



**State 9-1-1 Advisory Board
Meeting Minutes**

630 Sequoia Pacific Blvd, Sacramento, CA 95811
February 21, 2024 – 10:00 AM - 12:00 PM PST



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

MEMBERS PRESENT:

Budge Currier, Office of Emergency Services (Cal OES)
Andrew White, California Police Chiefs Association (CPCA)
Mark Chase, California Chapter of the National Emergency Number Association (CALNENA)
Kurt Wallace, Association of Public-Safety Communication Officials (APCO)
Rodney Ellison, Chief, California Highway Patrol (CHP)
Rebecca Ramirez, California Fire Chiefs Association (CFCA)
Jennifer Gonzales, Chief, California Police Chiefs Association (CPCA)
Ingrid Braun, California State Sheriff's Association (CSSA)

MEMBERS ABSENT:

None

I WELCOME – CALL TO ORDER – ROLL CALL

Budge Currier made public comment on updates to The Bagley-Keene Act that board members will need to be present in person, if no quorum is met in person the meeting will need to be cancelled. No remote board members present. Meeting was called to order and a quorum was achieved.

II APPROVAL OF PREVIOUS MEETING MINUTES

The November meeting minutes were placed on the agenda for approval. Rodney Ellison motioned to approve; Jennifer Gonzales seconded. November meeting minutes were approved.

III CLOSED SESSION

Mr. Currier states that the board members must let Cal OES know of closed session items prior to the meeting to add to the agenda. No items were brought forth from Board members. No closed session was conducted.

IV LEGISLATIVE UPDATE

Chris Hacker, Cal OES Legislative and External Affairs, provided information regarding legislation updates. A copy of all legislative updates discussed will be distributed to the 9-1-1 Advisory Board members. A list of all legislation discussed is attached to the meeting minutes.

V CA 9-1-1 BRANCH UPDATE

Andrew Mattson provides the 9-1-1 Branch update on 9-1-1 network outages, Call Processing Equipment (CPE) outages, and location outages. November and December outages for location saw a decline in outage minutes.

Rebecca Ramirez asks why the CPE outage minutes are so high. Mr. Mattson states that there is typically an outlier month. These outliers could be caused by one or a small cluster of Public Safety Answering Points (PSAPs).

Andrew White asks if self-maintained CPE at the PSAPs could be causing these outliers and how to avoid this issue. Mr. Mattson states that any PSAPs purchasing new systems are no longer allowed to purchase CPE that is not on the State contract with maintenance.

Mr. Mattson discusses Next Generation 9-1-1 (NG 9-1-1) service disruptions; November saw a small outage where an error with automatic fail over was caught and the issue was solved. 75% of PSAPs are on NG 9-1-1 location and the outage minutes are anticipated to drop due to errors being fixed, implementation of NG 9-1-1, and phasing out legacy.

Chief White asks what the expectation for outage minutes should be with NG 9-1-1. Mr. Mattson states that the expectation is outages will be minimized with built in redundancy.

Chief Ramirez asked if PSAPs are gaining confidence in the NG 9-1-1 technology. Mr. Currier speaks on the town hall meetings conducted by Cal OES and that the outreach being done is garnering confidence in the NG 9-1-1 capabilities and encourages Board members to go back to their professional agencies and let Cal OES know what questions or concerns are being had in the community.

Mr. Mattson states the numbers for circuit outages were 0 minutes and CPE outages were 0 minutes as well. Text to 9-1-1 had outage minutes in November but was brought back to 0 minutes in December.



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Mr. Mattson goes over the 9-1-1 call statistics for 2023. Wireless calls are seeing an increase yearly and wireline has been trending down by about 1% each year but is expected to flatline eventually due to people who do not have wireless cell reception where they live. Text to 9-1-1 saw a small drop in 2022 however, there was an increase for the 2023 statistics.

Mr. Mattson updates on the migration readiness testing that will be done at the PSAP level. AT&T NG service providers conducted Operational Readiness Testing (ORT) at about 320 PSAPs where 248 passed, all that did not pass are expected to be completed by Q2 in 2024. All non-AT&T PSAPs will be completed starting in March 2024. The 9-1-1 branch is contracting with Promethean One to assist with the premigration plan. The vendor will be responsible for building and managing the premigration schedule, communicating with the PSAPs and vendors and coordinating all Cal OES NG 9-1-1 vendor and PSAP personnel for the premigration testing and OSP migration and will manage the OSP schedule.

Premigration will start February 2024 through November 2024. Once there is successful premigration within 4 weeks carrier migration will be scheduled. Once a transfer cluster is ready, full migration will occur. Promethean One and the 9-1-1 Branch will manage the schedule and notifications to vendors and PSAPs.

Mark Chase asks how the PSAPs will be notified of the testing. Mr. Mattson states that there will be notification to the PSAP letting them know that the testing will occur, and that the Promethean One team will work directly with Cal OES and will not involve showing up in person at the PSAP. All interactions with the PSAPs will be remote through email. PSAPs will be notified 2 weeks in advance of their testing date. Communications with the PSAPs may come from an email outside of OES, OES is working on getting the vendor OES email accounts. The methods of communication will include the premigration testing expectations and will provide escalation Points of Contact (POCs) if the PSAP has questions or concerns.

Mr. Mattson states the premigration testing will not hit every single transfer programmed but will be streamlined to test primary transfers and will leave



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PSAPs with test numbers and protocol to conduct further testing.

In order to be transparent there is a dashboard available for the NG 9-1-1 premigration with new search and filtering features. The goal is to work on the dashboard and track full migration as well in the future.

Mr. Mattson provides updates on call handling. There has been progress with various vendors testing and validation. Intrado, Carbyne, and Motorola through AT&T are working to get testing done through Phase 2. Every vendor must pass region and prime testing to be fully certified through labs and to be able to begin selling CPE.

Mr. Chase asks how PSAPs will know when vendors make it through labs. Mr. Currier states Cal OES will upload a list of who is through labs and update on the website in the contracts tab.

Mr. Mattson updates on the call handling funding workflow. There have been slight changes in the funding process for PSAPs. This information is in Chapter 3 of the Operations Manual on the 9-1-1 Branch website.

Mr. Mattson updates on Statewide CPE installation, over 40 PSAPs are waiting on system installation. There has been a total of 95 system acceptances since 2020. For legacy CPE end of maintenance there are a total of 218 PSAPs in year 7 through 10 maintenance.

Mr. Mattson spoke about Fiscal and Operational Reviews (FORs) to interact with PSAPs in person and validate that all equipment Cal OES has paid for are present at the PSAP and answer any questions the PSAP manager has. 22 FORs were completed in 2023. If a PSAP would like to request a FOR, reach out to your PSAP Advisor.

Mr. Mattson provides update on the Statewide Staffing Survey. 571 line-level surveys have been completed and the survey closed. 50 PSAP manager surveys have been completed with 25 partially completed. Milestones for the staffing study are that by March 2024 the survey will close, and the data collection and analysis will begin. In May 2024 the goal is to have a draft staffing study and by

August 2024 the goal is to have the final Staffing Retention Plan.

Mr. Mattson updates on State Emergency Telephone Number Account (SETNA) fund condition statement and calculation. The fee has stayed the same for three (3) years, by the next Advisory Board meeting the process will be beginning to look at the data for the fee calculation for the next year.

Mr. Chase asks about a Budget Change Proposal (BCP) that was submitted to increase the fee. Mr. Currier states yes, there was one submitted, and it is available online in full. If approved, it will result in a \$0.05 increase in the SETNA fee. It would be collected for four (4) years of funding for radio and California Radio Interoperable System (CRIS) positions, Mr. Chase asks why SETNA funds would be used for radio funding. Mr. Currier states because it is considered a part of the call flow to the first responder and aligns with the FCC and State statute usage of the 9-1-1 fee.

VI NEXT GENERATION 9-1-1 ALERT AND WARNING

Mr. Currier provides update that the Alert and Warning system is steadily increasing in count of messages being sent.

Chief White states he does not feel this agenda item is necessary for meetings moving forward. Chief White Motions to remove standing agenda item. Kurt Wallace seconds to remove alert and warning standing agenda item. Motion passes.

VII 9-8-8 UPDATE

Mr. Currier updates that the contract with NGA 911 is posted online. Policy is being worked on regarding transfers between 9-8-8 and 9-1-1. Work is being done with Substance Abuse and Mental Health Services Administration (SAMHSA) and Vibrant for a Memorandum of Understanding (MOU) to ingress calls. No estimated time frame to have the MOU signed. The 9-8-8 Technical Advisory Board meeting will occur tomorrow for details on 9-8-8 updates as well as the CHHS 9-8-8 board upcoming meeting.

VIII LONG RANGE PLANNING COMMITTEE (LRPC) REPORT

Jeff Logan, California Fire Chief's Association representative from the LRPC



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provides a report on the LRPC meeting. The focus was on assisting the Cal OES office on messaging to PSAPs for the upcoming premigration testing. There was also discussion on reengaging the technical task force regionally to reach a strategic goal for the year and strategies for gaining more membership for the task forces.

IX LRPC ASSIGNMENTS

Mr. Currier asks the board for assignments for the LRPC.

Mr. Chase suggests having the LRPC look at the possible best practices to have remote call takers.

Mr. Currier states the LRPC is also looking at regionalization on consolidation.

X AGENDA ITEMS FOR FUTURE MEETINGS

No action for future meeting.

XI PUBLIC COMMENT FOR MATTERS NOT ON THE AGENDA

No public comment.

XII ADJOURN

Chief Ellison motioned to adjourn; Jennifer Gonzales seconded the motion. The meeting was adjourned at 11:58AM.