

Meeting Minutes
State 9-1-1 Advisory Board
July 2013
Sacramento, CA

MEMBERS PRESENT:

Karen Wong, Governor's Office of Emergency Services, Public Safety Communications (PSC)

Scott Silsbee, California Highway Patrol (CHP)

Charles Berdan, Association of Public-Safety Communication Officials (APCO)

Lesli J. Wilson, California Fire Chiefs Association (CFCA)

Michael Langston, California Police Chiefs Association (CPCA)

Chris Herren for Edward Bonner, California State Sheriffs' Association (CSSA)

James W. Mele, California State Sheriffs' Association (CSSA)

Nathan Trauernicht, California Fire Chiefs Association (CFCA)

Charles Cullen, California National Emergency Number Association (CALNENA)

Members Absent:

Sam L. Spiegel, California Police Chiefs Association (CPCA)

Chip W. Yarborough, California National Emergency Number Association (CALNENA)

STAFF PRESENT:

William Anderson, Public Safety Communications (PSC)

Paul Dumetz, Public Safety Communications (PSC)

Phillip Killion, Public Safety Communications (PSC)

I. CALL TO ORDER

- Ms. Wong called the State 9-1-1 Advisory Board to order.

II. INTRODUCTIONS

- Ms. Wong introduced the new and re-appointed members to the State 9-1-1 Advisory Board.

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- Ms. Wong introduced William Anderson to the State 9-1-1 Advisory Board members. William (Bill) Anderson is the new interim Branch Manager for the California 9-1-1 Emergency Communications Branch.

III. REMARKS BY GOVERNOR'S OFFICE OF EMERGENCY SERVICES

- Mr. Ghilarducci informed the Board the Public Safety Communications Office is now part of the Governor's Office of Emergency Services (OES). The alignment provides OES with the tools to provide complete, comprehensive all-hazard capability that provides not only emergency management, emergency services, but emergency communications.

IV. APPROVAL OF APRIL 2013 MEETING MINUTES

- April 2013 Meeting Minutes approved.

V. UNFINISHED BUSINESS

- **9-1-1 Policy and Practices Workgroup**
 - The CA 9-1-1 Branch provided the names of the designees assigned to the Workgroup. The Workgroup will report to the Long Range Planning Committee. The Workgroup will work on the system replacement cycle, incremental funding and system cost which need to be consistent with the Warren-911-Emergency Assistance Act and tax and revenue codes.
- **9-1-1 Wireless Routing Accuracy Discussion**
 - Ms. Wong informed Ms. Wilson she will have the CA 9-1-1 Branch prepare a Phase 1 report and distribute the document to the LRPC and email the document to the State 9-1-1 Advisory Board members.

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- The statewide statistics of transfers from the California Highway Patrol will be provided to the LRPC and State 9-1-1 Advisory Board members once the information can be captured out of the Emergency Call Tracking System.
- The CA 9-1-1 Branch is working with AT&T and the FCC regarding technical misroutes. AT&T will look at 3,000 cell sectors per month and should have information regarding the misroutes by the next State 9-1-1 Advisory Board meeting.

VI. REPORTS

- **CA9-1-1 Division Update – William Anderson**

- Mr. Anderson asked for the Boards assistants in reaching out to their constituents and asked for all Public Safety Answering Points to accept Wireless 9-1-1 calls.
- Mr. Anderson provided the Action Item Tracking Sheet to State 9-1-1 Advisory Board. The document provides information regarding all outstanding task assigned to the Board, LRPC, Workgroup, and CA 9-1-1 Branch.
- Mr. Anderson announced the sunset of the existing Wireless Service Provider Policy, 30 day notice was issued to the providers on May 2, 2013.
- The new Travel Policy took effect July 1, 2013. The Travel Policy sets the maximum travel reimbursement rates consistent with those provided by the State of California.
- On June 7, 2013 the CA 9-1-1 Branch issued a letter to all PSAPs notifying them of the changes to the CA 9-1-1 Branch Operations Manual.
- On June 7, 2013 notice 2013-02 was sent to all PSAPs informing them of the \$3,000 training allotment for each PSAP.

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- On June 20, 2013 notice 2013-03 was provided to all PSAPs. The notice provided information regarding the maximum reimbursement rates for foreign language interpretation services. The CA 9-1-1 Branch encourages all PSAPs to convert over to the new State contract.
- The CA 9-1-1 Branch in conjunction with Ogilvy Public Relations is creating a survey intended to capture information from the PSAPs regarding issues related to non 9-1-1 phone calls.
- The CA 9-1-1 Branch is currently working on five Next Generation 9-1-1 projects.
- Four pilot projects will be evaluated over the next few months to understand how these projects will impact PSAPs in California.
- The Imperial County project customer premise hosted NG 9-1-1 solution was accepted November 2012. AT&T is installing a Vesta 4.2 platform to address some feature and functionality issues observed in the initial installation.
- The Pasadena Regional Integrated Ring project provides a turnkey evergreen solution for all call takers to take calls at any workstation within the participating PSAPs. The CA 9-1-1 Branch is working with AT&T on the host build-out configuration. The network control centers are complete. PSAP testing is scheduled for the second quarter of 2014, and the first PSAPs are expected to go live the third quarter of 2014.
- The Mendocino County Project – The AT&T, microDATA, and ESI Net solution will provide a cloud-based turnkey evergreen solution to allow call takers the ability to take calls at any workstation within participating PSAPs. The CA 9-1-1 Branch received

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a letter of agreement from the PSAPs involved. A pre-kickoff meeting with AT&T will be scheduled to discuss the scope and time lines for the project.

- Ventura County Project is an AT&T and Intrado Viper solution utilizing a IP-based CPE hosted network solution to load balance calls, allowing quick routing of calls, and in Phase II, to implement routing of calls based on XY coordinates. The solution was installed during 2012. All participating PSAPs and emergency operations centers are converting to the new platform. The XY solution is scheduled for implementation first quarter of 2014.
- Fact sheets for all the pilot projects are being finalized and when completed will be posted on the CA 9-1-1 Branch web page.
- **Long Range Planning Committee - Chris Herren**
 - The Long Range Planning Committee (LRPC) Charter is complete and awaiting CA 9-1-1 Branch review.
 - The CA 9-1-1 Branch Operation Manual Glossary was submitted to the CA 9-1-1 Branch for update and review.
 - The Funding Policy and PSAP closure and consolidation policy will be submitted to the Workgroup for review.
 - The LRPC will begin work on the review of the Warren 9-1-1 Emergency Assistance Act.
 - The LRPC needed two additional members to complete the group. Chuck Berdan and Chief Trauernicht volunteered to serve on the LRPC. Motion Passed
 - Edward Bonner was nominated as the Chair of the LRPC. Chris Herren will be the designee on his behalf.

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- **County Coordinator Task Force - Nancy Vaughn**

- Ms. Kesler informed the State 9-1-1 Advisory Board Members the County coordinators do have a process in place to resolve the misroutes when received from PSAPs.
- The County Coordinator Task Force (CCTF) informed the Board it could not confirm or deny the accuracy of the delivery of wireless 9-1-1 calls are degrading. The CCTF will leave it to the CA 9-1-1 Branch and the wireless providers to provide valid information.
- The CCTF worked with the CA 9-1-1 Branch to identify hurdles and PSAP concerns to help achieve a smooth transition to the new language line contract.
- The County Coordinator website is now live.
- The CCTF will share all reported new technology with the LRPC at the next meeting.
- The CCTF will host a webinar on August 6, 2013 to conduct training related to Distributed Antenna Systems (DAS).
- The Next County Coordinator Forum will be held in Sacramento, CA on October 9, 2013.
- The link for the County Coordinator website will be posted in the Quick Links section of the PSC webpage.

- **State Emergency Telephone Number Account (SETNA) – Karen Wong**

- Ms. Wong provided an updated Board of Equalization Fund Condition Statement. She informed the Board the CA 9-1-1 Branch expects total resources for 2014 to be \$118 million.

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- Mr. Trauernicht requested for the CA 9-1-1 Branch to provide a small description of each line item on the Fund Condition Statement. Ms. Wong said the information will be provided to the Board.
- Mr. Cullen motioned to recommend the SETNA surcharge be raised to .0075 from the current .0050. The motion passed.

VII. NEW BUSINESS

- **State 9-1-1 Advisory Board Meeting Dates**
 - September 2013
 - November 2013
- **Annual Training Allotment Guidelines**
 - Ms. Wong informed the Board, guidelines and a preapproved list for 9-1-1 training will be created and distributed to the Board members at the September 2013 State 9-1-1 Advisory Board meeting. All training request that fall outside of the list will be reviewed by the CA 9-1-1 Branch. If a disagreement arises in regards to the type of training covered by the CA 9-1-1 Branch, the Board will provide a recommendation regarding the acceptance or denial of training.
- **FirstNet/National Public Safety Broadband Network**
 - Ms. Wong provided a PowerPoint presentation regarding FirstNet and the National Public Safety Broadband Network.
- **Pending Legislation That Affects 9-1-1**
 - Pending legislation that affects 9-1-1 will be discussed at the September 2013 State 9-1-1 Advisory Board meeting due to the absence of Sam Spiegel.

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VIII. AGENDA ITEMS FOR FUTURE MEETINGS

- Information Security Officer, California Technology Agency – Keith Tresh
- CPUC Presentation –Ryan Dulin, Director
- California NG9-1-1 Roadmap Presentation – William Anderson
- FirstNet / National Public Safety Broadband Network update – Karen Wong

IX. ANNOUNCEMENTS

- No announcements made

X. PUBLIC COMMENTS

- No Public Comments made

XI. CLOSED SESSION

- Outage Report - CLOSED SESSION after vote pursuant to G.C. Section 11126(c)(18)
- Review of detailed information regarding outage notifications.

XII. ADJOURNMENT