



***Cal* OES**

GOVERNOR'S OFFICE  
OF EMERGENCY SERVICES

A large, faint, light-brown silhouette of a bear is positioned in the background, spanning across the middle and right side of the slide. A faint yellow star is located to the left of the bear's head.

# The 9-1-1 Program During Revenue Shortfall

Fall 2018 Cal NENA

November 2, 2018



# Briefing Overview

- The **Problem**
  1. Meet statutory requirements
    - Sustain 9-1-1 program and Implement Next Gen 9-1-1
  2. Update revenue model
- Address the revenue shortfall
  - **Revenue shortfall requires limiting 9-1-1 sustainment and delays NG 9-1-1 implementation**
- Urgent need for legislative action
- 9-1-1 Goes to Sacramento event
- GIS and ALI/MSAG in Next Gen 9-1-1 environment
- 9-1-1 Location Accuracy
- Emergency Power Shutoff
- Discussion and Questions



# Legislative Mandates for 9-1-1 Program

- Cal OES must design and implement Next Gen 9-1-1  
Warren Act (Gov. Code 53121, amended in 2015)
- Cal OES must maximize the efficiency of 9-1-1 system  
Public Safety Act (Gov. Code 8592.9, amended in 2017)

Cal OES is prepared to execute

Existing SETNA funding model does not provide revenue  
needed to maintain 9-1-1 or implement Next Gen 9-1-1



# 2017 9-1-1 Call Statistics

Total 9-1-1 Calls 28,129,927

- 80% Wireless *Wireless is bulk of calls*
- 15% Wireline *Wireline pays bulk of the bills*
- 4% Voice over IP
- 1% Other to include Telematics
- ~ 18,200 Text Messages

**Millions rely on 9-1-1 each year**



# Today's Revenue Model

The current revenue **can** support

- Most existing 9-1-1 system sustainment activities for FY 2018-19

The current revenue **cannot** support

- Statewide Next Gen 9-1-1 Implementation
- Sustaining 9-1-1 in FY 2019-20, direct impact to PSAPs

Cal OES will continue to incur shortfall  
of tens of millions in FY 2019-20 and beyond



# What happened with AB 1836 & SB 870?

Members concerned about:

- Fee increase when General Fund has surplus
- How the rate is set each year
- Role of various communication systems  
(Next Gen 9-1-1, Land Mobile Radio, Computer Aided Dispatch, Alert and Warning)
- Successful execution of Next Generation 9-1-1 plan  
versus confusion regarding information technology  
project delays



# Why not use General Fund or a one-time funding increase?

- Does not solve long term funding needs
  - Annual shortfall is over \$30 million and growing dramatically
- 9-1-1 is not a one-time infrastructure purchase
- 9-1-1 is an ongoing service requiring dedicated revenue source
- Would prohibit a multi-year procurement
  - Standard procurement process for every 9-1-1 contract
- Subject to cuts in lean budget years (2008)



# How will the access line surcharge be set?

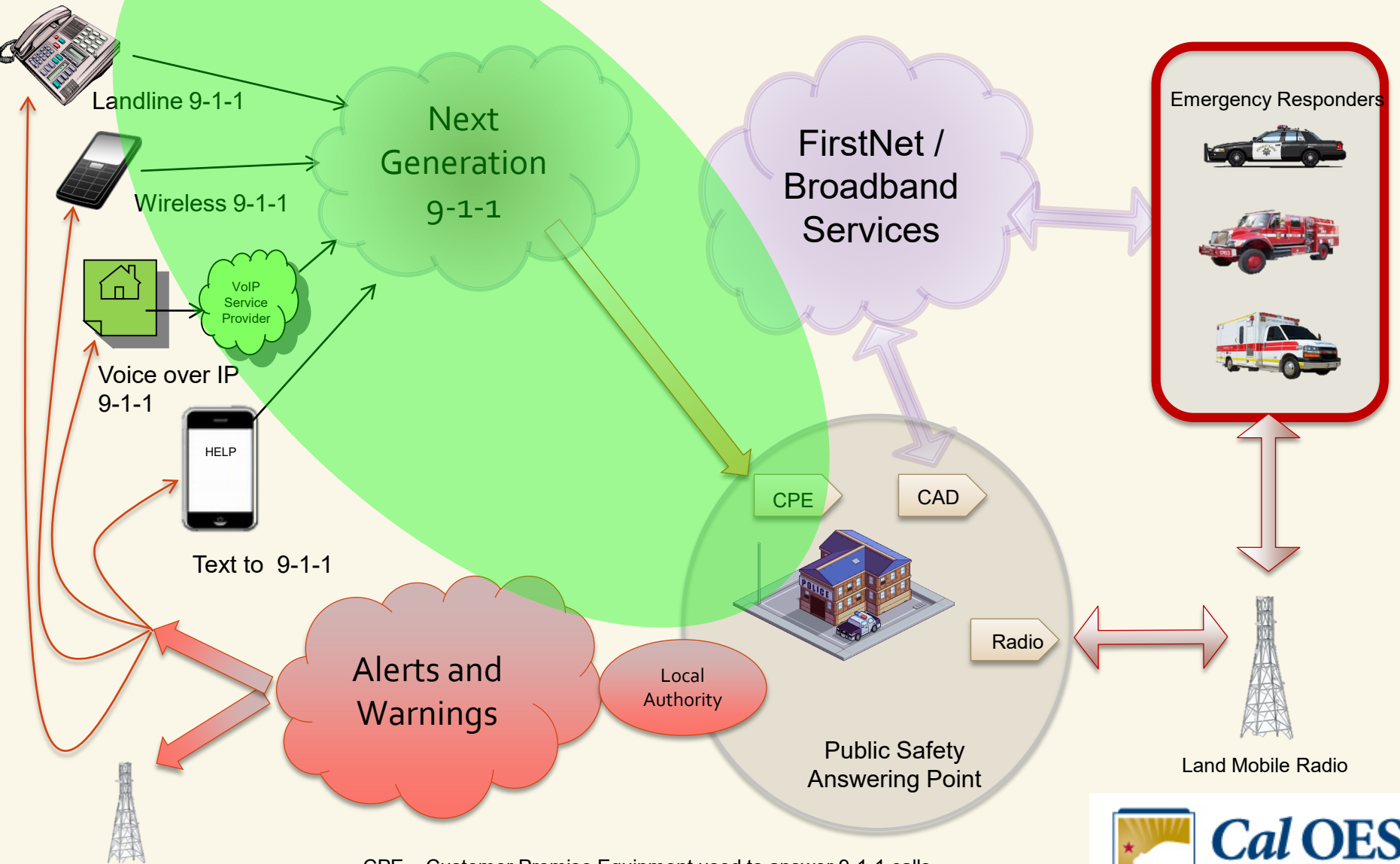
- Dept. of Finance reviews and approves revenue need based on budget projections
- Governor's Budget proposes appropriation for 9-1-1
- Senate & Assembly approve Governor's Budget
- Cal OES recommends surcharge to CDTFA based on number of access lines reported by carriers to generate revenue approved in Governor's Budget

**Cal OES has demonstrated fiscal responsibility  
for 9-1-1 program**

***This is not a blank check***



# Connecting the Technology



Broadcast Message

CPE – Customer Premise Equipment used to answer 9-1-1 calls  
 CAD – Computer Aided Dispatch used to dispatch emergency responders  
 LMR – Land Mobile Radio used for mission critical voice communications





# Proven performance of 9-1-1 Branch

- CA 9-1-1 Branch has implemented every 9-1-1 project on time and within budget since the 1980s
- California's per call cost of 9-1-1 is one of the lowest in the nation
- Surcharge was at minimum allowable rate for decades
- Cal OES has developed a Next Gen 9-1-1 plan that meets today's technology needs
- California has led the nation in 9-1-1 technology implementation – until Next Gen 9-1-1

**Smartphones have changed 9-1-1**

**California must implement Next Gen 9-1-1**



# Our existing 9-1-1 network

## 9-1-1 Network Outages:

- An average of 15 outages per month
- An average of 255 hours per month
  - Someone who needed help might not have been able to reach 9-1-1

**Next Gen 9-1-1 will dramatically reduce these outages**



# Our Existing 9-1-1 Location Information

## Automatic Number Information and Automatic Location Information (ANI/ALI) outages

- An average of 20 outages per month
- An average of 219 hours per month where location data was not available
- About 50% of all 9-1-1 calls arrive *without* location information
- When location information is not available, valuable time is lost asking where the 9-1-1 caller is located

**Next Gen 9-1-1 increases location accuracy**



# Why Next Gen 9-1-1 Continues to be Important

Overcomes limitations with today's network

- Network Reliability
- Location Accuracy
- Network Monitoring
- Technology Integration

Cal OES has been mandated to implement Next Gen 9-1-1:  
Senate Bill 1211 (2014)

- Faster call delivery
- Increased reliability and redundancy
- Increased routing accuracy and capability
  - Wildfires and Oroville Dam as examples
- Reduces call delays and unanswered calls

*California expects a 9-1-1 system that uses current technology*



# What is the plan moving forward?

- Execute existing 9-1-1 program mandates
- Update revenue model through legislative action in early 2019
- Coordinated effort among all stakeholders to restructure 9-1-1 SETNA funding model for FY 2019-20

*Imagine a day without 9-1-1:*

**77,000 calls go unanswered**



# 9-1-1 Goes to Sacramento

- Similar to 9-1-1 Goes to Washington DC
- Save the Date – January 28-31, 2019????
- Opportunity to meet with members of state legislature
- Build momentum in support of 9-1-1 legislation
- Training event coordinated with the event
- Submit questions and feedback to Cal OES 9-1-1 Branch



# What is the plan for GIS?

- Using a software program, Cal OES will:
  - 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
  - Include a reconciliation process to ensure data remains aligned with MSAG and ANI/ALI data
- This dataset will become the Location Information Server (LIS) and Location Database (LDB) and will be used for the Emergency Call Routing Function in the Next Gen 9-1-1 core services.





# How will Cal OES assist with GIS?

- Cal OES will:
  - Work with LRPC to establish a GIS Working Group
    - Goal is for the GIS Working Group to be comprised of PSAP professionals and GIS professionals from PSAP jurisdictions
  - Define data fields needed to route a 9-1-1 call based on NENA i3 standard. Note: The i3 standard goes well beyond 9-1-1 call routing
  - Provide a funding mechanism to reimburse staff or consultants to update “complex” GIS exception records based on policy set in Operations Manual
  - Provide coordination needed to develop the statewide dataset needed to support routing 9-1-1 calls in a Next Gen 9-1-1 environment



# What about location accuracy?

- Cal OES will:
  - Remain focused on the long term goal: Implement Next Gen 9-1-1 to overcome the location accuracy limitations. Example: Limitation of routing to a single ESN from a cell sector
  - Use software program to compare device based location data with ANI/ALI data and make data available to PSAP
  - Develop either contract or a solution that can be used to deliver supplemental call location data to the PSAP. This may require additional equipment at PSAP
  - Build a Next Gen 9-1-1 lab with complete set of CPE to support location accuracy testing and Next Gen 9-1-1 integration
  - Continue to work with the FCC to ensure rules support increased location accuracy deployment

Note: Some activities may be contingent upon funding



# Text to 9-1-1 Contract Update

- Original plan was to replace existing contract with Next Gen 9-1-1 Prime contract and include Text-to-9-1-1
- New plan is to release Text-to-9-1-1 contract soon in order to ensure there is no gap in services



# Emergency Power Shutoff?

- Cal OES activated State Warning Center from October 14-19 in support of Emergency Power Shutoff
- SDG&E, PG&E and Southern Cal Edison have procedures in place
  - Verify the point of contact and email on file with your electrical utility provider
  - Test and verify your backup power capabilities
- Cal OES is working with providers to coordinate information dissemination
- Contact [EF2@caloes.ca.gov](mailto:EF2@caloes.ca.gov) with questions



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**Questions?**