



A Tradition of Stewardship  
A Commitment to Service

Agenda Date: 3/25/2019

Agenda Placement: 7C

## Napa County Legislative Subcommittee Board Agenda Letter

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**TO:** Napa County Legislative Subcommittee  
**FROM:** Mary Booher for Minh Tran - County Executive Officer  
County Executive Office  
**REPORT BY:** Molly Rattigan, Deputy County Executive Officer - 253-4112  
**SUBJECT:** SB 670 (McGuire)

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### **RECOMMENDATION**

County Executive Officer requests discussion and possible direction on SB 670 (McGuire), a bill that would amend the Government Code and require a provider of telecommunications services that provides access to 911 service, to provide responder outage notification by electronic mail to the Office of Emergency Services whenever an outage occurs limiting the provider's customers' ability to make 911 calls or receive emergency notifications.

### **EXECUTIVE SUMMARY**

SB 670 would require a provider of telecommunications services, as defined, that provides access to 911 service to provide responder outage notification by electronic mail to the Office of Emergency Services whenever an outage occurs limiting the provider's customers' ability to make 911 calls or receive emergency notifications, within 60 minutes of discovering the outage. The bill would make the Office of Emergency Services responsible for notifying any applicable county office of emergency services and the sheriff of any county affected by the outage.

### **FISCAL IMPACT**

Is there a Fiscal Impact?                      No

### **ENVIRONMENTAL IMPACT**

ENVIRONMENTAL DETERMINATION: The proposed action is not a project as defined by 14 California Code of Regulations 15378 (State CEQA Guidelines) and therefore CEQA is not applicable.

**BACKGROUND AND DISCUSSION**

Existing provisions of the Warren-911-Emergency Assistance Act, establishes the number “911” as the primary emergency telephone number for use in the state and requires the providing of enhanced service capable of selective routing, automatic number identification, or automatic location identification. The act requires a telephone corporation serving rural telephone areas that cannot provide enhanced 911 emergency telephone service capable of selective routing, automatic number identification, or automatic location identification to present to the Office of Emergency Services a comprehensive plan detailing a schedule by which their facilities will be converted to be compatible with the enhanced emergency telephone system.

SB 670 would require a provider of telecommunications services, as defined, that provides access to 911 service to provide responder outage notification by electronic mail to the Office of Emergency Services whenever an outage occurs limiting the provider’s customers’ ability to make 911 calls or receive emergency notifications, within 60 minutes of discovering the outage. The bill would make the Office of Emergency Services responsible for notifying any applicable county office of emergency services and the sheriff of any county affected by the outage. The bill would require the responder outage notification to the Office of Emergency Services to include the telecommunications provider’s contact name, a calling number to be staffed as specified, and a description of the estimated area affected by the outage. The bill would require the telecommunications services provider to notify the Office of Emergency Services of the estimated time to repair the outage and when service is restored. The bill would require the office, except as provided, to keep the responder outage notifications confidential.

Napa County is part of the North Bay/North Coast Broadband Consortium (NBNCBC), a four member consortium consisting of Marin, Mendocino, Napa and Sonoma counties. During past outages, the members of the consortium have struggled to receive effective and timely notifications from some providers, leaving outages to sustain for hours or days. Staff from NBNCBC is recommending support of this piece of legislation to the consortium members.

Rural County Representatives of California (RCRC): Support  
California State Associations of Counties: Pending

**SUPPORTING DOCUMENTS**

A . SB 670

Recommendation: Approve

Reviewed By: Molly Rattigan