



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

630 Sequoia Pacific Blvd, Sacramento, CA 95811

February 14, 2023 – 1:00 - 4:00 PM PST



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

#### MEMBERS PRESENT:

Erinn Riley, California State Sheriffs Association (CSSA)  
Alicia Fuller, California Highway Patrol (CHP)  
Brenda Bruner, Association of Public-Safety Communication Officials (APCO)  
Jody Patt, California Police Chief Association (CPCA)  
Mandi Runnells, California Chapter of the National Emergency Number  
Association (CALNENA)

#### I. CALL TO ORDER

The meeting was called to order at 1:12 PM. A quorum was achieved.

#### II. APPROVAL OF PREVIOUS MINUTES

November 2022 meeting minutes were reviewed. Erinn Riley motioned to approve the minutes; Brenda Bruner seconded the motion.

#### III. CA 9-1-1 BRANCH UPDATES

Mr. Sunahara briefs out the committee on strategic initiatives that may impact 9-1-1.

Mr. Sunahara discussed Cloud Based Customer Premise Equipment (CPE).

There are three (3) vendors though the Lab and no PSAPs (Public Safety Answering Point) signed.

Trying to get some pilot PSAPs to test call handling systems.

The committee discussed what is expected from the pilots.

The committee discussed how to get the older PSAPs to buy new CPE.

The committee discussed how to get information about vendors out to each of the PSAPs.

Mr. Troxel & Mr. Sunahara asked what questions, technical or educational, are not being answered? What can we answer to make PSAPs more confident in picking a vendor?

The committee suggested having Cal OES (California Governor's Office of Emergency Services) call, send out a letter, and site visit(s) to PSAPs who are out of contract (years 8, 9 & 10), stating that they are going to be



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liable if they do not upgrade their equipment.

Action item: List of questions for OES to answer.

Discussed having a new meeting location for the August meeting.

The committee discussed call answering times.

OES has a drafted letter to send out to the 70+ PSAPs regarding their call answer times.

NENA answer time standard has changed to 90% at 15 seconds, 95% in 20 seconds and Cal OES is going to align the Operations Manual with the NENA standard.

Mr. Troxel discussed Data Analytics RFP (request for proposal) was awarded to Intrado.

With the new contract cost of the RDDM box is included and will be replaced.

#### **IV. RECRUITING AND RETENTION INFORMATION DEVELOPMENT**

Mr. Troxel discussed the procurement process wasn't giving Cal OES the deliverable they desired.

Cal OES is in discussion with California Department of Technology (CDT) to take over the procurement process. Expect to have the contract executed by June 2023.

It is believed that only about 10% of PSAPs are fully staffed.

Survey will go to all PSAPs, including secondary.

#### **V. AGENDA ITEMS FOR FUTURE MEETING**

New LRPC chair.

Policy Based Routing Discussion.

#### **VI. Public Comment**

None

#### **VII. ADJOURN**

The meeting was adjourned a 2:56 PM