



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

630 Sequoia Pacific Blvd, Sacramento, CA 95811

May 14, 2024 – 1:00 - 3:00 PM PST



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

MEMBERS PRESENT:

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)

MEMBERS ABSENT:

Brenda Bruner, Association of Public-Safety Communication Officials (APCO)

I CALL TO ORDER – ROLL CALL

The meeting was called to order at 1:11PM.

II APPROVAL OF PREVIOUS MEETING MINUTES

February meeting minutes were not approved. Minutes held to next meeting.

III RECRUITING AND RETENTION INFORMATION DEVELOPMENT DISCUSSION

Andrew Mattson provided an update on the Staffing Study. The data collection has been completed with a total of 695 dispatcher surveys and 64 manager responses. Data is being evaluated and a draft will be ready by the end of the month.

Another Long Range Planning Committee (LRPC) meeting will be scheduled outside of the quarterly meeting to discuss the survey results, preferred in July by committee members.

Weekly updates are provided to the 9-1-1 Branch for take aways from the data collected by the survey. Per the data collected, the largest reason for dispatchers leaving the field is mental health and wellness.

IV POLICY BASED ROUTING

This agenda topic was discussed in correspondence with agenda topic



V.

V POLICY BASED ROUTING REQUEST LIST REVIEW

Jeff Logan discussed the policy based routing request document draft. Mr. Logan stated that the discussions had at CALNENA were helpful and brought additions to the list. The list was also discussed at the regional task force meetings where they discussed making the document a list of pick your own options for Public Safety Answering Points (PSAPs). The document will continue to be worked on. The draft will be available for the July special meeting.

Ms. Fuller asked if the 9-1-1 Branch would like more specific scenarios for the document and realistic examples in addition to the general requests of the document. Mr. Mattson and Ryan Sunahara stated that would be helpful to have both versions for all scenarios for differing PSAPs.

VI REGIONALIZATION/CONSOLIDATION DISCUSSION

Mr. Mattson stated discussions have occurred with various PSAPs on this topic and no change to policy has been made as of yet. Right now, the focus for the 9-1-1 Branch is Next Gen 9-11 (NG) deployment. The Los Angeles County Sheriff is the only PSAP that has reached out requesting consolidation. There is the possibility of future Federal grant funding to be used for consolidation and to incentivize PSAPs to regionalize and consolidate.

Mr. Logan asked how the LRPC can help with this topic. Mr. Mattson stated this topic is perfect for the LRPC to work on and the 9-1-1 Branch would like to hear what PSAPs want from the Branch to consider this as an option. The 9-1-1 Branch is also determining what is within their scope of authority and what policy changes can be made to incentivize PSAPs.

Paul Troxel added that there is Federal level funding for NG 9-1-1 and the possibility of incentivizing this funding for regionalization due to the State having plentiful funding for NG 9-1-1 deployment. He stated the Staffing Study could also be helpful in seeing if this topic could be



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

630 Sequoia Pacific Blvd, Sacramento, CA 95811

May 14, 2024 – 1:00 - 3:00 PM PST



beneficial overall to lower the number of PSAPs in the State.

Kasey Young stated that her county has the issue of having many satellite agencies who do not want to give up their area of control and stated that incentives of equipment could be beneficial to getting PSAPs on board.

Jody Patt asks if the 9-1-1 Branch has a threshold number of positions for a PSAP to be consolidated. Mr. Mattson stated there is no current number set but over half of the State PSAPs are 3 positions or less.

Ms. Fuller requested a list of PSAPs that includes position numbers and ranges for how many PSAPs fall into what category. Mr. Mattson stated the 9-1-1 Branch has that information and can provide that publicly.

Ms. Fuller requested some kind of road map to know what consolidation looks like in a real life functioning example and if the Staffing Study can provide any data pertinent to this topic. Also requested that LA County document their journey through the consolidation process to be able to use that as a road map to show other PSAPs.

Mr. Troxel asked the LRPC to come up with a timeline for this topic with goals and report that back to the August LRPC meeting. Also posed the question, if grant funding is available, how can this be used to incentivize PSAPs.

Mr. Logan asked if there are any limitations on the LRPC meetings and if members can meet outside of the quarterly meetings. Mr. Troxel stated that the LRPC was created as a way to work on 9-1-1 Advisory Board topics without creating a serial 9-1-1 Advisory Board meeting. The committee is meant to take the recommendations from the 9-1-1 Advisory Board and do the work outside of the meetings. The committee members may reach out to their corresponding 9-1-1 Advisory Board member and meet with them at any time.

The July special meeting will be held for discussion of the Staffing Study draft and consolidation and regionalization rough draft.

VII REGIONAL TASK FORCE BRIEFING

Mr. Logan provided an update on the Southern Regional Task Force. The agenda was small, and the discussion was mainly around premigration testing with 87 completed, 0 ready for the operating service provider (OSP). The vendors are looking at transfer clusters starting in Kern County for migration. Promethean One has been helping with the overall organization of the project and helped establish a tracking method for issues that come up during the premigration testing. The group also talked about the policy based routing document specifically looking at alternate answer, load share and experiences of the PSAPs present at the task force.

Mr. Sunahara stated all regions had very similar conversations and the focus was on NG 9-1-1 and the next steps of focusing the approach on transfer clusters to find issues and go back and resolve issues. The Kern County area is the primary focus with agencies ready to migrate.

Mr. Mattson stated that the task forces charter has been met as written and now needs to be updated to meet current needs. Attendance to the task force meetings is lessening and the 9-1-1 Branch thinks it is time to change the focus of the task forces. The task forces will now open up to a wider audience and become something more conversational or akin to a town hall or Q&A style meeting. The charter will be rewritten and refocused. Ms. Fuller suggested changing the name of the task forces to something more aligned with the new charter.

Mr. Logan asked if it would be appropriate for the LRPC to bring tasks forward for the task forces to look into. Mr. Mattson states that is an option. Mr. Sunahara adds that it would be beneficial for specific topics and questions to be brought forth to the task forces.

Mr. Troxel stated that 4 of 9 PSAPs in the Kern County transfer cluster are ready to migrate and progress is being made. Carrier migration is being set for June for the Kern County transfer cluster.

VIII AGENDA ITEMS FOR FUTURE MEETING



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

630 Sequoia Pacific Blvd, Sacramento, CA 95811

May 14, 2024 – 1:00 - 3:00 PM PST



July Special Meeting Agenda Items: Policy Based Routing, Staffing Study Review and feedback, and Regionalization/Consolidation.

IX PUBLIC COMMENT FOR MATTERS NOT ON THE AGENDA

No public comment.

X ADJOURN

The meeting adjourned at 2:21PM.