

The Manny Alerting Act AB911

An Overview of the Feasibility Study Completed in 2020

**Presented by
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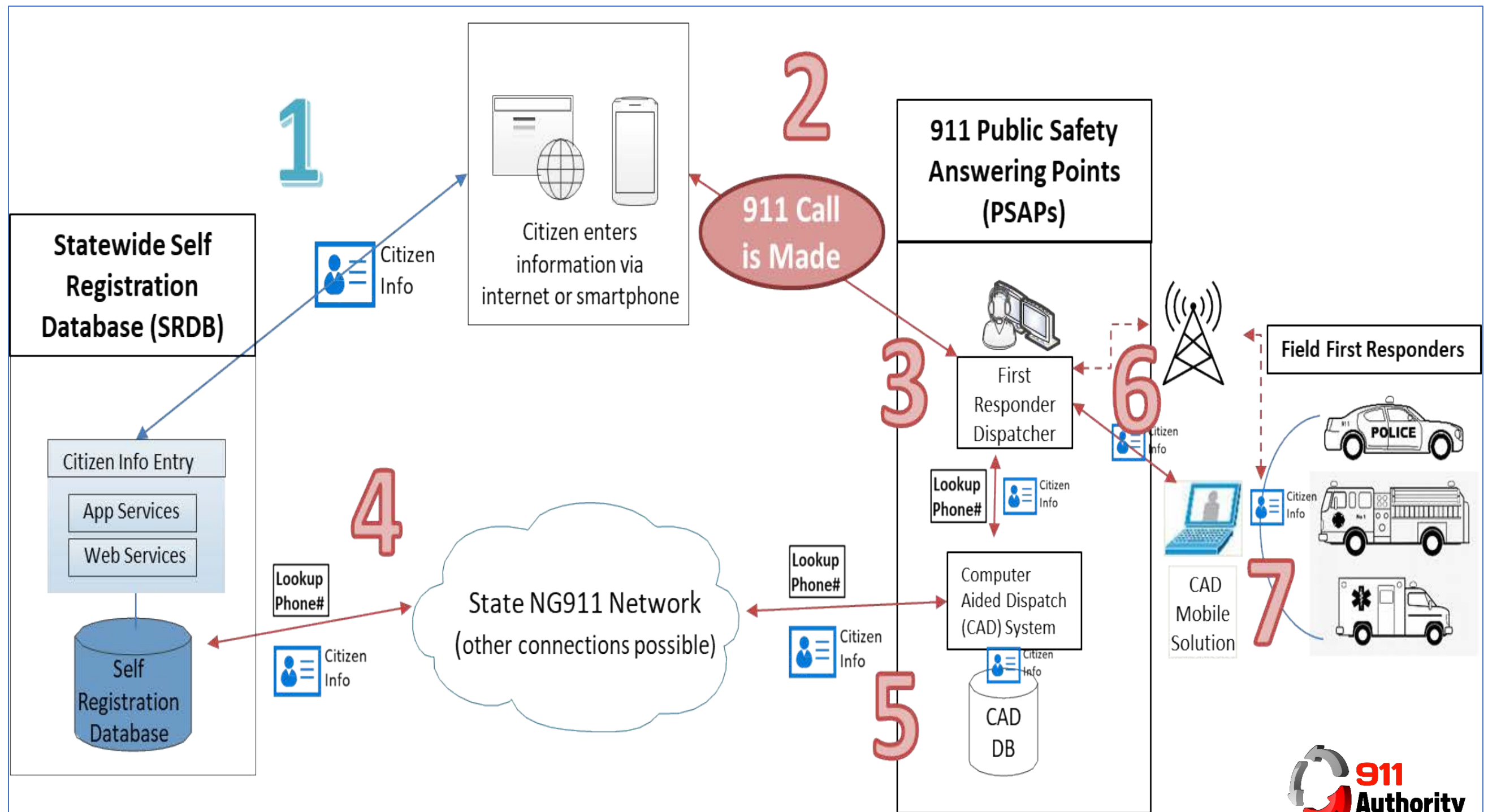
The Manny Alerting Act AB911

The California legislature commissioned the California Office of Emergency Services (Cal OES or the Office) to conduct a Feasibility Study by passing The Manny Alert Act (AB911) into law in 2019. The intent of the Legislature and the study is:

- 1. to explore the establishment of a statewide system under the management of the California Office of Emergency Services that provides the ability for Public Safety Answering Points to aid in dispatching activities. The statewide system would enable all Californians, including older adults, individuals with disabilities, and other at-risk persons, to voluntarily provide vital health and safety information to enable first responders to better assist them during an accident or emergency.*
- 2. that the statewide system would inform law enforcement, fire departments, and emergency medical service personnel, who are planning for or responding to an emergency, with crucial information necessary for interacting with all Californians, especially older adults, individuals with disabilities, and other at-risk persons, so as to maximize the safety of these persons, minimize the likelihood of injury, and promote the safety of all individuals.*

A conceptual diagram of the statewide system envisioned by the Manny Alert Act is provided below. In it you will see the various steps and stages Manny Act data would follow in order to fulfill its purpose.

Conceptual Manny Alert Act/Self Registration Database System Diagram



The Study explores different aspects of the system by offering insights into the feasibility of a Self Registration Database (SRDB) system itself, the feasibility of including Manny Act Data in the current 911 call workflow, as well as the feasibility of distributing Manny Act Data to first responders in the field who would be able to make better or different decisions if given the information provided by the citizen.

This Study also explores and offers Rough Order Magnitude (ROM) cost estimates outlining the potential funding necessary to plan, test, implement, operate, and maintain a statewide system on an annual basis. While not considered budgetary, the findings do provide insight into various funding areas that may need to be addressed by the Legislature if the decision is made to move forward with this initiative.

The law required Cal OES to submit the results of the feasibility Study in a report to the Legislature and the State 911 Advisory Board and make that report available to the public by January 1, 2021.

A summary of the Study's Findings and Conclusions are:

- ***It is technically feasible to implement, operate, and maintain a statewide self-registration database system as intended by the Manny Alert Act in California.***
 - Other states have implemented similar systems.
 - For California, it is a matter of determining the specific functional requirements and technical specifications needed to publicly procure a system or service capable of fulfilling the Manny Alert Act requirements statewide.
 - Adoption or usage rates by citizens in other jurisdictions with access to a similar system have been very low when compared to the total population and the long-term operational costs of the systems.
- ***From a PSAP perspective, it is operationally feasible to include Manny Act data as part of the 911 call workflow process if:***
 - the data remains accurate, concise, consistent and timely;
 - the data integrates into the 911 call workflow like other types of critical data relevant to emergency response;
 - data from the Manny Alert Act interfaces to current and future PSAP systems and applications; and
 - the data remains secure throughout the process.

A summary of the Study's Findings and Conclusions are:

- ***From a field responder perspective, it would be feasible to use Computer Aided Dispatch (CAD) systems, a common existing PSAP application, to distribute Manny Alert Act data to responders.***
 - Today, most California PSAPs surveyed use a CAD system to share critical data with first responders in the field when a 911 call is made.
 - CAD system features and functions satisfy the Manny Alert Act's requirements related to the security of citizen data and its distribution to first responders in the field at the time of an emergency 911 call.
 - CAD systems are not an eligible expense covered by the SETNA fund today. They are a local agency/jurisdictional expense.
 - Not all PSAPs use the same CAD system. The features and functionality of CAD are generally determined by the size of the PSAP and the number of first responder agencies they serve.

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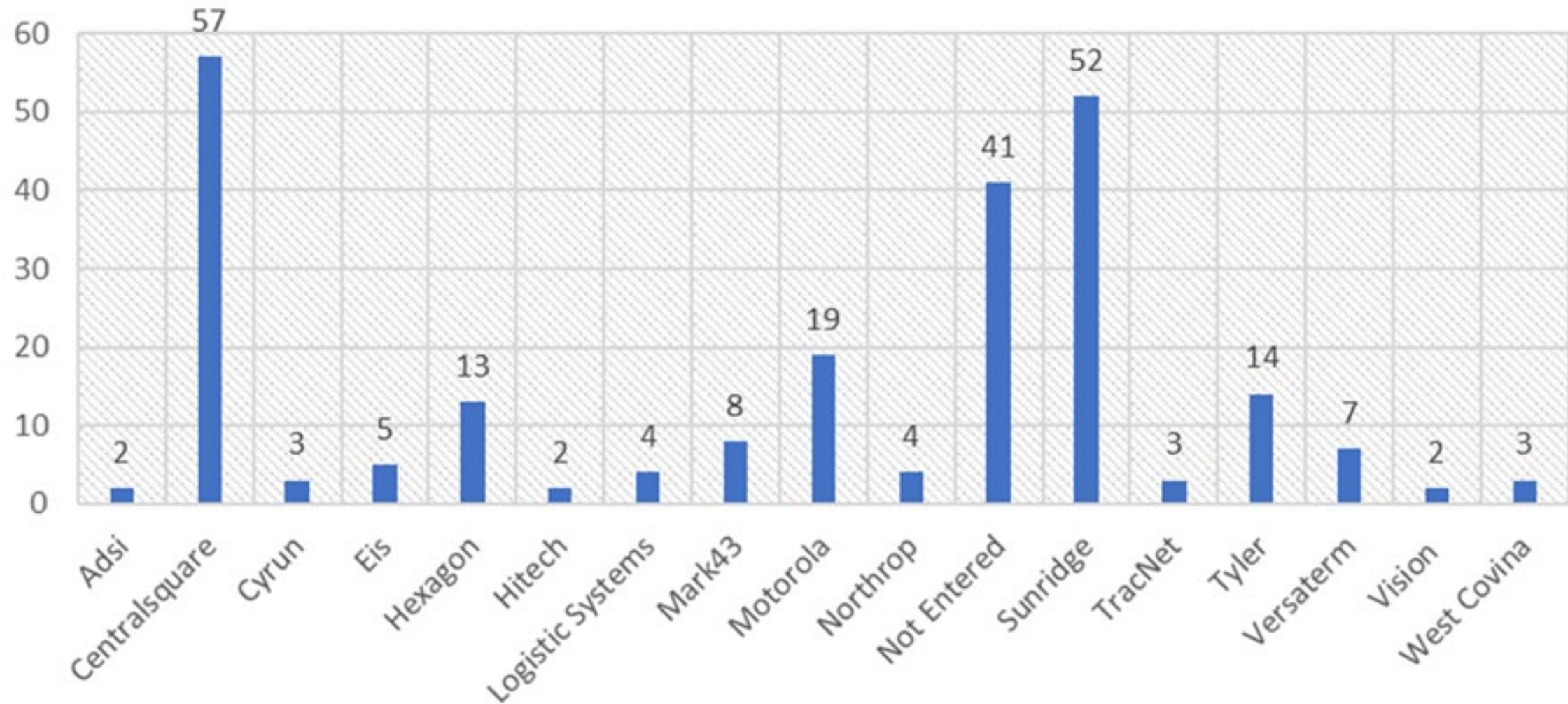
- ***Rough Order Magnitude (ROM) costs for the different components of the system have been established by this Study. They are as follows:***
 - Estimated ROM costs for a Self-Registration Database System = **\$3,656,626 to \$13,683,156**
 - Estimated ROM costs for CAD system statewide support = **\$100,294,540**
 - Estimated ROM costs for Cal OES Staff support = **\$2,064,738**
 - Total Annual Estimated ROM costs = \$116,042,434**
- ***The estimated ROM costs could be mitigated by other factors such as:***
 - Innovations in cloud-based CAD computing
 - Continued transition to NG911 for connectivity and data sharing among PSAPs
 - Continued transition to cloud based Call Processing Equipment (CPE) for PSAPs
 - Continued deployment of applications for PSAPs which can integrate with additional data repositories, like the Self-Registration Database for Manny Alert Act Data

Statements of fact: 911 in California as of 2020	
California has the largest state population in the country	39.51 Million
Annually, Californians generate the most 911 calls in the country (about 50 calls per minute, 3000 calls per hour, 76,000 calls per day)	27.3 Million <i>911 Calls in 2019</i>
California has the most Public Safety Answering Points (PSAPs) of any statewide system in the country	438 PSAPs
California PSAPs that responded to the PSAP Survey	279
California has the most 911 call taking positions of any statewide system in the country	3,261
California has the most first responder agencies of any statewide system in the country	1,600+ (estimated)

Field Based First Responder Agency Types	Total Number
Police/Law Enforcement	525
Fire (include Fire affiliated EMS agencies in this count)	386
EMS (only if separate from fire)	52
JPA (Joint Power Authority)	13
Other	26
Total Reported Field Based First Responder Agency Count	1002
Extrapolation for feasibility	
Extrapolation Factor Formula: 279 PSAPs = 61.8% of 438 PSAPs 279 PSAPs reported 1,002 dispatch agencies 1,002 dispatch agencies = 61.8% of all agencies in California 100% - 61.8% = 38.2% of agencies unaccounted for by the survey + 25% contingency	1.63
1.63 x 1002 =	Estimated 1,633

- ❖ CAD is often the “starting point” for responding to any type of call for service – while the CPE system processes 911 and administrative calls, CAD delivers the call information, including 911 call mapping, to first responders.
- ❖ This data stream from the CPE to CAD includes the caller’s location information, phone number, and the responding agency information. After a call comes into CAD other critical information is attached or added to the call for service record for responders to see.
- ❖ That information can include a narrative of the caller’s conversation with the 911 first responder, responding agency unit recommendations and assignments, and hazard and notification information. CAD is the repository and/or linkage point of all existing hazard and notification information.
- ❖ This type of information includes prior incidents at a location or received from a given phone number, history associated with reporting persons, call type protocols, and building pre-plans (such as floor plans, location of hazardous materials, water shut offs, etc.).

CAD vendors > 1 PSAP installation



Providing Additional Data

Determining the feasibility of creating, deploying, and managing a SRDB for the purpose of sharing important information with first responders is the key mandate of the Manny Alert Act. The project team for this feasibility Study believe in the value of the database and the mandate. In discussing the survey and the feasibility effort with the state's PSAPs, it is evident that PSAPs share that belief. Positive aspects of such a system include:

- Having a repository of citizen self-registered data can save lives.
- The more sources of information, the better the response can be.
- First responders may be able to make positive changes to their approach based on this information.
- Knowledge of existing conditions can shorten the dispatch to patient care time and improve outcomes.

This feasibility Study also brought out insights, as part of the discussions, information gathering, and conferences about concerns and potential issues:

- Keeping the data current and useful is almost impossible to guarantee.
- Alternative existing solutions do not get the information directly to the responders in the field through secure and confidential means.
- Adding additional information to 911 calls may cause information overload for both 911 first responders and field responders. There is already a significant amount of hazard-related information being provided that must be assessed and processed.
- Having this additional information raises concerns about liability. Varying situations will impact the consumption of hazard information, but the fact that the information exists may raise the standard of care.