



**MEETING MINUTES
LONG RANGE PLANNING COMMITTEE (LRPC)
February 18, 2020**

630 Sequoia Pacific Blvd., Room 115A/B, Sacramento, California 95811

MEMBERS PRESENT:

(Chair) Chris Herren, California Fire Chiefs Association (CFCA)
Chuck Berdan, Association of Public Safety Communications Officials (APCO)
Alicia Fuller, California Highway Patrol (CHP)
(Co-Chair) Lee Ann Magoski, California Chapter of the National Emergency Number Association (CALNENA)
Hanan Harb, California Chapter of the National Emergency Number Association (CALNENA)

(Absent) Cheryl LaSage, California Police Chief's Association

REPRESENTATIVES:

Budge Currier, California 9-1-1 Emergency Communications Branch (CA 9-1-1 Branch)
Paul Troxel, California 9-1-1 Emergency Communications Branch (CA 9-1-1 Branch)
Ryan Sunahara, California 9-1-1 Emergency Communications Branch (CA 9-1-1 Branch)
Andrew Mattson, California 9-1-1 Emergency Communications Branch (CA 9-1-1 Branch)
Chereise Bartlett, California 9-1-1 Emergency Communications Branch (CA 9-1-1 Branch)
Natasha Potter, California 9-1-1 Emergency Communications Branch (CA 9-1-1 Branch)
Curt Guillot, California 9-1-1 Emergency Communications Branch (CA 9-1-1 Branch)
Donna Pena, California 9-1-1 Emergency Communications Branch (CA 9-1-1 Branch)
Victoria Solis, California 9-1-1 Emergency Communications Branch (CA 9-1-1 Branch)
Michael Elder, California 9-1-1 Emergency Communications Branch (CA 9-1-1 Branch)
Neena Nand, California 9-1-1 Emergency Communications Branch (CA 9-1-1 Branch)
L.J. Nielsen, California 9-1-1 Emergency Communications Branch (CA 9-1-1 Branch)
Sofia Munoz, California 9-1-1 Emergency Communications Branch (CA 9-1-1 Branch)
Anne Leal-Abdallah, California 9-1-1 Emergency Communications Branch (CA 9-1-1 Branch)
Ian Stephenson, California 9-1-1 Emergency Communications Branch (CA 9-1-1 Branch)

I) CALL TO ORDER

LRPC Chris Herren called the meeting to order at 1:09 PM.

II) REVIEW OF MEETING MINUTES November Minutes motion to approve, Hanan Harb, Chuck Berdan, seconded the motion. The motion carried, All In Favor.



III) CA 9-1-1 BRANCH UPDATES

Budge Currier defined PSAP Remediation. Each PSAP will have one (1) Rack of equipment installed ½ from Prime and ½ from Region. The Region will deploy the rack to each PSAP. The rack will require redundant power.

Remediation will include relocating existing racks, adding/moving power to support the new NG 9-1-1 equipment. The remediation is on track to support NG 9-1-1 deployment.

Hanan Harb asked about background checks for the NG 9-1-1 service providers. The state cannot oversee the backgrounding process for the local agency. The local agency needs to communicate the background needs and the CA 9-1-1 Branch will work with the NG 9-1-1 Service Providers to meet the needs.

Alicia Fuller asked about facility requirements if a local facility had more strict standards. Any facility requirement above the minimum code would need to be communicated with Region or Prime vendors.

Rapid Deploy Deployment Update

Budge Currier described the RapidDeploy deployment process. All CradlePoint devices have been installed (429 devices), Host/Remote solutions do not require a box for each agency. AT&T will install the EDG appliance, last count estimated 262 devices installed. Once installed the agency will be able to utilize the RapidDeploy tool. Budge Currier also described some of the analytics that Cal OES has been monitoring.

Budge Currier described the NGA911 test using RapidDeploy data for routing. The test included multiple devices from each carrier for this test.

CPE RFP UPDATE

Budge Currier described the RFP process for the updated CPE. The RFP was released in December for pre-solicitation. All feedback has been received and will be added to the RFP and the RFP will be released near the end of March.

Lee Ann Magoski asked about other On Premise CPE contract executions. Budge Currier described the options that are available to support the Cloud/Data Center CPE and if required the legacy contract may be extended.



A question from Rosa Ramos (audience) was asked about why a public bidder's conference was not held. Budge Currier advised that the vendors do not engage in a public vendor meeting as not to discuss one vendor's strategy.

Alicia Fuller asked about the ability to weigh in on the vendors Q&A. The CA 9-1-1 Branch is going to look at the possibility of having a PSAP Q&A session after RFP released.

Question from the audience asked about the LPG (Legacy PSAP Gateway). Budge Currier described the role of the LPG and vendor requirements.

AB 911 Feasibility Study Update

Budge Currier defined AB 911 requirements and the way the feasibility study will be scoped. Budge Currier advised the contract was assigned to 9-1-1 Authority and the report will be drafted and presented to the 9-1-1 Advisory Board. Natasha Potter is the CA 9-1-1 Branch Project Manager.

IV) TEXT-TO-9-1-1 TRANSITION

The RTT testing in LA was not completed due to the conversion to TTY was not supported.

The CA 9-1-1 Branch is working to keep the current solution for Text delivery until a fully deployed and compliant solution is tested/validated. This allows the CA 9-1-1 Branch to meet legislative requirements and not disrupt current operations.

V) NG 9-1-1 POLICY BASED ROUTING

Policy Based Routing capabilities:

Budge Currier described what the NG 9-1-1 PRF capabilities are and how agencies should be communicating with their regional partners.

Time of Day – PSAPs can configure the time of day where they want calls to be re-directed to another PSAP. The PSAP redirect will need to be defined based on prior mutual agreement.

The use case for this policy will be where a PSAP maybe performing training or other maintenance activities on a predefined time slot and would like to direct the calls to another location.

For example: Tues 9:00am to 12:00p redirect the calls to PSAP B



PSAP Busy (all positions that are there are busy) Overflow – PSAP overflow is defined where all agents or circuits at the PSAP are busy and calls cannot be delivered at the PSAP. This check is performed automatically without intervention from the PSAP. The PSAP may have a backup overflow agreement or a training system that they would like to overflow calls to. The NGCS will determine the PSAP is in overflow condition and route calls to the overflow target.

PSAP Unavailable (LPG Down /element state)- The PSAP unavailable state will take effect when the NGCS provider cannot reach the call handling equipment. This will be determined automatically through heart beat and other measurements. The PSAP can define a redirect target based on mutual agreement with another PSAP to take calls in the event that their call handling is no longer available. This can be the same as overflow or can be defined separately. For example, a secondary PSAP such as fire department.

Redirect on No answer (#rings) – The proposed NGCS solution can re-route 9-1-1 calls based on ring timeout at the PSAP. If calls are presented to the PSAP without error and the call continues to ring at the PSAP without answer. The NGCS solution can pull the call back from the PSAP and present the call to an alternate target. This is defined per PSAP.

PSAP Abandoned – The PSAP abandon switch is a physical switch the PSAP can invoke to abandon the facility during an emergency. The activation of the abandon switch will ensure that future calls are no longer sent to the PSAP until the switch is disabled. Any active calls during PSAP evacuation need to be completed as those calls are not impacted. When the evacuation switch is activated, future calls are redirected to the specified target PSAP during that time.

PSAP Incident Dispatch (mobile command, training/emergency center) – This functionality will provide the PSAP the ability to define a boundary around an incident (radius or shape) where calls from without the new boundary are redirected to a call handling group. The group can be a mobile unit, a set of call takers, or a different PSAP/center. This is a temporary assignment and is coordinated through configuration and planning. More information on this capability will be defined in the near future.

Call Suspicion/TDOS – When suspicious calls are presented to the PSAP or a TDOS attack through robo calls, the PSAP authority can invoke a request to redirect the



suspicious calls to a defined target. The State will authorize where TDOS calls are presented and how the process is invoked.

VI) REGIONAL WORKING GROUP UPDATE

Southern Region Task Force – Kim Turner and Cyndee Freeman provided an Overview of the Southern Region Task Force Meeting.

Kim Turner provided the line level is not getting information down from Management. There is a lack of information and bad information.

Kim Turner asked for some sort of fact sheet, the recommendation from the CA 9-1-1 Branch is a quick 5-10 minute video with the top 5 or 10 talking points.

It was requested to add an acronym description and definition.

A question was asked regarding GIS funding, clarify funding for each city in the county. The funding model is designed to support cities but the funds will be discounted from the county level funding. The local cities MUST share GIS data with County regardless of how funded.

LA Region Task Force Josh explained one of the conversations in the Task Force meeting was system authentication. The request to have single sign on and password definitions. Josh also discussed the need to support local ALI in NG 9-1-1 environment. The need to support the MIS systems for each PSAP. The ability to support all 9-1-1 data to transfer to CAD. Network monitoring to include the UPS.

Policy Based Routing was discussed and agencies understand it will take time to create MOUs and get approved support for PBR. LA Region is changing up their format to meet with the Regional members and then immediately meet with the local PSAPs to share data/information.

Chris Herren identified a request in the previous meeting minutes for LA Region asking for a clearinghouse of policies and information supporting NG9-1-1.

Central Region Task Force Andrew Mattson provided an update. The Central Region discussed the CPE SOW.

Northern Region Task Force Rosa Ramos and Gayle Kinn provided an update for the Region Task Force. SHASCOM had an IT rep provide an update for IT needs. A large discussion for an inclusive MIS to support PSAP operations. The Cloud recording was



also discussed and more clarification may be needed. Controlled release of CPE software releases.

Budge Currier talked through the CPE RFP update requirements. The discussion focused in on the thin client at the PSAP, Budge and team will review language to ensure a functional requirement is in place to support.

VII) GEOGRAPHICAL INFORMATION SYSTEM (GIS) WORKING GROUP

Alicia Fuller provided an update from the last GIS Task Force meeting. Having the GIS vendor attend the last meeting was very helpful to the Task Force members.

Clarification was requested from Lee Ann Magoski on what to ask the GIS vendor to provide to support NG 9-1-1 call routing.

Continued GIS funding was questioned, how will funding continue. Conversations are happening today to find a sustained funding model for GIS data moving forward.

Ella Sotelo provided the role of the County Coordinator must evolve. The initial review of the duties should start with the GIS task force.

Military bases use local ALI, the CA 9-1-1 Branch is discussing NG 9-1-1 deployment and sharing of GIS data for call routing.

A question from the Southern Region regarding liability with GIS data. The data resides with the CA 9-1-1 Branch

VIII) AGENDA ITEMS FOR FUTURE MEETINGS:

None

IX) PUBLIC COMMENT FOR MATTERS ONT ON THE AGENDA

No request to make comments were received.

X) ADJOURN

Meeting adjourned at 4:05 PM.