



State 9-1-1 Advisory Board Meeting Minutes

630 Sequoia Pacific Blvd, Sacramento, CA 95811
November 16, 2023 – 1:00 PM - 3:00 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)
Ingrid Braun, California State Sheriffs' Association (CSSA)
Jennifer Gonzales, Chief, California Police Chiefs Association (CPCA)

MEMBERS ABSENT:

Elise Warren, Chief, California Police Chiefs Association (CPCA)

Item Agenda Topic

I WELCOME – CALL TO ORDER – ROLL CALL

Meeting was called to order at 1:02PM. A quorum was achieved.

II APPROVAL OF PREVIOUS MEETING MINUTES

The August meeting minutes were placed on the agenda for approval. Mark Chase motioned to approve; Andrew White seconded. August meeting minutes were approved.

III CLOSED SESSION

Closed session was not conducted during this meeting.

IV LEGISLATIVE UPDATE

Mr. 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

Mr. Paul Troxel discussed 9-1-1 outage minutes on the legacy 9-1-1 network, location outages, and Call Processing Equipment (CPE) outages for July through September 2023. Next Generation 9-1-1 (NG 9-1-1) service disruption for NG 9-1-1 core, location outages, NG 9-1-1 ESINet outages, cloud CPE outages, text to 9-1-1 outages, and aggregation outage minutes for July through



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September 2023.

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

Mr. Troxel discussed the Public Safety Answering Point (PSAP) Tiger Team project that was focused on AT&T maintained PSAPs. AT&T partnered with Prime and Region vendors to conduct Operational Readiness Testing (ORT) for about 320 PSAPs and 248 passed ORT. Remaining PSAPs are being addressed by the appropriate vendor to ensure readiness for 2024. All non AT&T PSAPs are being scheduled and expected to be completed by February 2024.

Mr. Troxel discussed the NG 9-1-1 deployment graphic depicting the counties that are live with NG 9-1-1, the regions, and timeline of deployment. Premigration testing with Atos and each region vendor is established to test failover. PSAP transfer testing occurred during the Tiger Team. The 9-1-1 Branch team is building a premigration testing plan and schedule. Within 4 weeks of successful premigration testing the carrier migration will be scheduled, tentative completion date of November 2024.

Mr. Troxel discussed that the 9-1-1 Branch is developing a communication plan. The team is developing an information sheet to describe testing expectations and Points of Contact (POCs) if a PSAP has further questions or concerns. The 9-1-1 Branch is developing short Frequently Asked Question (FAQ) videos which will be posted publicly online as well as virtual town hall meetings starting in January 2024.

Mark Chase asked if there any penalties for the carriers at the PSAPs where the Tiger Team did not pass. Mr. Troxel discussed that it is not fully an equipment issue, some sites there is still configuration to be done.

Mr. Troxel discussed Cloud Call Processing Equipment (CPE), expected by the end of the year that most testing will be completed and come January there will be dedicated resources to get vendors through the lab to begin selling. Lumen, Atos, and NGA911 are still currently available for sale. Mr. Troxel discussed the system acceptances for 2023, at the time of the meeting there was 1. Mr. Troxel discussed the Legacy CPE that are in year 7 through 11 maintenance, there are 206 total PSAPs in this category. The Advisory and Compliance unit is working on getting all PSAPs on Cloud CPE. Mr. Troxel discussed Fiscal and Operational Reviews (FORs) where the Advisory and



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Compliance team visits PSAPs to see the equipment of the PSAP and how residual funding was used.

Mr. Troxel discussed the Statewide Staffing Study. Data collection from the study is almost completed and the data has begun to be analyzed. 571 line-level surveys were completed, 25 PSAP manager surveys were completed and approximately 50 surveys were partially completed. The expectation is by February 2024 to have a draft Staffing, Training and Retention plan, and by May 2024 to have a final plan. Mark Chase comments on the length of time the survey takes as being a deterrent for finishing it.

Mr. Troxel discussed the State Emergency Telephone Number Account (SETNA) Fund Condition statement and the 2022 SETNA fee calculation. The rate will stay set at \$0.30 for the calendar year 2023.

Public Comment from Candice Nguyen, NBC, is the Federal Communications Commission (FCC) aware that Cal OES is behind on FORs, why are they behind. Mr. Currier states these are not done for any FCC requirements and Covid as well as low staffing impacted the ability for FORs to be completed. Statistics are monitored regularly and any PSAP that is requesting a review is given one.

Public Comment from Casey Link, Carbyne, introduces himself and thanks Cal OES for their efforts.

Rebecca Ramirez comments on staffing study that the PSAPs should take a slower approach to the survey and give it the data needed.

Public Comment from Alicia Fuller, California Highway Patrol, comments on the survey information being incredibly important and that any opportunity to gain data from dispatchers is needed.

VI NEXT GENERATION 9-1-1 ALERT AND WARNING

Mr. Troxel discussed NG 9-1-1 Alert and Warning statistics and provided an update that Alert and Warning is working to integrate with the Earthquake Early Warning (EEW) system, they are asking to integrate public safety. Cal OES working with the vendor Rave to bring on more partners to use the solution.

VII 9-1-1 AND TEXT-TO-9-1-1 LOCATION ACCURACY

Mr. Troxel discussed that the 9-1-1 Branch has deployed RapidDeploy to support



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a location accuracy tool for all PSAPs, this solution is optional for PSAPs to use to support supplemental location information in addition to legacy Automatic Number Identification/Automatic Location Identification (ANI/ALI). This is an over-the-top tool to give more data to the dispatcher.

Public Comment from Candice Nguyen, NBC, asks if not every PSAP is required to use this tool. Mr. Currier states that every PSAP must accept Text to 9-1-1 and they can either integrate or must use the over-the-top solution. With either solution the location is as accurate as a 9-1-1 call, this tool gives extra information. NBC inquires on “Call if you Can Text if you Can’t” campaign. Mr. Currier clarifies that campaign is based on Short Message Service (SMS) not being a guaranteed delivery, whereas the 9-1-1 call is guaranteed.

Public Comment from Rob Bennet on data received from RapidDeploy and the carrier and any effort to compare data from RapidDeploy vs. the carrier's data. Mr. Currier clarifies it is Latitude and Longitude and automatically updates. Mr. Currier states the data has been compared and that any information available at the time of text is routed.

VIII DATA INFORMATION SHARING PROJECT PRESENTATION

Don Jones provided an update on the Statewide Staffing Study that it will reopen until December 3rd for previous agenda item.

Don Jones provided an update on the 9-1-1 Data Sharing project; the contract has been awarded to Rave Mobile Safety and RapidDeploy. Hawthorn PD, San Francisco Department of Emergency Management (DEM), and San Diego County Sheriff are in the initial stages of data integrations. The goal of the project is to allow Computer Aided Dispatch (CAD) to CAD interface. Through the platform you are able to view if there are available units from other agencies and request aid, not able to pull directly from other agencies. Dispatchers can message within CAD to request aid instead of having to call physically.

Jennifer Gonzales inquires if the system is set up to have them show as a resource available if someone just views the platform for training and if the system will be color coded. Mr. Jones clarifies that the agencies must have an agreement with each other to view resources on this platform and it will eventually be color coded. Andrew White inquires on CAD to CAD interface from vendors, if this is being considered. Mr. Jones states yes, they wish to have help from the CAD vendors for this purpose.



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IX 9-8-8 UPDATE

Mr. Currier discussed the most recent 9-8-8 Technical Advisory Board meeting. The software for 9-8-8 call handling is being tested in the lab and the Project Manager (PM) is validating through site visits that the product is minimally viable. Dates of installs and activations on hold while the State works with Vibrant on a Memorandum of Understanding (MOU).

X LONG RANGE PLANNING COMMITTEE (LRPC) REPORT

The Long Range Planning Committee meeting was cancelled for this quarter.

XI LRPC ASSIGNMENTS

Mr. Currier requests board input on assignments for the LRPC. Mark Chase suggests having the LRPC look at the Data Sharing project and take into consideration for remote dispatchers as NG 9-1-1 deploys and if remote work is a possibility.

XII AGENDA ITEMS FOR FUTURE MEETINGS

Next meeting to be held February 21, 2024.

No action for future meeting.

XIII PUBLIC COMMENT FOR MATTERS NOT ON AGENDA

Mark Chase comments on Tuolumne being completely migrated to NG 9-1-1 and if there are any updates. Mr. Currier states Imperial County is further along than Tuolumne and carriers are cutting over, one small carrier that still needs to be cut over. No PSAP is 100 percent cut over as of yet.

XIV ADJOURN

Jennifer Gonzales motioned to adjourn; Chief Ingrid Braun seconded the motion. The meeting was adjourned at 2:45PM.