



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

630 Sequoia Pacific Blvd, Sacramento, CA 95811

May 15, 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**

Meeting was called to order at 10:00. A quorum was achieved.

**II APPROVAL OF PREVIOUS MEETING MINUTES**

The February meeting minutes were placed on the agenda for approval. Chief Jennifer Gonzales motioned to approve, Chief Andrew White seconded. February meeting minutes were approved.

**III CLOSED SESSION**

Closed session was conducted. Mark Chase motions to go into closed session, Kurt Wallace seconds. Outages with security implications and corrective actions of this incident were discussed.

**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. A list of all legislation discussed is attached to the meeting minutes.

**V CA 9-1-1 BRANCH UPDATE**



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Paul Troxel provides the 9-1-1 Branch update on 9-1-1 network outages. Larger numbers of outages in Feb and March due to storms effecting legacy wiring. Call Processing Equipment (CPE) outages have stayed at the normal rate, with a higher number in Feb again due to the storms experienced. Next Generation (NG) 9-1-1 outages 0 minutes for core outages. Budge Currier asks how many Public Safety Answering Points (PSAPs) were online with Next Gen 9-1-1 ALI in March, with 0 outage minutes. Mr. Troxel says about 300.

Mr. Troxel provides update on NG 9-1-1 Deployment. The 9-1-1 Branch has contracted with Promethean One in partnership with 9-1-1 Authority to assist with the pre-migration and migration of NG 9-1-1. Based on analysis from Promethean One and 9-1-1 Authority OES will focus on transfer clusters for migration with the use of PSAP migration and pre-migration teams. The PSAP migration team will test Operational Readiness Testing (ORT) and premigration testing to ensure PSAP is ready to migrate NG 9-1-1 traffic. Issues will be identified and resolved within a 2 week window and if not then a cadence is being created with the vendors to solve the trouble tickets and to get the PSAP ready to migrate traffic.

Central region, Kern County, 9 PSAPs are being worked with, 4 are ready to migrate and the remaining 5 are actively being tested. One issue came up for delivery of fail over calls. June is the anticipated timeframe for cutover. To mitigate the common copper theft in the southern region the goal is to have California State University Los Angeles (CSULA) online to bring voip traffic onto the next gen network.

Mark Chase asks if carrier migration occurs with one carrier, there still is not a PSAP that is fully migrated with all carriers. What does OES consider a successful migration for carriers.

Troxel states that the focus is on wireless carriers who contain the majority of the traffic going into the PSAP. The ultimate goal is to get everyone migrated.

Budge Currier states that tracking of how many carriers are being migrated, the goal of having one carrier migrated shows that the engineering and technology is working as intended. The project will take closer to a year to

be 100 percent completed. If the board would like more information that can be provided.

Mark Chase states that more transparency on how many carriers are migrated with the differing PSAPs to see the progress.

Currier states that OES will track the various carriers and if there are any differences between the various carriers being cut over and OES will provide more information at the next meeting.

Mr. Troxel discusses cloud CPE. AT&T Carbyne, Intrado, Carbyne, AT&T Intrado are now approved to sell for Cloud CPE with expectations of a couple more options being added. Lumen is going through the lab currently as a reseller of Motorola and is working their way through the lab.

Mr. Troxel discusses the cloud native CPE network connectivity graphic. All remaining Next Generation Core Services (NGCS) to cloud CPE network connectivity is due by May 20 and if this date is not met, Service Level Agreements (SLAs) will be enforced. The vendors are pushing to get this completed on time.

Budge asks if intrado and carbyne also included resellers. Mr. Troxel says yes it does, they are doing the same as the manufacturer they are just reselling the same and installing maintaining them through their name.

Mr. Troxel states the current system acceptances for 2024 is 0. Wasco is live with NGA solution, system acceptance has not been signed yet. Wasco was a new PSAP not a replacement. They have tested and are green lit for NG 9-1-1 traffic once the remaining 5 are green lit as well.

Mr. Troxel discusses the number of PSAPs in year 7 to year 11 maintenance. The years 8 through 11 are the focus on getting replacements with cloud CPE.

Mr. Troxel discusses Fiscal and Operational Reviews (FORs). The advisory team is gaining staff and by June will be fully staffed. The team will then begin FORs and training of the new team members. The goal by the February meeting in



2025 the number of completed FORs will be much higher. The goal is educate the PSAPs in year 8-11 maintenance are guided through the process of getting Cloud CPE and provided the education they need.

The Point of Contact (POC) information was provided for the current team members and the new team members beginning in June will be updated on the 9-1-1 org chart and posted online.

Mr. Troxel updates on the statewide staffing study. 695 dispatcher surveys completed and 64 manager surveys completed. 14% of the 443 PSAPs in the state participated. The data received is being evaluated by the 9-1-1 authority team currently and the draft report will be completed by the end of this month. There have been interesting finds in the data for example the largest reason for dispatchers leaving was due to mental health and wellness.

Mr. Troxel discusses the State Emergency Telephone Number Account (SETNA) fund condition statement. The rate process will begin in June with the data collection. The rate will then be calculated and the letter to the Director will be reviewed and signed and then sent to department of finance by October.

Chief white asks if there is anything the advisory board can do to aid in getting the work done (check recording for full question)

Mr. Troxel states that if the board members professional associations reach out to the vendors to stress the importance of the work being done and express the concerns PSAPs face.

Mr. Currier states also if the feedback being received is a want or a need and acknowledges that the new system is different and changes will need to be taken into consideration as the board members talk to the industry and their professional associations. Is the feedback something pertaining to the ability for a dispatcher to do their job or is something just different from the system they are used to.

Mr. Chase asks if the central region NGA, is there any update on Lumen and

Synergem.

Troxel states that Lumen is working on their circuits and the number one task is to get Automatic Location Information (ALI) emulation is every PSAP and testing. Synergem is being worked with to get corrections made and once lessons are learned in central region those will be applied to the northern region.

## **VI 9-8-8 UPDATE**

Budge Currier provides update on 9-8-8. The 9-8-8 board meeting will occur tomorrow with more in depth information. Testing with Vibrant was completed on May 2<sup>nd</sup>. This testing validated call, chat, and text workflows. It was compliant with all requirements from SAMHSA and Vibrant. Phased deployment will take about 6 months after approval from SAMHSA. 9-8-8 mobile crisis team RFP will be updated and re released and a contract is expected by the end of summer 2024.

Mr. Chase asks if all 12 centers would have a mobile dispatch team?

Mr. Currier states that dispatching and taking the 9-8-8 call are very different skill sets and some centers want to their own dispatch and other centers who want others to dispatch for them. The technology is the focus and the Request for Proposal (RFP) is written so it does not specify who is dispatching but that the technology works to be able to dispatch.

Public comment made asking is it the states obligation to determine who is responsible to dispatch the 9-8-8 calls.

Currier states that California Health and Human Services (Calhhs), California Department of Healthcare Services (DHCS) and OES are all working together to figure out the policy and procedures that need to be in place and through that process the answer to this question will be had.

By July interoperability should be verified between and across 911 and 988. The government codes are available.

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

Kasey Young provides update on Long Range Planning Committee (LRPC) meeting. The LRPC will hold a July meeting to discuss the staffing study findings. The LRPC will also work on a document for policy based routing and will be give insight into various scenarios and historically how policy based routing has gone. The LRPC will also discuss regionalization and consolidation and what incentives can be provided to PSAPs to participate in this process.

## **VIII LRPC ASSIGNMENTS**

The Board discusses assignments for LRPC.

Mark Chase requests best practices for dispatchers at home and what thoughts the LRPC has on available options.

Chief Gonzales asks that staffing be looked at for best practices and minimum staffing levels.

Currier states that the staffing study will be beneficial in giving some recommendations on minimum staffing levels.

Public comment made that in their county the letter was requested from cal OES to show the recommendation and action was taken and positions were added due to this information being presented.

## **IX AGENDA ITEMS FOR FUTURE MEETINGS**

No action for future meeting.

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

No public comment.

## **XI ADJOURN**

Chief Jennifer Gonzales motioned to adjourn; Mark Chase seconded. The meeting was adjourned at 12:02PM.