



State 9-1-1 Advisory Board Meeting Minutes

TELECONFERENCE NOTICE

August 18, 2021 – 10:00 AM - 12:00 PM PST
Video Conference Pursuant to EO N-29-20



OFFICE OF EMERGENCY SERVICES, STATE OF CALIFORNIA 9-1-1 ADVISORY BOARD MEETING MINUTES:

MEMBERS PRESENT:

Patrick Mallon, Office of Emergency Services, (Cal OES)
Brenda Bruner, Association of Public-Safety Communication Officials (APCO)
Lee Ann Magoski, California National Emergency Number Association (CALNENA)
Rosa Ramos, California National Emergency Number Association (CALNENA)
Rebecca Ramirez, California Fire Chiefs Association (CFCA)
Carlos Castillo, California Fire Chiefs Association (CFCA)
Andrew White, California Police Chiefs Association (CPCA)
Elise Warren, Chief, California Police Chiefs Association (CPCA)
William Ayub, California State Sheriffs' Association (CSSA)
Ingrid Braun, California State Sheriffs' Association (CSSA)
Chief Chris Childs, California Highway Patrol (CHP)

MEMBERS ABSENT:

I. CALL TO ORDER

The meeting was called to order at 10:02 a.m. A quorum was achieved.

II. APPROVAL OF PREVIOUS MINUTES

May 2021 meeting minutes were placed on the agenda for approval. Ms. Magoski motioned to approve the minutes; Sheriff Braun seconded the motion, roll call vote, unanimous vote.

III. CLOSED SESSION – 2nd QUARTER 2020 CALIFORNIA 9-1-1 OUTAGES

No action taken. Returned at 10:26 AM, roll call taken again to establish quorum, all members have returned from the Closed Session.

IV. LEGISLATIVE UPDATE

Reggie Salvador provided telecommunication legislation updates. A copy of all legislative updates discussed will be distributed to the 9-1-1 Advisory Board members.

AB 988 (Bauer-Kahan D) Mental health: mobile crisis support teams: 988 crisis hotline.

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Status: 5/17/2021-Re-referred to Committee on Appropriations

Summary: Would establish the 988 Crisis Hotline Center, using the digits “988” in compliance with existing federal law and standards governing the National Suicide Prevention Lifeline. The bill would require the Office of Emergency Services to take specified actions to implement the hotline system, including hiring a director with specified experience and designating a 988 crisis hotline center or centers to provide crisis intervention services and crisis care coordination to individuals accessing the 988.

AB 1100 (Aguiar-Curry D) Communications service: emergencies and disasters: reports.

Status: 5/12/2021-In Committee: Set, first hearing. Referred to Appropriations suspense file.

Summary: Would, following a fire- or disaster-related state of emergency or a local emergency declared by the Governor, require the Public Utilities Commission to collect specified information from telecommunications service providers relating to the provider's efforts to repair or replace communications infrastructure that was damaged as a result of the emergency or disaster. The bill would require that the information collected from telecommunications service providers by the commission be broken down by each emergency or disaster and be submitted in a report by the commission to the appropriate policy committees of the Legislature and posted in a conspicuous area on the commission's internet website.

SB 52 (Dodd D) State of emergency: local emergency: planned power outage.

Status: 5/13/2021-Referred to Assembly Committee on Emergency Management.

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Summary: Would define a 'deenergization event' as a planned power outage, as specified, and would make a deenergization event one of those conditions constituting a local emergency, with prescribed limitations.

SB 341 (McGuire D) Telecommunications service: outages.

Status: 5/13/2021-In Assembly. Read first time. Held at Desk.

Summary: Would require each provider of telecommunications service to maintain on its internet website a public outage map showing that provider's outages, and would require the office, in consultation with the Public Utilities Commission, on or before July 1, 2022, to adopt by regulation requirements for those maps, as specified. The bill would require the office to provide the commission with all the information provided to it as part of a telecommunications service provider's community isolation outage notification and to aggregate that data and post that aggregated data on its internet website.

117th Congress – Federal Telecommunications Bills

HR 1250 Emergency Reporting Act (Rep. Matsui, Doris)

This bill requires the Federal Communications Commission (FCC) to report on certain activations of the Disaster Information Reporting System (the system through which communications providers report their operational status during times of crisis) and to adopt specified rules related to network outage reporting.

Location: Senate -- 02/24/2021 Referred to the Subcommittee on Energy and Commerce. Introduced.

HR 1848 (Rep. Pallone)

This bill would rebuild and modernize the Nation's infrastructure to expand access to broadband and Next Generation 9-1-1, rehabilitate drinking water infrastructure, modernize the electric grid and energy supply infrastructure, redevelop brownfields, strengthen health care

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infrastructure, create jobs, and protect public health and the environment, and for other purposes.

Location: House – 03/11/2021 Referred to the Committee on Energy and Commerce

HR 1859 (Rep. Smith, Adam)

This bill would authorize the Secretary of Health and Human Services, acting through the Assistant Secretary for Mental Health and Substance Use, to award grants to States, territories, political subdivisions of States and territories, Tribal governments, and consortia of Tribal governments to establish an unarmed 911 response program, and for other purposes.

Location: House – 03/11/2021 Referred to the Committee on Energy and Commerce. Introduced.

S 466 Kelsey Smith Act (Sen. Moran)

This bill requires a mobile or internet voice service provider to disclose the location information of a device pursuant to certain requests.

Specifically, a provider must disclose this information at the request of an investigative or law enforcement officer (or public safety employee or agent on behalf of such officer) if the officer asserts (1) that the device was used to place a 911 call, or (2) reasonable suspicion that the device is in the possession of an individual who is in an emergency situation.

Location: House -- 02/25/2021 Read twice and referred to the Committee on Commerce, Science, and Transportation



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S 1175 911 SAVES Act (Sen. Burr)

To categorize public safety telecommunicators as a protective service occupation under the Standard Occupational Classification System.

Location: Senate -- 05/15/2021 Read twice and referred to the Committee on Homeland Security and Governmental Affairs. Introduced.

V. CA 9-1-1 BRANCH REPORT

Mr. Currier provided the 9-1-1 Branch update. There has been an upward trend in the wireless 9-1-1 calls statewide.

Mr. Currier discussed the current CPE installation and update on current approvals and installations. There has been a freeze on new CPE installation due to NENA i3 compliance.

Mr. Currier discussed the NENA i3 compliant CPE version that will be upgraded in the PSAP to support the NG 9-1-1 deployment. Motorola Vesta will be upgraded to 7.4 SP1 and Intrado VIPER will be upgraded to version 6.4. There is approximately 80 Legacy PSAP Gateways (LPGs) that will be deployed, the other PSAPs will have software upgrades to support NG 9-1-1. The CPE will require line appearances to be programmed to support the NG 9-1-1 deployment. There will be some training required and the CPE vendor is required to perform the programming and training.

Mr. Currier provided the update on the Text-to-9-1-1 deployment. There are currently two (2) PSAPs that have not deployed Text yet. There is not a reliable internet connection available to support the Text deployment. The CA 9-1-1 Branch is working to get network deployed.

Mr. Currier provided an update on the current Text-to-9-1-1 contract which expires in March 2022. The CA 9-1-1 Branch expectation is to maintain consistent Text deployment statewide. Due to the limited transition timeline, it may require all PSAPs to deploy Over-the-Top initially and then convert the integrated PSAPs back to the integrated solution.

Mr. Currier recognized Chereise Bartlett from the CA 9-1-1 Branch, for all her hard work and dedication on the statewide Text deployment.

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Chereise has been instrumental in the successful deployment of Text throughout the state.

Mr. Currier updated the Advisory Board members on the projected timelines. The project has shifted from specific timelines to success in the project to determine when the NG 9-1-1 transition occurs.

Mr. Currier defined the PSAP Installs Preparing for NG 9-1-1 Go-Live. There are specific tasks that must be completed prior to a PSAP being ready to accept NG 9-1-1 traffic. Mr. Currier provided an overview of the PSAP Tracking Tool that will be made public. This dashboard will allow PSAPs to gain situational awareness of where they are on the deployment plan.

Mr. Currier provided an update on the lessons learned in the testing and go-live schedule. The PSAPs will need to conduct some testing to support the Go-Live schedule. The PSAP will be able to answer test NG 9-1-1 calls and conduct their own testing and training prior to Go-Live. This will allow the PSAP to ensure all programming and configuration supports the local need and NG 9-1-1 call delivery.

Mr. Currier provided an update on the legacy CPE deployed in the PSAPs. The CPE vendors have always intended on supporting NENA i3 and the upgrades are on their roadmaps. California is the first state to deploy a true NENA i3 network and the updates for CPE are not available yet.

Mr. Currier defined the NG 9-1-1 Testing for each PSAP, which includes CPE testing, NG 9-1-1 testing, Go-Live testing, and Carrier testing. Once the line appearances are programmed and testing has been completed then the PSAP will be ready to accept the NG 9-1-1 traffic.

The OSP Integration and transition schedule will stay the same. As PSAP CPE is programmed and testing conducted, the PSAP Go-Live will be scheduled.

Mr. Currier provided an overview of the security on the NG 9-1-1 network and the third-party evaluation that NetForce is conducting in the Cybersecurity assessment.

Mr. Currier reviewed the Location Accuracy project status. The RapidDeploy solution also provides SMS-from-9-1-1. In May 2021, RapidDeploy will integrate the OnStar telematics information to provide



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supplemental data with the crash notification. This solution will also be used by Atos to support NG 9-1-1 Text-to-9-1-1.

Mr. Currier updated the Advisory Board members on the current Cloud CPE Lab Testing requirements. The NG 9-1-1 Lab is prepared to start testing and validating the Cloud CPE solutions. The vendors are being contacted to schedule testing in the near future.

Mr. Currier reviewed the Fund Condition Statement (FCS) with the Advisory Board members. The fund is supporting all CA 9-1-1 Branch activities and the funding model is stable and will provide funding for future years.

VI. LRPC Update

Mr. Herren provided an update from the LRPC meeting. The Committee has held two meetings since the last 9-1-1 Advisory Board meeting. There were updates from the Task Force members and the GIS task force. Mr. Herren updated the Advisory Board members on the topics discussed in the meeting. The LRPC is working with the CA 9-1-1 Branch to develop a strategic plan to support 9-1-1 in the future.

VII. AGENDA ITEMS FOR FUTURE MEETINGS

Look at strategic initiatives from the 9-1-1 Branch and LRPC.

VIII. AGENDA ITEMS FOR FUTURE MEETINGS

November 17, 2021

IX. PUBLIC COMMENT

Mr. Mallon asked Mr. Medigovich to provide a statement to the Advisory Board members. Mr. Medigovich did announce he will be retiring and thanked the 9-1-1 Advisory Board for their efforts in supporting the industry.

Mrs. Bruner provided recognition to Mr. Medigovich for supporting her as a new 9-1-1 Advisory Board member.

Ms. Magoski recognized Mr. Medigovich for his support on the Advisory Board and support to the PSAPs.



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X. ADJOURN

Mrs. Bruner made a motion to adjourn, Chief White seconded the motion.