



State 9-1-1 Advisory Board Meeting Minutes

TELECONFERENCE NOTICE

May 20, 2020 – 10:00 AM - 12:00 PM PST

Video Conference Pursuant to EO N-29-20



OFFICE OF EMERGENCY SERVICES, STATE OF CALIFORNIA 9-1-1 ADVISORY BOARD MEETING MINUTES:

MEMBERS PRESENT:

Patrick Mallon, 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
Chris Herren, California Fire Chiefs Association (CFCA)
Chief Edward Hadfield, California Fire Chiefs Association (CFCA)
Chief Craig Carter, California Police Chiefs Association (CPCA)
Elise Warren, Chief, Clayton Police Department
Kory Honea, California State Sheriffs' Association (CSSA)
Ingrid Braun, California State Sheriffs' Association (CSSA)

MEMBERS ABSENT:

I. CALL TO ORDER

The meeting was called to order at 10:00 a.m. A quorum was achieved.

II. CONSIDERATION AND APPROVAL OF MINUTES

February 19, 2020 meeting minutes were placed on the agenda for approval. Brenda Bruner motioned to approve, Lee Ann Magoski seconded. Unanimous vote.

CLOSED SESSION – 4th QUARTER 2019 CALIFORNIA 9-1-1 OUTAGES

No closed session due meeting being held virtually.

III. LEGISLATIVE UPDATE

Lori Nezhura provided telecommunication legislation updates:

- AB 1366 VoIP Services. Only remaining provision is for Cal OES to establish requirements for the NG 9-1-1 emergency communication system, including costs, services, terms and conditions, and allows Cal OES to direct the CPUC to implement the terms of service requirements for the selected contractors. Since that bill is from last year, if it moves forward, it will not be heard until July.



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- AB 2163 Rural Broadband Infrastructure fairground. This has been held for this year.
- AB 2675 Emergency Telephone Users Surcharge Tax. Allows public disclosure of the access line information that we use at Cal OES for the SETNA fee determination to be released publicly only if it is aggregated. This bill is also held.
- SB 431 Mobil performance reliability standards for cell towers is still alive. We will see in July if that moves forward.
- SB 753 Public Social Services Notifications to share contact information of elderly or disabled persons to emergency services personnel during a public safety power shutoff.
- SB 794 Emergency Services Telecommunications collect resident contact information on access and functional needs for emergency alerting. It has additional provisions to allow post-secondary institutions to access student records for purposes of sending university or college operated public emergency alert.
- SB 925 Cell Tower Reliability Performance reporting has been held.
- SB 1069 Critical Communications, this bill will report network outages that may impact alert and warnings. This information will be sent to local emergency management authorities for situational awareness.

IV. CA 9-1-1 BRANCH REPORT

Budge Currier provided an overview of the 9-1-1 stats and the impact that Covid-19 is having. As additional COVID 19 restrictions were put in place there was up to a 21% drop in 9-1-1 call volume from 2019 to 2020. It is expected to trend back to normal call volume as the stay at home orders are lifted.

Mr. Currier provided an update on the COVID precautions the vendors will be taking to continue to support the legacy 9-1-1 system and the NG 9-1-1 projects. Mr. Currier also provided an update on other impacts we've been seeing, staffing levels and the needs at individual PSAPs. The 9-1-1 Branch has documentation that identifies the NG 9-1-1 project as critical and essential workers for access to the PSAP for circuit installs, PSAP remediation, and equipment installation. There is also a supply chain impact with ordering equipment to support the NG 9-1-1 deployment.



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The 9-1-1 Branch has conducted a series of PSAP outreach meetings. The meetings were set up by each NG 9-1-1 region. There was an average of 100 attendees at each of the four virtual meetings. The next series of meetings is scheduled for June 23 and June 25th. The 9-1-1 Branch will discuss Covid-19 impacts and provide an update on all the major projects that are going on currently.

Mr. Currier updated the Fiscal and Operational Reviews have been impacted because access to PSAPs and our ability to travel. We did complete 28 so far this year. There were 13 additional ones we were unable to complete due to what is going on with Covid-19. Once the restrictions are lifted, the 9-1-1 Branch will continue to conduct the FORs. Mr. Currier did explain there is some physical inspection that we have to do including validating numbers of trunks and equipment installs.

Mr. Currier provided an update on CPE installs. There have been 13 signed system acceptance. Installations have been slightly slowed down because of COVID-19 but generally in the fall, things tend to slow down. The 9-1-1 Branch expects this number to return to normal levels by the end of the year.

Mr. Currier provided an update on Text-to-9-1-1 which is 7 months away from the legislative mandate. The statute says that all PSAPs must have text deployed by January 1, 2021. We have 200 PSAPs deployed with Web-based OTT with Comtech, 9 are pending deployment. 101 deployed with integrated Text; and, 58 pending deployment. The goal is to minimize the PSAP impact for meeting these statutory requirements. With 100% of PSAPs are taking text we can transition over to the NG 9-1-1 solution in early 2021.

Mr. Currier provided an update on NG 9-1-1. The 9-1-1 Branch has ordered and the vendors have begun to install circuits. Conversations have started with the Originating Service Providers on the integration that will need to be done. Each of the vendors have started to build their NG Core services and their network operating facility. All of the vendors have active core services and are able to begin testing and integrating. The Region providers are going to be installing the racks and they are going to have to do the remediation work such as that required for power, grounding and the physical placement of the rack.



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Mr. Currier discussed how Policy Based Routing rules can be used in the NG 9-1-1 environment. As testing continues in the NG 9-1-1 Lab, the team will learn more about Policy Based Routing and that information will be shared with the PSAPs.

Mr. Currier provided an update on GIS, the Geospatial Information needed to route 9-1-1 calls. In order to route a 9-1-1 call the Prime Network Service Provider needs the PSAP boundaries, road centerlines, and address points. The 9-1-1 Branch worked with DDTI, who initiated the conversion of legacy data to GIS. The data was transitioned to Geocom in March, and Geocom is working with 911 Databases/DataMasters subcontractors of Atos to complete this dataset. The goal is to get a dataset that can be used to route 9-1-1 traffic. We have the baseline, primary boundary files for our PSAPs. There is a gap to complete this project. Additional resources are required to finish the GIS work. The 9-1-1 Branch did a modification to the Next Gen 9-1-1 grant and it is expected to be approved. That will allow the 9-1-1 Branch to hire limited term positions at the State level to help with this GIS effort so that there is no impact our critical timeline.

Mr. Currier updated the Board, there have not been a lot of changes in Alert and Warning, since last Advisory Board meeting. The 9-1-1 Branch is working with Atos and this is still in the development stage and Alert and Warning at least 12 months out before going live.

Mr. Currier discussed System Monitoring and Reporting system. The idea is to have the ability to see the health of the 9-1-1 system from the PSAPs perspective. The 9-1-1 Branch is meeting with the NG 9-1-1 Service Providers to discuss requirements to support System Monitoring and Reporting. As the System Monitoring and Reporting is developed, the 9-1-1 Branch will share information and screenshots of the system with the 9-1-1 Advisor Board members.

Mr. Currier discussed the NG 9-1-1 Lab. One of the critical components is to make sure that the network can work as designed prior to going to any PSAP. The lab consists of two Vesta positions, two Viper positions, and eventually, two cloud-based CPE positions. Some vendors are starting to install tomorrow and should be ready in May.



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There have been some challenges with a couple of the vendors. The 9-1-1 Branch is working through these challenges to ensure all CPE is compliant with the contract and is NENA i3 ready. The basic plan is that each NG 9-1-1 provider; Atos, Synergem, CenturyLink and NGA911 will test individually to validate the interface with the call-handling solution in a NG environment. Then we will connect each NG provider together to test single hand-off to the CPE and validate the network design is good. Finally, we will test full CPE integration and the ability to have Legacy CAMA connected into the CPE to support the transition plan. The 9-1-1 Branch will identify specific PSAPs that can begin to cut over from legacy to NG 9-1-1. There will be specific testing to validate the ring-downs, call flows, call-transfers and all the unique characteristics at each PSAP can be addressed.

NG 9-1-1 Lab testing is on track to begin in June. Once Phase 1 is done, testing will move into Phase 2 in July/August, maybe into September, and then September/October timeframe testing will begin with full CPE integration testing. Testing is designed to not be disruptive in the PSAP. It is integration to validate the connection from the NG 9-1-1 network and the PSAP can receive a test call across that network while you are simultaneously operating in your existing CAMA trunk environment. There is a lot of messaging to do with the PSAPs to make sure all concerns have been identified.

Mr. Currier gave an update on the Location Accuracy project. There are over 350 PSAPs that are active right now with RapidDeploy. All PSAPs have the cradle-point router installed and there are more than 60 Comcast circuits that are activated in support. The purpose of the Comcast circuit is to provide redundancy. At first, RapidDeploy provided supplemental data only. Now it is becoming a critical part of PSAP operation and the Comcast network will provide redundancy. It is expected the rest of the PSAPs will be completed in June. There has been a lot of positive feedback from the PSAPs. The 9-1-1 Branch just rolled out an additional capability with RapidDeploy. It is the SMS Text feature or Text from 9-1-1. The main use of this is if somebody calls 9-1-1 and hangs up, you can initiate an SMS session with that user and ask if they meant to hang up. That capability is active in every PSAP that has RapidDeploy.



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Mr. Currier gave an update on the new CPE contract. The 9-1-1 Branch team is currently in technical evaluation phase, which is expected to be completed by May 26th. The negotiations will be conducted in June and expected to execute contacts at the end of June.

Mr. Currier gave an update on the condition of the SETNA Fund. The Fund Condition Statement for FY 2021 has not been published as the Governor's budget is in May revise. The 9-1-1 Branch does not expect any budget impact with the SETNA fund. The SETNA budget for FY 19/20 was \$122 million dollars and expenditures are on track to expend and encumber a majority of that amount. Our current surcharge is \$.30 per access line for the entire 2020 calendar year. We will readjust that in August and start looking at it again based on the authorized budget and appropriations for the upcoming FY.

V. LRPC Update

Mr. Chris Herren provided an update from the LRPC meeting. There are 2 positions vacant for representation from both CSSA and CPCA with Cheryl Le Sage retiring. The LRPC members discussed most of the topics that Mr. Currier just mentioned, including Text-to-9-1-1 and the NG 9-1-1. We received updates from the Regional Task Force members and the GIS Working Group yesterday. At the request of the LRPC the State provided a checklist that PSAPs can follow as part of this NG 9-1-1 effort. The checklist will help to identify the reason the vendor is at the PSAP and what work should be done.

The LRPC also talked about the CPE Cloud-Based contract. The only thing Mr. Herren added is once awarded, the State will be testing the systems in the lab.

The LRPC did receive a presentation yesterday from the 9-1-1 Authority regarding the AB 911 Feasibility Study. The final report is due back to the legislature in January 2021.

Lastly, we've been talking about COVID and the measures the dispatch centers are taking. One item discussed is the need to create a Working Group amongst the LRPC. The State is going to put together some information for our next meeting. We want to make sure we are capturing everything that dispatch centers have done in



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response to Covid-19. The Working Group can collect information and create a resource library that can be shared with all of the PSAPs. We appreciate the State stepping up and helping to coordinate that effort. The next LRPC meetings are scheduled for August, October, and November.

VI. Public Comment:

Mr. Pat Mallon informed the Advisory Board members that Chief Scott Howland, Highway Patrol, will be retiring effective June 30th after 30 years of faithful service to California. Mr. Mallon congratulated Chief Howland on his retirement and wished him the absolute best as he moves forward. Mr. Mallon also thanked him for his service to the 9-1-1 Advisory Board and to the CalFRN Board. Mr. Mallon told Chief Howland, you have been a pleasure to work with, I appreciate your honesty and your integrity, your willingness to be forthright in your communications with us and we wish you all the best.

VII. AGENDA ITEMS FOR FUTURE MEETINGS

Our next meeting is scheduled for, August 19, 2020.

VIII. ADJOURN

Motion to adjourn Chief Howland, second by Chief Carter, Meeting adjourned.