



Cal OES

GOVERNOR'S OFFICE
OF EMERGENCY SERVICES

State 9-1-1 Advisory Board

August 20, 2019

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 Elise Warren, California Police Chiefs Association (CPCA)
- Chief Craig Carter, California Police Chiefs Association (CPCA)

Establishment of quorum

Item 2: Approval of Meeting Minutes

Meeting Minutes

May 2019

- *Meeting held in Mather, California*

Item 3: Closed Session

Closed Session to review and discuss California 9-1-1 Outages 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: 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

- 2018 Call Statistics
- Fiscal and Operational Review Status
- Statewide Customer Premise Equipment (CPE) Installation
- Text to 9-1-1 Update
- Next Gen 9-1-1 Update
- GIS Project Update
- Location Accuracy Project Update
- Status of SETNA

Item 5-1: 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 5-2: Fiscal and Operational Review Status

FISCAL AND OPERATIONAL REVIEW (FOR) STATUS

Year	FORs Completed
2019 Year-to-Date	52
2018	112
2017	83
2016	100

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

Item 5-3: Statewide CPE Installation

CPE Install and Acceptance by Year:

Year	System Acceptance Signed
2019 Year-to-Date	34
2018	52
2017	56
2016	94
2015	61
2014	54
Older than 2014 (includes PSAPs with self-funded CPE)	87

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 5-4: Text to 9-1-1 Deployment

Deployed Counties/PSAPS	# PSAPs in county	# of PSAPs Deployed	# of PSAPs in the process of Deployment	% PSAPs deployed or in the process in county
Alameda County	19	4	3	36.84%
Amador County	1	0	1	100.00%
Butte County	6	6	0	100.00%
Contra Costa County	11	11	0	100.00%
Del Norte County	1	0	1	100.00%
El Dorado County	3	1	1	66.67%
Humboldt County	5	1	2	60.00%
Imperial County	4	3	1	100.00%
Kern County	12	10	2	100.00%
Kings County	3	1	1	66.67%
Lake County	2	1	1	100.00%
Los Angeles County	74	72	2	100.00%
Marin County	5	3	2	100.00%
Mendocino County	3	0	3	100.00%
Merced County	8	1	7	100.00%
entire co)	4	0	4	100.00%
Nevada County	1	0	1	100.00%
Orange County	25	25	0	100.00%
Placer County	5	0	5	100.00%
Plumas County	1	0	1	100.00%
Riverside County	14	7	0	50.00%
Sacramento County	7	7	0	100.00%

Deployed Counties/PSAPS	# PSAPs in county	# of PSAPs Deployed	# of PSAPs in the process of Deployment	% PSAPs deployed or in the process in county
San Bernardino County	18	0	15	83.33%
San Diego County	20	0	5	25.00%
San Francisco County	4	0	2	50.00%
San Joaquin County	7	0	2	28.57%
San Luis Obispo County	7	7	0	100.00%
San Mateo County	13	12	1	100.00%
Santa Barbara County	7	5	2	100.00%
Santa Clara County	14	8	2	71.43%
Santa Cruz/San Benito	3	2	1	100.00%
Shasta County	1	0	1	100.00%
Solano County	7	4	2	85.71%
Sutter County	2	1	0	50.00%
Tehama County	4	1	0	25.00%
Toulomne County	2	1	0	50.00%
Tulare County	9	1	0	11.11%
Ventura County	8	2	4	75.00%
Yolo	3	3	0	100.00%
Cal- Fire Statewide	21	1	17	85.71%
CHP Statewide	24	24	0	100.00%
Total		225	100	

Of the 325 PSAPs, 225 are deployed with all 4 carriers 100 are in the deployment process.

Since Last AB 2 more PSAPs are live with text and added 7 PSAPs to the deployment process

Item 5-4: Text to 9-1-1 Deployment

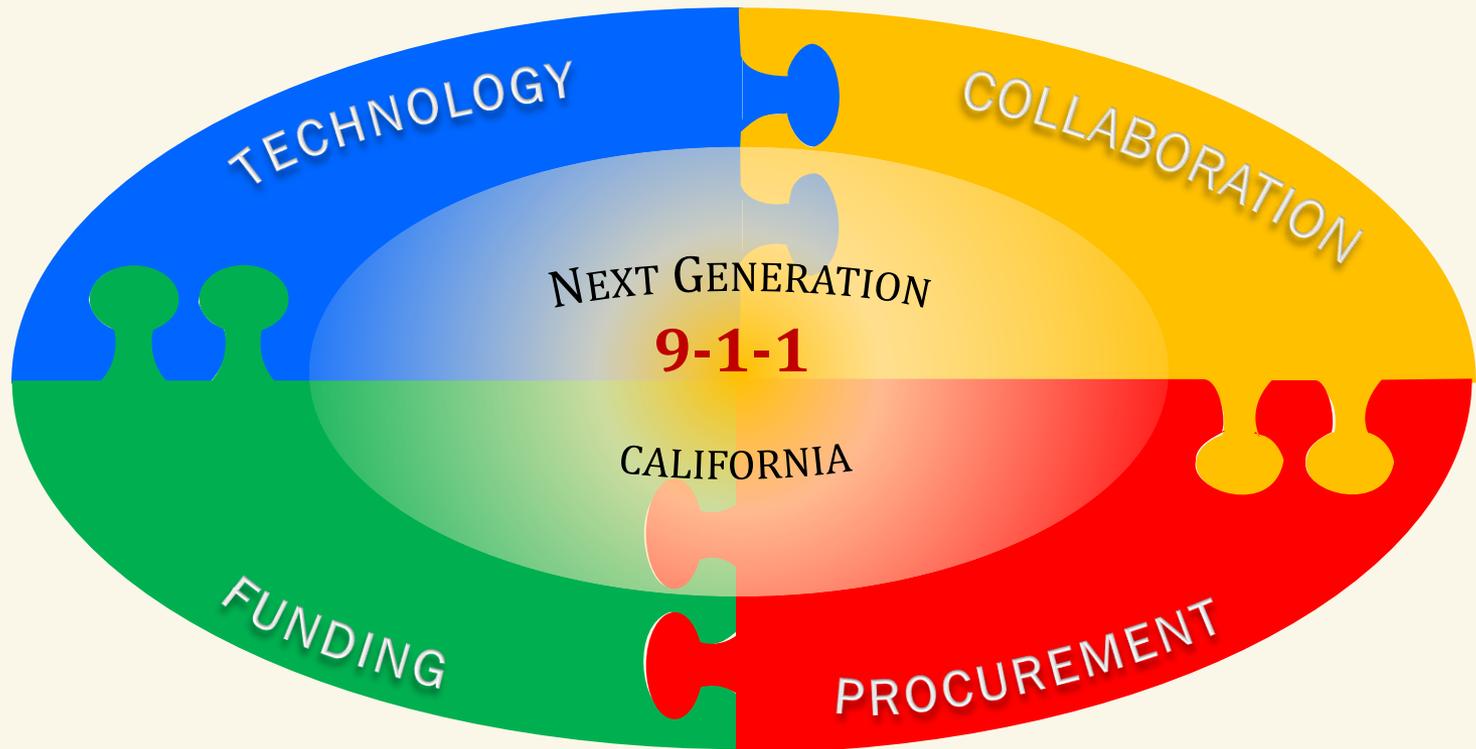
Transfer issue

- Text to 9-1-1 transfer to a secondary between Text Control Centers is still not available
- NG9-1-1 contract award will resolve the transfer issue upon transition to new Text to 9-1-1 service with Prime

AB-1168 Emergency Services: Text to 9-1-1

- This bill would require each public safety answering point to deploy a text to 911 service, no later than January 1, 2021, that is capable of accepting Short Message Service (SMS) messages and Real-Time Text (RTT) messages.
- Assembly – Passed
- Senate – 7/9/2019 read second time. Ordered to third reading

Next Gen 9-1-1 in California



Item 5-5: Next Gen 9-1-1 Update

RFP Pre-Solicitation Released	February 15, 2019
Confidential Discussions	March 19-21, 2019
RFP Released	April 1, 2019
Last day to submit Intent to Bid	April 12, 2019
Last day to submit Proposal	May 17, 2019
Last day to submit tariffs to CPUC	June 7, 2019
Cost Worksheets due	June 27, 2019
Notice of Intent to Award	August 20, 2019
Contract work begins immediately following award	Upon contract award
Tariff filing process completion	120 days from contract signature

Item 5-5: Next Gen 9-1-1 Update

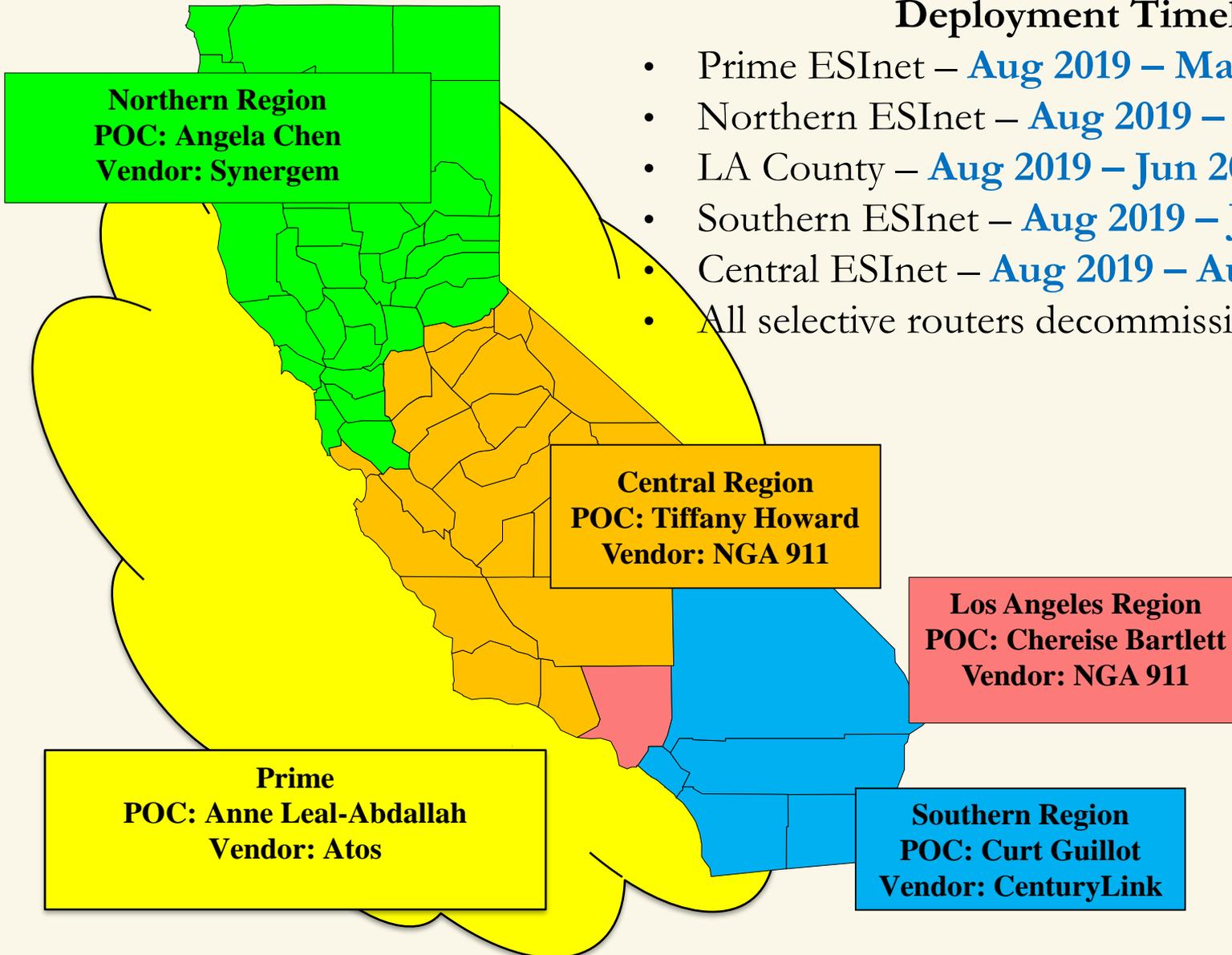
- Prime Vendor Responsible for:
 - Next Gen 9-1-1 Core Services
 - Aggregation of all OSP traffic except Wireless, AT&T Wireline, and Frontier Wireline
 - System Monitoring
 - Interface standards
 - Text to 9-1-1
 - Next Gen 9-1-1 Alert and Warning
- Region Vendor Responsible for:
 - Next Gen 9-1-1 Core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

NG 9-1-1 Vendor Partners



Deployment Timeline

- Prime ESI_{net} – **Aug 2019 – Mar 2021**
- Northern ESI_{net} – **Aug 2019 – Apr 2021**
- LA County – **Aug 2019 – Jun 2021**
- Southern ESI_{net} – **Aug 2019 – Jul 2021**
- Central ESI_{net} – **Aug 2019 – Aug 2021**
- All selective routers decommissioned - **2022**



Item 5-5: NG 9-1-1 Contract – Next Steps

- Collaboration between all stakeholders
 - Outreach meetings in September – October 2019
 - 12 meetings planned throughout the state
- Project Initialization begins next week
- Regional Kickoff meetings planned for fall of 2019
- Vendor Project Plan development completed by Nov 2019
- Vendor Site Surveys will be scheduled for each PSAP

Item 5-6: Statewide Contract Update (GIS Contract)

- Collaboration between all stakeholders
 - County Coordinator forum held on July 18th
 - GIS Taskforce Meeting held August 14, 2019
 - 35 statewide members
- Task Force Discussion points:
 - Completed first iteration of Pilot Project
 - Merced County, Santa Clara County, Yolo County, LA County (partial), San Diego County (partial)
 - Establish GIS workflow process
 - Updated corrections made by the GIS personnel or County Coordinator as a result of errors found by DDTI

Item 5-6: Statewide Contract Update (GIS Contract)

- GIS local data collection:
 - CA 9-1-1 Branch has obtained **78%** of the state GIS data
- Possible GIS Data Sources
 - Obtain data from local GIS team
 - Obtain data from county GIS public website
 - Obtain data from Tiger (census)
- DDTI ran a report of third party GIS data sources
 - Tiger data was the most accurate of all 3rd party GIS databases.
 - Tiger data will only be used if no local GIS data is available
- GIS Dataset to route 9-1-1 calls will be completed by Jan 1, 2020

- Next Gen 9-1-1 Location Accuracy
 - Pilot and Wave 1 deployment completed (44 PSAPs)
 - Cal OES is validating call location data analytics provided by the onsite RapidDeploy EDG.
 - Comcast is working to deploy 10 Mbps IP Circuits with Managed Router services to the Pilot and Wave 1 PSAPs.
 - Site surveys currently under way (27 of the 54 are complete) with 7 of the 54 sites having completed circuit installs.
 - All remaining PSAPs are scheduled for Wave 2 deployments which are to be completed by the end of 2019.
 - Historic Call Data Records request exercise completed
 - One day turn around time

- SETNA Legislation
 - SB 96 passed and signed by Governor Newsom
 - Updated funding model will provide sustainable funding
 - Thank you for your help and support
- Governor's Budget
 - Includes \$50 Million in FY 2019-2020 to partially offset continued revenue declines from the current fee structure

- How will the fee be set by Cal OES
 - FY 2019-2020 appropriations \$170,247,000
 - Access Line Service Providers must report number of access lines to Cal OES by August 1, 2019.
 - Cal OES will calculate the rate based on the appropriations and number of access lines
 - Cal OES will report the rate to CDTFA by Oct 1, 2019

Item 5-8: SETNA Update – Calculating the surcharge

$$\begin{array}{r} \text{Appropriations} \\ - \text{Previous Year Balance} \\ \hline \text{Revenue Needed} \end{array}$$

$$9-1-1 \text{ Surcharge} = \frac{\text{Revenue Needed}}{12 \text{ Months} * \text{Number of Access Lines}}$$

Item 5-8: Aligning Fee Calculation with Statute

	Estimated Access Lines	
	Lower	Upper
Revenue Needed =		
Appropriations - Previous Fund Balance		
Appropriations = \$170,247,000	42,000,000	56,000,000
Projected Previous Balance = \$6,086,000 (From FCS)*		
Revenue Needed = \$164,161,000		
Surcharge per month for 12 months	\$0.33	\$0.25
Projected Revenue	\$166,320,000	\$168,000,000

*FCS = Fund Condition Statement for SETNA:

<http://www.ebudget.ca.gov/2019-20/pdf/Enacted/GovernorsBudget/0010/0690FCS.pdf>

Item 5-8: Difference in Year 1

	Estimated Access Lines	
	Lower	Upper
Revenue Needed =		
Appropriations - Previous Fund Balance from FCS*		
\$170,247,000 - \$6,086,000 = \$164,161,000	42,000,000	56,000,000
Estimated Revenue Collected first half FY 2019/2020		
\$50,000,000 + \$30,072,000 = \$80,072,000		
Revenue Needed second half FY 2019/2020		
\$164,161,000 - \$80,072,000 = \$84,089,000		
Surcharge per month for 6 months	\$0.33	\$0.25
Projected Revenue	\$83,160,000	\$84,000,000

*FCS = Fund Condition Statement for SETNA:

<http://www.ebudget.ca.gov/2019-20/pdf/Enacted/GovernorsBudget/0010/0690FCS.pdf>

Item 5-8: SETNA Update – Fund Condition Statement

0690 Office of Emergency Services

FUND CONDITION STATEMENTS †

	2017-18*	2018-19*	2019-20*
0022 State Emergency Telephone Number Account[§]			
BEGINNING BALANCE	\$52,640	\$36,653	\$6,086
Prior Year Adjustments	8,200	-	-
Adjusted Beginning Balance	\$60,840	\$36,653	\$6,086
REVENUES, TRANSFERS, AND OTHER ADJUSTMENTS			
Revenues:			
4140500 Emergency Telephone User's Surcharge	60,524	60,141	115,210
4171100 Cost Recoveries - Other	1	2	2
4171400 Escheat - Unclaimed Checks, Warrants, Bonds, and Coupons	10	-	-
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)	1,445	1,410	1,408
Total Revenues, Transfers, and Other Adjustments	\$61,980	\$71,553	\$116,620
Total Resources	\$122,820	\$108,206	\$122,706
EXPENDITURE AND EXPENDITURE ADJUSTMENTS			
Expenditures:			
0690 Office of Emergency Services (State Operations)	2,368	16,361	20,127
0690 Office of Emergency Services (Local Assistance)	78,493	79,588	144,271
3540 Department of Forestry and Fire Protection (State Operations)	3,723	3,815	3,815
7800 California Department of Tax and Fee Administration (State Operations)	1,069	1,743	1,686
8880 Financial Information System for California (State Operations)	10	1	-1
9892 Supplemental Pension Payments (State Operations)	-	44	95
9900 Statewide General Administrative Expenditures (Pro Rata) (State Operations)	504	568	254
Expenditure Adjustments:			
Less funding provided by General Fund (State Operations)	-	-	-50,000
Total Expenditures and Expenditure Adjustments	\$86,167	\$102,120	\$120,247
FUND BALANCE	\$36,653	\$6,086	\$2,459
Reserve for economic uncertainties	36,653	6,086	2,459

Item 6: Long Range Planning Committee Report

LRPC UPDATE

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

Item 7: Agenda Items for Future Meetings

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

- NOVEMBER 20, 2019

Board requests for matters to be placed on a future agenda

Item 8: Public Comment

Public Comment

Item 9: 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