



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

630 Sequoia Pacific Blvd, Sacramento, CA 95811

August 16, 2023 – 10:00 AM - 12:00 PM PST



**CALIFORNIA GOVERNOR'S 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)

**ABSENT:**

Rosa Ramos, California Chapter of the National Emergency Number Association (CALNENA)  
Ingrid Braun, California State Sheriffs' Association (CSSA)  
Elise Warren, Chief, California Police Chiefs Association (CPCA)

**9-1-1 Advisory Board members attending remotely:**

Mark Chase CALNENA  
Kurt Wallace APCO

**Item Agenda Topic**

**I WELCOME – CALL TO ORDER – ROLL CALL**

Meeting was called to order at 10:04AM. A quorum was achieved.

**II APPROVAL OF PREVIOUS MEETING MINUTES**

The May meeting minutes were placed on the agenda for approval. Chief Andrew White motioned to approve. Chief Rebecca Ramirez seconded the motion. May meeting minutes were approved.

**III CLOSED SESSION**

Closed session was not conducted during this meeting.

**IV LEGISLATIVE UPDATE**

Mr. Salvador, 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**

Mr. Troxel discussed Legacy outage overview for April-June 2023. Numbers will be validated for November Advisory Board meeting. Stated numbers are auto reported and self-reported by vendor in monthly report.

Mr. Troxel discussed Next Generation 9-1-1 (NG 9-1-1) Outage overview. Zero minutes of service disrupting outage to report for April through June 2023. November meeting will have clarification on outage effect on network.

Mr. Troxel discussed California 9-1-1 Statistics for total 9-1-1 calls.

Mr. Troxel discussed NG 9-1-1 Deployment in the State. Looking for completion as of December 2024. Discussed use of Tiger Team to determine timeline for consistent migration.

Mr. Troxel discussed the Tiger Team for AT&T Public Safety Answering Points (PSAPs). Started in June with training of technicians for both OES and AT&T and kicked off July 10<sup>th</sup>. Tiger Team focus is readiness configuration testing and Automatic Location Identification (ALI) emulation installation.

Mr. Troxel discussed PSAP testing for NG 9-1-1 go-live and Geographical Information Systems (GIS) dashboard for Tiger Team, 120 total as of meeting completed. 102 passed. 18 failed.

Next steps for Tiger Team are Prime and Region providers will be scheduling pre migration testing based on transfer clusters, once completed carrier testing and migration can occur.

Mr. Currier requests GIS dashboard to be public on 9-1-1 website.

Mr. Troxel discussed Cloud Call Processing Equipment (CPE) and Carbyne has passed phase 1 testing. Lumen, Atos, and NGA 911 are still active vendors for Cloud CPE.

Mr. Currier requests a graphic of vendors who resell other vendors solutions and where they are at in the testing phases as well.

Mr. Troxel discussed State CPE installation and number of PSAPs past year 7 maintenance and asks board for input on how to engage PSAPs in purchasing cloud CPE.

Mr. Troxel discussed Fiscal and Operational Reviews (FORs) of PSAPs, 22 have been completed.

Mr. Troxel discussed statewide staffing survey. Contract has been executed with California Department of Technology (CDT) and awarded to Promethean One and 911 Authority. Survey will provide data on current staffing, training, and

retention practices and identify best practices and policies. Timeline for survey deployment to have survey distributed by October 2023 and finish with the final plan in May of 2024.

Mr. Troxel discussed procurement updates on statewide audio recording contract and statewide Computer Aided Dispatch (CAD) Master service agreement.

Mr. Troxel discussed the State Emergency Telephone Number Account (SETNA) fund condition statement for FY 23-24. SETNA fee calculation to be sent for approval.

Andy Neilson public comment on what 9-1-1 calls or texts are included in 9-1-1 stats. Mr. Troxel clarified that all 9-1-1 traffic is included. Mr. Neilson inquired on process differences for reseller vendors of Cloud CPE solutions. Mr. Currier clarifies that the process is the same contractually for any vendor on contract with the State.

#### **VI NEXT GENERATION 9-1-1 ALERT AND WARNING**

Mr. Troxel discussed NG 9-1-1 alert and warning stats April-June 2023. Total of 80 agencies deployed, 46 live, and 15 pre deployment.

#### **VII 9-8-8 UPDATE**

Mr. Currier discussed 9-8-8 call handling and CRM status. NGA 911 was awarded contract with State. Testing and validation being conducted. Equipment installed for group 1. Draft of funding policy has been created and published publicly online. Next steps are to activate 9-8-8 centers in group 1.

#### **VIII LONG RANGE PLANNING COMMITTEE (LRPC) REPORT**

Alicia Fuller provided an update on LRPC activities. The committee discussed strategic updates from Cal OES, CAD RFP, use of task forces for aid in CAD RFP, LRPC requested data sharing review at County Coordinator forum, Cloud Call handling strategy and LRPCs suggestion of adding public information of deployment by PSAPs, GIS tell tails and secondary boundaries being needed for success of NG 911, retention and recruitment study, and an update from LA region on regional task force meeting.

#### **IX LRPC MEMBER/CHAIR**

Chief Rebecca Ramirez nominated Jeff Logan to serve on the LRPC for California Fire Chiefs Association. Kurt Wallace seconded. Motion passed.

Chief Rodney Ellison motions and nominates Alicia Fuller as Chair of LRPC. Chief Andrew White seconds. Motion passes.

#### **X LRPC ASSIGNMENTS**

Mr. Currier asks the board for recommendations on need and assignments for LRPC, frequency of LRPC meetings and term limits for LRPC members being 2

years.

Alicia fuller makes public comment on continuing to meet quarterly being appropriate for LRPC.

#### **XI AGENDA ITEMS FOR FUTURE MEETINGS**

Chief Andrew White requests data sharing presentation.

Mark Chase requests information on training materials for PSAPs after migration to Next Gen. Mr. Currier states that training material is available and can be sent out by vendor.

Andrew Mattson clarifies that region will provide information on ALL and changes to PSAPs.

#### **XII PUBLIC COMMENT FOR MATTERS NOT ON AGENDA**

None.

#### **XIII ADJOURN**

Chief Andrew White motioned to adjourn; Chief Rebecca Ramirez seconded the motion. The meeting was adjourned at 11:36AM.