



State 9-1-1 Advisory Board Meeting Minutes

630 Sequoia Pacific Blvd, Sacramento, CA 95811

May 17, 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)
Andrew White, California Police Chiefs Association (CPCA)
Elise Warren, Chief, California Police Chiefs Association (CPCA)
Mark Chase, California Chapter of the National Emergency Number Association (CALNENA)
Kurt Wallace, Association of Public-Safety Communication Officials (APCO)
Rodney Ellison, Chief, California Highway Patrol (CHP)
Ingrid Braun, California State Sheriffs' Association (CSSA)

ABSENT

Rosa Ramos, California Chapter of the National Emergency Number Association (CALNENA)
Juan Carlos Castillo, California Fire Chiefs Associations (CFCA)
Bill Ayub, California State Sheriffs' Associations (CSSA)
Rebecca Ramirez, California Fire Chiefs Association (CFCA)

SWEAR IN NEW APPOINTEES

Marv Green sworn in new members:
Budge Currier (Chair) Cal OES
Mark Chase (CALNENA)
Kurt Wallace (APCO)
Rodney Ellison (CHP)

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 February 2023 meeting minutes were placed on the agenda for approval. Chief White motioned to approve the minutes; Sheriff Braun seconded the motion.

III. CLOSED SESSION

Closed session was not necessary this meeting.

IV. LEGISLATIVE UPDATE



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Mr. Chris Hacker, 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: network, location outage and CPE outages.

Mr. Troxel discussed Call Routing and service impact.

Mr. Troxel discussed 9-1-1 Call Statistics. All PSAPs now have text to 9-1-1.

Mr. Troxel discussed 9-1-1 Deployment. Next Gen 9-1-1 (NG 9-1-1) is now live in each region.

Mr. Troxel discussed Default 9-1-1 call routing. CHP would be default for wireless calls. OES to identify a PSAP per region for default 9-1-1 call routing.

Mr. Troxel discussed PSAP Tiger Team Project. AT&T agreed to provide 12 technicians for 12 weeks to support PSAP readiness. Expected to start June 26, 2023.

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. NGA 911 has a solution live in Desert Hot Springs.

Mr. Troxel discussed CPE Installations. In 2022, eight (8) have signed system acceptance, in 2023, one (1) have signed.

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

Mr. Troxel discussed Fiscal and Operations Review (FOR). 30 FOR's are being scheduled and completed during each quarter of the year.



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Mr. Troxel discussed Public Safety Communications (PSC) tech support at the PSAP. 9-1-1 Branch engaged with CA Department of Technology to amend Cloud CPE contract to support using PSC techs in lieu of vendor techs.

Mr. Troxel discussed Procurement Update. Recruiting, Retention and Training Request for Proposal (RFP). Working with California Department of Technology (CDT). Submissions are due May 23, 2023. Contract execution expected by end of June 2023. Pending procurements: Statewide logging recording contract & Statewide 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-Deployment.

VII. 9-8-8 UPDATE

Mr. Currier discussed the next steps for Call Handling System (CHS) & Customer Relationship Management (CRM). Contract awarded to NGA 911 in December 2022.

Mr. Currier discussed testing and validation equipment installed at Cal OES lab. Testing validations are being scheduled.

Mr. Currier discussed 9-1-1 to 9-8-8 Interface to be discussed at next 9-8-8 Technical Advisory Board. Policy and workflow needs to be established.

No public comment made.

VIII. LONG RANGE PLANNING COMMITTEE (LRPC) REPORT

Alicia Fuller provided an update on the LRPC activities. The committee discussed Tail-tails, Default PSAP routing, Policy based routing, text to 9-1-1, recruitment and retention RFO.

Mr. Currier ask the Advisory Board if there are any items they want the LRPC to look into.



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Alicia Fuller was nominated by Brenda Bruner

Quorum was not achieved, to be revisited in August meeting.

IX. AGENDA ITEMS FOR FUTURE MEETINGS

Reducing / focusing LRPC

Hold over for LRPC chair appointment

Next Meeting: August 16, November 15.

X. PUBLIC COMMENT

NONE

XI. ADJOURN

Mark Chase motioned to adjourn, Ingrid Braun seconded, the meeting was adjourned at 11:47 AM.