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Date: March 13, 2014

CA 9-1-1 BRANCH NOTICE 2014-02
Expiration: When Superseded or Rescinded

To: ALL 9-1-1 COUNTY COORDINATORS
ALL PUBLIC SAFETY ANSWERING POINT MANAGERS

SUBJECT: IMPLEMENTATION OF FINAL 9-1-1 POLICY RECOMMENDATIONS

On February 19, 2014, the State 9-1-1 Advisory Board (Board) Workgroup Chairman presented the Workgroup's final 9-1-1 policy recommendations at the Board's quarterly meeting. The Workgroup's final recommendations along with their presentation are posted on our web-site at: http://www.caloes.ca.gov/PSC/Pages/911AdvisoryBd/911-Advisory-Board.aspx. The attached Workgroup's recommendations include specific dates, that have been highlighted, that affect the policy changes. The CA 9-1-1 Branch is tasked with implementing the final recommendations.

On February 20, 2014 the final 9-1-1 policy recommendations became effective. The CA 9-1-1 Operations Manual is in the process of being updated. This notice details PSAP action and timelines to be referenced until the policies have been updated in the 9-1-1 Operations Manual.

Prior to June 1, 2014, three Virtual Town Hall meetings (webinars) will be scheduled to present 9-1-1 policy changes, answer previously submitted questions, as well as answer questions in real-time. Please submit questions in writing to the CA 9-1-1 Branch mailbox at: CA9-1-1Division@state.ca.gov. Include in Subject Line: Questions for Virtual Town Hall on 9-1-1 Policy Changes.

PSAPs will now be required to provide the CA 9-1-1 Branch with a one year advance notice when they require Customer Premise Equipment (CPE) funding. The CA 9-1-1 Branch has created a form for PSAPs to use to submit their advance notification. PSAPs will be required to submit the form to the CA 9-1-1 Branch by July 1 of the prior state fiscal year[1] if: (1) the PSAP requires funding for CPE extended maintenance for years 6 and/or 7, or (2) if the PSAP intends to replace or upgrade their CPE. For the state fiscal years that PSAPs do not require CPE funding no action is required.

The CPE replacement cycle will continue to be based on a 5-year cycle. For PSAPs who remain on the previous funding model, extended maintenance will be deducted from the allotment until the CPE is replaced. PSAPs that are on the new funding model and purchase extended maintenance for years 6 and 7, maintenance costs will not be deducted from the PSAP's fixed allotment. If a PSAP elects not to replace and chooses to have extended maintenance in year 8 and beyond, then the PSAP will be responsible for the maintenance costs.

The CPE Funding has changed from the previous funding model with an annual accrual, to a new funding model with a fixed allotment. This change sunsets the annual accrual funding process. PSAPs will fall into one of three scenarios identified in the PSAP Scenarios Table on page 2. The CA 9-1-1 Branch requests that PSAPs identify which scenario applies and take the appropriate action requested.

[1] Definition: "prior state fiscal year" is the year prior to the state fiscal year monies will become available for purchase of CPE and related equipment.

TABLE 1 - PSAP SCENARIOS

	PSAP Scenario Description	Funding Model	CA 9-1-1 Branch &PSAP Action
1	PSAP has a current Purchase Order (PO)	PSAP stays with the previous funding model with 2014 accruals calculated and added to CPE allotment	CA 9-1-1 Branch will deduct maintenance costs from PSAP's allotment until CPE replacement. **PSAPs shall complete the PO process; continue with CPE purchase, and installation. No further action is required.**
2	PSAP is beyond the 5-year cycle and in extended maintenance	PSAP has the option to choose between the previous funding model with 2014 accruals included **or** the new funding model	By 3/31/14, CA 9-1-1 Branch will issue to PSAPs an e-mail with a form that will include allotment amounts for both previous and new funding models. **By 6/30/14, PSAPs must choose a funding model option and return the form to the CA 9-1-1 Branch indicating their choice. PSAPs who do not respond by 6/30/14 will be assigned the new funding model.**
3	PSAP CPE cycle is at 5 years or under	PSAP goes to the new funding model. PSAP will be required to provide a one-year advance notice to the CA 9-1-1 Branch when PSAP requires funding for CPE maintenance and/or CPE replacement	By 4/15/14, the CA 9-1-1 Branch will issue e-mails with a form to PSAPs who are in years 4 and 5 of CPE cycle. **By 6/30/14, PSAP must complete the form and return to the CA 9-1-1 Branch. PSAPs who do not respond may have to wait until the following state FY to receive funding.**

Please direct all questions related to this notice to the CA 9-1-1 Branch Consultant, (assigned to your respective county) by referencing the CA 9-1-1 Branch Contact List posted at: http://www.caloes.ca.gov/PSC/Pages/Directory/Directory.aspx.

Sincerely,

William D. Anderson, Branch Manager
California 9-1-1 Emergency Communications Branch

Attachment: 9-1-1 Policy Workgroup Recommendations

cc: Karen Wong, Assistant Director, Public Safety Communications
State 9-1-1 Advisory Board Members
California 9-1-1 Emergency Communications Branch Staff

9-1-1 Policy Workgroup Recommendations
Provided at the February 19, 2014 State 9-1-1 Advisory Board Meeting

Prepared by: State 9-1-1 Advisory Board Workgroup
Reviewed and approved by: Long Range Planning Committee

At the April 17th, 2013 State 9-1-1 Advisory Board (Board) meeting, the Board voted to establish a workgroup to assess and further review three of the seven 9-1-1 proposed policy and practice changes that included:

- Defining approved incremental costs;
- Assessing the State's current funding policy methodology and equipment replacement cycle; and,
- Enacting the requirements of local 9-1-1 dispatch centers submitting an annual spending plan by July 1st of each state fiscal year.

The 9-1-1 Policy Workgroup was set up as a task group under the Long Range Planning Committee (LRPC) and was to submit their recommendations to the LRPC, to be reviewed and forwarded with endorsements to the Board for review and approval. This document contains those recommendations.

On July 31st, 2013, the Board approved the members of the 9-1-1 Policy Workgroup:

- 9-1-1 Advisory Board – Chuck Berdan – APCO Representative to the Board
- California Police Chiefs Association – David Wilson – Ventura PD
- California Sheriffs Association – Chris Herren, Placer County SO
- California County Coordinator Task Force – Laurie Sowder, SHASCOM
- Large PSAP – Danita Crombach – Ventura SO
- Medium PSAP – Lynn Bowler – Elk Grove PD
- Small PSAP – Steve Ynzunza – Gilroy PD
- Secondary (fire) PSAP – Don Wise – Verdugo Communications
- State CA 9-1-1 Branch – Monica McGrath

The Workgroup has been meeting once or twice a month since July of 2013, either in person or on a conference call. The Workgroup reviewed all the public input on the proposals, and sent out an on-line survey to all PSAPs, getting an impressive 80% response, primarily due to the follow-up by Workgroup members. Additional information related to PSAP funding has been requested by the Workgroup and provided by the CA 9-1-1 Branch.

Additionally, during the research of our assigned tasks, the Workgroup became concerned with SETNA expenditures. As a result of that research the Workgroup has drafted an issue paper that is being forwarded to the LRPC for review. The Workgroup recommends further research to evaluate expenditures from the SETNA.

There have been many hours of discussion and debate about the proposals, and we have developed the recommendations that follow.

The Workgroup proposals were presented to the LRPC on February 18, 2014 and the State 9-1-1 Advisory Board on February 19, 2014 and this document has been updated to reflect the feedback received from Advisory Board members during those meetings.

9-1-1 Policy Workgroup Proposals

The following proposals were developed as a collaborative effort between the members of the 9-1-1 Policy Workgroup and the CA 9-1-1 Branch, since they have to implement and enforce these changes. It is anticipated that the CA 9-1-1 Branch will take these proposals and incorporate them into Chapter III of the 9-1-1 Operations Manual.

Agencies with multiple PSAPs that can demonstrate a need for an exception to the policy that requires special handling will be dealt with on a case-by-case basis in concurrence with the CA 9-1-1 Branch.

Annual Spending Plan

For the state fiscal years that PSAPs plan to use SETNA funds, the Workgroup recommends that each PSAP submit a Spending Plan by July 1 of the prior state fiscal year[1] to inform the CA 9-1-1 Branch of their intentions to either replace or upgrade their Customer Premise Equipment (CPE), or if they will extend their CPE maintenance for years 6 and/or 7 (to be paid by the CA 9-1-1 Branch). For the state fiscal years that PSAPs do not plan on using any SETNA funds, they do not need to submit a Spending Plan.

The Workgroup recommends that the CA 9-1-1 Branch contact each PSAP annually via email to ask if the PSAP plans to upgrade/replace their CPE or extend maintenance for years 6 and/or 7 during the specified state fiscal year as appropriate. If the PSAP replies to the affirmative, the CA 9-1-1 Branch will reach out to the PSAP to coordinate activities. If the PSAP replies to the negative, no further action is needed by the PSAP. The CA 9-1-1 Branch will track all responses and make contact with those PSAPs that have not replied by the selected date. Note: PSAPs do not need to submit a Spending Plan to use the Annual Training Allotment of $3,000.

CPE Funding

The Workgroup recommends a new CPE funding model that would change to a "Fixed Allotment". The Fixed Allotment is defined as follows:

1) Funding formulas are adjusted to the median price of the current CPE contract: (which includes funding for CPE, 12 months warranty and 48 months of maintenance)
2) Level 1: Level 1 allotment will be sunset effective upon approval of this model. Minimum level of funding for a PSAP is increased to Level 2
3) Level 2: (0-800 calls per month) = $218,000
4) Level 3: (801-1,200 calls per month) = $255,000
5) Level 4: (1,201-15,000 calls per month): Erlang/Hourly Calculation - Range = $292,000 to approx. $701,000
6) Level 5: (>15,000 calls per month): Monthly Calculation > $701,000
7) Allotment balance after CPE purchase may be used toward incremental costs
8) Fixed Allotment funding expires on June 30 of the state fiscal year in which it was approved. A PSAP must resubmit their Spending Plan if the CPE approval process has not been initiated by June 30 of that year.
9) There will no longer be an annual accrual process.

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[1] Definition: "prior state fiscal year" is the year prior to the state fiscal year monies will become available for purchase of CPE and related equipment.

CPE Replacement Cycle
The Workgroup recommends the CPE replacement cycle continue to be on a 5-year cycle and suggest the following changes:

1) If the PSAP is unable to complete their upgrade or replacement in Year 5, then Years 6 and 7 extended maintenance costs are covered by the SETNA fund, and are not deducted from the PSAPs Fixed Allotment.
2) Extended maintenance costs in year 8 and beyond are the responsibility of the PSAP

The Workgroup felt that extending the replacement schedule to 7 years would not only increase the costs of CPE, but keeping electronic equipment for that length of time poses a threat to the reliability of the 9-1-1 system. We also felt that these solutions are a balance between fiscal prudence and meeting the needs of the PSAPs. We heard clearly that the smaller PSAPs had to wait beyond 5 years so they had enough funds for their basic CPE needs. We also heard that PSAPs couldn't always get their CPE replaced at exactly 5 years, and there needs to be some flexibility on the replacement schedule. We think our recommendations will resolve those issues.

These proposals do not change the formulas used at Levels 4 and 5. It was felt that these formulas were fair and equitable. We do understand that PSAPs may have an operational need for CPE equipment over and above their Fixed Allotment, but for agency operational reasons, not for 9-1-1 call standards. Those additional CPE costs will have to be funded by the PSAP.

Incremental Costs
A revised Incremental Costs list is included in this document. Incremental Costs purchases over and above the approved CPE equipment must fall within the PSAP's Fixed Allotment. Requests for Incremental Costs purchases must be approved by the CA 9-1-1 Branch within 90 days of CPE acceptance, and purchase completed within 9 months of approval.

Transition Plan
The following is the proposed transition plan for the above recommendations:

- The proposed changes become effective the date they are approved by the State 9-1-1 Advisory Board.
- Accruals will be calculated for 2014, where applicable, and then will sunset.
- PSAPs with a purchase order (PO) in place will receive the 2014 accruals on January 1, 2014 and the current allotment will be honored to complete P.O. process.
- PSAPs in extended maintenance must choose whether they want to use the current funding model or the proposed new funding model by June 30 2014.
- If a PSAP chooses to remain on the current funding model – maintenance will be deducted from allotment for funding until upgrade or replacement. PSAPs on extended maintenance will receive 2014 accruals.
- If a PSAP chooses the new funding model – the CA 9-1-1 Branch will pick up maintenance for up to the next 2 years, regardless of which year of extended maintenance PSAP is in.

- If PSAPs do not choose a funding model by June 30, 2014, they are automatically put on the new funding model.
- If PSAPs stay with the current funding model, they must plan so all funds are spent by the end of FY15/16. CA 9-1-1 Branch will evaluate their spending plan at the end of 14/15 – if progress does not indicate they would have money spent by the required time, they automatically go to new funding model, and the PSAP will pay maintenance cost until CPE replacement if they are beyond year 7.
- PSAPs that are at 5 years or under on their CPE upgrade/replacement schedule will automatically go onto the new funding model.
- Communicating changes to the policies to PSAPs is critical. A notice will be issued outlining the changes with PSAP required action and timelines. Three Virtual Town Hall meetings (webinars) will be scheduled. The Town Hall meetings will be facilitated by the CA 9-1-1 Branch and include the participation of Workgroup members.

Incremental Cost List

A standard 9-1-1 system includes all 9-1-1 CPE and systems used within the communication center's 9-1-1 call taker work area (including the 9-1-1 equipment room/closet) in direct support of the delivery of 9-1-1 calls to the 9-1-1 call taker. The elements of a standard 9-1-1 system, as competitively bid and available on the current contract, are detailed below.

Standard 9-1-1 Call Taker Position – Intelligent Workstation (IWS), including:

- Full Telephony Computer
- Monitor
- Mouse
- Standard Keyboard
- Keypad Dialer (if no phone set)
- Phone Set (only if necessary for computer telephony integration)
- Keyboard Arbitrator
- Instant Recall Recorder
- Uninterruptible Power Supply (UPS) For Call Taker Positions - fifteen (15) minutes
- Automatic TDD/TTY Capability

Turnkey call processing system, including:

- Two (2) UPS (one is redundant) serving all backroom equipment - fifteen (15) minutes (each)
- Printer for ANI/ALI printing
- Training for 9-1-1 call taker(s) and 9-1-1 call taker supervisor(s)
- Enhanced CAMA trunks
- Capability for third party contractor to remotely collect real time ANI/ALI/Call Detail Record Data via a frame relay connection
- Cabling
- Dynamic ANI/ALI output interface to PSAP provided for CAD, GIS, MIS, etc.
- Time Synchronization

The incremental cost list includes all of the above items, plus the following:

- Enhanced Automatic Call Distribution
- Electrical modifications required to install 9-1-1 IWS/CPE and UPS
- Furniture – 9-1-1 Workstation[2], and chairs only
- Geographical Information System (GIS) services, software, and equipment
- Headsets
- Logging recorder for 9-1-1 calls
- Management Information System (MIS) software and computer solely for 9-1-1 call management information collection and reports
- Temporary relocation or removal of 9-1-1 intelligent workstations (IWS)/CPE coinciding with 9-1-1 IWS/CPE upgrade or replacement
- Pre-Arrival Instruction Systems

[2] A 9-1-1 Workstation is the furniture used by the Telecommunicator in the direct processing of 9-1-1 calls, which would include the work surface for the keyboard, mice, and ancillary entry devices, storage areas immediate to the work surface for computer hardware, and platforms for display monitors. Integrated solutions that include space for other functions would be considered a part of the 9-1-1 Workstation."