



**LASSEN COUNTY OFFICE of
EMERGENCY SERVICES**

697-345 Highway 36
Susanville, California 96130
(530) 257-8504 Fax (530) 257-8599

Scott Packwood, Director

Mark Rotlisberger, Emergency Services Chief

July 31, 2019

TO: Board of Supervisors
Agenda Date: August 13, 2019

FROM: Mark Rotlisberger, Emergency Services Chief *MR*

SUBJECT: Consideration in support of implementation of the Disaster 2-1-1 public information service.

RECOMMENDATION: Approve Letter of Endorsement to the California Public Utilities Commission to establish and implement Disaster 2-1-1 public information service in Lassen County, and authorize Chairman or County Administrative Officer to sign the letter.

DISCUSSION: This is a time-sensitive item that must be decided before August 16, 2019.

See attached letter from the California Public Utilities Commission inviting the County to participate in the statewide expansion of 2-1-1 dialing for emergencies and disasters.

Lassen County must approve the proposed Letter of Endorsement to the CPUC before August 16, 2019, to remain eligible for funding to establish 2-1-1 services at no cost to Lassen County for the first three years of service.

I am still skeptical that it will not cost the County any money for the first three years. I will want to review the contract, and have the County Sheriff and County Council review the contract prior to recommending that the County fully commit to this service by engaging in a contract. I am currently asking that the Board of Supervisors provide a Letter of Endorsement indicating that the County is interested in participating in the Disaster Only 2-1-1 so we can secure the funding available from the State. The authority to sign the letter may be delegated to the CAO at the Boards discretion. The letter is due to the CPUC by August 16, 2019. We are not yet at a point of signing a contract so the County will not be contractually obligated to the service yet. The information provided in this staff report is a compilation of notes taken by way of a telephone meeting with a CPUC representative and review of documents the CPUC provided to me.

The 2-1-1 service is a tool to assist local government organizations and officials to provide information about natural, human-caused, and technological disasters in addition to what actions they need to take to protect themselves and their families. The public has the expectation that they will be provided with timely, accurate information during times of disaster.

2-1-1 is a service that can help ease call burden on 9-1-1 centers during local emergencies. Because 9-1-1 centers can quickly become overwhelmed with calls for information during a local disaster reducing their efficiency and timeliness in answering and dispatching emergency responders to new and expanding emergencies. 9-1-1 centers tend to become public information centers unless a separate designated line is staffed and identified, which could be 2-1-1.

Disaster-only 2-1-1 service is a service provided during declared emergencies and disasters as opposed to regular 2-1-1 service, which is available 24 hours a day, seven days a week. Disaster only 2-1-1 service is currently only available to be installed in counties without existing full 2-1-1 service. In 2011, the California Public Utilities Commission issued Decision 11-09-016, which authorized the provision of disaster-only 2-1-1 services and appointed 2-1-1 California as the lead entity in implementing this program. The Decision was bolstered by the California State Legislature in Senate Bill 1212 (2016, Hueso), authorizing the Commission to spend \$1.5 million from the California Teleconnect Fund Administrative Committee Fund to implement disaster 2-1-1 dialing programs. Governor Jerry Brown signed SB 1212 into law on September 29, 2016.

The Disaster 2-1-1 service can provide public information 24/7 during the duration of a disaster. The service has the ability to handle a large volume of public inquiries. The number is easy to remember and eliminates the need to establish multiple local community information lines. This will allow for the use of County Disaster Service Workers in other areas during an incident. There is no ramp up time to set up special hotlines for disaster information as the number will already be established. To activate, a designated county representative will contact the 2-1-1 service and provide them with current information regarding the disaster not limited to: the impacted area, road closures, shelter locations, supply locations, how to protect themselves, damage reporting procedures, and other pertinent information. The service will take the burden of informational inquiries off of the 9-1-1 system, keeping it more effective. There are over 140 different languages available and TTY/TDD service. The 2-1-1 service will also establish a website which will provide web based public information.

FISCAL IMPACT: To be determined. It is my understanding that Senate Bill 1212 will pay for all costs to the County for the first three years, which includes the cost of the infrastructure for setting up the entire 2-1-1 system for Lassen County. This will include establishing switching with communication operators (Frontier, Verizon, etc...) building a database, training, other set up costs and all operating costs for 3 years. In project years 4 and 5, the County will be required to pay the pre-established amount of \$5000 each year or have the option to withdraw from the service. In year 6 and beyond, the County will have to negotiate the rate for years 6 and thereafter with the vendor. Ventura County is the current vendor selected by the CPUC.

Using this pre-selected vendor has had the effect of a reduction of the annual subscription

cost. Lassen County can withdraw from the service as will be identified in a later proposed contract. The County can also opt to staff the 2-1-1 system themselves in times of disaster if withdrawn from the contract. There is no per use additional fee when the system is activated for a disaster. The County may elect to switch to a “full 2-1-1” service at an additional cost at any time. This is typically done as a Health and Social Services (HSS) tool and overseen by HSS. 2-1-1 has many types of informational uses by the HSS program if desired. There is no obligation to use it as such. What is important is that the system infrastructure that is installed for the Disaster 2-1-1 service at no cost to the County is the same infrastructure that would be needed should the County choose to implement the full 2-1-1 service at a later date.

OTHER AGENCY INVOLVEMENT: To be determined.

ALTERNATIVES: Decline participate in SB1212 funding for disaster 2-1-1 information services.

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



July 19, 2019

The Honorable Chris Gallagher
Lassen County Board of Supervisors
221 South Roop Street
Suite 4
Susanville, CA 96130

SUBJECT: Implementation of Senate Bill 1212 and disaster 2-1-1 services

Dear Supervisor Gallagher:

As part of the statewide expansion of 2-1-1 dialing for emergencies and disasters, the California Public Utilities Commission (CPUC) invites your county again to participate in the process to implement disaster 2-1-1 dialing in your county.

The California State Legislature enacted Senate Bill 1212 in 2016, authorizing the CPUC to spend up to \$1.5 million to bring disaster 2-1-1 services to currently unserved areas. These services operate during emergencies to provide critical public information such as evacuations, road closures, and emergency alerts. Over the past two years, the CPUC has worked cooperatively with 2-1-1 providers and unserved counties to implement this initiative. After extensive discussion, the unserved counties and the CPUC have issued preliminary approval to Interface Children & Family Services, which operates 2-1-1 Ventura County and serves multiple counties in California.

The CPUC had contacted your county in January 2018 regarding disaster 2-1-1 implementation, and your county had participated in the process's early stages. However, your county has not continued its participation. The implementation process is soon ending, and your county's lack of participation means it is forgoing state funds that will bolster disaster communications and emergency preparedness. We strongly encourage your county to rejoin our efforts and subscribe to the proposed solution so that you may assure your constituents are informed and safe during disasters and in other times of emergency.

The CPUC is available to speak with you and other members of the Lassen County Board of Supervisors regarding this effort. If you have any questions or concerns, please contact me by email at evw@cpuc.ca.gov or by phone at (415) 703-2896.

Sincerely,

Eric Van Wambeke
Program & Project Supervisor

CC: Cynthia Walker, Jonathan Lakritz

From: Lee, Chasel <Chasel.Lee@cpuc.ca.gov>
Sent: Thursday, August 1, 2019 11:45 AM
To: Lassen OES@CALFIRE <Lassen.OES@fire.ca.gov>
Subject: RE: Disaster 211 letters of endorsement

Warning: this message is from an external user and should be treated with caution.

Good morning Mark,

1. The three-year part will be written into the resolution passed by the CPUC, which is binding on 211 Ventura.
2. The "reimbursement" part does not involve the county fronting money. 211 Ventura is saying that it may request the county to help it claim reimbursement from federal and state governments if a state of emergency has been declared. In other words, if there is a state of emergency and the county is claiming reimbursement from the feds or the state, 211 Ventura may piggyback off of those requests.

Please let me know if you have any further questions.

Best,

Chasel Lee
Regulatory Analyst | Communications Division
California Public Utilities Commission
(415) 703-2844 | Chasel.Lee@cpuc.ca.gov

From: Lassen OES@CALFIRE <Lassen.OES@fire.ca.gov>
Sent: Wednesday, July 31, 2019 08:50
To: Lee, Chasel <Chasel.Lee@cpuc.ca.gov>
Subject: RE: Disaster 211 letters of endorsement

Chasel,

Thanks for the letter to reference. After reading the Ventura proposal, I have a few questions. Mainly, when I go before the Board of Supervisors to request them to sign a letter of endorsement, they are going to look at the identified costs in the Ventura Proposal and then ask me where is the commitment in writing to Lassen County from CPUC to use the money set aside from the Teleconnect fund to "cover all expenses for the first three years" like we talked about on the telephone meeting last Monday. (I understand what the direction and authorization is as stated in SB1212.) I also see them asking if this is a reimbursement to the County where the County has to "front" the money. Those will probably be my key hang ups with them especial since we need to include the statement "That your county supports the proposal put forth by Interface Children and Family Services (211 Ventura)" in the endorsement letter. I do not think there will be any argument regarding what a great service this would provide to the County.

Please advise.

Thank you,

Mark Rotlisberger

Emergency Services Chief

County of Lassen

CALFIRE Lassen Modoc Unit

697-345 Hwy 36

Susanville CA 96130

Telephone (530) 257-8504 Fax (530) 257-8599

24hr Dispatch Center (530) 257-5575

Lassen.OES@fire.ca.gov

From: Lee, Chasel <Chasel.Lee@cpuc.ca.gov>

Sent: Tuesday, July 30, 2019 4:29 PM

To: Lassen OES@CALFIRE <Lassen.OES@fire.ca.gov>

Subject: RE: Disaster 211 letters of endorsement

Warning: this message is from an external user and should be treated with caution.

Mark,

The letter we have is from Mono County, which has retracted the letter due to address errors. They also needed to include language that conformed with the two clauses we included in this morning's email.

Best,

Chasel Lee

Regulatory Analyst | Communications Division

California Public Utilities Commission

(415) 703-2844 | Chasel.Lee@cpuc.ca.gov

From: Lassen OES@CALFIRE <Lassen.OES@fire.ca.gov>

Sent: Tuesday, July 30, 2019 15:42

To: Lee, Chasel <Chasel.Lee@cpuc.ca.gov>

Subject: RE: Disaster 211 letters of endorsement

Chasel,

If you have a Letter of endorsement from a County already submitted to CPUC for Disaster 2-1-1, could you send me a copy to use as a template. It should be a public document. I spoke with County Admin. today about preparing one and they suggested that I check with you for an example.

Thanks,

Mark Rotlisberger

Emergency Services Chief
County of Lassen

CALFIRE Lassen Modoc Unit

697-345 Hwy 36

Susanville CA 96130

Telephone (530) 257-8504 Fax (530) 257-8599

24hr Dispatch Center (530) 257-5575

Lassen.OES@fire.ca.gov

From: Lee, Chasel <Chasel.Lee@cpuc.ca.gov>

Sent: Tuesday, July 30, 2019 1:57 PM

To: John Osbourn <JOsbourn@co.calaveras.ca.us>; Kelley Williams <kwilliams@inyocounty.us>;

Matthew Rothstein <Matthew.Rothstein@lakecountyca.gov>; Lassen OES@CALFIRE

<Lassen.OES@fire.ca.gov>; Jessica Leon <Jessica.Leon@maderacounty.com>; Nate Greenberg

<ngreenberg@mono.ca.gov>; Jasen Vela <jvela@co.siskiyou.ca.us>; Edward Prestley

<eprestley@trinitycounty.org>

Cc: Van Wambeke, Eric <eric.vanwambeke@cpuc.ca.gov>; Leung, Joanne <joanne.leung@cpuc.ca.gov>;

Serle, Karo <karo.serle@cpuc.ca.gov>; Erik Sternad <ESternad@icfs.org>; Kelly Brown

<KBrown@icfs.org>; Carizma Chapman <cchapman@icfs.org>

Subject: Disaster 211 letters of endorsement

Warning: this message is from an external user and should be treated with caution.

Good afternoon all,

Several counties have reached out to us regarding what to include in the letter of endorsement. Please include the following in your letter or board resolution:

- That your county wishes to participate in the SB 1212 disaster 2-1-1 solution, and
- That your county supports the proposal put forth by Interface Children and Family Services (211 Ventura).

If adding an address to the letter, please use the following:

California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102-3298

You can simply email me at chasel.lee@cpuc.ca.gov the letter/resolution after it is approved by your board of supervisors.

Please let me know if you have any further questions.

Thanks,

Chasel Lee

Regulatory Analyst | Communications Division
California Public Utilities Commission

505 Van Ness Avenue | San Francisco, CA 94102
(415) 703-2844 | Chasel.Lee@cpuc.ca.gov

County of Lassen
BOARD OF SUPERVISORS



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County Administration Office
221 S. Roop Street, Suite 4
Susanville, CA 96130
Phone: 530-251-8333
Fax: 530-251-2663

August 13, 2019

California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102-3298

Subject: Letter of Endorsement of SB 1212 disaster 2-1-1 solution

To whom it may concern:

This letter is to indicate Lassen County's

- Interest in participation in the SB 1212 disaster 2-1-1 solution, and
- Support of the implementation proposal put forth by Interface Children and Family Services (211 Ventura)

Further, this letter authorizes the Assistant Director or Emergency Service (County OES Chief) and the Lassen County Sheriff to coordinate with 2-1-1 Ventura as needed to work toward the goal of establishing Disaster 2-1-1 service in Lassen County.

Sincerely,

JEFF HEMPHILL, Chairman
Lassen County Board of Supervisors