

**State 9-1-1 Advisory Board
Meeting Minutes**

630 Sequoia Pacific Blvd, Sacramento, CA 95811

August 17, 2022 – 10:00 AM - 12:00 PM PST



**OFFICE OF EMERGENCY SERVICES, STATE OF CALIFORNIA 9-1-1 ADVISORY BOARD
MEETING MINUTES:**

MEMBERS PRESENT:

Budge Currier, Office of Emergency Services, (Cal OES)
Brenda Bruner, Association of Public-Safety Communication Officials (APCO)
Lee Ann Magoski, California National Emergency Number Association (CALNENA)
Rosa Ramos, California National Emergency Number Association (CALNENA)
Rebecca Ramirez, California Fire Chiefs Association (CFCA)
Tracy Gonzales, California Fire Chiefs Association (CFCA)
Andrew White, California Police Chiefs Association (CPCA)
William Ayub, California State Sheriffs' Association (CSSA)
Chief Ray Diggins, California Highway Patrol (CHP)
Ingrid Braun, California State Sheriffs' Association (CSSA)

MEMBERS ABSENT:

Elise Warren, Chief, California Police Chiefs Association (CPCA)

I. CALL TO ORDER

The meeting was called to order at 10:00 a.m. A quorum was achieved.

II. APPROVAL OF PREVIOUS MINUTES

May 2022 meeting minutes were reviewed, Ms. Magoski noted that Alert and Warning public comment was not included in the minutes. It was requested to review the recording and add the notes for Public Comment. Minutes will be reviewed at the November meeting. was missed. Chief White noted that item 8 needs more information.

III. CLOSED SESSION

The State 9-1-1 Advisory Board will meet in closed session pursuant to Pursuant to G.C. Section 11126(e).

IV. LEGISLATIVE UPDATE

Mr. Chris Hacker, Cal OES Legislative and External Affairs, provided an update on pending legislation related to 9-1-1 and 9-8-8. A copy of all legislative updates discussed will be distributed to the 9-1-1 Advisory Board members.

A list of all legislation discussed is attached to the meeting minutes.

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V. CA 9-1-1 BRANCH REPORT

Mr. Troxel provided the 9-1-1 Branch update. Mr. Troxel discussed the historic and current 9-1-1 statistics and the stats are trending up.

Mr. Troxel provided an update on NG 9-1-1 Go-Live and discussed what vendors need to do to be prepared for NG 9-1-1 deployment.

Mr. Troxel discussed PSAP testing which is scheduled Tuesday-Thursday, 10am-1pm, 10 calls per hours with line level dispatcher at the dispatch position.

Mr. Troxel identified the challenges and limitations to separate legacy and Next Generation troubleshooting. Limitations with legacy CPE, not supporting NENA i3 location data and challenges programming legacy CPE.

Mr. Troxel discussed Text to 911 is complete with the exception of about 20 PSAPs due to remote location or legacy CPE configuration support.

Mr. Troxel discussed the NG 9-1-1 timeline for deployment has been pushed to December 2023. Challenges due to COVID-19, supply chain issues, and legacy CPE not supporting NENA i3 have pushed the project timeline.

Mr. Troxel discussed Cloud CPE contract is in place, Atos & NGA have made it through the lab, Lumen is close to completing Lab validation.

Mr. Troxel provided the update on current contract procurement. The NG 9-1-1 Data Analytics contract was awarded to Intrado (ECaTS) and Data Integration and Sharing contract was awarded to Rave Mobile Safety and Rapid Deploy.

Mr. Troxel discussed a pending contracts for 9-8-8 Call Processing Equipment, this contract is in process now. Future contracts will include statewide logging recording, and statewide Computer Aided Dispatch (CAD).

Mr. Troxel discussed the SENTA rate setting process. It will be recommended by Cal OES to maintain \$.30 per access line for the coming calendar year 2023.

Mr. Troxel discussed 9-8-8 went live July 16, 2022. In the Governor's budget funding was included to support purchasing 9-8-8 CPE. The CA 9-1-1 Branch team has been working with CDT on that RFP, expect to execute

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contract December 2022.



VI. AUTOMATED SECURE ALARM PROTOCOL TO PUBLIC SAFETY ANSWERING POINT

Mr. Troxel discussed ASAP to PSAP, connecting the alarm company to a PSAP using existing NCIC network. Currently no California agencies are using ASAP to PSAP.

Mr. Troxel discussed Riverside is working on the pilot project and how it does not use the NG 9-1-1 network, ASAP to PSAP uses existing NCIC and Cal DOJ (CLETS) network connectivity at the PSAP.

Mr. Troxel discussed that Cal OES received notice from Intrado, who had partnered with ADT alarm services to deliver ADT alarm notifications through Text-to-9-1-1. Mr. Troxel stated that Cal OES has sent a letter to Intrado and all PSAPs stating this is a violation of the Operation Manual and not an approved use of the 9-1-1 network. Cal OES will work with Intrado to evaluate integrating with the Data Integration and Sharing solution.

VII. LONG RANGE PLANNING COMMITTEE (LRPC) REPORT

Mr. Herren stated the Long Range Planning Committee (LRPC) had met the day before, August 16, 2022. Membership now represents each professional association on the 9-1-1 Advisory Board.

The LRPC meeting discussed Next Generation testing, data analytics and data sharing contract. The members discussed 9-8-8 and the difference from 9-1-1 and the necessity to transfer calls between the two systems.

The Region Task Force members provided an overview of the Task Force meetings to the LRPC members.

The LRPC members discussed the drafted Statement of Work (SOW) for Recruiting, Retention, and Training RFP. This is a statewide study and expect contract execution in December 2022.

VIII. AGENDA ITEMS FOR FUTURE MEETINGS

Next meeting to be held November 16, 2022.

No action for further meeting

IX. PUBLIC COMMENT

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Mr. Woody Baker-Cohen, from Marin County Office of Emergency Management made public comment regarding the NG 9-1-1 Alert and Warning Solution. Mr. Baker-Cohen had expressed his concerns regarding Rave Mobile Safety being selected as the vendor to provide this solution. Atos worked with CDT to replace their subcontractor for Alert and Warning. In that process, Cal OES had collaborated with CDT to validate Rave Mobile Safety meets all of the functional requirements of the contract. No requirements from the original RFP and contract were changed, Atos and Rave are required to meet the functional requirements and tariff requirements.

X. ADJOURN

Ms. Magoski motioned to adjourn, and Sheriff Ayub seconded, the meeting was adjourned at 11:59 PM.