



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

TELECONFERENCE NOTICE

December 15, 2021 – 10:00 AM - 12:00 PM PST
Video Conference Pursuant to Gov. Code § 11133



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

MEMBERS PRESENT:

Mitch Medigovich, 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)
Carlos Castillo, 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)
Ingrid Braun, California State Sheriffs' Association (CSSA)
Acting Chief April Baxter, California Highway Patrol (CHP)

MEMBERS ABSENT:

I. CALL TO ORDER

The meeting was called to order at 10:01 a.m. A quorum was achieved.

II. APPROVAL OF PREVIOUS MINUTES

August 2021 meeting minutes were placed on the agenda for approval. Ms. Magoski motioned to approve the minutes; Sheriff Braun seconded the motion, roll call vote, unanimous vote.

III. CLOSED SESSION – 3rd 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 provided telecommunication legislation updates. A copy of all legislative updates discussed will be distributed to the 9-1-1 Advisory Board members.

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

V. CA 9-1-1 BRANCH REPORT

Mr. Currier provided the 9-1-1 Branch update. Mr. Currier briefed the predicted 9-1-1 call volume for 2021, based on analysis from the CA 9-1-1 Branch team. Recognizing the decline in 9-1-1 stats in 2020, in 2021 the 9-1-1 workload is increasing. Text-to-9-1-1 workload is increasing statewide.

Mr. Currier discussed the current CPE installation and update on current approvals and installations. There has been a freeze on new CPE installation due to NENA i3 compliance. As a result of the CPE freeze there have not been as many CPE replacements in the past year.

Mr. Currier discussed the current CPE is not NENA i3 compliant. The CA 9-1-1 Branch has been working with the CPE vendors to ensure CPE can connect to the NG 9-1-1 network.

Mr. Currier explained the CPE contract requirements and expectations of the CPE vendors. The NG 9-1-1 network complies with the i3 standard, and the CPE is not able to fully interface with the network. The contract requirements are mandatory and current CPE cannot be approved until fully compliant with the contract. The contract does require the CPE vendor to support the equipment fully through year 7, to include moving, and updates to the CPE solution.

Mr. Currier asked all the Advisory Board members to take this information back to their associations and membership to discuss these challenges. If there are any questions or additional support required, please contact Paul Troxel.

Mr. Currier discussed the status of Cloud CPE solutions. A graphic was shared with the Advisory Board to indicate where the vendors were in testing and validation in the NG 9-1-1 Lab.

Mr. Currier provided an update on the current Text-to-9-1-1 deployment and transition to NG 9-1-1 Text-to-9-1-1. All current Over-the-Top (OTT) solutions would be moved from the current solution to the NG 9-1-1 OTT solution using RapidDeploy. Mr. Currier described the testing that has

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been occurring and the challenges identified in testing. The OTT transition should begin in February 2022 and the CA 9-1-1 Branch is looking at ways to ensure no disruption in current services occur.

The integrated Text solution has been validated in the Lab with VIPER, there is additional configuration required at the PSAP to support the transition. Vesta will require the software upgrade to 7.8, which is being installed in the NG 9-1-1 Lab to ensure compliance and ability to support integration with the NG 9-1-1 network.

Mr. Currier updated on the NG 9-1-1 deployment; Tuolumne County is live accepting NG 9-1-1 calls. Mr. Currier thanked the teams from NGA9-1-1 and Atos for the hard work to set up the Go-Live. The next step is to bring on another carrier at a PSAP within Tuolumne County.

Mr. Currier discussed the GIS dashboard that was created to share the status of the NG 9-1-1 preparedness and deployment. The link is available on the CA 9-1-1 Branch website, www.caloes.ca.gov/911.

Mr. Currier identified the concerns with the NG 9-1-1 deployment and PS/ALI, defining what a PS/ALI customer is and who those customers can contact to ensure their data is collected for transition to the NG 9-1-1 service.

Mr. Currier reviewed the status of SETNA and the Fund Condition Statement (FCS).

VI. LRPC Update

Mr. Herren, the Long Range Planning Committee (LRPC) Chair provided an update from the LRPC meeting held on December 14, 2021. The LRPC members did meet virtually, and some members met in person at the CA 9-1-1 Branch to tour the NG 9-1-1 Lab. The Lab had two Cloud CPE vendors testing their solutions in the Lab. The LRPC Members asked to review the testing materials and provide feedback to the CA 9-1-1 Branch. The LRPC reviewed the 9-1-1 Branch Strategic Plan and the feedback received was incorporated into the drafted plan. Mr. Herren did discuss the current use of Annual Training Allotment (ATA) and the discussion around the use.

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VII. APPOINTMENTS TO THE LRPC

Mr. Herren did provide an update regarding the LRPC membership, there is currently no representation from CSSA on the LRPC. Mr. Herren did state all current members are willing to continue their current roles. Ms. Magoski did recommend that CSSA did engage to have a representative on the LRPC.

Mr. Medigovich did recognize the comments and Sheriff Braun did accept the action item to take this discussion back to CSSA to find a representative for LRPC.

Mr. Medigovich asked for a motion from the Advisory Board to maintain the LRPC membership at this time and keep this agenda item for the next Advisory Board meeting, the motion was passed.

VIII. STRATEGIC INITIATIVES

Mr. Medigovich identified the Strategic Plan and asked for the Advisory Board members for any comments. Ms. Magoski did recognize the review by the LRPC and the CA 9-1-1 Branch and recognized the importance of this plan. Chief White identified Objective 3.3 – Outreach, Chief White thanked the CA 9-1-1 Branch for being supportive for all the outreach and willingness to support the PSAPs. Chief White asked for Dispatcher Wellness be considered or continue to be discussed with the CA 9-1-1 Branch to support wellness within the PSAP.

Mrs. Bruner made a recommendation to add “retention” to one of the Objectives. Mr. Currier made the addition live during the discussion.

Mr. Medigovich requested a motion from the Board to approve the strategic plan as drafted, the motion was passed.

IX. AGENDA ITEMS FOR FUTURE MEETINGS

Chief White requested an agenda item regarding NG 9-1-1 Alert and Warning, to discuss the migration, and use of the NG 9-1-1 AWS solution.

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X. PUBLIC COMMENT

Mrs. Bruner provided recognition to Mr. Medigovich for supporting her as a new 9-1-1 Advisory Board member.

Ms. Magoski recognized Mr. Medigovich for his support on the Advisory Board and support to the PSAPs.

XI. ADJOURN

The meeting was adjourned at 11:52 AM.