



State 9-1-1 Advisory Board Meeting Minutes

630 Sequoia Pacific Blvd, Sacramento, CA 95811

February 15, 2023 – 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)

Michele Elmore, Association of Public-Safety Communication Officials (APCO)

Rosa Ramos, California Chapter of the National Emergency Number Association (CALNENA)

Rebecca Ramirez, California Fire Chiefs Association (CFCA)

Andrew White, California Police Chiefs Association (CPCA)

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

April Baxter, Chief, California Highway Patrol (CHP)

Mark Chase, California Chapter of the National Emergency Number Association (CALNENA)

Ian Parkinson, California State Sheriffs' Association (CSSA)

Ingrid Braun, California State Sheriffs' Association (CSSA)

Tracy Gonzales, California Fire Chiefs Association (CFCA)

I. CALL TO ORDER

The meeting was called to order at 10:02 a.m. A quorum was achieved.

II. APPROVAL OF PREVIOUS MINUTES

The November 2022 meeting minutes were placed on the agenda for approval. Rosa Ramos motioned to approve the minutes; Tracy Gonzales seconded the motion.

III. CLOSED SESSION

Closed session was not necessary this meeting.

IV. LEGISLATIVE UPDATE

Mr. Reggie Salvador, Chief, Cal OES Legislative and External Affairs will provide information regarding legislation updates. 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.

V. CA 9-1-1 BRANCH UPDATE

Mr. Troxel updated the Advisory Board on Outage Overview: location



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outages, core outages and aggregation outages, network outages. Zero (0) minutes reported in all areas.

Mr. Troxel discussed 9-1-1 Call Statistics. Total calls did trend down in 2022.

Mr. Troxel discussed 9-1-1 Deployment. Next Gen 9-1-1 (NG 9-1-1) is now live in each region, with the newest in Imperial County with no significant issues reported.

Mr. Troxel discussed Legacy CPE Limitations. Three (3) distinct testing processes: Compliance with Interface Control Document, contract requirements for legacy, and contract requirements for cloud-based Call Processing Equipment (CPE).

Mr. Troxel discussed PSAP testing preparing for NG 9-1-1 Go-Live. Testing will begin after NG 9-1-1 Line Appearances are programmed by the CPE vendor. California Governor's Office of Emergency Services (Cal OES) sent out memo June 2022 outlining the PSAP testing process.

Mr. Troxel discussed Cloud-Native CPE Testing Process. Luman, Atos and NGA 911 have made it through the NG 9-1-1 Lab and are certified by Cal OES. RapidDeploy and Intrado are in phase 2 and Motorola and Carbyne are in phase 1.

Mr. Troxel discussed CPE Installations. In 2022, eight (8) have signed system acceptance, expecting that number to climb in 2023.

Mr. Troxel discussed Legacy CPE end of maintenance. There are 156 legacy CPE solutions at year seven (7) and older.

Mr. Troxel discussed Procurement Update. Recruiting, Retention and Training Request for Proposal (RFP). Working with California Department of Technology (CDT), on track to execute contract in early 2023. Activities: logging recording contract & Statewide Computer Aided Dispatch (CAD) multi-vendor Master Service Agreement.

Mr. Troxel discussed the State Emergency Telephone Number Account (SETNA) Fund. Fee to stay at .30 cents for 2023.

No public comment made.

VI. NEXT GENERATION 9-1-1 ALERT AND WARNING

Mr. Troxel discussed Rave Alert throughput & usage data.

Mr. Troxel discussed NG 9-1-1 Alert and Warning Deployments, Live and In-



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Deployment.

VII. 9-8-8 UPDATE

Mr. Currier discussed awarded contract to NGA 911 in December 2022.

Mr. Currier discussed Initial site surveys completed at eight (8) locations, and additional four (4) completed this week. Final location will be completed in March.

Mr. Currier discussed the next steps for Call Handling System (CHS).

Mr. Currier discussed 9-1-1 to 9-8-8 Interface to be discussed at next 9-8-8 Technical Advisory Board. Technology planning has begun and will be available in Summer of 2023.

No public comment made.

VIII. LONG RANGE PLANNING COMMITTEE (LRPC) REPORT

No chair of the LRPC. Andrew Mattson gave the update

Nomination for LRPC Chair by April 14, 2023.

Need a recommendation for California Fire Chief Association (CFCA).

Mr. Mattson updated the Advisory Board on the LRPCs discussion about CPE replacement as well as the Recruiting and Retention RFP. The LRPC also discussed call answer times and the National Emergency Number Association (NENA) Standard change.

IX. AGENDA ITEMS FOR FUTURE MEETINGS

May 17, August 16, November 15.

LRPC Member/Chair.

Annual Training Allotment (ATA) slide added to the 9-1-1 Branch update.

X. PUBLIC COMMENT

NONE

XI. ADJOURN

Rosa Ramos motioned to adjourn, Michele Elmore seconded, the meeting



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was adjourned at 11:48 AM.

