



State of California  
**Long Range Planning Committee**  
MEETING MINUTES

October 18, 2022 – 1:00PM – 4:00PM PST



**Item   Agenda Topic**

**I   CALL TO ORDER – ROLL CALL**

**Members Present:**

Erinn Riley, California State Sheriff Association (CSSA)

Lee Ann Magoski, California Chapter of the National Emergency Number Association (CALNENA)

Alicia Fuller, California Highway Patrol (CHP)

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

Jody Patt, California Police Chief Association (CPCA)

**Members Absent:**

(Chair) Chris Herren, California Fire Chief's Association

**II   APPROVAL OF PREVIOUS MEETING MINUTES**

No approval of previous minutes

**III   9-1-1 BRANCH STRATEGIC UPDATES**

Mr. Mattson discussed Call answer time review the CA 9-1-1 Branch completed recently. The CA 9-1-1 Branch is requesting feedback from the LRPC members regarding sending out a memo to each PSAP who is falling below the answer time standard. The memo will include a Plan of Action Form for the PSAP to identify their plan and work with the CA 9-1-1 Branch. The LRPC members have some concerns about whose meeting 95% and what is the CA 9-1-1 Branch will be doing for PSAPs well below the answer time standard, and what is the state offering to help?

The committee discussed ECaTS Reporting. CHP has worked with ECaTS to procure and develop additional reports for all CHP sites, including agent performance reporting for sites with Automatic Call Distribution (ACD). CHP recommended the CA 9-1-1 Branch review these reports for the potential to utilize statewide.

The 9-1-1 Branch presented having the state call answer time align with NENA standard, 90% at 15 seconds. The Committee discussed having a Town Hall to discuss the Operations Manual policy with PSAPs before sending out letter. It was also discussed to add language to the Recruiting & Retention RFP, as well as encouraging the PSAPs to submit their survey to support the study. The 9-1-1



State of California  
**Long Range Planning Committee**  
MEETING MINUTES

October 18, 2022 – 1:00PM – 4:00PM PST



Branch will discuss having letters sent out regarding PSAP answer times once the Recruiting & Retention RFP is awarded.

The Committee discussed Text to 9-1-1. CHP is reporting a dramatic drop in reported text sessions, LA test text sessions were showing several failed efforts to get texts into the system. Mrs. Dabrowski stated ATOS is already aware and looking into issue. Mr. Sunahara stated that having no bounce back message is critical, and the issue needs to be resolved.

The State stated that the Data Integration contract has been awarded and moving forward, Rave has built a website for PSAPs to contact and communicate with Rave and RapidDeploy, [www.cadatasharing.com](http://www.cadatasharing.com).

The State mentioned that Lumen is through the Lab, RapidDeploy and Intrado are completing Phase1 testing.

The State stated there are 3 more CPE demos upcoming in, Sacramento, Fresno, and Riverside.

Mr. Mattson discussed the 9-8-8 legislation has passed and is signed. A new funding model has been established to support 9-8-8. The rate has been established just like SETNA and is set at \$.08 cents for first two years. The 9-1-1 Branch is responsible to administer the 9-8-8 technology and support 9-1-1 and 9-8-8 integration policy.

The Committee discussed the 9-8-8 Advisory board, one for administrative side and technical side. The 9-1-1 Branch is still working on the details of this Board and who is going to sit on the board. The Board will comprise 13 members representing 9-8-8 and 9-1-1. The first meeting will be held on December 8<sup>th</sup>.

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

The Recruiting & Retention RFP is working through Cal OES Procurement and is still on track for December execution. The NG 9-1-1 Task Force members will be used to review the survey and provide feedback to the vendor conducting the study.

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

Updates on Text-to-9-1-1 until resolved



*State of California*  
**Long Range Planning Committee**  
MEETING MINUTES

October 18, 2022 – 1:00PM – 4:00PM PST



**VI PUBLIC COMMENT FOR MATTERS NOT ON THE AGENDA**

None

**VII ADJOURN**

The meeting was adjourned at 2:20.