



***Cal* OES**
GOVERNOR'S OFFICE
OF EMERGENCY SERVICES

State 9-8-8 Technical Advisory Board

May 18, 2023



Item 1: Welcome and Call to Order Swearing in of New Board Members

Members of the Board

- Chair – Budge Currier, Governor's Office of Emergency Services (Non-voting)
- Deputy Secretary Stephanie Welch, California Health and Human Services
- Dr. Matthew Goldman, County of San Francisco Behavioral Health
- Chief Deputy Director Brian Aiello, Emergency Medical Services Agency
- Director Liseanne Wick, Suicide Prevention Services, Wellspace Health
- Erika Aragon, DiDi Hirsch Mental Health Services
- Dr. Edwin Poon, County of Santa Clara Behavioral Health Services
- Kristin Miller, Riverside Health Services, Behavioral Health Services Administrator
- Ametrius Sidney, California National Emergency Number Association (CALNENA)
- Jeff Hebert, California Public - Safety Radio Association (CPRA)
- Tracy Gonzales, Downy Fire Dispatch Supervisor
- Jennifer Kenton, Campbell Police Department Communications Supervisor
- Erinn Riley, Contra Costa County Sheriff Dispatch Supervisor
- Jennifer Dwyer, California Commission on Peace Officer Standards and Training
- Cerena Lewis, California Professional Firefighters



Item 2: Approval of Previous Minutes

February 2023 meeting minutes:

- Meeting held in person at 630 Sequoia Pacific Blvd, Sacramento, CA



Item 3: Welcome New Members

- Ametrius Sidney representing California National Emergency Number Association (CALNENA)
- Cerena Lewis representing California Professional Firefighters



Item 4: Legislative Update

Cal OES Legislative and External Affairs will provide information regarding legislation that may impact California's 9-8-8 system.



Item 5: Working Group Reports

The CA 9-8-8 Technical Advisory Board Working Groups will provide a report on the activities completed since the last meeting:

- Best Practices Working Group Report
- 9-8-8 and 9-1-1 Interface Working Group Report
- Accessibility and Equal Access Working Group Report



Item 6: Cal OES 9-8-8 Report

The Cal OES 9-8-8 System Director will provide updates regarding:

- Item 6-1: Statewide 9-8-8 CHS and CRM status
- Item 6-2: 9-1-1 to 9-8-8 Interface
- Item 6-3: SETNA 9-8-8 Surcharge
- Item 6-4: AB 988 Milestones

www.caloes.ca.gov/988



Item 6-1: Statewide 9-8-8 CHS and CRM Status

- Awarded contract is available at (Awarded to NGA 911):
<https://www.caloes.ca.gov/wp-content/uploads/PSC/Documents/Agreement-A221008463-9-8-8-CHS-ADA.pdf>
- Kickoff meeting was conducted on January 11, 2023
- Detailed site surveys at all 12 locations included:
 - Introduction of selected vendor
 - Facility walkthrough and workflow analysis
 - Identified Group 1 and 2 988 Lifeline Crisis Centers





Item 6-1: Statewide 9-8-8 CHS and CRM Status (Continued)

- Group 1 988 Lifeline Crisis Centers
 - Suicide Prevention Service of the Central Coast
 - Crisis Support Services of Alameda County
 - Buckelew Suicide Prevention Program
 - WellSpace Health
 - StarVista
 - Central Valley Suicide Prevention Hotline – Kings View
- Cal OES established meeting cadence with all 12 centers



Item 6-1: Statewide 9-8-8 CHS and CRM Status (Continued)

- Testing and Validation
 - 9-8-8 equipment has been installed in Cal OES lab
 - Initial Group 1 workflow testing and validation is being scheduled
 - Engineering and connectivity to Vibrant is being established
 - Determining minimally viable solution to support Group 1
- Next Steps
 - Group 1 9-8-8 CHS Installs and activation (6 centers) 2nd and 3rd Q 2023
 - Group 2 9-8-8 CHS Installs (7 centers) 3rd Q 2023 – 2nd Q 2024



Item 6-2: 9-1-1 to 9-8-8 Interface

- Begin discussion on defining the 9-1-1 to 9-8-8 Interface
 - Policy and workflow needs to be established
 - What is reasonable answer time for transfers from 9-1-1 to 9-8-8?
 - Working with Cal OES vendor to determine if IP lookup will be integrated into the platform
 - Further discussion and action items for working group



Item 6-3: SETNA 9-8-8 Surcharge

- The 9-8-8 surcharge is set at \$0.08 for 2023 and 2024
- Fee calculation for 2025 and beyond
 - Budget requests are sent to Department of Finance for eligible expenditures for the 9-8-8 surcharge
 - The CA State Legislature approves the budget, which sets the revenue that must be generated from the 9-8-8 surcharge
 - Access line service providers send number of access lines to Cal OES
 - 9-8-8 surcharge is based on the budget and number of access lines
 - Letter is sent to CDTFA by October of each year



Item 6-3: SETNA 9-8-8 Surcharge Calculation

Description	Ref.	Amount
Authorized Budget Expenditure	B1	\$44,000,000
Balance from Fund Condition Statement	B2	\$0
Revenue Needed for next Budget Year	B3	\$44,000,000
Estimated number of Access Lines	B4	46,121,214
Surcharge per month	B5	\$0.08
Projected Annual Revenue	B6	\$44,276,365
Formulas: B3 = B1-B2, B6=B4*B5*12		



Item 6-4: AB 988 Milestones

- Additional member added to the 9-8-8 Technical Advisory Board
- Budget requests submitted to support AB 988 implementation
- Until budget is final in June 2023, many activities are limited due to funding and resource availability



Item 7: CHHS Updates

CHHS will provide an update on 9-8-8 related activities



Item 8: SAMHSA, FCC, and Vibrant Updates

- FCC proposes rules to promote reliable access to 9-8-8 Lifeline to ensure the reliability and resiliency of the 9-8-8 Suicide & Crisis Lifeline:
 - <https://www.fcc.gov/document/fcc-proposes-rules-promote-reliable-access-988-lifeline-0>
- Vibrant:
 - NGA 911 has reached out to technology leadership at Intrado to begin design effort for 9-8-8 call delivery
 - Cal OES has ensured cyber security requirements are addressed





Item 9: Agenda Items for Future Meetings

Board requests for matters to be placed on a future agenda.

2023 Meeting Dates:

- AUGUST 17, 2023, 10 AM – 12 PM
- NOVEMBER 16, 2023, 10 AM – 12 PM



Item 10: Public Comment

Public Comment



Item 11: Adjourn

Thank you for attending this meeting of the California State 9-8-8 Technical Advisory Board.

- **General Information:**

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