



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

630 Sequoia Pacific Blvd, Sacramento, CA 95811

February 20, 2024 – 1:00 - 3:00 PM PST



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

MEMBERS PRESENT:

Brenda Bruner, Association of Public-Safety Communication Officials (APCO)
Jody Patt, California Police Chief Association (CPCA)
Alicia Fuller, California Highway Patrol (CHP)
Jeff Logan, California Fire Chiefs Association (CFCA)
Kasey Young, California Chapter of National Emergency Number Association (CALNENA)
Erinn Riley, California State Sheriff's Association (CSSA)

Absent:

None

I. CALL TO ORDER

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

II. APPROVAL OF PREVIOUS MINUTES

The August meeting minutes were placed on the agenda for approval. Brenda Bruner motioned to approve the minutes; Jody Patt seconded. August meeting minutes were approved.

III. CA 9-1-1 BRANCH UPDATES

Andrew Mattson provided an update on premigration testing for Public Safety Answering Points (PSAPs) that were not on the Tiger Team testing schedule. The Q1 schedule has been put together, Q2 is being completed. Testing is being done at 4 PSAPs per day. This testing will take place through the rest of 2024. A contract has been awarded to Promethean One for outreach to PSAPs and additional support for testing.

Brenda Bruner asks if Promethean One staff will use subcontractors through another third-party vendor. Mr. Mattson states that all staff will report through Promethean One. Jody Patt asks if Promethean One will be reaching out to PSAPs. Mr. Mattson states that Promethean One staff will be interfacing electronically with PSAPs, there will be no onsite visits



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from these staff and clarifies testing will involve a call taker needed to transfer calls.

Jeff Logan asks how PSAPs can help with messaging on this testing and if testing will be rolled out county by county. Mr. Mattson states that the help would be getting awareness to PSAPs that testing is occurring and to keep schedule changes to a minimum if possible and that testing will be rolled out in transfer clusters.

Mr. Mattson states that once the testing is completed and a transfer cluster is ready to go live the PSAP will then be notified that they are going live. If the premigration testing fails, the issues will be notated, and more testing will come back around for that PSAP. The premigration dashboard with testing dates and outcomes of testing is available on the California Governor's Office of Emergency Services (Cal OES) 9-1-1 Branch website for PSAPs to view.

Messaging to PSAPs will be done at the 9-1-1 Advisory Board meeting, and the material will be sent out to PSAPs.

Alicia Fuller asks who do PSAPs work with to ensure the PSAP can do their own testing, the vendor or Cal OES? Mr. Mattson suggests PSAPs do their own testing prior to premigration testing so they can bring up their issues found during the testing while the resources are available.

Testing will be scheduled 9AM – 2PM to ensure sufficient time for PSAPs to test and solve issues.

Mr. Mattson updates that Carbyne and Motorola are in the lab and actively working to pass to be able to sell. About 30 PSAPs are signed on for cloud call handling. Desert Hot Springs is the only live PSAP due to core connectivity issues.

IV. RECRUITING AND RETENTION INFORMATION DEVELOPMENT

Mr. Mattson updates that over 400 line-level surveys have been completed and that the survey is closed. There are 50 completed and



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25 pending manager surveys. Cal OES appreciates the engagement from PSAPs.

The manager survey will be closing in March and analysis will begin. By May the first draft of the staffing study will be out for review and feedback from LRPC members.

V. POLICY BASED ROUTING

Mr. Mattson states that Cal OES requests suggestions from the LRPC as to what the State can bring to the PSAPs for information on policy based routing.

Ms. Bruner states that it's important for PSAPs to see policy based routing in action in a neighboring agency and beyond. Mr. Mattson states that the reality is the calls would be more likely to be sent regionally so as the responding agency is able to respond to a critical incident. He also states that Memorandums of Understanding (MOUs) need to be in place with neighboring agencies. Funding will be delt with on the side of Cal OES and will work with PSAPs when necessary.

Ms. Bruner asks how policy-based routing would compare to radio interoperability that already exists. Mr. Mattson states that the PSAPs would want to have multiple back up plans in place for different scenarios in cases when calls need to be sent outside of the region. Ryan Sunahara states that PSAPs need to ensure MOUs are in place from the most basic level and up and determine what criteria needs to be met for different levels of response.

Ms. Fuller states that there should be a list of needs and wants from the committee for PSAPs.

Mr. Mattson states it would be helpful for the LRPC to work on a document that is a menu for PSAPs to state what they want. Jody Patt requests if Cal OES can provide a list of what the technology is able to do. Mr. Mattson states Cal OES can provide a list of what is possible and not possible with the technology to use as a basis for the list of requests.



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Mr. Logan volunteers to begin the list on behalf of the LRPC and send it to the committee members for edits.

VI. REGIONALIZATION/CONSOLIDATION DISCUSSION

Mr. Mattson states that the amount of PSAPs in the State is high and some are only 2-3 positions and that they all carry importance. However, due to the state of staffing in the industry would it be a relevant conversation to consider regionalizing PSAPs and gain suggestions from the LRPC to get this messaging out. Mr. Mattson asks what policy Cal OES can create to get PSAPs to participate in this.

Ms. Fuller asks if this consideration is in the staffing study as it would be a helpful tool to take back to the committee member's various professional organizations.

Ms. Bruner asks who would be in charge of the regional centers and Mr. Mattson states that MOUs would be helpful to have in place for agencies to determine who would be in charge of the region.

Kasey Young states that financial incentives would be helpful to gain traction to get PSAPs willing to regionalize.

Mr. Logan states that building facilities and funding being part of the incentives to get over the local control that comes into play when consolidating would be helpful to consider.

Mr. Mattson states that Cal OES is able to use policy to determine PSAPs and the creation of new PSAPs but cannot shut a PSAP down that already exists.

Ms. Fuller states that the best point to focus on would be those who are willing to participate and if Cal OES is able to assist with the facilities aspect and requests what can the PSAP community provide to be helpful.



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Mr. Mattson states that Cal OES is willing to look into the local control and facilities aspect to see how Cal OES can assist.

VII. REGIONAL TASK FORCE BRIEFING

Josh Armstrong provides updates on the most recent Task Force meeting. At the Task Force they spoke about premigration testing and introduced the new Los Angeles County representative. Mr. Armstrong states LA county has not had a large turn out to the Task Force meetings. Outreach to more agencies is being done to bring a higher turn out to the meetings to gain more input that can be brought back to the LRPC for consideration.

Mr. Mattson states to the LRPC that if there are any suggestions on members for the Task Force who will provide feedback at meetings, please let Cal OES know. There is a Task Force charter available for those who are interested. Mr. Mattson states that the charter for Task Force has been achieved and asks for suggestions on new tasks that can be added to the charter or if the Task Force meetings should be suspended until there are tasks.

Ms. Bruner states it would be helpful to continue the process for the questions that come about continually and that the Task Force should still look at these questions for potential answers and new concerns that arise.

Mr. Mattson asks if the LRPC has ideas on how to make the Task Force viable for the future and how to keep topics for discussion ongoing for the Task Force meetings.

Mr. Logan states that it would be helpful to agendize strategic goals for the Task Force.

VIII. AGENDA ITEMS FOR FUTURE MEETING

Policy based routing request list for committee review.

IX. PUBLIC COMMENT FOR MATTERS NOT ON THE AGENDA

No public comment.



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X. ADJOURN

The meeting adjourned at 2:43PM