

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

May 18, 2022 – 10:00 AM - 12:00 PM PST

630 Sequoia Pacific Blvd, Sacramento, CA 95811



**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)
Elise Warren, Chief, California Police Chiefs Association (CPCA)
William Ayub, California State Sheriffs' Association (CSSA)
Chief Ray Diggins, California Highway Patrol (CHP)

MEMBERS ABSENT:

Ingrid Braun, California State Sheriffs' Association (CSSA)

I. CALL TO ORDER

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

II. APPROVAL OF PREVIOUS MINUTES

February 2022 meeting minutes were placed on the agenda for approval. Ms. Magoski motioned to approve the minutes; Chief White seconded the motion, roll call vote, unanimous vote.

III. CLOSED SESSION – 4th QUARTER 2021 CALIFORNIA 9-1-1 OUTAGES

No action taken. Returned at 10:28 AM, roll call taken again to establish quorum, all members have returned from the Closed Session.

IV. LEGISLATIVE UPDATE

Chris Hacker communication legislation updates. A copy of all legislative updates discussed will be distributed to the 9-1-1 Advisory Board members.

V. CA 9-1-1 BRANCH REPORT

Mr. Troxel provided the 9-1-1 Branch update. Mr. Troxel mentions 9-1-1 statistics are trending up.

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Mr. Troxel discussed the Next Gen deployment in 2022. Next Generation 9-1-1 is live in Tuolumne from T-Mobile, Frontier and Verizon.

Mr. Troxel updated the Advisory Board members on the go-live update in Imperial and El Dorado County. Problems with call going to multiple call takers. Phase 2 to take place in June & phase 3 August.

Mr. Troxel discussed PSAP Installation. 96% regional Equipment installed; 95% Atos Equipment installed. Mr. Troxel stated that both the Prime and Region vendors need to be at each PSAP prior to go-live.

Mr. Troxel discussed Text to 911 deployment. Jan 2021 all PSAPS have Text to 911. All over the top migrated to RapidDeploy. Complete transition by June 2022.

Mr. Troxel discussed CPE installation and how CPE cannot integrate in i3 network, therefore had to hold sales that doesn't meet contract.

Mr. Troxel discussed CPE testing in the OES NG 911 lab. NGA911 CHE and Atos GEMMA are cleared through the NG 9-1-1 Lab and ready for sales.

Mr. Troxel discussed statewide CPE install and the concerns for PSAPS at the end of contract & extension for year 8 and year 9. Start updating those PSAPS with oldest CPE first. Funding for new Cloud CPE is similar to the funding model supporting legacy CPE.

Mr. Troxel discussed procurement for Data analytics and the limitations. He also spoke on data sharing and CAD to CAD evaluation are due next week and contract award end of June. OES is collecting data from all carriers, due August 2022.

Mr. Troxel updated the members on 9-8-8, replacing 1-800 number by July 16, 2022. There are 13 mental health crisis call centers in California. The 9-8-8 system will route the calls by area code. OES support ability to transfer from 9-1-1 to 9-8-8. A budget change was submitted and pending approval by July 1 with the Governor's budget.

Mr. Troxel discussed NG 9-1-1 Alert and Warning and the efforts made to coordinate with Atos for compliance validation. Since March, 7 agencies have gone live with the new NG 9-1-1 AWS solution.

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VI. LRPC Update

Ms. Magoski provided an update from the LRPC meeting held on April 19 and May 17, 2022. The LRPC members discussed Real Time Text and the RFPs and importance of obtaining Subject Matter Expert (SME) input for the final version of the RFP.

The LRPC meeting discussed the importance of recruiting and retention. The members also discussed transfers between 9-8-8 and 9-1-1, CAD to CAD, and cloud CPE regional backup centers.

The members also asked OES to reach out to POST for a statewide certification for managing PSAP. Discussion on TERT and creating a TERT team. Next meeting is scheduled in August.

The Task Force members provided an overview of the most recent Task Force meetings.

VII. APPOINTMENTS TO THE LRPC

Erin Riley had been nominated by Sheriff Braun to represent California State Sheriffs Association (CSSA).

Roll call vote approved by unanimous vote

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

Mr. Currier provided the Advisory Board members an update on the Alert and Warning solution. Atos has submitted an updated subcontractor form to Cal OES and the California Department of Technology (CDT) removing Everbridge and replacing with Rave Mobile Safety.

IX. AGENDA ITEMS FOR FUTURE MEETINGS

Next meeting to be held August 17, 2022. Chief White proposed Alert and Warning draft policy, ASAP to PSAP, APCO standards as items to bring awareness to.

X. PUBLIC COMMENT

Emergency Manager Dana Carey provided an overview of her concerns regarding the NG 9-1-1 Alert & Warning System.

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Emergency Manager Woody Baker-Cohen provided his concerns regarding the NG 9-1-1 Alert & Warning System.

XI. ADJOURN

Mrs. Bruner motioned to adjourn, and Sheriff Ayub seconded, the meeting was adjourned at 12:09 PM.