



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

State 9-1-1 Advisory Board
May 15, 2024



Item 1: Call to Order & Member Roll Call

Members of the Board

- Chair – Budge Currier, Governor's Office of Emergency Services
- Rodney Ellison, California Highway Patrol (CHP)
- Kurt Wallace, Association of Public-Safety Communication Officials (APCO)
- Mark Chase, California National Emergency Number Association (CALNENA)
- Ingrid E. Braun, California State Sheriffs' Association (CSSA)
- Rebecca Ramirez, California Fire Chiefs Association (CFCA)
- Jennifer Gonzales, California Police Chiefs Association (CPCA)
- Andrew White, California Police Chiefs Association (CPCA)
- Ametrius Sydney, California National Emergency Number Association (CALNENA)
- VACANT (CFCA)
- VACANT (CSSA)

Establishment of quorum



Item 2: Approval of Previous Minutes

February 2024 meeting minutes:

- Meeting held in person at 630 Sequoia Pacific Blvd, Sacramento, CA



Item 3: Closed Session

The State 9-1-1 Advisory Board may 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.



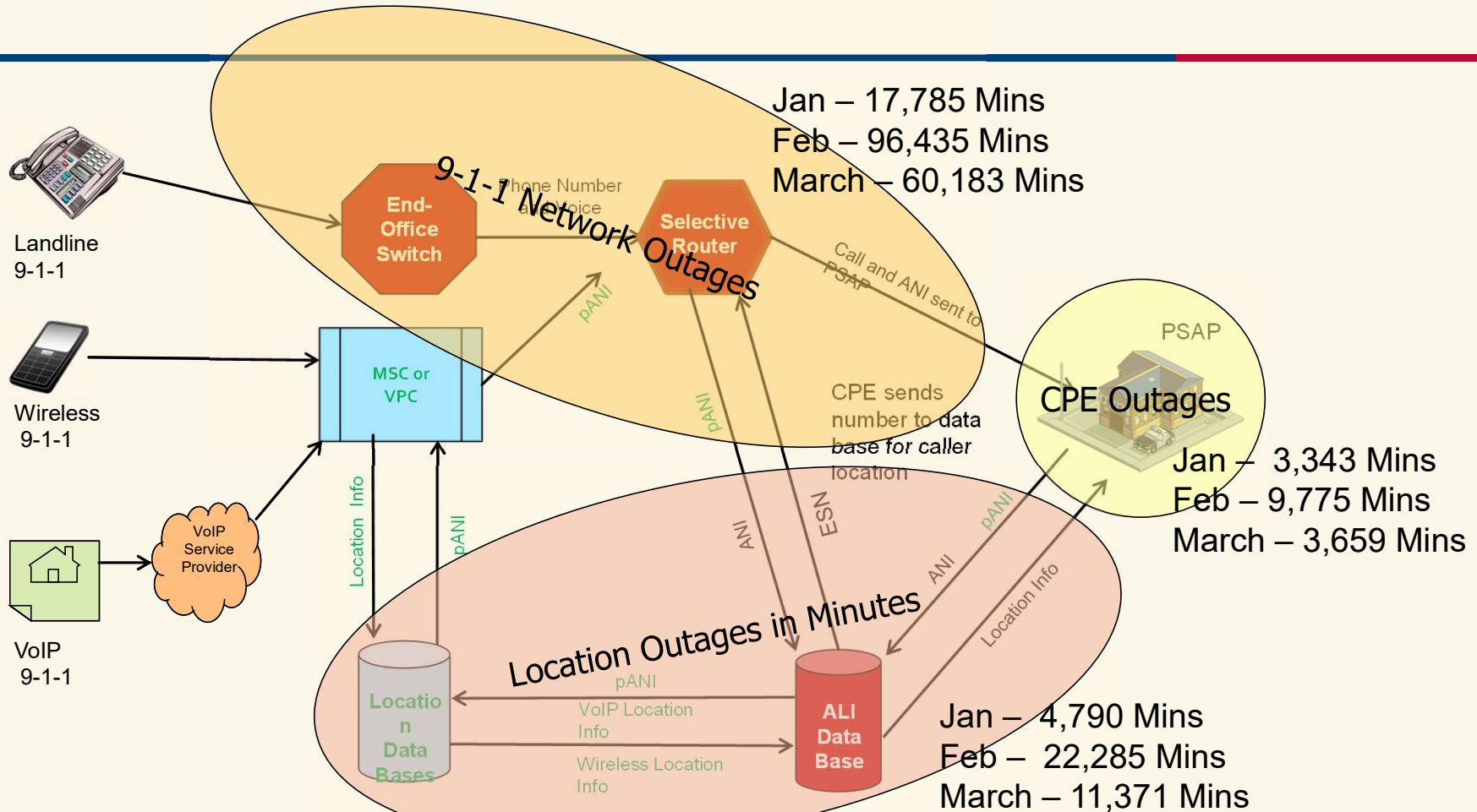
Item 5: Cal OES 9-1-1 Emergency Communications Branch Report

CA 9-1-1 Branch will present updates regarding active projects within Cal OES' 9-1-1 Emergency Communications Branch:

1. 9-1-1 Outage Data
2. 9-1-1 Statistics
3. Next Steps NG 9-1-1 Deployment
4. Statewide Cloud Based CPE
5. Statewide Staffing Study
6. Status of SETNA

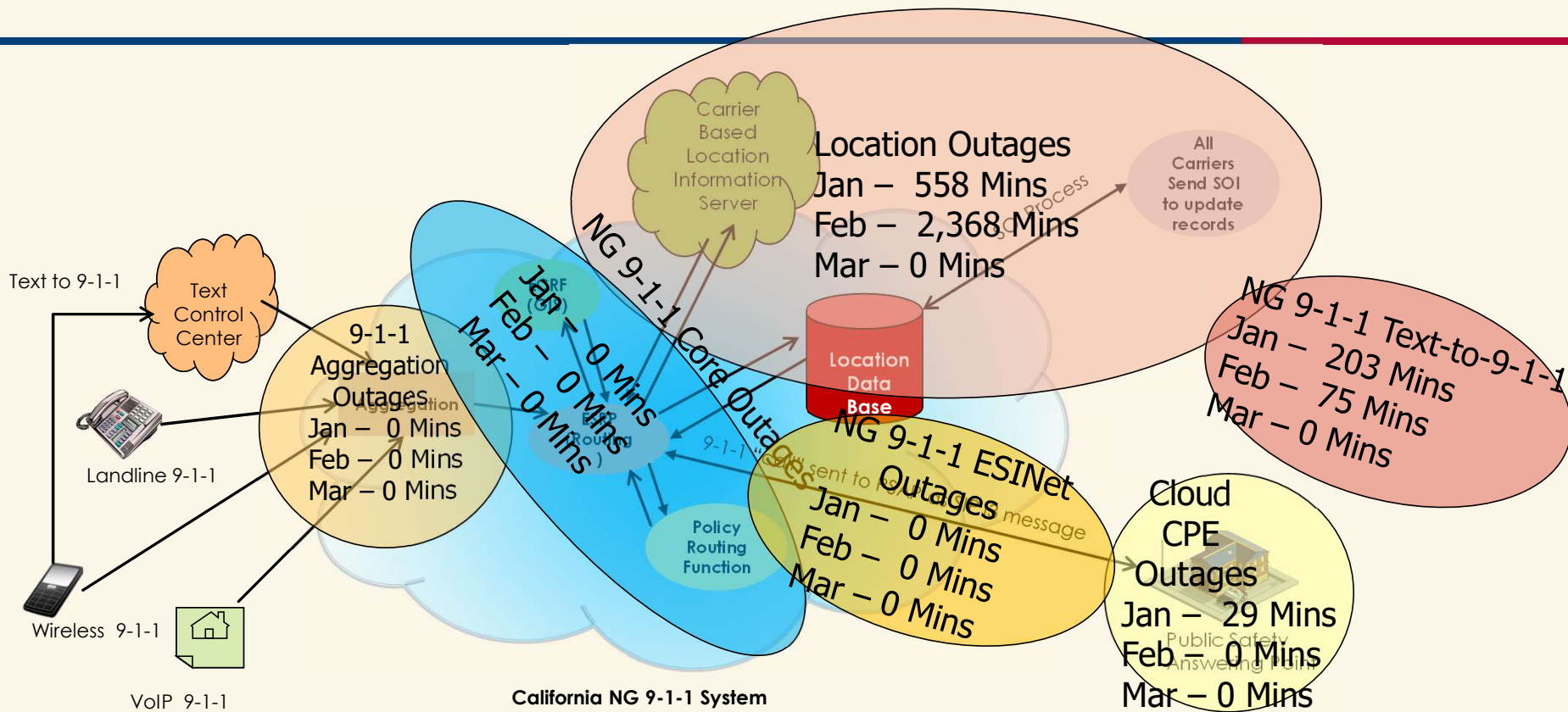


Item 5-1: Legacy Service Disruption





Item 5-1: NG 9-1-1 – Service Disruption





Item 5-2: California 9-1-1 Statistics

Total 9-1-1 Calls	2020	2021	2022	2023
Total	25,927,317	27,253,585	26,302,238	26,790,408
Wireless	21,830,501 (84%)	23,242,971 (85%)	22,514,099 (86%)	23,315,779 (87%)
Wireline	2,236,812 (9%)	1,810,942 (7%)	1,514,134 (6%)	1,293,631 (5%)
Voice over IP	1,242,522 (5%)	1,476,428 (5%)	1,687,529 (6%)	1,579,993 (6%)
Other including Telematics	533,027 (2%)	627,705 (2%)	586,476 (2%)	529,657 (2%)
Text to 9-1-1	84,455 (<1%)	95,539 (<1%)	90,326 (<1%)	98,065 (<1%)



Item 5-3: Next Steps NG 9-1-1 Deployment

- 9-1-1 Branch contracted with Promethean One and in partnership with 911 Authority to assist with the pre-migration and migration of NG 9-1-1
- Based on the analysis and feedback from Promethean One / 911 Authority, Cal OES is creating a PSAP focused deployment plan
- Cal OES will have two (2) teams
 - PSAP Migration Team
 - PSAP Pre-Migration / Readiness Team



Item 5-3: Next Steps NG 9-1-1 Deployment

- PSAP Migration Team
 - Team will consist of RNSP/PNSP, CPE maintenance provider, Cal OES and Promethean One
 - Will focus on PSAPs that are ready or near ready for carrier migration
 - Team will consist of RNSP/PNSP, CPE maintenance provider, Cal OES and Promethean One
 - Team will complete all testing, as directed
 - Any test failure identified during testing will be treated as an outage and worked while on the conference bridge
 - If test failure cannot be cleared during the call a trouble ticket will be entered and resolved within 24 hours
 - Within two (2) weeks of successful testing, carrier migration shall be scheduled



Item 5-3: Next Steps NG 9-1-1 Deployment

- PSAP Readiness Team
 - Team will consist of RNSP/PNSP, CPE maintenance provider, Cal OES and Promethean One
 - Testing will include all ORT and Pre-migration testing to ensure PSAP is ready to migrate NG 9-1-1 traffic
 - Any issues identified shall be tracked in the Promethean One ticketing system and shared with each vendor.
 - All issues shall be resolved within two weeks of identification. If resolution cannot be completed within that two-week period, daily virtual and/or in person work sessions shall be scheduled and vendor participation is mandatory.
 - Cal OES and Promethean One shall notify the PNSP/RNSP, CPE maintenance provider, and PSAP when the PSAP is scheduled for final testing.

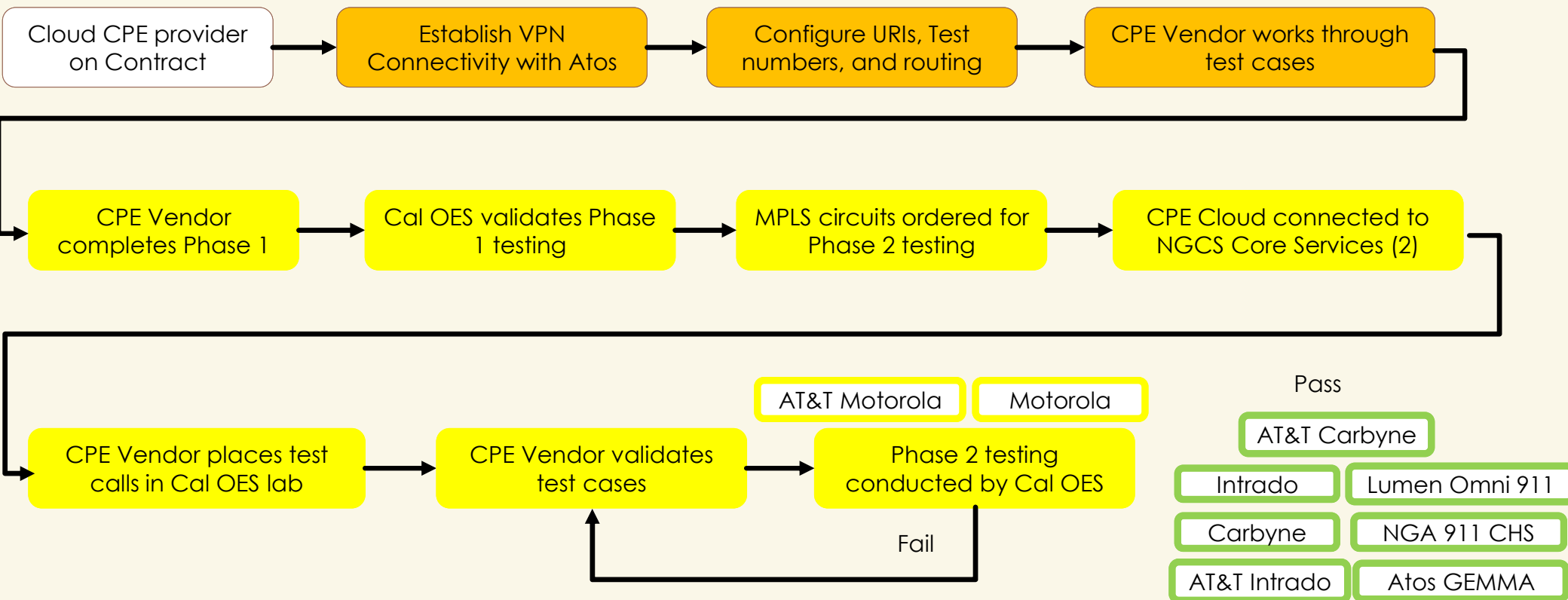


Item 5-3: Next Steps NG 9-1-1 Deployment

- Central Region (Kern County) PSAP Transfer Cluster findings:
 - Currently 4 of 9 PSAPs have conditionally passed all ORT and PMT
 - During failover testing, Vesta displaying an error code. Region vendor has identified a network configuration that need to be completed, that work is actively being worked
 - Once tested and validated, carrier migration will be scheduled
 - Other transfer cluster PSAPs must pass testing as well
 - PSAP testing and retesting continues daily, with more PSAPs expected to pass
 - LA Region 2 of 3 PSAPs have conditionally passed ORT and PMT
 - CSU LA expected to migrate VoIP traffic on Thursday 5/16



Item 5-4: Cloud-Native CPE Testing Process





Item 5-4: Cloud-Native CPE Network Connectivity

NG Vendor	CHS Vendor	Physically connected	Provisioned	Tested
Atos	Atos/Gemma	Completed	Completed	x
Atos	Intrado	Completed	Completed	x
Atos	Carbyne	Completed	Completed	x
NGA	NGA	Completed	Completed	x
NGA	Intrado	Completed	Completed	x
NGA	Carbyne	Completed	Completed	x

All remaining NGCS to Cloud CPE network connectivity is due by May 20, 2024. If that date is not met, Service Level Agreement (SLAs) will be enforced.



Item 5-4: Statewide CPE Installation

Calendar Year	System Acceptance
2024	0
2023	1
2022	8
2021	35
2020	51
Total	95



Item 5-4: Legacy CPE End of Maintenance

Maintenance Years	Number of CPE
Year	55
Year	73
Year	61
Year	34
Year	5
Total	228



Item 5-4: Fiscal and Operational Review (FOR)

Year	FORs Completed
2024	0
2023	22
*2022	2
*2021	0
*2020	25

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 5 years
- Contact Andrew or Janee if you need us to come sooner!

2. Approximately 3 FORs per month per Advisor.

*End of 2020 through 2022 PSAP access limited due to COVID-19 restrictions



Item 5-4: Statewide CPE Installation - POC

John Diaz		Vacant		Theresa Fryer		Vacant		Heather Crane	
Alpine	Amador	Contra Costa	El Dorado	Alameda	Del Norte	Lake	Madera	Butte	Colusa
Mariposa	Calaveras	Fresno	Kings	Humboldt	Inyo	Medocino	Nevada	Glenn	Kern
Napa	Placer	Marin	Modoc	Merced	Mono	Sierra	Los Angeles	Orange	Santa Clara
San Luis Obispo	San Diego	Plumas	Sacramento	San Francisco	Riverside	988		San Mateo	San Joaquin
Santa Barbara	Shasta	Sonoma	Tulare	San Bernardino	San Benito			Sutter	Tehama
Siskiyou	Stanislaus	CHP		Monterey	Santa Cruz			Yuba	
Tuolumne	Trinity			Solano	Yolo				
Ventura	CAL-FIRE								

Phone: (916) 894-5176
John.Diaz@CalOES.ca.gov

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

Phone: (916) 894-5030
Heather.Crane@CalOES.ca.gov

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



Item 5-5: Statewide Staffing Study

- Data collection completed
 - 695 individual call taker/dispatcher surveys completed.
 - 64 PSAPs responded to the survey of possible 443 PSAPs in State. (14%)
- Data currently being evaluated by 9-1-1 Authority team
- Still on task to have draft report by end of this month.
- 9-1-1 Authority Team finding interesting differences between perception of issues between PSAP Management answers and the responses from the call taker/Dispatchers.
- An example of this is when asked why people may be leaving their positions, 65.2% of call taker/dispatchers reported management as a cause for people leaving, whereas PSAP management reported they felt this only occurs in 5% of the cases.
- The largest reported reasons with call takers/dispatchers as determining factors in leaving their careers in 9-1-1 is their mental health and wellness.



Item 5-6: SETNA Fund Condition Statement

0690 Office of Emergency Services

FUND CONDITION STATEMENTS †

	2021-22*	2022-23*	2023-24*
<u>0022 State Emergency Telephone Number Account^s</u>			
BEGINNING BALANCE	\$38,042	\$223,983	\$203,881
Adjusted Beginning Balance	\$38,042	\$223,983	\$203,881
REVENUES, TRANSFERS, AND OTHER ADJUSTMENTS			
Revenues:			
4140500 Emergency Telephone User's Surcharge	368,848	184,514	184,514
4171100 Cost Recoveries - Other	3	2	2
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	-
Revenue Transfer from State Emergency Telephone Number Account (0022) to General Fund (0001) per GC Section 20825.1(c). EO E21/22-276	-102	-	-
Past Year Revenue Adjustments	-1,086	-	-
Total Revenues, Transfers, and Other Adjustments	\$367,663	\$174,516	\$184,516
Total Resources	\$405,705	\$398,499	\$388,397
EXPENDITURE AND EXPENDITURE ADJUSTMENTS			
0690 Office of Emergency Services (State Operations)	21,560	22,220	25,724
0690 Office of Emergency Services (Local Assistance)	154,991	147,220	171,369
3540 Department of Forestry and Fire Protection (State Operations)	3,815	21,689	11,932
7600 California Department of Tax and Fee Administration (State Operations)	773	1,817	1,841
9892 Supplemental Pension Payments (State Operations)	102	102	102
9900 Statewide General Administrative Expenditures (Pro Rata) (State Operations)	481	1,570	2,014
Total Expenditures and Expenditure Adjustments	\$181,722	\$194,618	\$212,982
FUND BALANCE	\$223,983	\$203,881	\$175,415
Reserve for economic uncertainties	223,983	203,881	175,415



Item 5-6: 2025 SETNA Fee Calculation

- SETNA Fee set at \$.30 last 3 years
- Annual budget review
 - Revenue needed is determined by Fiscal Year budget
 - Collection of access line data begins in June
 - Data analysis completed in August
 - Cal OES calculates the surcharge based on the budget and number of access lines
 - Cal OES drafts a letter to CDTFA in September recommending rate for next calendar year



Item 6: Statewide 9-8-8 CHS and CRM Status

- Testing with Vibrant completed 5/2/24:
 - Validated call, chat, and text workflows
 - Compliant with all requirements identified by SAMHSA and Vibrant
 - Validated ability to provide reporting as directed by SAMHSA
- Waiting for approval from SAMHSA to begin phased deployment
 - Phased deployment will take minimum of 6 months after approval
 - Life-saving capabilities will dramatically improve 9-8-8 in California
- 9-8-8 Mobile Dispatch RFP will be updated and re-released, with anticipated contract award in Summer of 2024.



Item 6: 9-1-1 to 9-8-8 Interface

GC 53123.2 (c) No later than July 1, 2024, the office shall verify interoperability between and across 911 and 988. This shall include verifying interoperability of telephone calls, texts, chats, and other similar capabilities consistent with the implementation of Next Generation 911.

- Defining the 9-1-1 to 9-8-8 Technical Interface
 - Cal OES verified full interoperability between the California Next Generation 9-1-1 System and the California 9-8-8 System during laboratory testing. The certification was issued on April 30, 2024.
 - Interoperability capabilities will be deployed to all 12 centers after receiving approval from SAMHSA to deploy the 9-8-8 technology



Item 6: 9-8-8 Implementation Milestones 9-8-8 Technical Advisory Board Tasks

GC 53123.2 (2) (A) Establish and convene the State 988 Technical Advisory Board for purposes of advising the office on the following:

- (i) Recommendations on the feasibility and plan for sustainable interoperability between 988, 911, and behavioral health crisis services, including the identification of any legal or regulatory barriers to the transfer of 911 calls.
- (ii) The development of technical and operational standards for the 988 system that allow for coordination with California's 911 system.
- (iii) The creation of standards and protocols for when 988 centers will transfer 988 calls into the "911" public safety answering points or points (PSAP), and vice versa.



Item 7: Long Range Planning Committee Report

- The LRPC will brief out current LRPC activities



Item 8: Long Range Planning Committee Assignments

- Discuss current assignments for the LRPC and recommend future assignments and tasks.



Item 9: Agenda Items for Future Meetings

Board requests for matters to be placed on a future agenda

2024 Meeting Dates:

August 21, 2024, 10 AM – 12 PM

November 20, 2024, 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:**

Samantha Huelsenkamp, State 9-1-1 Advisory Board Liaison, at (916) 894-5155 or via email at Samantha.huelsenkamp@caloes.ca.gov

- **Media Information:**

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