



**State 9-1-1 Long Range Planning Committee
Meeting Minutes**

630 Sequoia Pacific Blvd, Sacramento, CA 95811

August 15, 2023 – 1:00 - 4:00 PM PST



**OFFICE OF EMERGENCY SERVICES, STATE OF CALIFORNIA LONG RANGE PLANNING
COMMITTEE MEETING MINUTES:**

MEMBERS PRESENT:

Alicia Fuller, California Highway Patrol (CHP)
Brenda Bruner, Association of Public-Safety Communication Officials (APCO)
Jody Patt, California Police Chief Association (CPCA)
Erinn Riley, California State Sheriffs Association (CSSA)

MEMBERS ABSENT:

Mandi Runnells, California Chapter of the National Emergency Number Association (CALNENA)

Item Agenda Topic

I CALL TO ORDER – ROLL CALL

The meeting was called to order at 1:06PM.

II APPROVAL OF PREVIOUS MEETING MINUTES

May 16, 2023, meeting minutes were reviewed. Brenda Bruner motioned to approve the minutes; Alicia Fuller seconded the motion.

III CA 9-1-1 BRANCH STRATEGIC UPDATES

Mr. Mattson briefed out the committee on Computer Aided Dispatch (CAD) Request for Proposal (RFP) to come in November. Possible audio logger RFP in future, no proposed date at this time. Use of task forces as place for input on proposed RFPs.

Mr. Sunahara provided update on data sharing and integration to Public Safety Answering Points (PSAPs) and how the LRPC may provide guidance on how to communicate to the PSAPs. Committee suggested to present at the Fall county coordinator meeting and Spring CALNENA meeting to communicate to county coordinators and PSAPs. Tasks Don Jones with prep of Demo for PSAPs.

Mr. Sunahara requests input from committee on recommendations for communications to advise PSAPs move to cloud Call Processing Equipment (CPE).

Ms. Bruner suggests public lists of PSAPs that are migrated.

Ms. Fuller suggests online presence of CAL OES on social media to provide info on successful migrations.

Mr. Mattson suggests spreadsheet of running list of PSAPs that have purchased. Ms. Fuller's suggestion is publishing a list of PSAPs who have purchased and what providers are available for purchase and who is live and cut over.

Ms. Fuller and Ms. Bruner request information about Automatic Location Identification (ALI) update memo sent out from 9-1-1 Branch, feedback received from counties was that the email received was harsh and questioned who was responsible for what portion of information.

Mr. Mattson discussed reasoning for short format of memos due to nature of mass communication and lack of response.

Public comment from Natasha potter comments on Geographical Information System (GIS) data lacking due to regions or counties not providing sufficient data or response. GIS has reached out to counties and PSAPs for data and the struggle of getting secondary data which was the reasoning for the memo tone. Suggests reaching out to her for further questions or information.

IV RECRUITING AND RETENTION INFORMATION DEVELOPMENT DISCUSSION

Mr. Mattson briefed committee that a vendor has been hired, Promethean One and 911 Authority, early versions close to completion. One for management and one for line-level dispatchers. Any PSAPs interested to reach out to Janee Dabrowski and Don Jones. Goal to have rolled out by October or go live by Fall CALNENA meeting and have results by February Advisory Board meeting. Mr. Mattson requests from committee on how to best get feedback from line-level dispatchers and help in getting contact information.

Committee suggests use of QR code for distribution of survey.

POLICY BASED ROUTING

Committee requests update on how to use policy-based routing in Next Gen (NG) in place of alt answer.

Mr. Sunahara states how to execute the policy-based routing and how to improve in an effort to replicate the previous legacy environment and that the need is for PSAPs to migrate to cloud.

Committee asked how to overcome timeframe of policy and who is liable in times of calls going unanswered.

Mr. Sunahara and Mr. Mattson discuss how NG vendors are responsible for delivery of call during timeframe of downtime.

Ms. Fuller asks about policy-based routing where PSAP is not apart of routing for calls and requests how to involve PSAP and why vendors have made policy decisions.

Mr. Sunahara states that the reasoning is due to the vendors following legacy routing.



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Mr. Mattson states that PSAP is responsible for policy store and will determine their own policy.

V AGENDA ITEMS FOR FUTURE MEETING

Add task force brief back out back to agenda.

VI PUBLIC COMMENT FOR MATTERS NOT ON THE AGENDA

Josh Armstrong briefed out on task force for his region. Tiger Team has 103 completed at time of task force meeting 79 passed and 24 with issues. Challenges of Tiger Team is mostly logistics. Sharing of data between vendors for configuration of CPE and scheduling, CAD interface issues.

Discussion of non AT&T PSAPs migration.

Tell tales on how information can get out to get GIS data back to OES GIS team.

Task force changes to purpose of helping OES with language of RFPs and answering LRPC questions.

Recruitment and retention suggestions for survey questions such as other barriers outside of PSAPs.

Rapid deploy and EPRC aiding in validating GIS layers.

9-8-8 centers and CPE installation.

VII ADJOURN

The meeting was adjourned at 2:59PM.