Minutes
California 9-1-1 Advisory Board
707 3rd Street
West Sacramento, CA 95605
September 5, 2007

Members Present
Edward Bonner, Placer County Sheriff's Department
Richard Doscher, Yuba City Police Department
Reginald Chappelle, California Highway Patrol
Chris R. Hinshaw, San Diego County Sheriff's Department
Lisa J. Hoffmann, San Francisco Department of Emergency Management
Daphne Rhoe, California 9-1-1 Emergency Communications Office, DGS
Sam L. Spiegel, Folsom Police Department
Lesli J. Wilson, North County Dispatch Center
Doug Kiner for Chip Yarborough, City of Mountain View Police Department

Members Absent
Peter Bryan, Rancho Cucamonga Fire Protection District
Mark N. Pazin, Merced County Sheriff's Department

Others Present
Patti Bell, AT&T
Carolyn Brown, CA 9-1-1 Office
Steve Carr, Mission Consulting
Joan DeCrescenzo, CA 9-1-1 Office
Dana Earl, CA 9-1-1 Office
Peggy Gregson, Folsom Police Department
Gary Grootveld, Public Safety Radio Services, DGS-Telecommunications
Muriel Haglind, Intrado
Jane Jimenez, Placer County Sheriff Department
Sofia Long, CA 9-1-1 Office
Colin Murphy, Orange County Sheriff's Department
James Thompson, CA 9-1-1 Office

1) **Call to order, Welcome and Opening remarks** – A quorum being present, Daphne Rhoe called the meeting to order at 9:00 a.m. Roll was taken, two members were absent.

2) **Approval of Minutes of June 6, 2007 Meeting** – Sheriff Bonner moved to approve the minutes. The minutes were unanimously approved. Ms. Rhoe asked if there were any changes to the agenda.

Ms. Rhoe asked the members, for the purpose of minute taking, to please identify themselves when addressing the Board and making motions.

3) **Reports of Standing and Ad Hoc Committees –**

Technical and Operational Standards and Review Committee – Nothing to Report. The names of committee members will be sent to all Board members as a reminder.

Training Standards & Review – Reginald Chappelle (Handout) – Chief Chappelle provided all attendees with a handout entitled: Minimum Training Standards for Public Safety Communications First-Level Supervisor. Chief Chappelle's findings were that standards are in place in twenty-eight states. Out of fifty states, twenty-eight states have dispatcher requirements and training. Twenty-five states have on-going training.

Chief Spiegel suggested there should be a more structured avenue in regards to training

Chief Chappelle will coordinate a recommendation for the November Board meeting in regards to Training Standards and Review.

Ad Hoc Committee on Long Range Planning Needs – Chris Hinshaw Mr. Hinshaw stated the committee met six month ago, Ms. Rhoe provided a sample Statement of Work that can be used as a template for the RFP request. Chief Bryan provided additional input with regard to items that needed to be included in this document. Mr. Hinshaw is working on deliverables. Another two months will be required to complete the document. At the next Board meeting a draft report should be available.

4) **Unfinished Business -**

Criteria for PSAP Notification/Escalation - Chris Hinshaw (Handout)
Mr. Hinshaw followed up on the discussion of the criteria for PSAP notification and escalation. Mr. Hinshaw shared with the group what he considers to be a qualifying incident. A qualifying incident is one affecting the delivery of a 9-1-1 call to primary or secondary PSAPs on a county level or more than one county level. Follow-up notification is required anytime there is additional information that affects the delivery and notification of a resolution.

Ms. Rhoe inquired and Mr. Hinshaw confirmed that the Office of Emergency Services will be included in this process.

Mr. Hinshaw indicated the proposed process was for an alternative system to notify the PSAPs of incidents involving the 9-1-1 system. The CLETS system was proposed for notification to PSAPs. The primary PSAPs

would then notify the secondary PSAPs. Mr. Hinshaw met with the Department of Justice, Office of Emergency Services, and the California 9-1-1 Office (9-1-1 Office) to discuss process, procedures, and to determine whether the process could be put into place successfully.

Mr. Hinshaw will submit a document to the Board for review and feedback at the next Board meeting in November.

Outage Notification/Escalation Process – DGS, Chair - – (Handout) Ms. Hoffman suggested this will be a useful tool for the PSAP handbook. Ms. Wilson also agreed that this would be great for the training manual.

Letter to Attorney General's Office regarding Copper Thefts – Chair- The legislative bill imposing penalties for those convicted of copper thefts was not enacted. For now the subject of copper thefts will be left up to each jurisdiction to address. The Board asked the Chairperson to prepare another letter to the new Director of the Division of Law Enforcement for the Department of Justice to express concern about the increasing problem of copper thefts.

5) **Orange County Sheriff Appeal – (Handout)** Secondary PSAP funding - Lieutenant Colin Murphy with the Orange County Sheriff's Department provided background on the appeal. This presentation was given because of the denial by the 9-1-1 Office to fund a secondary answering point at the Orange County Harbor Patrol. There will be a special meeting for this appeal in Ontario, California on October 3, 2007.

6) **Outage Report - (Handout)** _– All reportable outages are located on the handout which also contain notes for each month. Items are reported through August 2007.

7) **Announcements** –
- CALNENA Quarterly Meeting will be held on October 25 in Monterey; one of the guest speakers will be Mr. Hinshaw. For more information please visit www.calnena.org.
- COPS West will be held on October 3rd in Ontario, CA.
- The Board will hold a special meeting in Ontario, CA on October 3rd to hear the Orange County Sheriff's Department appeal to receive funding for customer premise equipment.

8) **Public Comments** – None

9) **Next Meeting Date and Time** – The next regular Board meeting is scheduled for Wednesday, November 28, 2007 from 9:00 a.m. to 12:00 p.m. in West Sacramento at the Ziggurat Building, Executive Dining Room, 1st Floor.

10) **ADJOURNMENT** – The meeting adjourned at 12:30 p.m.

Handouts

- **CA 9-1-1 Advisory Board Agenda September 5, 2007**
- **CA 9-1-1 Advisory Board June 6, 2007 Minutes**
- **Minimum Training Standards for Public Safety Communications First-Level Supervisor**
- **9-1-1 Outage Report through August 2007**
- **Executive Summary - Secondary PSAP CPE Funding for the Orange County Sheriff's Department Harbor Patrol Dispatch Center; Presented by Lieutenant Colin Murphy, ENP**
- **Identification of a Qualifying Incident**
- **9-1-1 Outage Notification & Escalation Process**
- **Letter to Rick Oules, Director, Division of Law Enforcement, Department of Justice regarding Copper thefts throughout the State of California**
- **General Project Objectives – Consultant**