



## State 9-8-8 Technical Advisory Board Meeting Minutes

630 Sequoia Pacific Blvd, Sacramento, CA 95811

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



### OFFICE OF EMERGENCY SERVICES, STATE OF CALIFORNIA 9-8-8 TECHNICAL ADVISORY BOARD MEETING MINUTES:

#### MEMBERS PRESENT:

Julian Aragon- DiDi Hirsch Mental Health Services  
Jeff Hebert- California Public-Safety Radio Association  
Jennifer Kenton- Campbell Police Department Communications Supervisor  
Jennifer Dwyer- California Commission on Peace Officer Standards & Training  
Tracy Gonzales- Downey Fire Dispatch Supervisor  
Erinn Riley- Contra Costa County Sheriff Dispatch Supervisor  
Kristin Miller- Behavioral Health Services Administrator at Riverside Health Services  
Dr. Eric Rafla-Yuan- UC San Diego School of Medicine

#### MEMBERS ABSENT:

Cerena Lewis- California Professional Firefighters  
Stephanie Welch- Deputy Secretary of California Health and Human Services  
Director Liseanne Wick- California Health and Human Services  
Ametrius Sydney- Assistant Director San Mateo County  
Brian Aiello- Chief Deputy Director, Emergency Medical Services Authority

#### Item Agenda Topic

##### I WELCOME – CALL TO ORDER – ROLL CALL

The meeting was called to order at 10:05AM. A quorum was achieved.

##### II APPROVAL OF PREVIOUS MEETING MINUTES

The August meeting minutes were placed on the agenda for approval. Jennifer Kenton motioned to approve; Jeff Hebert seconded.

##### III LEGISLATIVE UPDATE

Mr. Chris Hacker, Cal OES Legislative and External Affairs, will provide information regarding legislation updates. A copy of all legislative updates discussed will be distributed to the 9-8-8 Technical Advisory Board members. A list of all legislation discussed is attached to the meeting minutes. Dr. Eric Ralfa-Yuan requests HR 4974 be monitored as well and be briefed out next meeting. Julian Aragon requests update on AB296, Hacker states this will be tracked, and new action will be brought up when it occurs.

##### IV WORKING GROUP REPORTS

Best Practices Working Group Report: Tracy Gonzales discussed the county coordinator forum, discussions with Public Safety Answering Points (PSAPs) and county coordinators on communication between 9-1-1 centers and 9-8-8 centers. Discussed finding best solutions to fit centers of all sizes. Focus is conversating with dispatch centers throughout the State to build relationships for 9-1-1 and 9-8-8 centers.

Mr. Currier asks if the group is able to combine research with 9-8-8 and 9-1-1 interface group to develop recommendations and guidelines. Ms. Gonzales states this would be possible and, based on research completed, the group could begin putting together recommendations. She adds that considerations being made for smaller rural centers and different circumstances.

9-8-8 and 9-1-1 Interface Working Group Report: Jeff Hebert states that it would be beneficial to work together with the best practices group. Talks about using current data sharing project that is for all PSAPs to possibly extend to 9-8-8 centers as well as making the necessary geospatial data accessible for all centers.

Accessibility and Equal Access Working Group Report: Dr. Anh Thu Bui, CHHS, states the group has been working on understanding legislation for 9-8-8 and how to understand what information is needed for meeting the accessibility needs of the community and 9-8-8 callers. Spoke of the American Sign Language (ASL) service available and video calls being available now for those who require it. Looking at CHHS and the crisis care continuum and meeting specific needs of regions and communities. The working group requests a tutorial on the new call handling system to provide input on what is still needed to meet the accessibility needs of callers. Jeff Hebert asks about ASL translation and if the State is able to provide this service through the State platform. Mr. Currier states we are looking into this service being made available from the State.

Public comment from Shari Sinwelski on routing 9-1-1 calls into 9-8-8 and if information will still be available or how to ensure that it is. Mr. Currier states these conversations are being had in the working groups on what information is wanted vs. available and for the working groups to make recommendations on this topic.

Public comment from Matt Taylor, Didi Hirsch, centers are concerned on if the platform will allow calls to flow directly and track the calls so that they contribute to the call volume of the 9-8-8 centers to ensure accuracy of call volume. Mr. Currier states that if a 9-1-1 call is meant to be a 9-8-8 call it can only be routed directly to the 9-8-8 center and the metric is installed in the technology to contribute it to the 9-8-8 call volume.

Dr. Eric Ralfa-Yuan poses a question on an issue that falls into all working groups on accessing 9-8-8 through an option menu on the call, if someone needs to be connected to a local service there is no policy in place for this transfer to occur and

how does the caller get to local resources through the other options in the menu, which working group would be best. Mr. Currier states that with the information built into the 9-8-8 system, data could be shared with others and will ask what other systems are able to receive.

## **V CAL OES 9-8-8 UPDATES**

Mr. Currier provides an update that installs have been completed with the exception of the cloud-based install at this time. Centers have been visited in Oregon and Arizona to learn more on mobile crisis response. The State is working with Substance Abuse and Mental Health Services Administration (SAMHSA) and Vibrant on the Memorandum of Understanding (MOU) process. On pace to deploy the 1<sup>st</sup> 6 centers in 1<sup>st</sup> quarter of 2024 and remaining 6 in 2<sup>nd</sup> quarter. Working with Vibrant to send calls and texts to be able to ensure these activations can occur.

Mr. Currier provides an update on 9-1-1 and 9-8-8 interface. Circuits have been ordered to support testing in Cal OES for interface between the Next Generation 9-1-1 (NG 9-1-1) system and the 9-8-8 system. Mr. Currier requests the working groups discuss guidelines for the data able to be shared and things such as transfers and what information can be shown on transfers vs. what information cannot be shared, etc. and come to the February meeting with suggestions.

Mr. Currier discusses the State Emergency Telephone Number Account (SETNA) surcharge for 9-8-8 and that the process and surcharge of \$0.08 will remain the same until 2025 due to the statute that has set the fee for 2024.

## **VI CAL OES 9-8-8 FUNDING POLICY FOR 9-8-8 TECHNOLOGY**

Mr. Currier discusses the funding policy and requests a motion from the board to approve. Jeff Hebert motions, Jennifer Dwyer seconds. Motion approved.

## **VII CALIFORNIA HEALTH AND HUMAN SERVICES (CHHS) UPDATES**

Dr. Anh Thu Bui, Project Director 9-8-8 Crisis Care Continuum, provides an update on the Crisis care continuum implementation plan. AB 988 requires CHHS to provide recommendations and guidelines through a 9-8-8 crisis policy advisory group by the end of calendar year 2024.

Dr. Anh Thu Bui discusses the recommendations being made by both the Cal OES 9-8-8 Technical Advisory Board and the CHHS policy advisory group and how they should be coordinated.

CHHS has issued a Request for Proposal (RFP) to support 9-8-8 services.

Finalizing members of 9-8-8 policy advisory members and first meeting will occur December 13<sup>th</sup>, 2023.

Dr. Anh Thu Bui poses questions on what information would be helpful to share across the TAB and policy advisory board. Dr. Eric Rafla-Yuan states that it would be helpful to for both boards to discuss what information can be given during transfers. Mr. Currier suggests for those on the boards who have not seen a 9-8-8 center to visit one and observe, to understand both the technology and see the technology being used. Additionally, Mr. Currier suggests speaking with 9-8-8 call takers for their experiences.

## **VIII SAMHSA, FCC, AND VIBRANT UPDATES**

Mr. Currier discusses the Federal Communications Commission (FCC) Chairwoman has published a letter encouraging wireless carriers and industry associations to take necessary steps to identify and develop a 9-8-8 geo-routing solution.

Mr. Currier discusses Vibrant and MOU still being worked on to be put into place to ingress 9-8-8 calls, chat, or text.

Mr. Currier discusses Exigent Circumstances workshop and discussions that occurred at the workshop on what information is needed after it had been determined that life saving resources are needed and the workflow to support request for Exigent Circumstances Process. Discusses where there are delays in the workflow for transferring the call and getting location information from the different carriers. Mr. Currier discusses the SAMHSA updates to the Exigent Circumstances Process to minimize the delays and the options built into the 9-8-8 call system to try and mitigate the delays.

Board discusses policy needed around transferring and location information and what workflow is best.

## **IX 9-8-8 TECHNICAL ADVISORY BOARD LETTER TO FCC ON 9-8-8 GEOSPATIAL ROUTING**

Mr. Currier discusses creating a letter that can be sent from the board to the FCC, or whomever they wish, to gain support on 9-8-8 geospatial call routing and requests input from the board.

Dr. Eric Rafla-Yuan motions to have Cal OES draft a letter for the board to review. Jennifer Kenton seconds.

Public comment from Rob Bennet, when drafting this letter to keep in mind from the technical standpoint that only 9-1-1 is capable of geospatial routing and if 9-8-8 is able to it will require a major change in standards of current equipment and to be mindful of the timeline.

## **X AGENDA ITEMS FOR FUTURE MEETINGS**

Mr. Currier states the FCC letter will be brought to the February Meeting.

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

Public Comment from Matt Taylor, asks CHHS, of the 40 members on the policy advisory board how many 9-8-8 centers and LGBTQIA+ members will be on the board. Dr. Anh Thu Bui states they have not finalized the list of members and the list, once finalized, will be posted to their website.

## **XII ADJOURN**

Jennifer Kenton motioned to approved; Tracy Gonzales seconded. The meeting was adjourned at 11:57PM.