



***Cal* OES**

**GOVERNOR'S OFFICE
OF EMERGENCY SERVICES**

State 9-1-1 Advisory Board

February 20, 2019

9:00 AM

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 Scott Howland, California Highway Patrol (CHP)
- Brenda Bruner, Association of Public-Safety Communication Officials (APCO)
- Lee Ann Magoski, California National Emergency Number Association (CALNENA)
- Hanan Harb, California National Emergency Number Association (CALNENA)
- Sheriff Ingrid E. Braun, California State Sheriffs’ Association (CSSA)
- Sheriff Kory Honea, California State Sheriffs’ Association (CSSA)
- Chief Edward Hadfield, California Fire Chiefs Association (CFCA)
- Chris Herren, California Fire Chiefs Association (CFCA)
- Chief John Peters, California Police Chiefs Association (CPCA)
- Chief Craig Carter, California Police Chiefs Association (CPCA)

Establishment of quorum

Item 2: Approval of Meeting Minutes

Meeting Minutes

August 2018, October 2018, and December 2018

- *Meeting held in Mather, California*

Item 3: Closed Session

Closed Session to review and discuss 4th Quarter California 9-1-1 Outages Pursuant to G.C. Section 11126(e)

Item 4: Legislative Update

Mr. Reggie Salvador, Chief, Cal OES Legislative & External Affairs will provide information regarding legislation that may impact California's 9-1-1 system

Item 5: FirstNet Update

First Responder Network

Mr. Patrick Mallon, Assistant Director, Public Safety Communications will provide an update regarding FirstNet

Item 6: California 9-1-1 Emergency Comm. Branch Report

Mr. Budge Carrier will present updates regarding active projects within Cal OES' 9-1-1 Emergency Communications Branch

1. 2018 Call Statistics
2. Fiscal and Operational Review Status
3. Statewide Customer Premise Equipment (CPE) Installation
4. Text to 9-1-1 Update
5. Next Gen 9-1-1 Update
6. Status of SETNA
7. Statewide Contracts Update

Item 6-1: 2018 Call Statistics

27,018,953	Total 9-1-1 Calls in 2018
21,755,763	81% Wireless (Up 1% from 2017)
3,136,490	12% Wireline (Down 3% from 2017)
1,144,924	4% Voice over IP (No change)
953,762	3% Other to include Telematics (Up 2% from 2017)
28,014	Text Messages (Up 10,000 from 2017)

Wireless is bulk of calls

Wireline pays bulk of the bills

Millions rely on 9-1-1 each year

Item 6-2: Fiscal and Operational Review Status

FISCAL AND OPERATIONAL REVIEW (FOR) STATUS

Year	FORs Completed
2019 Year-to-Date	14
2018	112
2017	83
2016	100

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 your advisor if you need us to come sooner!

2. Approximately 30 FORs are being scheduled and completed during each quarter of the year.

Item 6-3: Statewide CPE Installation

CPE Install and Acceptance by Year:

Year	System Acceptance Signed
2019 Year-to-Date	1
2018	52
2017	56
2016	94
2015	61
2014	54
Older than 2014 (includes PSAPs with self-funded CPE)	119

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 6-4: Text to 9-1-1 Deployment

Deployed Counties/PSAPS	# PSAPs in county	# PSAPs deployed or partially deployed	% PSAPs deployed in county
Alameda County	19	6 (+2)	31.58%
Amador County	1	1	100.00%
Butte County	6	6	100.00%
Contra Costa County	11	11	100.00%
Del Norte County	1	1	100.00%
El Dorado County	3	2	66.67%
Humboldt County	5	3 (+1)	60.00%
Imperial County	4	4	100.00%
Kern County	12	12	100.00%
Kings County	3	1	33.33%
Lake County	2	2	100.00%
Los Angeles County	74	72	97.30%
Marin County	5	5 (+2)	100.00%
Mendocino County	3	3	100.00%
Merced County	8	8	100.00%
Monterey County (1 PSAP dplyed for entire co)	4	4	100.00%
Nevada County	1	1	100.00%
Orange County	25	25	100.00%
Placer County	5	5	100.00%
Plumas County	1	1	100.00%
Riverside County	14	7	50.00%
Sacramento County	7	7	100.00%

Deployed Counties/PSAPS (cont)	# PSAPs in county	# PSAPs deployed or partially deployed	% PSAPs deployed in county
San Bernardino County	18	15	83.33%
San Diego County	20	5 (+2)	25.00%
San Francisco County	4	2	50.00%
San Joaquin County	7	2	28.57%
San Luis Obispo County	7	7	100.00%
San Mateo County	13	13	100.00%
Santa Barbara County	7	7	100.00%
Santa Clara County	14	8	57.14%
Santa Cruz/San Benito	3	3	100.00%
Shasta County	1	1	100.00%
Solano County	7	6	85.71%
Sutter County	2	1	50.00%
Tehama County	4	1	25.00%
Toulomne County	2	1	50.00%
Tulare County	9	1	11.11%
Ventura County	8	2 (+1)	25.00%
Yolo	3	3	100.00%
Cal- Fire Statewide	21	5 (+5)	23.81%
CHP Statewide	26	26	100.00%
Total		296 of 437	67.7%

Roughly ¾ of California's population

Since Last AB 23 more PSAPs are live with text and added 13 PSAPs to the deployment process



Item 6-4: Text to 9-1-1 Deployment

Text totals

- Text to 9-1-1 totals for 2018 is 28,014
- Text volume is low, averaging less than 1% of a PSAP 9-1-1 voice totals
- 74% of California's population is covered by PSAPs deployed or in the process of being deployed with text*

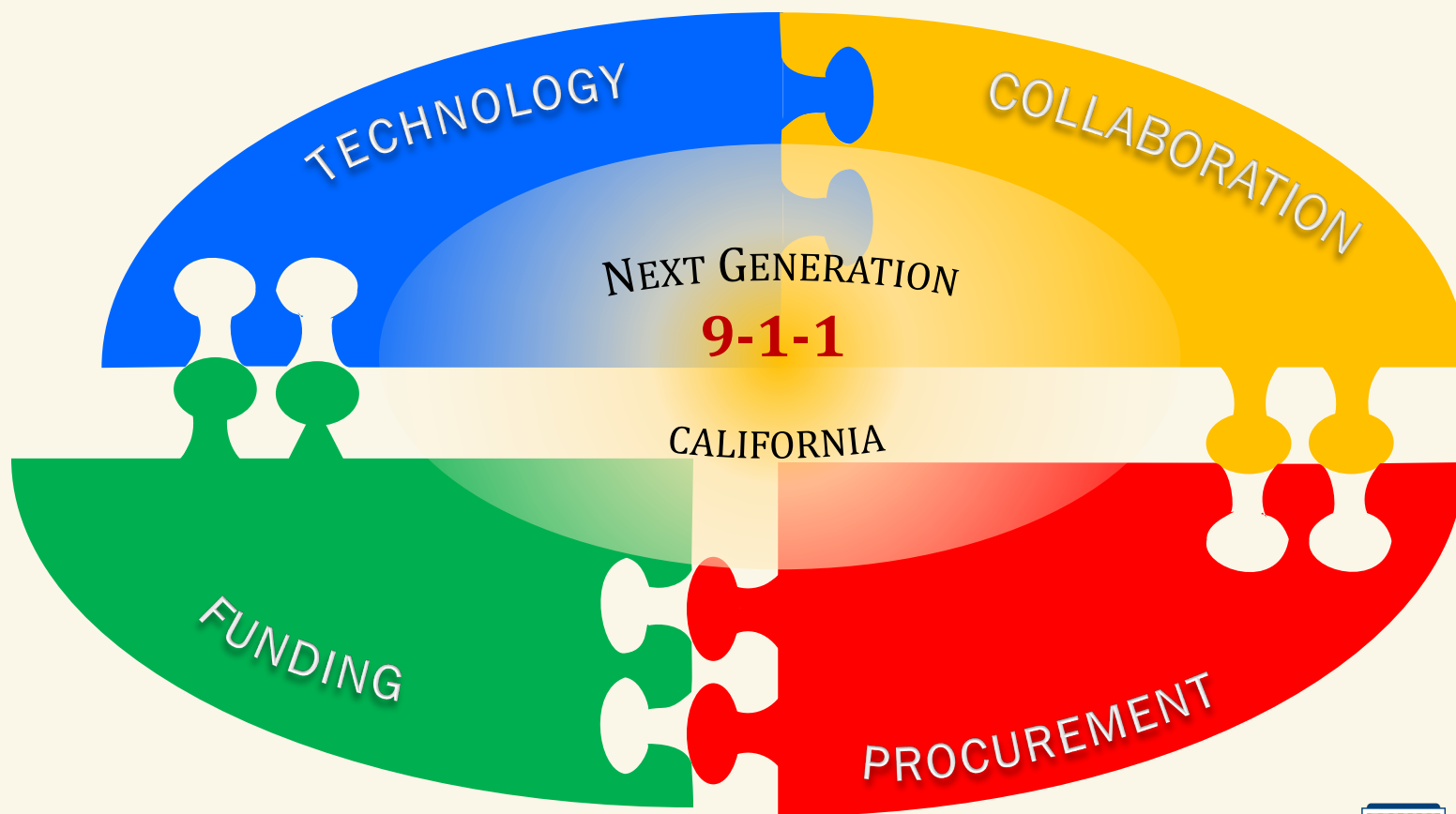
Transfer issue

- Text to 9-1-1 transfer to a secondary between Text Control Centers
- Recently advised by TCCs a PSAP cannot transfer to a Secondary PSAP residing in a different TCC
- Reason, secondary PSAPs do not have shape files. And transferring between TCCs is accomplished by shape file information

*Based on California Department of Finance Population estimate for cities, counties and the State report 2017-2018.

<http://www.dof.ca.gov/Forecasting/Demographics/Estimates/E-1/>

Next Gen 9-1-1 in California



Cal OES continues to work on Next Gen 9-1-1 RFP

Details will be provided when the RFP has been posted to eProcure

Item 6.5: Next Gen 9-1-1 Update

Cal OES has released Next Gen 9-1-1 RFP

- Prime Vendor Responsible for:
 - Next Gen 9-1-1 Core Services
 - Aggregation of all OSP traffic except Wireless, AT&T Wireline, and Frontier Wireline
 - System Monitoring
 - Interface standards
 - Text to 9-1-1
 - Next Gen 9-1-1 Alert and Warning
- Region Vendor Responsible for:
 - Next Gen 9-1-1 Core Services
 - Aggregation of all Wireless, AT&T Wireline, and Frontier Wireline OSP traffic in awarded Region
 - Compliance with Interface standards
 - System Monitoring

Item 6.5: Next Gen 9-1-1 RFP Key Action Dates

RFP Pre-Solicitation Released	Feb 15, 2019
Confidential Discussions	Mar 19-21, 2019
RFP Released	Mar 29, 2019
Last day to submit intent to bid	Apr 12, 2019
Last day to submit proposal	May 17, 2019
Last day to submit tariffs to CPUC	Jun 7, 2019
Cost Worksheets Due	Jun 27, 2019
Notice of intent to award Prime	Jul 1, 2019
Notice of intent to award Regions	Aug 1, 2019

NOTE: All dates subject to change based on RFP process

The Contractor will not begin Next Gen 9-1-1 work until funding is approved

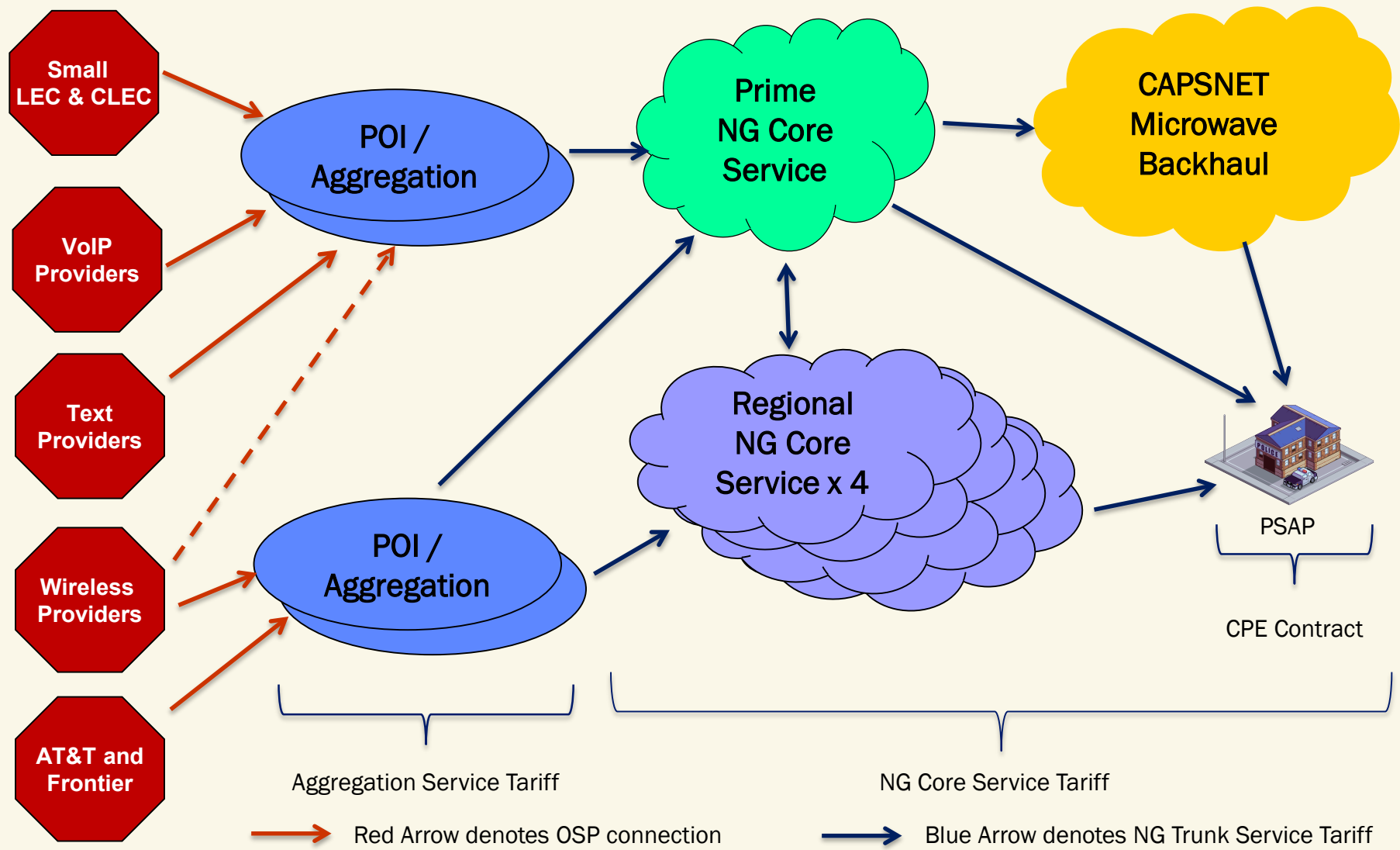
Item 6.5: Next Gen 9-1-1

Why Next Gen 9-1-1 Remains important:

- Ensured emergency calls are quickly and accurately delivered – in 3 seconds or less
- Delivers increased location accuracy for wireless calls
- Provides a statewide common delivery system for Alerts and Warnings
- Increases resiliency by hardening the system to withstand natural and human-caused disasters
- Allows agencies to re-route 9-1-1 calls to each other during disasters
- Supports seamless text to 9-1-1 delivery into the call center
- Allows agencies to utilize state of the art mapping in order to better locate callers
- Reduces 9-1-1 system downtime. 9-1-1 outages are an ongoing problem with the aging infrastructure currently being used in California

Item 6.5: Next Gen 9-1-1

Originating Service Providers

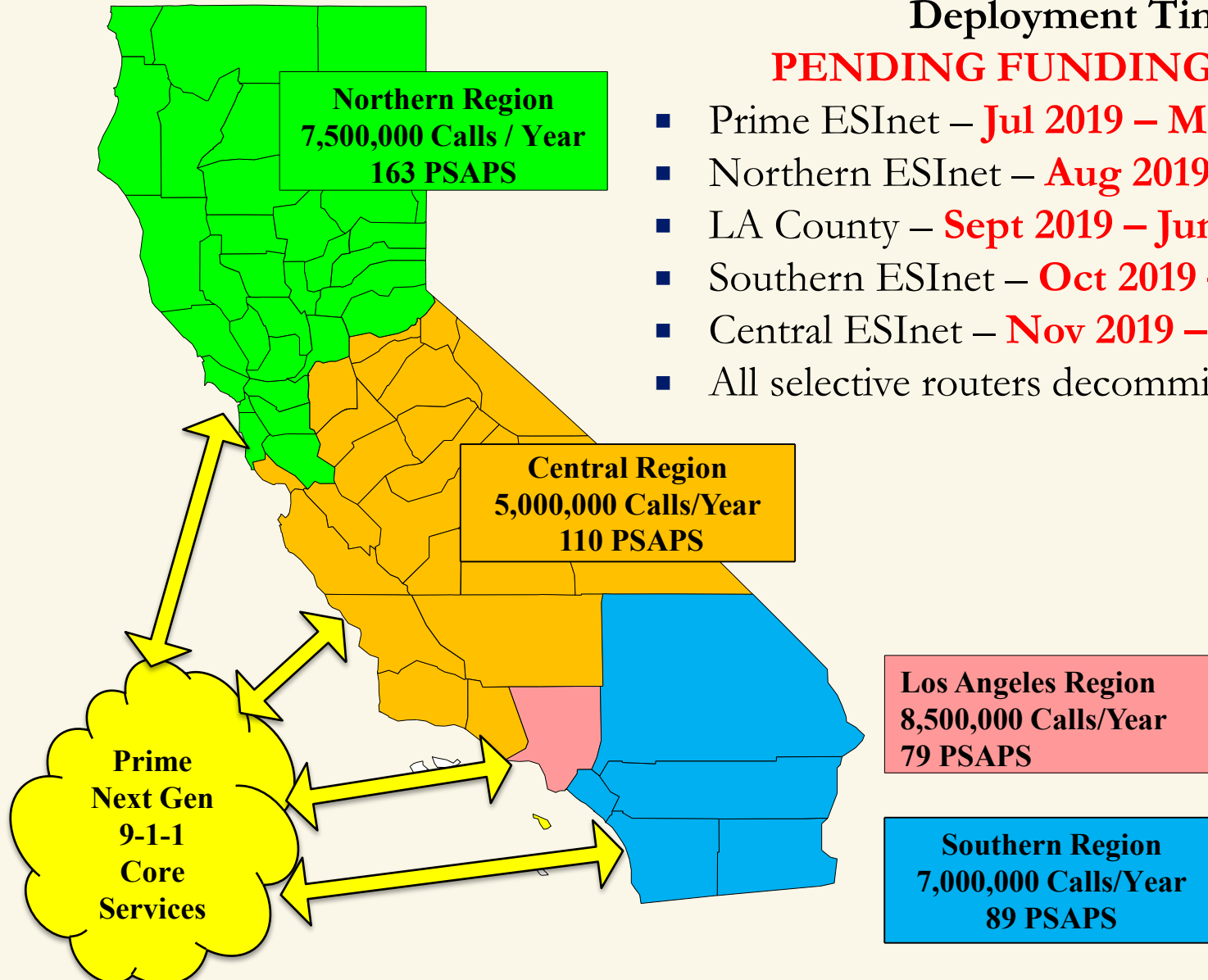


Item 6.5: Next Gen 9-1-1

Deployment Timeline

PENDING FUNDING APPROVAL

- Prime ESIInet – **Jul 2019 – Mar 2021**
- Northern ESIInet – **Aug 2019 – Apr 2021**
- LA County – **Sept 2019 – Jun 2021**
- Southern ESIInet – **Oct 2019 – Jul 2021**
- Central ESIInet – **Nov 2019 – Aug 2021**
- All selective routers decommissioned - 2022



Item 6.6: SETNA Update

- SETNA Legislation
 - Trailer Bill posted to Dept of Finance Website Spring 2019
 - Talking Points available by contacting CA 9-1-1 Branch
- Governor's Budget
 - Included \$10 Million in FY 2018-19 and \$50 Million in FY 2019-20
 - 2018-19 funds enable immediate progress in upgrading the microwave network to provide redundancies during emergency events
 - 2019-20 funds also partially offset continued revenue declines from the current fee structure, resulting from the failed passage of last year's bill

Item 6.6: 9-1-1 Goes to Sacramento

- Similar to 9-1-1 Goes to Washington DC
- Save the Date – May 2019
- List of area hotels will be provided
- Event location TBD
- Opportunity to meet with members of state legislature
- Build momentum in support of 9-1-1 legislation
- Training coordinated with the event
- More information to follow

Item 6.7: Statewide Contract Update

- Next Gen 9-1-1 Location Accuracy
 - Contract awarded to AT&T as reseller for Rapid Deploy software solution using device based data
 - Rapid Deploy software at no cost to PSAP will provide:
 - Supplemental device based location to PSAP via web interface
 - Automatic location updates for all wireless 9-1-1 calls with ANI/ALI
 - Ability to display both ANI/ALI data and device based supplemental data via a web interface
 - Cal OES will provide the IP connection for web interface
 - Pilot underway at four PSAPs (Folsom PD, Sonoma County, Napa PD, and Palo Alto PD)
 - Remaining PSAPs will be deployed by Sept 2019



Item 6.7: Statewide Contract Update

- CA Statewide GIS Database – Anticipate contract award by Feb 22, 2019 Tasks include:
 - De-conflict shape files to define PSAP boundaries
 - Convert existing MSAG and ANI/ALI data to geo-encoded data set based on road center line – May need help of County Coordinators to get MSAG data
 - Update “simple” data corrections
 - Identify “complex” data exceptions
 - Provide a portal interface for County Coordinators and Local Agency GIS data managers to receive, correct and validate “complex” data exceptions using direct billing method
 - Include a reconciliation process to ensure data remains aligned with MSAG and ANI/ALI data
- This dataset will be used for the 9-1-1 Call Routing in the Next Gen 9-1-1 core services.

Item 7: Long Range Planning Committee Report

LRPC UPDATE

Mr. Chris Herren will present updates regarding active projects within the Long Range Planning Committee

Item 8: Agenda Items for Future Meetings

UP-COMING STATE 9-1-1 ADVISORY BOARD MEETINGS

- MAY 15, 2019
- AUGUST 21, 2019
- NOVEMBER 20, 2019

Board requests for matters to be placed on a future agenda

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:

Deirdre Mortensen, State 9-1-1 Advisory Board Liaison, at (916) 657-9188 or via email at Deirdre.Mortensen@CalOES.ca.gov

Media Information:

Robb Mayberry, Public Information Officer, at (916) 845-8509 or via email at Robb.Mayberry@caloes.ca.gov