CA 9-1-1 Branch
Cal NENA 2019

Cal OES Mission and Vision

Role of the CA 9-1-1 Branch

Enable Public Safety Answering Points (PSAPs) to provide the fastest, most reliable, and cost-effective telephone access to emergency services for any 9-1-1 caller in California from any communications device.

We would like to hear your feedback

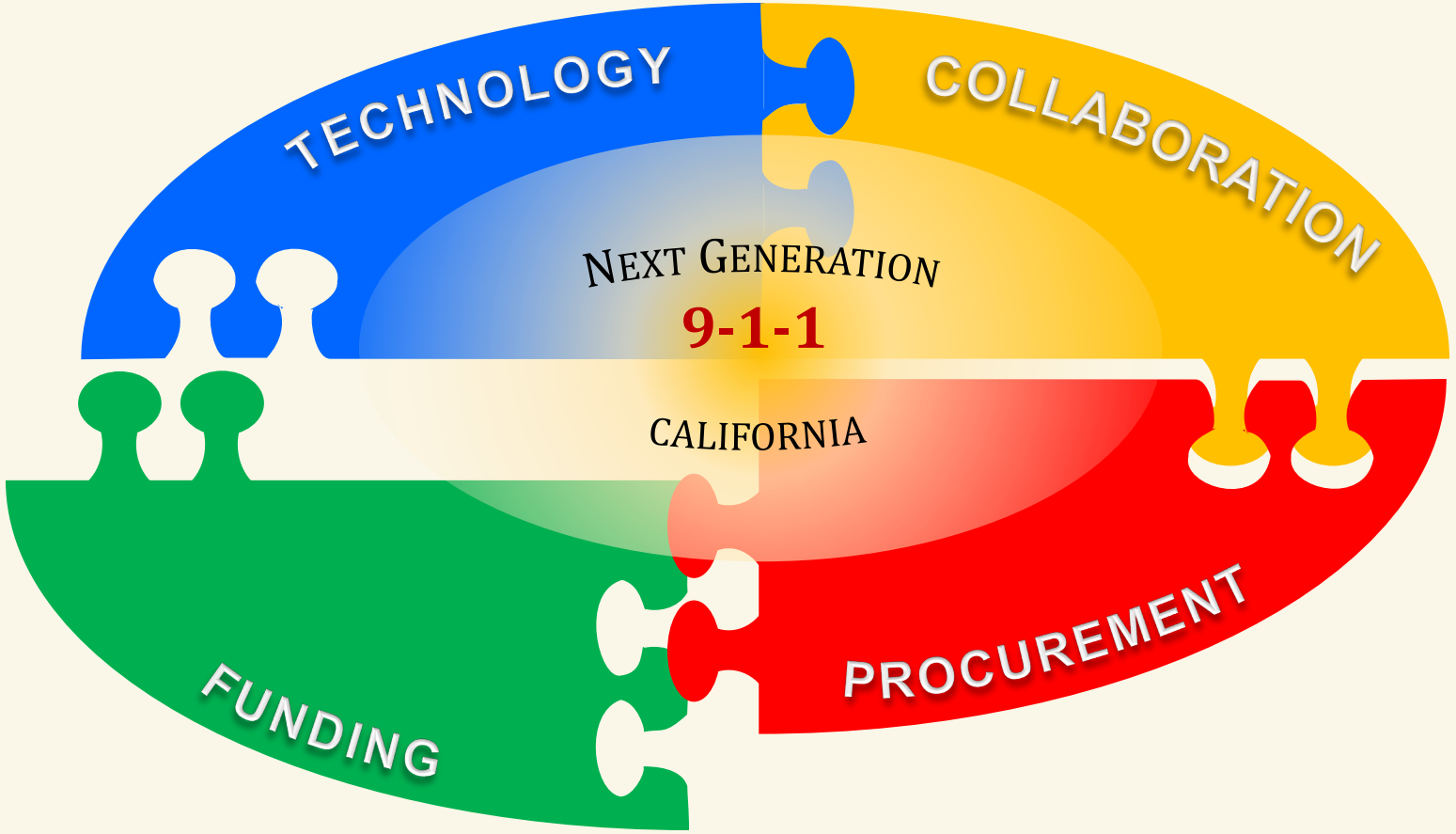
2018 Statistics

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 (Up 2% from 2017)**
28,014		**Text Messages (Up 10,000 from 2017)**

Wireless rerouting project helped increase 9-1-1 call efficiency

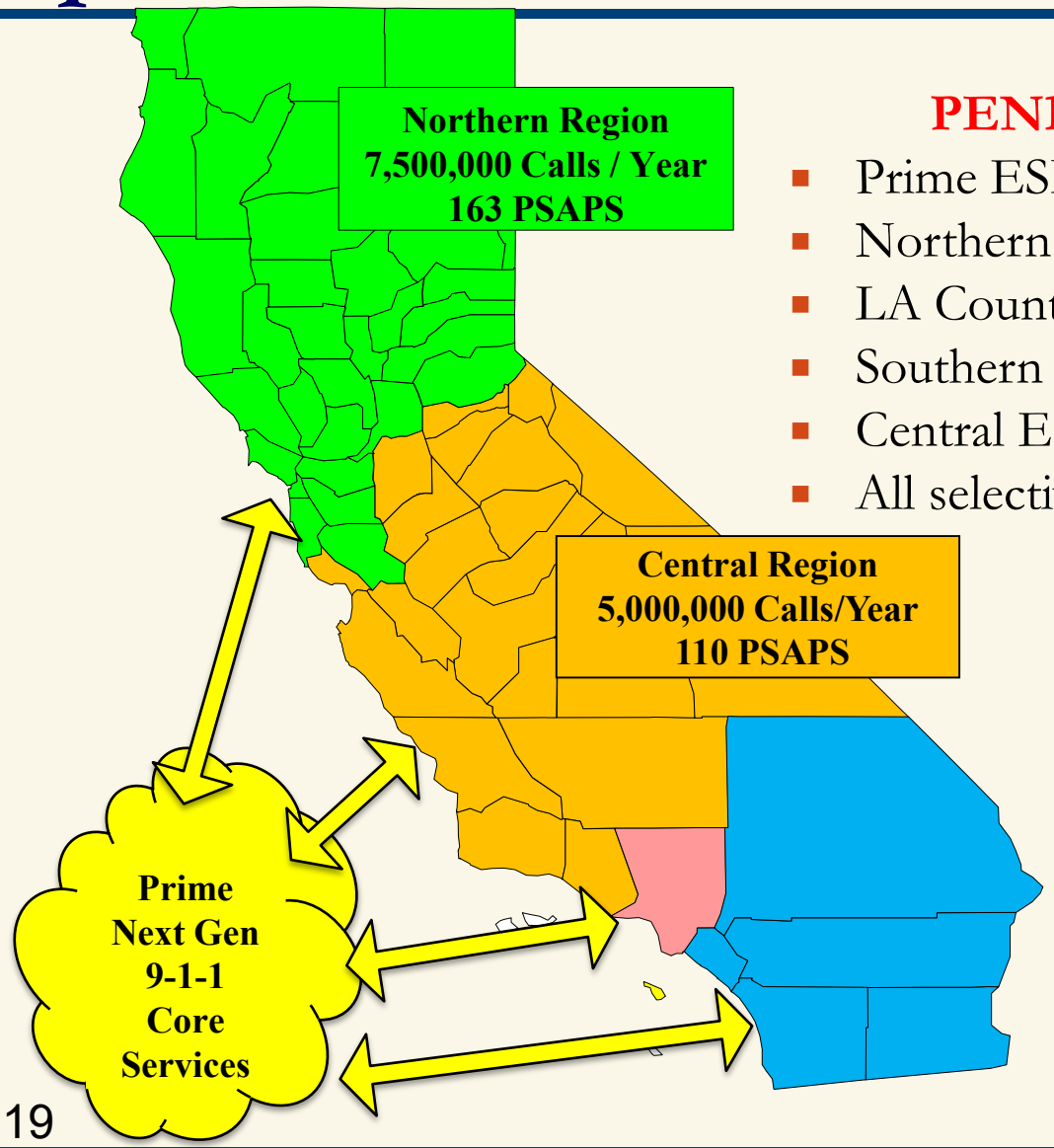
Next Gen 9-1-1 in California



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

Next Gen 9-1-1 RFP has been released! Expect to award Prime and Regions by Aug 2019



Deployment Timeline

PENDING FUNDING APPROVAL

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

Location Accuracy Project

- We have heard your voice – This is needed now
- On average most PSAPs see about 50% of calls arrive with location in 2-3 seconds
- What is Cal OES doing?
  - Contract awarded to RapidDeploy for software solution using device based data provided by RapidSOS Clearinghouse
  - Cal OES will provide RapidDeploy software at no cost to PSAP
- Pilot locations have been deployed – more details in breakout session

GIS Transition; Preparing for NG9-1-1

- 9-1-1 today uses a tabular dataset (similar to an Excel file)
- NG9-1-1 requires an updated location dataset (similar to a map)
- Cal OES must transition tabular dataset into a geo-encoded dataset for NG9-1-1

The Path Forward

- Cal OES has contracted with Digital Data Technologies (DDTI) to help transition the data
- Requires collaboration between: PSAP and GIS professionals

Two Breakout sessions provide more detail

NG9-1-1 Alert and Warning

- Goal is to provide a common technology platform for alerts and warnings.
- Ability to import existing alert and warning data.
- Ability to interface with FEMA Integrated Public Alert and Warning System and Wireless Emergency Alert (IPAWS/WEA)
- Ability to interface with Next Gen 9-1-1
- This is a technology platform **but will not impact local authority**
- Review RFP requirements and provide feedback to Cal OES

Updated Funding Plan

- SETNA Legislation
  - Trailer Bill posted to Dept of Finance Website Spring 2019
- 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

How you can help with SETNA funding

- Invite your Assembly Member or Senator to your PSAP
- Update Executive leadership team
  - Reach out to Cal OES and 9-1-1 Advisory Board data for additional info
  - Cal OES has developed talking points, and will send to PSAPs when trailer bill is published
- Be ready to answer the questions like:
  - Why is Next Gen 9-1-1 important?
  - Why do we need to update the funding model?

Cal OES

GOVERNOR'S OFFICE
OF EMERGENCY SERVICES

Thank You