



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

601 Sequoia Pacific Blvd, Sacramento, CA 95811

August 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, National Emergency Number Association (CALNENA)
Kurt Wallace, Association of Public-Safety Communication Officials (APCO)
Rodney Ellison, Assistant Commissioner, California Highway Patrol (CHP)
Rebecca Ramirez, California Fire Chiefs Association (CFCA)
VACANT, California State Sheriff's Association (CSSA)

MEMBERS ABSENT:

Jennifer Gonzales, Chief, California Police Chiefs Association (CPCA)

I WELCOME – CALL TO ORDER – ROLL CALL

The meeting was called to order at 10:03 a.m. A quorum was achieved.

II APPROVAL OF PREVIOUS MEETING MINUTES

The previous meeting minutes from May 2024 were placed on the agenda for approval. Kurt Wallace motioned to approve, and Mark Chase seconded. May meeting minutes were approved.

III CLOSED SESSION

The 9-1-1 Advisory Board opted not to conduct a closed session.

IV LEGISLATIVE UPDATE

Paul McGinnis, 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.

V CA 9-1-1 BRANCH UPDATE

Paul Troxel provided an update for the 9-1-1 Emergency Communications Branch.

Service Disruption Updates

Troxel stated, due to the transition to Next Generation 9-1-1, legacy service

disruptions have experienced an overall decline. Troxel provided a quarterly outage report for Next Generation 9-1-1. Aggregation experienced a minor disruption in June; however, the vendor worked with the carrier to swiftly resolve the issue. Location outages increased as the state transitions to Next Generation 9-1-1; however, there were zero minutes of outages in June 2024. Collectively, network, core, cloud call processing equipment (CPE), and text-to 9-1-1 services reported zero minutes of outages. Troxel emphasized the resilience and robustness of Next Generation 9-1-1 by explaining that while location outages may be reported, the failover mechanism ensures the prime network provider picks up the service, resulting in zero service-disrupting outages for the previous quarter.

Budge Currier highlighted the effectiveness of Next Generation 9-1-1 by stating legacy network outages averaged 10,000 to 15,000 minutes per month, whereas Next Generation 9-1-1 has averaged nearly zero minutes.

Troxel stated the 2024 access line data will be discussed at the November meeting.

Next Generation 9-1-1 Deployment Update

Troxel mentioned Kern County has been a focus for the last quarter and as of August 5, 2024, 10 out of 11 Public Safety Answering Points (PSAPs) within the county have been deployed. Pre migration testing continues in the Southern and Northern regions. In the Northern region, Eldorado County and Placer County have been fully deployed.

Cloud CPE Installation Status

Troxel stated all cloud call processing equipment (CPE) vendors and resellers were approved in the CalOES lab and have been cleared to sell, install, and go-live. Troxel further stated installs can be expected within 90 days once the TDe-288 form is approved by the CalOES advisory team. Troxel stated it imperative that PSAPs to work with vendor to go through system acceptance checklist as the five year CPE replacement cycle doesn't start until system acceptance is completed.

Andrew White asked Troxel how many cloud CPE are currently live.

Troxel stated Wasco and Desert Hot Springs are currently live and encouraged PSAPs that have any questions related to cloud CPE to reach out to them. Troxel added an additional 40 PSAPs are in the process of cloud CPE deployment.

Call Flow: 9-1-1

Troxel discussed call flow scenarios that occur within Public Safety Answering Points (PSAPs).

Currier stated during Next Generation 9-1-1 transition, legacy and next generation calls will be coming in with whatever CPE the PSAP has, but each scenario is sufficient.

Rodney Ellison stated reliability of Next Generation 9-1-1 is superior and asked Currier if there was a reduction in processing time for calls.

Currier highlighted Next Generation 9-1-1 processing abilities by stating Next Generation takes 2 seconds or less, whereas the legacy takes 5 to 7 seconds to process.

Fiscal and Operation Review (FORs)

Troxel mentioned there are currently 240 PSAPS with outdated legacy CPE. Troxel stated advising team is fully staffed and prepared to begin Fiscal and Operational Reviews (FORs) with PSAPs. Troxel assured FORs are not an audit, but rather a tool to communication bridge gap between PSAP and State of California by taking inventory of the network and the call handling equipment at PSAPS.

Fund Condition Statement

Troxel stated the 9-1-1 Emergency Communications branch has drafted the 2025 State Emergency Telephone Number Account (SETNA) rate calculation in preparation for executive review and approval. Once approved, the SETNA rate calculation will be forwarded to the California Department of Tax and Fee Administration (CDTFA) by the end of September.

VI 9-8-8 UPDATE

Jessica Sodhi, the 9-8-8 Systems Director, provided a general update and encouraged the audience to attend the 9-8-8 Technical Advisory Board meeting on August 22, 2024.

Sodhi mentioned Vibrant testing was completed on May 2, 2024, however approval is pending from the Substance Abuse and Mental Health Services Administration (SAMHSA) to begin phased deployment. The Federal Communication Commission (FCC) has released a notice of proposed rulemaking for 9-8-8 georouting which received approximately 3,000 public comments. Due to the influx of public comments, Sodhi stated the policy development for georouting may take 6 to 18 months to complete.

VII LONG RANGE PLANNING COMMITTEE (LRPC) REPORT

Jeff Logan provided an update on Long Range Planning Committee (LRPC) meetings.

Logan stated the LRPC held a special meeting on July 24, 2024, to discuss the staffing and retention study. Logan stated after the special meeting, the committee took further action to meet with 9-1-1 Authority to provide feedback on the staffing study.

Logan stated the LRPC also met on August 21, 2024, to discuss topics such as preparing a policy-based routing document for PSAP managers and to explore options for regional consolidation.

Logan asked the board for more clarification on regional consolidation and what action they would like the LRPC to take.

The board advised they would like the LRPC to focus on regional consolidation by identifying goals, economies of scale, operational efficiencies, law enforcement barriers, and other consolidation methods.

Rebecca Ramirez stated consolidation of PSAPs is a feasible option because it is cost effective and would improve services as dispatchers would have access to more resources.

Kurt Wallace agreed with Ramirez.

Andrew White added that consolidation methods doesn't have to be all or nothing. For example, White stated telework dispatching is a method of consolidation that may be feasible.

Mark Chase stated not engaging in consolidation is doing a disservice to dispatchers in small PSAPs. Chase argued mandated consolidation to expose dispatching personnel to better training and benefits, which in return would benefit the community.

Ramirez agreed with Chase.

9-1-1 Advisory Board stated they would like to explore options of regionalization such as telework dispatching, virtual consolidation, and contracts for service.

VIII STAFFING AND RETENTION STUDY REVIEW

Paul Troxel provided an update on the staffing and retention study review. Staffing study findings were shared with the LRPC, feedback was provided to 9-1-1 Authority, and the updated drafted study will be redistributed to the LRPC and 9-1-1 Advisory Board for final review at the November meeting. Troxel stated CalOES would like the staffing study to remain an active study and proposed that CalOES conducts an effectiveness study in the future to promote policy ideas that are effective and dynamic.

IX AGENDA ITEMS FOR FUTURE MEETINGS

Mark Chase to provide an overview on virtual consolidation.

X PUBLIC COMMENT FOR MATTERS NOT ON AGENDA

No public comments were made.

XI ADJOURN

Mark Chase motioned to adjourn; Kurt Wallace seconded. The meeting was adjourned at 11:34 a.m.



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