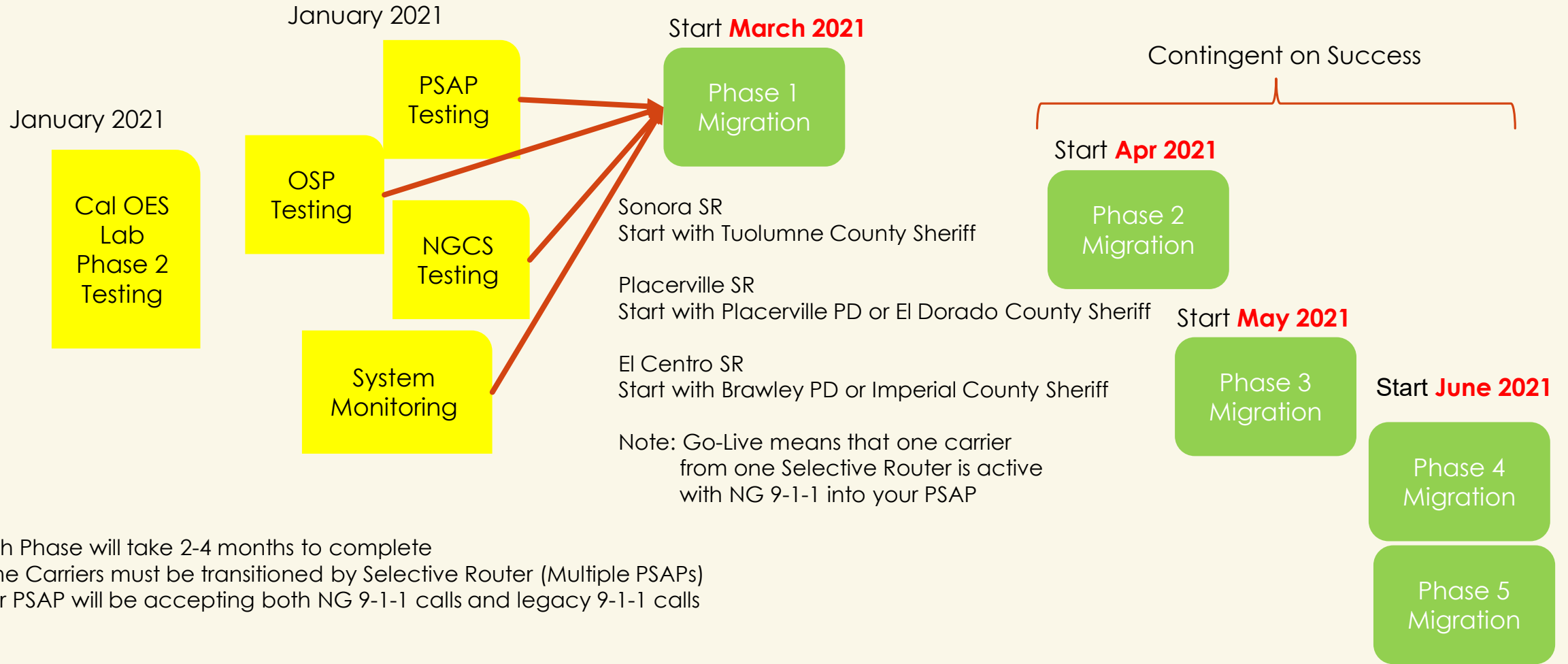
Phase	Selective Router Name	PSAP Region	PSAPs with Circuits
4	LA PUENTE	LA	23
4	LAS POSITAS	Central	13
4	MILLBRAE	North	19
4	MODESTO MAIN	Central	27
4	ORINDA	North	36
4	SAN ANDREAS	Central	7
4	SAN LUIS OBISPO	Central	10
4	SANTA ANA	Southern	35
4	SANTA CLARA	North	26
4	SHERMAN OAKS	LA	23
4	UPTOWN	LA	45
4	VENTURA FIR	Central	11
5	AUBURN	North	18
5	BAKERSFIELD MAIN	Central	18
5	REDDING ENTERPRISE	North	14
5	SACRAMENTO MAIN	North	22
5	SALINAS MAIN	Central	10
5	SANTA ROSA	North	14
5	STOCKTON MAIN	Central	19

Phase 1: Start Mar 2020  
 Phase 2: Start Apr 2021  
 Phase 3: Start May 2021  
 Phase 4-5: Start June 2021

Goal is to complete transition  
 July 2021



# Item 5-4: Test and Integration Start Dates For Testing and Migration



- Each Phase will take 2-4 months to complete
- Some Carriers must be transitioned by Selective Router (Multiple PSAPs)
- Your PSAP will be accepting both NG 9-1-1 calls and legacy 9-1-1 calls



# Item 5-4: Test and Integration

## Cal OES Lab Testing Status

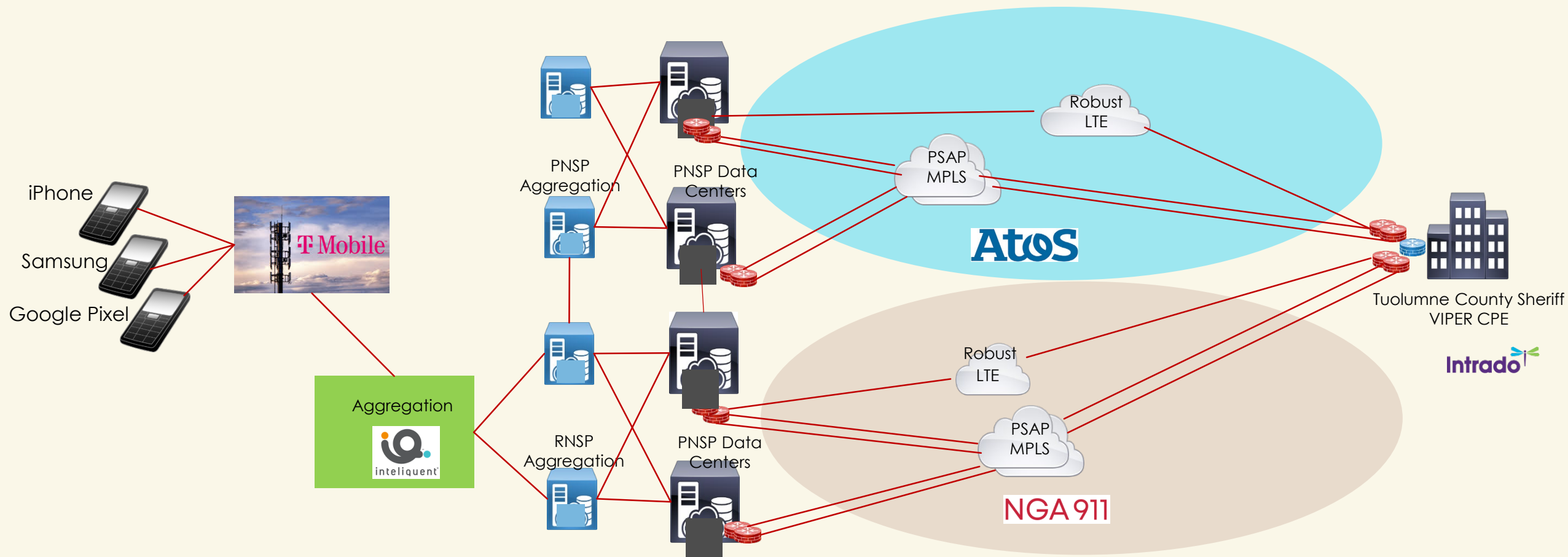
- The CA 9-1-1 Branch Lab with all capabilities of an operational PSAP with two Vesta, two Viper, and two Cloud Based CPE positions
- RNSP and PNSP Equipment and Network Validation
- Validated ability to receive and transfer 9-1-1 calls between RNSP and PSNP
- Validated ability to deliver and transfer calls to CPE
- Validated NENA i3 capabilities
- Validated interface needed at each PSAP
- Validated failover scenarios



# Item 5-4: Test and Integration

## Cal OES Lab Testing Status

- On January 27<sup>th</sup>, 2021 successfully delivered 9-1-1 call from multiple handsets, through T-Mobile and successfully delivered call to Tuolumne County Sheriff over NG 9-1-1







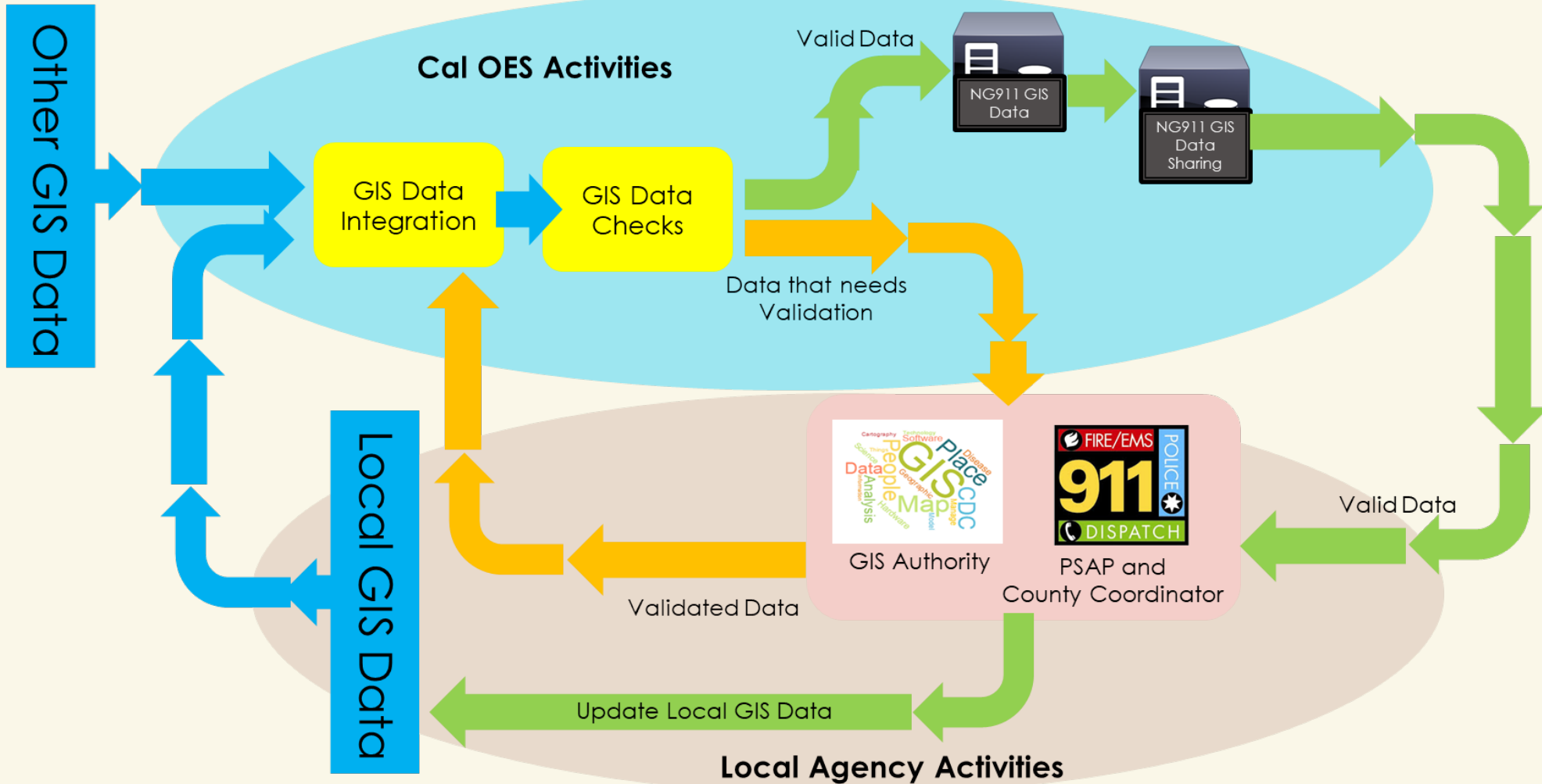
# Item 5-4: Test and Integration Testing Overview

RNSP_PNSP Interconnectivity
Test Function
NGCS Interconnects
Agg sites Interconnects
BGP Peering to PNSP
Test Agg call to NGCS
DNS delegation and sync
SFTP access test
ECRF sync with GDB file
LDB sync with LDB XML file
Policy store sync
TCP SIP from RNSP to PNSP and VV
Data center failover testing for agg calls
Deliver SIP calls diverted through PNSP/RNSP
Test i3 logging to logger for all FE
Test MPLS failover to PSAP
Test calls to PSAP over LTE
Test MPLS failover to PNSP/RNSP
Test Dashboard API
Test e-bond API
Test services dashboard display

PNSP / RNSP to CPE Testing	
Test Function	Test Function
NGCS BGP peering with PSAP router	Policy route when CPE failed
Delivery of 911 call to 911 queue	Policy route when incorrect headers
Delivery of 911 call to other queues	Policy route when no answer
two way audio using RTP	Policy route when abandon PSAP
Mute calls and unmute	default route
TCP I3 SIP header	test wireless call with location data
Location by Value delivery and display	Test wireline call with location data
Location by reference delivery and display	ADR presentation
Geospatial routing for multiple PSAP boundaries	transfer to another PSAP queue
Call delivery over SDWAN using IPv6 to CPE	Transfer to another PSAP CPE
Abandon call test when ringing at PSAP	Transfer to a transfer queue
Abandon call test when in NGCS	Transfer using STA dynamic find services
Teardown call by caller	Mute parties in conference
Teardown call by call taker	test encryption to the PSAP router
Multiple simlutaneous calls	Test calls from both data centers
Policy route when no agents logged in	I3 logs for CPE FE
Policy route when no resources available	Validate CPE functionality with NGCS



# Item 5-4: GIS Workflow





# Item 5-5: Location Accuracy and Validation Project

- All PSAPs are active with RapidDeploy
- Feedback is overwhelmingly positive
- All PSAPs have been updated to RadiusPlus
  - Includes an SMS text from 9-1-1 capability
  - Integration of data from OnStar, ADT and other data sources
  - All Over the Top text solutions will be migrated to RapidDeploy in 2021
- Any questions, Cal OES Project Manager:  
Curt Guillot @ 916-894-5035 or [curt.guillot@caloes.ca.gov](mailto:curt.guillot@caloes.ca.gov)
- For RadiusPlus access, Customer Success Manager:  
Leah Portnoy @ 512-970-2255 or [Leah.Portnoy@rapiddeploy.com](mailto:Leah.Portnoy@rapiddeploy.com)



# Item 5-5: Comcast Network Connection

- Provides primary connection for the Cal OES Location Accuracy Project (RapidDeploy service)
- Supports future NG9-1-1 related services for the PSAPs
- Requires site visit(s) from Comcast or their sub-contractor
- Wireless connection will be used as a backup once Comcast connection is established
- Comcast will schedule appointment prior to showing up at PSAP for network installation
- Over 280 PSAPs have Comcast circuit installed

Any questions, Cal OES Project Manager:

Tiffany Howard @ 916-894-5034 or [tiffany.howard@caloes.ca.gov](mailto:tiffany.howard@caloes.ca.gov)



# Item 5-6: Next Gen 9-1-1 Call Processing Equipment (CPE) RFP Update

- Contracts were awarded on July 10, 2020
  - AT&T reselling Rapid Deploy Cloud, Motorola Cloud, Viper Cloud, and Viper Data Center
  - Atos - Open Scape Cloud
  - Carbyne Cloud
  - Carousel reselling Motorola Cloud
  - CenturyLink 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 reselling WestTel Cloud, Emergent Cloud
  - RapidDeploy Cloud
  - Zetron Data Center



# Item 5-6: Next Gen 9-1-1 Call Processing Equipment (CPE) RFP Update

- Cal OES has met with all vendors that are on the new CPE contract
- Some cloud CPE vendors will be ready to test as early as March
- Most cloud CPE vendors will not be ready until fall of 2021
- Cal OES is working with Atos, Lumen, NGA 911 and Synergem to establish permanent testing capability in the Cal OES 9-1-1 lab
- Cal OES does not expect any cloud CPE installations before fall of 2021 based on NG 9-1-1 testing and Go-Live



# Item 5-8: SETNA Fund Condition Statement

LEGISLATIVE, JUDICIAL, AND EXECUTIVE

2020-21 STATE BUDGET — LJE 1

## 0690 Office of Emergency Services

### FUND CONDITION STATEMENTS †

	2018-19*	2019-20*	2020-21*
<b>0022 State Emergency Telephone Number Account<sup>§</sup></b>			
BEGINNING BALANCE	\$36,653	\$241	\$7,342
Prior Year Adjustments	10,971	-	-
Adjusted Beginning Balance	\$47,624	\$241	\$7,342
REVENUES, TRANSFERS, AND OTHER ADJUSTMENTS			
Revenues:			
4140500 Emergency Telephone User's Surcharge	54,045	126,274	192,410
4171100 Cost Recoveries - Other	1	2	2
4171400 Escheat - Unclaimed Checks, Warrants, Bonds, and Coupons	-34	2	-
Transfers and Other Adjustments			
Loan from the General Fund (0001) to the State Emergency Telephone Number Account (0022), per Item 0690-011-0001, Budget Act 2018 (AB 72)	10,000	-	-
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)	2,603	1,408	-
Total Revenues, Transfers, and Other Adjustments	\$66,615	\$127,686	\$192,412
Total Resources	\$114,239	\$127,927	\$199,754
EXPENDITURE AND EXPENDITURE ADJUSTMENTS			
0690 Office of Emergency Services (State Operations)	13,021	20,416	21,442
0690 Office of Emergency Services (Local Assistance)	95,606	144,271	142,391
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)	943	1,735	1,719
8880 Financial Information System for California (State Operations)	1	-1	-
9892 Supplemental Pension Payments (State Operations)	44	95	95
9900 Statewide General Administrative Expenditures (Pro Rata) (State Operations)	568	254	1,487
Less funding provided by General Fund (State Operations)	-	-50,000	-
Total Expenditures and Expenditure Adjustments	\$113,998	\$120,585	\$170,949
FUND BALANCE	\$241	\$7,342	\$28,805
Reserve for economic uncertainties	241	7,342	28,805



# Item 5-8: 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: Agenda Items for future meetings

Board requests for matters to be placed on a future agenda



# Item 8: 2021 Meeting Dates

- MAY 19, 2021
- AUGUST 18, 2021
- NOVEMBER 17, 2021



# Item 9: Public Comment

Public Comment



# Item 10: 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](mailto: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](mailto:Bryan.May@caloes.ca.gov)