



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

630 Sequoia Pacific Blvd, Sacramento, CA 95811

May 18, 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:**

Stephanie Welch- Deputy Secretary of California Health and Human Services  
Chief Deputy Director Brian Aiello- Emergency Medical Services Agency  
Director Liseanne Wick- California Health and Human Services  
Erika 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  
Carena Lewis- California Professional Firefighters  
Tracy Gonzales- Downey Fire Dispatch Supervisor  
Ametrius Sidney- Assistant Director San Mateo County

#### **MEMBERS ABSENT:**

Erinn Riley- Contra Costa County Sheriff Dispatch Supervisor  
Kristin Miller- Behavioral Health Services Administrator at Riverside Health Services  
Dr. Edwin Poon- County of Santa Clara Behavioral Health Services

#### **SWEAR IN NEW APPOINTEES**

Marv Green sworn in new members:  
Carena Lewis- California Professional Firefighters

#### **I. CALL TO ORDER**

The meeting was called to order at 10:02 a.m. A quorum was achieved.

#### **II. APPROVAL OF THE PREVIOUS MEETING MINUTES**

The February 2023 meeting minutes were placed on the agenda for approval. Jeff Hebert motioned to approve the minutes; Jennifer Dwyer seconded the motion.

#### **III. WELCOME NEW MEMBERS**

#### **IV. LEGISLATIVE UPDATE**

Mr. Chris Hacker, Chief, Cal OES Legislative and External Affairs will provide information regarding legislation updates. A copy of all legislative updates discussed will be distributed to the 9-1-1 Advisory Board members. A list of all legislation discussed is attached to the meeting minutes

#### **V. WORKING GROUP REPORTS**



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Best Practices Working Group Report – Tracy Gonzales reported - No meeting held yet. All counties have addressed the 9-8-8 mental health services. Limitations due to staffing. Larger Counties have more resources in place. Looking into neighboring States to see what program they have in place.

9-8-8 and 9-1-1 Interface Working Group Report – Jeff Hebert reported- one (1) meeting held on April 13, 2023, with 19 participants. Working group discussed clarifying goals, objectives and roles of working group, technology today and in the future, call routing, call roll over, text to 9-1-1 vs text to 9-8-8.

Accessibility and Equal Access Working Group Report – Stephanie Welch reported- met once, gave different professionals to meet and understand everyone's specialties. Dr. Goldman expressed concerns of the group of having two large topics in one working group.

### VI. CA 9-8-8 BRANCH UPDATES

Mr. Currier discussed 9-8-8 Call Handling System (CHS) contract has been awarded to NGA 911. Kickoff meeting was conducted on January 11, 2023. All detailed site surveys at all 12 locations have now been conducted. Grouped locations into two groups.

Mr. Currier discussed the testing and validation for CHS. 9-8-8 equipment has been installed at the Cal OES lab and testing and validation is being scheduled. Group one (1) installs during the 2<sup>nd</sup> and 3<sup>rd</sup> 2023 quarter, group 2 installs in 3<sup>rd</sup> 2023 quarter through 2<sup>nd</sup> 2024 quarter.

Motion from Jeff Herbert for Cal OES to draft a letter to FCC in regards to geo location, Erika Aragon seconded motion. Motion passes

Mr. Currier discussed 9-1-1 to 9-8-8 Interface. Discussion began defining the 9-1-1 to 9-8-8 interface: policy & workflow, reasonable answer time and IP lookup.

Mr. Currier discussed the State Emergency Telephone Number Account (SETNA) surcharge for 9-8-8 is \$0.08 cents for 2023-2024.

Mr. Currier discussed the 9-8-8 milestone. Board members added, budget request submitted



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**VII. CALIFORNIA HEALTH AND HUMAN SERVICES (CHHS)**

Stephanie Welch Assistant Secretary of California Health and Human Services Stephanie Welch provided information regarding Crisis Care Continuum.

**VIII. SAMHSA, FCC, AND VIBRANT UPDATE**

Mr. Currier discussed Substance Abuse and Mental Health Services Administration (SAMHSA).

Mr. Currier discussed Federal Communications Commission (FCC) rules to promote reliable access to 9-8-8 Lifeline to ensure reliability and resiliency.

Mr. Currier discussed Vibrant. NGA 911 has reached out to technology leadership at Intrado to begin design efforts for 9-8-8 call delivery.

**IX. AGENDA ITEMS FOR FUTURE MEETING**

Review of FCC letter

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

Matt Taylor- provided link he believes will be helpful for FCC letter.

**XI. ADJOURN**

Stephanie Welch motioned to adjourn, and Liseanne Wick seconded, the meeting was adjourned at 12:09 PM.