



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

630 Sequoia Pacific Blvd, Sacramento, CA 95811
November 20, 2024 – 10:00 AM - 12:00 PM PST



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

MEMBERS PRESENT:

Paul Troxel, 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)
Garrett Huff, California Fire Chiefs Association (CFCA)
Jennifer Gonzales, Chief, California Police Chiefs Association (CPCA)
Robert Jonsen, California State Sheriff's Association (CSSA)
Yesenia Sanchez, California State Sheriff's Association (CSSA)

MEMBERS ABSENT:

Ametrius Sidney, California Chapter of the National Emergency Number Association (CALNENA)

I WELCOME – CALL TO ORDER – ROLL CALL

The meeting was called to order at 10:00 a.m. A quorum was achieved, and Chief White was nominated as the acting Chair of the meeting.

II APPROVAL OF PREVIOUS MEETING MINUTES

Rebecca Ramirez identified that she was absent from the last meeting, the minutes were updated. Kurt Wallace motioned to approve, and Mark Chase seconded; the corrected August meeting minutes were approved.

III CLOSED SESSION

Jennifer Gonzalez motioned to enter closed session and Kurt Wallace seconded. The 9-1-1 Advisory Board participated in a closed session.

IV LEGISLATIVE UPDATE

Due to time constraints, Cal OES Legislative Affairs did not provide a legislative update.



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V CA 9-1-1 BRANCH UPDATE

9-1-1 Outage Data

To provide a more accurate depiction of 9-1-1 outage data, Cal OES announced changes in how the data will be presented. Specifically, community isolations will no longer be included in the 9-1-1 network outage report, as these outages will continue to occur regardless of the 9-1-1 network.

Rebecca Ramirez requested that Cal OES elaborate on the influx of location outages reported in July. Andrew Mattson stated the influx in location outage from July was due a specific public safety answering point (PSAP) location outage, in which they elected to not reroute calls.

California 9-1-1 Statistics

Cal OES announced that California's 2024 9-1-1 call statistics will be presented at the February meeting.

Next Generation 9-1-1 (NG 9-1-1) Deployment Update

NG 9-1-1 premigration testing is paused as Cal OES works on revalidating network performance with Promethean One. There are currently 22 PSAPs taking i3 calls directly, and additionally, 10 more are taking i3 transfer calls.

Bob Jonson asked when Cal OES anticipates having NG 9-1-1 fully deployed. Mattson stated until Cal OES completes the network analysis, no clear timeline can be established. Mattson expressed a timeline will be presented upon completion of analysis.

Andrew White asked Cal OES how are vendors being held accountable for performance standards and if the 9-1-1 Branch is coordinating with legal to identify issues. Paul Troxel stated vendors are required to report issues to the CA 9-1-1 Branch, and PSAPs may also report performance standard issues. If Cal OES, in coordination with the Cal OES Legal Team, determines that the vendor has violated their contract or service legal agreement, a notification letter will be sent to the vendor, with the appropriate remedies.



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Andrew White requested a special 9-1-1 Advisory Board meeting be established to discuss the NG 9-1-1 update. The 9-1-1 Branch team will set up the special meeting and send out the meeting notice once a date is determined.

Cloud-Native Call Processing Equipment (CPE)

Cal OES stated the NGA 9-1-1 platform has experienced issues regarding text to 9-1-1. As a result, NGA 9-1-1's CPE certificate to sell is currently suspended and pending revalidation. Troxel encouraged PSAPs to contact the Cal OES advising unit for questions regarding certified CPE solutions.

Statewide Call Processing Equipment (CPE) Installation

The 9-1-1 Advisory Board requested that Cal OES explain the system acceptance process. Cal OES explained that once PSAPs purchase and install CPE, the system must have 240 hours of trouble-free use before system acceptance can occur. Once the PSAP signs the system acceptance, the five-year funding cycle begins.

Fiscal and Operational Review (FOR)

Cal OES announced the Advisory and Compliance unit has begun conducting FORs now that the unit is fully staffed and training is complete. Cal OES strongly encourages PSAPs to contact their advisor to schedule a FOR.

State Emergency Telephone Number Account (SETNA) Fund Condition Statement

Cal OES announced the SETNA rate for 2025 will be 41 cents. Factors necessitating the rate change include a fund balance adjustment requiring a true-up, as well as Cal Fire and CAPSnet budget change proposals (BCPs).

VI 9-8-8 UPDATE

Due to time constraints, the 9-8-8 Systems Director did not provide an update.

VII LONG RANGE PLANNING COMMITTEE (LRPC) REPORT



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Due to time constraints, the LRPC Chair did not provide an update.

VIII STAFFING AND RETENTION STUDY REVIEW

The 9-1-1 Advisory Board was unable to review the drafted staffing study due to time constraints; the board elected to rollover the agenda item to the next meeting.

IX VIRTUAL CONSOLIDATION DISCUSSION

9-1-1 Advisory Board member Mark Chase gave a presentation on virtual consolidation, local PSAP interoperability efforts, and provided a policy analysis on his department's experience with virtual consolidation. Chase specifically highlighted that full cost recovery of upfront expenses was achieved within just a few years. Additionally, the system allows all three PSAPs to seamlessly consolidate into one if they choose to do so.

X AGENDA ITEMS FOR FUTURE MEETINGS

The 9-1-1 Advisory Board requested that the staffing study be one of the first agenda items discussed at the next meeting.

XI PUBLIC COMMENT FOR MATTERS NOT ON AGENDA

Candice Nguyen from NBC Bay Area asked board members if they were made aware of serious safety concerns prior to NBC's news report.

Rebecca Ramirez stated the news report prompted her to contact local dispatch centers for more information to address concerns. Ramirez emphasized the upcoming special meeting should be transparent and focused on fostering effective decision-making.

Mark Chase shared a statement on behalf of the California Chapter of the National Emergency Number Association (CALNENA). In summary, Chase declared public safety cannot be compromised and that Next Generation 9-1-1 must be rolled out as the legacy system is outdated. Furthermore, Chase acknowledged that Cal OES has the appropriate leadership to address these issues and emphasized the importance of transparency with the public.



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Candice Nguyen asked which PSAP caused the majority of outage minutes in February 2024

Cal OES stated question could not be answered due to security measures.

Andrew White assured Nguyen that, while these questions cannot be addressed in a public setting, the board is discussing them internally.

From a dispatcher's perspective, Jeff Logan stated that 9-1-1 Advisory Board members are expected to regularly communicate with dispatch centers. Logan also reminded board members that they hold a selected position, representing dispatchers across California.

Glenn Roach stated it is imperative that the 9-1-1 Advisory Board understands the capabilities of Next Generation 9-1-1, as it has the potential to save more lives.

White reminded the 9-1-1 Advisory Board that it exists to ensure trust, transparency, and communication.

XII ADJOURN

Mark Chase motioned to adjourn, and Jennifer Gonzalez seconded. The meeting was adjourned at 12:49 p.m.