



**State 9-8-8 Technical Advisory Board
Meeting Minutes**

601 Sequoia Pacific Blvd, Sacramento, CA 95811
August 22, 2024 – 10:00 AM - 12:30 PM PST



**OFFICE OF EMERGENCY SERVICES, STATE OF CALIFORNIA 9-8-8 TECHNICAL
ADVISORY BOARD MEETING MINUTES:**

MEMBERS PRESENT:

Budge Currier, Office of Emergency Services (Cal OES)
Dr. Anh Thu Bui, California Health and Human Services (CHHS)
Dr. Eric Rafla-Yuan, County Behavioral Health
Joe Sullivan, Local Emergency Medical Services Authority
Terri Galvan, Rural Community 9-8-8 Crisis Services
Julian Aragon, Large Community 9-8-8 Crisis Services
Lan Nguyen, County Managed 9-8-8 Crisis Services
Jeffrey Hebert, Northern California Association of Public Communications Officials (APCO)
Jennifer Kenton, 9-1-1 Police Department Public Safety Answering Point Supervisor
Erinn Riley, 9-1-1 Sheriff Public Safety Answering Point Supervisor
Cerena Lewis, California Professional Firefighters
Ametrius Sidney, California National Emergency Number Association (CALNENA)
Kristin Miller, Mobile Crisis Care Services
Tracy Gonzales, 9-1-1 Fire Agency Public Safety Answering Point Supervisor
VACANT, POST

MEMBERS ABSENT:

I WELCOME – CALL TO ORDER – ROLL CALL

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

II APPROVAL OF PREVIOUS MEETING MINUTES

May meeting minutes were placed on the agenda for approval. Joe Sullivan motioned to approve; Lan Nguyen seconded. May meeting minutes were approved.

III CAL OES LEGISLATIVE AND GOVERNMENTAL AFFAIRS UPDATE

Paul McGinnis, Cal OES Legislative and External Affairs, provided information regarding legislation updates. A copy of all legislative updates discussed will be distributed to the 9-8-8 Technical Advisory Board members. A list of all legislation discussed is attached to the meeting minutes.

IV WORKING GROUP REPORTS

9-8-8 and 9-1-1 Interface Working Group Report

Budge Currier stated the working group is not present. The working group intends to use feedback received from various state agencies on the 9-1-1/9-8-8 transfer guidance document and provide recommendations at the November meeting.

Accessibility and Equal Access Working Group Report

Dr. Eric Rafla-Yuan highlighted how the board can improve to make 9-8-8 more accessible. Dr. Rafla-Yuan stated board is working on improving representation within the work working group as they would like to have a veteran on the board. Dr. Rafla-Yuan conveyed there is no mechanism for consumers to provide feedback on 9-8-8 in California; the only available feedback option is nationally through Vibrant which is chartered under New York State laws. Dr. Rafla-Yuan stated there needs to be an increase public engagement and awareness as individuals are many stakeholder groups are unaware that the 9-8-8 board exists. To increase awareness, Dr. Rafla-Yuan proposed the board should create advertising campaigns and travel across California to target a wider audience.

Dr. Bui agreed and expressed that the board should increase effort to recruit more members to working groups for better representation of the people the board serves. Additionally, Dr. Bui stated the board should expand and elaborate on the educational material currently available on the 9-8-8 website.

The 9-8-8 Advisory Board expressed there is some ambiguity between the policy and technical advisory board and the responsibilities and roles for departments and organizations.

V CAL OES 9-8-8 UPDATES

Jessica Sodhi, the CalOES 9-8-8 Systems Director, provided a 9-8-8 update.

Sodhi confirmed testing with Vibrant was completed on May 2, 2024. CalOES is awaiting approval from Substance Abuse and Mental Health Services



State 9-8-8 Technical Advisory Board Meeting Minutes

601 Sequoia Pacific Blvd, Sacramento, CA 95811
August 22, 2024 – 10:00 AM - 12:30 PM PST



Administration (SAMHSA) to begin phased deployment. 9-8-8 Mobile Dispatch has entered the negotiation phase, with an anticipated contract award in September 2024.

Sodhi stated to due to state statute, the 9-8-8 surcharge was set at \$0.08 cents for 2023 and 2024. However, once the number of access lines and budget is confirmed, new surcharges will be generated for 2025.

To establish collaboration and communication between CalOES and 9-8-8 centers, Sodhi visited eight of twelve 9-8-8 centers. Sodhi stated the visits were beneficial as it provided insights to day-to-day business operations and unique challenges each center faces.

Budge Currier added to Sodhi's remark and stated each 9-8-8 center has distinctive issues, and thus, have different needs. As a result, we won't know the effectiveness of the guidance policy until it is implemented. However, Currier highlighted it's crucial that centers have discretion to function effectively.

VI CALIFORNIA HEALTH AND HUMAN SERVICES (CHHS) UPDATES

Dr. Bui provided an update on 9-8-8 related activities for California Health and Human Services (CHHS). The PowerPoint slides will be posted to the 9-8-8 information webpage.

Dr. Bui stated the 5-year implementation plan is near completion. The plan will undergo public comment in October 2024, and the final draft will be presented to the state legislature in December 2024. Dr. Bui stated the 5-year implementation plan will take time due to the complex nature of policy process model.

SAMHSA, FCC, AND VIBRANT UPDATES

Budge Currier provided an update stating the Federal Communications Commission (FCC) has released a notice of proposed rulemaking for 9-8-8 georouting. The proposed rulemaking received over 3,000 comments. The FCC must review the comments which is estimated to take 6-24 months. Currier mentioned CalOES filed comments reflecting matters the 9-8-8 board

has discussed.

Currier stated Vibrant has circulated a new network agreement; 9-8-8 centers are in active discussions with Vibrant regarding the updated agreement.

VII GUIDANCE FOR 9-1-1/9-8-8 TRANSFER DOCUMENT REVIEW

The 9-1-1/9-8-8 transfer guidance document was not ready to be discussed. Board members agreed to keep this as an agenda item for November 2024 to discuss. Budge Currier stated an updated version of the document will be posted 30 days prior to the November board meeting.

VIII FEDERAL COMMUNICATIONS COMMISSION (FCC) PROPOSED RULEMAKING FOR 9-8-8 GEOROUTING

Budge Currier expressed since CalOES has already submitted a letter to the FCC on behalf of the 9-8-8 board, there no need to take further action unless there is additional information the board would like to add. If so, CalOES would have to generate an ex parte letter.

Dr. Rafla-Yuan agreed with Currier and stated many of the boards concerns were identified in the letter to the FCC.

The 9-8-8 Advisory Board would like to keep this as a standing agenda item.

IX AGENDA ITEMS FOR FUTURE MEETINGS

The 9-8-8 Advisory Board agreed to add agenda topics for the RFP mobile dispatch process and working groups.

PUBLIC COMMENT FOR MATTERS NOT ON AGENDA

No public comments were made.

X ADJOURN

Lan Nguyen motioned to adjourn; Ametrius Sidney seconded. The meeting was adjourned at 11:49 a.m.