

**Summary of June 27, 2023
CLETS Advisory Committee
Meeting**

This summary of the June 27, 2023 CLETS Advisory Committee meeting includes:

- Action Items from Meeting
- Agenda from Meeting
- Executive Secretary Report
- Written Update on CLETS/CJIS Outage from November 18, 2022
- Legislative Update
- ASAP to PSAP Presentation
- Transcript of the Meeting

Action Items from June 27, 2023

CLETS Advisory Committee

Meeting

This summary of the Action Items from the June 27, 2023 CLETS Advisory Committee meeting includes:

Action Item #1

Coordinate with Max Lindroth to arrange for a member of DOJ network team to speak at next CAC Meeting regarding November 18th, 2022 outage.

(page 20, lines 1-24)

Department of Justice (DOJ)
California Law Enforcement Telecommunications System (CLETS)
CLETS Advisory Committee (CAC) Meeting
Notice and Agenda

June 27, 2023
10:00 a.m.

Elk Grove City Council Chambers
8400 Laguna Palms Way
Elk Grove, CA 95758

OPEN SESSION

1. Call to Order
2. Roll Call
3. Housekeeping
4. Chairman's Report
 - a. New Committee Member Introduction
 - CA Department of Motor Vehicles Chief Michel
5. UPDATE: Executive Secretary's Report
 - a. CLETS Traffic
 - b. Misuse Statistics
 - c. Action Items from Last Meeting
6. UPDATE: Standing Strategic Planning Subcommittee (Ashish Kakkad) – The CLETS Standing Strategic Planning Subcommittee (SSPS) was reconvened and held its first three meetings. SSPS Chair Kakkad will provide an overview of discussions and potential future action items.
7. UPDATE: Report on the CLETS/CJIS Outage on Nov. 18, 2022 – DOJ will provide a report of the outage that occurred on November 18, 2022 that impacted law enforcement's access to CLETS or the CJIS databases.
8. UPDATE: CLETS Legislative Update – John Ponce, DOJ, will provide an update of pending legislation.
9. UPDATE: Upgrade Applications Approved by DOJ
 - a. Alameda County Sheriff's Office (Alameda County)
 - b. Alameda Police Department (Alameda County)
 - c. California Highway Patrol (Statewide)
 - d. Colusa County Sheriff's Office (Colusa County)
 - e. CSU, Channel Islands Police Department (Ventura County)

NOTE: Items not designated for vote are appropriate for Committee action if the members choose to take action. Items may be taken out of order.

- f. CSU, Chico Police Department (Butte County)
- g. El Dorado County Sheriff's Office (El Dorado County)
- h. Huntington Park Police Department (Los Angeles County)
- i. Imperial County Sheriff's Office (Imperial County)
- j. Irvine Police Department (Orange County)
- k. Judicial Council of California (San Francisco County)
- l. Lassen County Sheriff's Office (Lassen County)
- m. Lathrop Police Department (San Joaquin County)
- n. Morro Bay Police Department (San Luis Obispo County)
- o. Paso Robles Police Department (San Luis Obispo County)
- p. Pismo Beach Police Department (San Luis Obispo County)
- q. Redding Police Department (Shasta County)
- r. Redwood City Police Department (San Mateo County)
- s. Sacramento Police Department (Sacramento County)
- t. Salinas Police Department (Monterey County)
- u. San Fernando Police Department (Los Angeles County)
- v. San Joaquin County Probation Department (San Joaquin County)
- w. San Jose Evergreen Community College District Police Department (Santa Clara County)
- x. San Pablo Police Department (Contra Costa County)
- y. South Lake Tahoe Police Department (El Dorado County)
- z. Stanislaus County District Attorney's Office (Stanislaus County)
- aa. Tracy Police Department (San Joaquin County)
- bb. Tulare Police Department (Tulare County)
- cc. UC Berkeley, Police Department (Alameda County)

10. UPDATE: Automated Secure Alarm Protocol (ASAP) to Public Safety Answering Point (PSAP) – ASAP is designed to increase efficiency and reliability of emergency electronic signals from monitoring companies to PSAPs via the International Justice and Public Safety Network (Nlets). In 2022, DOJ approved a pilot agency to test this service for law enforcement purposes. Testing was successful and this service is now available to California law enforcement agencies via CLETS. Bob Turner with CommSys, Inc., an Nlets Strategic Partner, will give a presentation on this service.

CLOSED SESSION

11. Client Report for noncompliance issues – Closed session pursuant to Government Code section 11126, subdivisions (c)(18) – Review of detailed Client Reports regarding specific matters that pose “a threat or potential threat of criminal activity” against CLETS and/or CLETS data transmitted between the Department of Justice and specific client law enforcement agencies.

OPEN SESSION

12. Members' Reports

NOTE: Items not designated for vote are appropriate for Committee action if the members choose to take action. Items may be taken out of order.

13. CAC Discussion/Open Forum/Public Comment

14. Next CAC Meeting/Adjourn

Notices and agendas are also available at the following website: <https://oag.ca.gov/meetings>.

To submit written material regarding an agenda item or questions regarding the agenda or meeting, please contact:

Department of Justice
CLETS Administration Section
Lydia Shindelbower
Telephone: 916-210-4240
cas@doj.ca.gov

Government Code Section 11126.3 requires that: (a) Prior to holding any closed session, the state body shall disclose, in an open meeting, the general nature of the item or items to be discussed in the closed session. The disclosure may take the form of a reference to the item or items as they are listed by number or letter on the agenda. If the session is closed pursuant to subparagraph (A) of paragraph (2) of subdivision (e) of Section 11126, the state body shall state the title of, or otherwise specifically identify, the litigation to be discussed unless the body states that to do so would jeopardize the body's ability to effectuate service of process upon one or more un-served parties, or that to do so would jeopardize its ability to conclude existing settlement negotiations to its advantage.

The CAC complies with the Americans with Disabilities Act (ADA) by ensuring that the facilities are accessible to persons with disabilities, and providing this notice and information given to the members of the CAC in appropriate alternate formats when requested. If you need further assistance, including disability-related modifications or accommodations, you may contact the CAC no later than seven (7) calendars days before the meeting at (916) 210-4240 or cas@doj.ca.gov.

NOTE: Items not designated for vote are appropriate for Committee action if the members choose to take action. Items may be taken out of order.

CLETS ADVISORY COMMITTEE MEETING June 27, 2023



Executive Secretary's Report

- CLETS Traffic
- Misuse Statistics
- Action Items



CLETS Traffic Statistics

**Third Quarter
January 1 – March 31, 2023**

	<u>Inbound</u>	<u>Outbound</u>
Total Messages	238,374,422	239,136,895
Monthly Average	79,458,141	79,712,298
Daily Average	2,648,605	2,657,077
Peak Day	3,161,167	3,170,177



CLETS Traffic Statistics

**Reporting agencies consistently falling
below 95 Percent Up Time**

Total 167 CLETS Direct Connections (LCT)

CLETS Direct Connect Lines	Average Up Time (%)
Santa Barbara Co SO	88.9
San Bernardino Co SO	99.88
April 7 – May 10, 2023	0%



CLETS Misuse Statistics

1.10.1 System Misuse (D):
All CLETS agencies shall submit a report to the DOJ on the number of investigations performed related to CLETS misuse

¹ Our efforts to obtain misuse reports for the 2022 calendar year from the remaining agencies are ongoing.

² Investigations may find multiple instances of misuse, and administrative actions may include more than one response per incident

Calendar Year Reporting Period	2022
Agencies/ORIs Submitting Report	1677
Agencies/ORIs Not Reporting¹	6
Agencies/ORIs Reporting No Misuse	1623
Agencies/ORIs Reporting CLETS Misuse	54

Calendar Year Reporting Period	2021	2022
Investigations Performed	180	167
Pending Investigations	4	21
No CLETS Misuse Found	79	75
Misuse Violations Found²	113	79
Counseled	40	25
Reprimanded	14	9
Training	46	45
Suspended	18	9
Resigned	15	5
Terminated	13	9
Other	5	2
No Action Taken	1	0



CLETS Journal Search Misuse Statistics

1.10.1 System Misuse (A):
Assistance from the CA DOJ in conducting a journal search for an Agency

Investigations may find multiple instances of misuse, and administrative actions may include more than one response per incident

Calendar Year	2022	2023
Agency Investigations Requesting Journal Searches	44	16
Pending Investigations	6	11
No CLETS Misuse Found	37	5
Misuse Violations Found	1	0
Counseled	0	0
Reprimanded	0	0
Training	1	0
Suspended	1	0
Resigned	0	0
Terminated	0	0
Other	0	0
No Action Taken	0	0



Action Items

Action Item 1 – Refer for consideration of NextGen 9-1-1 to the Standing Strategic Planning Subcommittee (SSPS).

Action Taken – Consideration of the NextGen 9-1-1 network was referred to the SSPS for review and discussion. Later in today's agenda, the SSPS chair will be giving an update on SSPS topics of discussion.



Action Items

Action Item 2 – Send draft agenda to CAC members prior to finalizing the next meeting's agenda to allow for members' input.

Action Taken – This step has been incorporated into our procedures. However, changes to the agenda may occur up until the final posting ten days prior to the meeting.



Action Items

Action Item 3 – Submit DOJ’s Legislative Report for last meeting from DOJ manager John Ponce to members.

Action Taken – A copy was emailed to members and is also included in the summary package included in members’ folders.



Action Items

Action Item 4 – Provide training for newly elected sheriffs through the CA State Sheriffs’ Association.

Action Taken – Executive Secretary Maria Cranston reached out to Sheriff Honea to identify specific topics for training and is awaiting information so a training plan may be developed.



Action Items

Action Item 5 – Give updates on NCIC and new DOJ projects.

Action Taken – This will be tabled until Chair Dominic’s position representing DOJ on the Committee has been filled.

CLETS ADVISORY COMMITTEE MEETING June 27, 2023



Maria Cranston

From: Max Lindroth
Sent: Thursday, June 15, 2023 1:22 PM
To: Maria Cranston
Subject: November 2022 Outage

Summary

We experienced an outage on November 18, 2022 starting at 01:17. The root cause was a hardware failure of two SAN switches that had uplinks to our data center switches. The SAN switches rebooted and when they came back online a software bug in the SAN switches prevented spanning tree blocking causing a spanning tree loop and broadcast storm. The short term fix is shutting down one link and researching new SAN switches.

For questions, please contact DOJ Network Manager ax Lindroth at Max.Lindroth@doj.ca.gov.

CLETS Advisory Committee (CAC) Legislation Update

June 27, 2023

1) Assembly Bill (AB) 44 (Ramos) – California Law Enforcement Telecommunications System: tribal police

Status: Senate Public Safety Committee. Hearing scheduled 7/11/2023.

AB 44 would require the DOJ to grant CLETS access to any tribal law enforcement agency and tribal court that applies for access and meets certain qualifications, namely: the tribes' governing body has enacted or adapted a law, resolution, or ordinance that provides for all of the following:

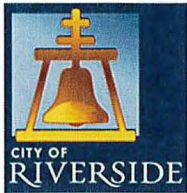
- An express waiver of sovereign immunity for claims arising out of, connected with, or related to CLETS;
- The tribe agrees that the substantive and procedural laws of the State of California shall govern any claim or suit related to CLETS;
- The courts of the State of California or the federal government, as applicable, shall have exclusive jurisdiction over such claims;
- The tribe shall cooperate with any inspections, audits and investigation by the DOJ for improper use and compliance with the operating policies, practices and procedures, including any sanction, discipline from the DOJ, as specified; and,
- The tribe shall comply with all of the laws of the State relating to the use of records and information in the system.

The Director of General Services shall determine the charge to be paid by any Tribe to the Department of Justice (DOJ) for connection to the system, reasonably similar to those imposed on other system subscribers. AB 44 would add one representative from a federally recognized Indian Tribe that is a CLETS system subscriber to the existing CLETS Advisory Committee.

2) Senate Bill (SB) 719 (Becker) - Law enforcement agencies: radio communications

Status: Held in Senate Appropriations Committee.

AB 719 would require a law enforcement agency, including the Department of the California Highway Patrol, municipal police departments, county sheriff's departments, specified local law enforcement agencies, and specified university and college police departments, to ensure public access to the radio communications of that agency in real time. The bill would also require those law enforcement agencies to ensure that any criminal justice information or personally identifiable information obtained through CLETS is not broadcast in a manner that is accessible to the public.



Police Department

City of Arts & Innovation

June 5, 2023

Maria O. Cranston, Manager
CLETS Executive Secretary to the CLETS Advisory Committee
Department of Justice
CLETS Administration Section
4949 Broadway, Room C-115
Sacramento, CA 95820

Dear Ms. Cranston,

The City of Riverside Police Department (RPD) is pleased to provide an update on our experience implementing the ASAP to PSAP alarm processing interface into our Computer Aided Dispatch (CAD) system. After being granted permission to implement the ASAP to PSAP alarm interface for testing in April 2022 we worked with our CAD vendor, Motorola Solutions, to configure the interface to process the alarm messages from ASAP. Greg Ortiz at DOJ was very helpful in troubleshooting the initial connection setup.

In December 2022 we completed the interface configuration, testing, and address validation process and began accepting actual alarm events via the ASAP to PSAP process. In the six months we have been live we are seeing approximately 1,000 transactions per month between the alarm monitoring centers and our CAD system. That includes initial alarm activations, updates, dispatch requests for updates or responders, and cancellation requests. Every one of these automatic actions represents a phone call that does not have to be answered by a dispatcher. This represents approximately 25 hours of eliminated telephone calls each month.

The automation of these calls is a great help to our center with the chronic staffing shortages we have been experiencing. The consistent formatting of the incident from the ASAP interface helps provide clarity, while eliminating the possibility of an error in the address or data entry since that data is provided directly from the monitoring center system to our CAD system.

The ASAP to PSAP interface has been a great success for us and I highly recommend the CLETS Advisory Committee and DOJ allow the continued use of the interface and expand access to other agencies to allow them to achieve the same benefits we have seen.



Respectfully,

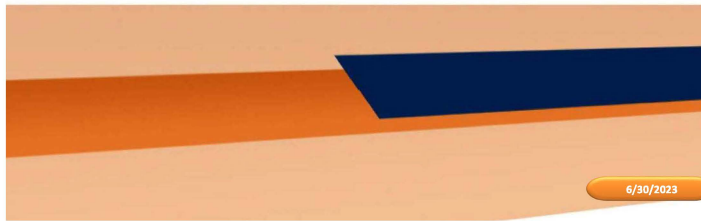


Larry V. Gonzalez
Chief of Police
Riverside Police Department

Cc:

Chief Andrew White
California Police Chiefs Association – CLETS Representative
Martinez Police Department
525 Henrietta Street
Martinez, CA 94553

ASAP to PSAP Service Introduction



What is the ASAP Service?

- The **ASAP to the PSAP Service** is a system designed to deliver notifications of commercially monitored alarms to PSAP CAD Systems electronically
 - **Eliminates the Alarm Phone Call!**

6/30/2023



- The Monitoring Association (TMA) – This is the industry trade association that represent the monitoring center’s interests and positions
- TMA owns, operates and pays for the ASAP to PSAP Service for the benefit of the alarm industry and its subscribers
- For more information: <http://tma.us>

Call Volumes

- Alarm Monitoring Centers handle 22,800,000 calls annually¹ that result in dispatches
 - 15,000 to Richmond, VA’s 9-1-1 PSAP
 - 150,000 to the Houston Emergency Center
- PSAP Call Volume 250,000,000 annually (2010)
- Roughly 10% of all Calls for Service come from alarms



Alarm based calls for service are significant to PSAPs

¹ Source: Security Industry Alarm Coalition - 2010 Data

6/30/2023



6/30/2023



How Does ASAP Work?

- The alarm company's computers communicate with the PSAP's CAD systems
 - This is done via Nlets and the state CJIS message switch
- The alarm company's system asks the PSAP CAD to create a Call-For-Service. If the criteria is met, the CAD does so.

6/30/2023



ASAP Benefits

Three core benefits:

1. Faster transfer of alarm information to PSAPs
 2. More accurate transfer of information
 3. Faster response by public safety
- With ASAP, the “call taking” phase is outsourced to central stations for alarm call types

6/30/2023



ASAP Speeds CAD Call Processing

- Calls are routed to correct Dispatch position
- For alarms processed through ASAP
 - These calls are never touched by 911 call takers
 - This allows 911 call takers to focus on handling 911 calls
 - High priority alarm, like “hold ups” are processed at machine speed and delivered to the dispatcher
- ASAP is really a specialized CAD-to-CAD Interface

6/30/2023



What Does ASAP Look Like to the Dispatch User?

- It is an integrated interface to the CAD System
 - Therefore it is not a new “App” on the Desktop
- Dispatcher can communicate via keyboard with alarm operator
- Sophisticated rules can be built in the CAD to assign the proper call type to the alarm

6/30/2023



What ASAP is Not

- ASAP doesn't eliminate the need for the alarm monitoring center
 - Alarm companies are still doing 80% of what they already do traditionally
 - Equipment Maintenance and Troubleshooting
 - False Suppression/Enhanced Call Verification etc.
 - Maintaining the human oversight
- ASAP only replaces the phone call to the PSAP

6/30/2023



NG911 vs ASAP

- NG911 is about call taking
- ASAP is about dispatching
- NG911 adds new modalities to PSAPs call taking
 - Text Messages
 - Images/Video
- PSAP managers are looking at workload increases for call taking because of NG911
 - ASAP is one capability that reduces call taking workload

6/30/2023



Traffic Control

- PSAPs control what alarm companies send them traffic
 - A standardized letter from the PSAP to the ASAP Service notifies to allow traffic to flow
 - The ASAP Services configures the ASAP Message Broker to allow traffic to flow

6/30/2023



PSAP Operational Costs for ASAP

- **There are no direct charges for a PSAP to use the ASAP Service**
 - However there will be indirect charges
 - CAD System ASAP Interface
 - Implementation Consultant Costs
- The alarm companies using ASAP share the cost of supporting the service

6/30/2023



Participating Monitoring Centers

24 Companies On-line (including)

- Vector Security
- United Central Control
- Rapid Response
- Brinks
- ADT/Protection 1
- Guardian Protection
- Tyco IS/Simplex-Grinnell
- And others...

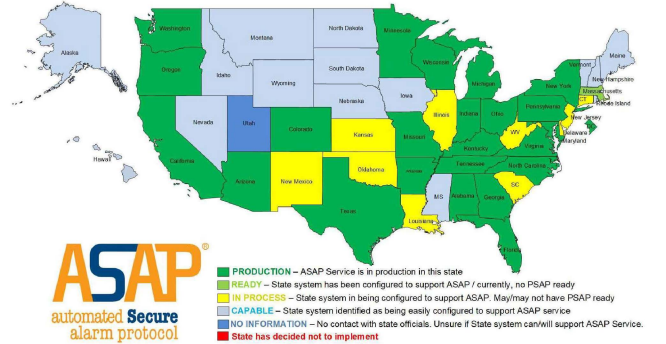
Big Picture

- 19 of the 20 largest central stations (SDM 100 List) have signed up for ASAP
- 40+ Million Monitored Accounts
- If you have a PSAP that takes alarm calls, ASAP has traffic for you

6/30/2023



ASAP-to-PSAP Service – State Readiness



6/30/2023



PSAP Participation

- There are now 128 PSAPS in 23 States
- There is a pipeline of over 100 PSAPs in various stages of implementation
 - From budgeting to implementation

6/30/2023



How do I get more information on the ASAP Service?

1. Visit tma.us/ASAP for more information on the ASAP Service
2. Please contact Maria Cranston Maria.Cranston@doj.ca.gov or myself at turner@commsys.com

We are working together to coordinate rollout throughout the state.

6/30/2023



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TRANSCRIPTION OF RECORDED MEETING
OF
CLETS ADVISORY COMMITTEE MEETING

JUNE 27, 2023

ELK GROVE, CALIFORNIA

Members Present:

ANDREW WHITE, California Peace Officers Association
RICK HILLMAN, California Police Chiefs' Association
DON O'KEEFE, Office of Emergency Services
APRIL BAXTER, California Highway Patrol
GREG PARK, League of California Cities
CHRISTINA MICHEL, Department of Motor Vehicles
MARK BONINI, CA State Association of Counties

Non-Members Present:

MARIA CRANSTON, CLETS Executive Secretary
MILAD DALJU, Legal Counsel

Transcribed by: Cristina Willis,
Foothill Transcription Company
July 1, 2023
Elk Grove, California

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1 **Chief O'Keefe:** Chair would like to call the meeting
2 to order. I appreciate everyone making the drive this
3 morning and attending. Maria, please take the roll.

4 **Ms. Cranston:** Thank you. Chair Honea indicated he
5 would not be able to attend today's meeting, so Chief
6 Andrew White?

7 **Chief White:** Present.

8 **Ms. Cranston:** Chief Hillman?

9 **Chief Hillman:** Here.

10 **Ms. Cranston:** Chief O'Keefe?

11 **Chief O'Keefe:** Here.

12 **Ms. Cranston:** April Baxter?

13 **Ms. Baxter:** Here.

14 **Ms. Cranston:** Greg Park?

15 **Mr. Park:** Here.

16 **Ms. Cranston:** Our newest member, Chief Christina
17 Michel?

18 **Chief Michel:** Here.

19 **Ms. Cranston:** And Mark Bonini?

20 **Mr. Bonini:** Here.

21 **Ms. Cranston:** Thank you. We have a quorum.

22 **Chief O'Keefe:** Thank you, Maria. So, just some
23 little housekeeping items: restrooms are located in the
24 lobby. When coming into the lobby from the main
25 entrance, go straight to the back. Men to the left,

1 women to the right. I would like to ask all members to
2 identify themselves before speaking or making a motion or
3 second for the transcript. Also, for audience members
4 that would like to make a comment, please use the
5 microphone that we have in the front here.

6 Chairman's reports: In December, DOJ CJIS Chief and
7 Committee Chair Joe Dominic retired from the position as
8 chief, and chair of the committee; however, he was
9 requested to temporarily assist executive management with
10 some of the DOJ projects that are still outstanding.
11 Since the chair position is now vacant on the committee,
12 as vice chair, I will be chairing today's meeting.
13 Nominating and voting for a new chair will occur in a --
14 at a future meeting.

15 For the chairman's report, we have a new member, and
16 an introduction on the agenda: Chief Christina Michel,
17 representing the California Department of Motor Vehicles.
18 Although Chief Michel was sworn in last year, this will
19 be her first meeting.

20 Maria, would you please read Chief Michel's bio.

21 **Ms. Cranston:** Thank you. Chief Christina Michel's
22 career in the government sector began in 1993, where she
23 served in the United States Marine Corps. After her tour
24 in the Marine Corps, she worked in sales and management
25 for the Pepsi-Cola Corporation, until she decided to

1 pursue a career in law enforcement.

2 In 2002, she entered the California Highway Patrol
3 Academy, and after graduation, worked as a patrol officer
4 in various Northern California offices. In 2006, she
5 lateraled to the DMV Investigations Division as an
6 investigator and while with DMV Investigations, she
7 worked in the Field Investigations and Internal Affairs
8 Division before promoting into management.

9 In 2016, she promoted to Sergeant of Internal
10 Affairs, and in 2019, promoted again to Area Commander
11 over the Special Operations Command in Sacramento. In
12 2021, she was appointed as a Chief of Investigations for
13 the Department of Motor Vehicles.

14 Chief Michel has been instrumental in the early
15 development of the Investigations Division's Data
16 Forensics Unit, whose primary function is to utilize
17 data, analytics, techniques, and efforts to identify
18 anomalies within the data that are indicators of fraud.
19 She is actively involved in the oversight and development
20 of strategies for effective data analysis and the
21 modernization of investigative techniques utilizing data
22 and analytics.

23 **Chief O'Keefe:** Thank you, Maria. Would you please
24 join me in welcoming Chief Michel to the committee?
25 Okay. For the Executive Secretary's report, I turn it

1 over to the Executive Secretary, Maria.

2 **Ms. Cranston:** Thank you. Lydia will pull it up.
3 For all of those who will attend the meetings normally,
4 this is Lydia Shindelbower. She is our new staff
5 support, and you'll see her at all the future meetings.

6 So, in today's Executive Secretary's Report, we'll
7 be covering three areas: CLETS traffic statistics,
8 misuse statistics, and action items from the last
9 meeting. For the CLETS traffic statistics, these figures
10 are from the first quarter. Inbound total messages were
11 approximately 238 million messages and outbound
12 approximately 239 million messages. The monthly average
13 inbound was a little over 79 million, and outbound almost
14 7 -- or almost 80 million. Daily average, approximately
15 2.6 million and that's for both inbound and outbound.
16 Peak day for both, approximately 3.1 million messages.

17 Previously, the CLETS Advisory Committee requested
18 that I report on direct connections that fall below --
19 well, the requirement is 98 percent. The committee
20 requested I report on agencies that fall below the 95
21 percent up time. These are for direct connections. Some
22 agencies have their own direct connect just for
23 themselves. Other ones may be a county control agency
24 that have several downstream agencies.

25 So, for the last quarter -- or actually, this is

1 since the last meeting -- Santa Barbara County Sheriff's
2 Department consistently fell below the 95 percent. As
3 reported in the last several meetings, this connection is
4 for the Santa Barbara County Sheriff's Office only, so
5 there is no impact on any other agency. They are aware
6 of the issues and indicated it is an old system, and they
7 do need to upgrade it, but it's not a current priority.
8 So, just something we're keeping an eye on, and as long
9 as it doesn't cause any hardships for the agency, we just
10 keep an eye on it.

11 The San Bernardino County Sheriff's Office:
12 normally, they are at 99.88 percent up time; however, due
13 to ransomware, they were down between April 7th and May
14 10th of this year. They were completely down, and they
15 are currently working on getting their downstream
16 agencies connected. We are following up with the agency,
17 trying to get the status and understand and determine
18 what's taking so long to get all those agencies
19 connected.

20 For the CLETS misuse statistics, each year, agencies
21 are required to submit misuse reports in February for the
22 previous year, so these figures are for 2022. There were
23 1,677 reports submitted for agencies or ORIs. We still
24 have six that are outstanding, and staff is currently
25 following up with those agencies to get those reports.

1 Our goal is 100 percent compliance. Agencies reporting
2 no misuse is 1,623. Fifty-four of those agencies
3 reported misuse.

4 For the 2022 figures, there were a total of 167
5 investigations performed. Twenty-one of those are still
6 pending. Seventy-five had no misuse found. During the
7 investigation, there were a total of 79 misuse violations
8 found. Keep in mind, investigations may find multiple
9 instances of misuse, and administrative actions may
10 include more than one response per incident.

11 So, out of the 79 violations found, they resulted in
12 25 counseled, nine reprimanded, 45 required additional
13 training. I'd like to point out that misuse doesn't mean
14 somebody intentionally did something bad or was trying to
15 use it to their advantage, like running ex-boyfriends or
16 husbands or giving it to gang members. Misuse is
17 considered anytime you're using the system that goes
18 against policy.

19 So, oftentimes, for example, they may run name
20 checks when they are supposed to run fingerprint checks
21 for -- let's say CCW permits -- things like that. That's
22 why training is usually so high. There were 45 incidents
23 where training was the action taken. Suspended: there
24 were nine people suspended, five resigned, nine
25 terminated, two were "other," and none were "no action."

1 For the "others," one of the cases is still pending, and
2 in the other case, the employee was released during their
3 probationary period, so the agency did not consider that
4 a termination.

5 Now, when local agencies are conducting misuse
6 investigations, they will often reach out to DOJ and ask
7 for journal searches. CLETS, for all transactions,
8 either incoming or outgoing, DOJ records or journals
9 every transaction for three years. For this year, we've
10 had 16 requests so far from local agencies. Eleven of
11 them are still pending investigation and for five of them
12 no misuse was found.

13 Now, for the Action Items from last meeting: The
14 first action item is to refer for consideration of
15 NextGen 9-1-1 to the Standing Strategic Planning
16 Subcommittee. The action taken, this topic was referred
17 to the SSPS for review and discussion. Later in today's
18 agenda, the SSPS chair will be giving an update on the
19 SSPS topics of discussion, this being one of them.

20 The second Action Item: To send a draft agenda to
21 the committee members prior to finalizing the next
22 meeting's agenda to allow for members' input. Action
23 taken, this step has been incorporated into our
24 procedures; however, I just want to point out that once
25 we send out a draft, it is literally a draft, and changes

1 to the agenda can occur up to the final posting, which is
2 10 days prior to the meeting. Sometimes when I send you
3 the draft, you will see things there that in the final
4 agenda won't be there. We had hoped to have for this
5 meeting some proposed policy changes, but unfortunately,
6 we couldn't finalize those prior to the meeting, so if
7 you're wondering why they're not there, that's why.

8 Okay. Action Item three: To submit DOJ's
9 legislative report for the last meeting from DOJ Manager
10 John Ponce to members. Action taken was a copy was
11 emailed to members and is also included in the summary
12 packages included in the members' folders. And for the
13 audience, for anyone interested, everything that we
14 discuss or send to the committee members is posted on the
15 AG's website for this meeting.

16 Action Item four: To provide training for newly
17 elected sheriffs through the California State Sheriff's
18 Association. So, action taken, at the last meeting,
19 Sheriff Honea requested training be set up because there
20 were going to be a lot of new sheriffs that were elected.
21 I had reached out to Sheriff Honea to identify specific
22 topics for training. Did he want something more
23 technical in nature or something more administrative?
24 You know, we wanted to develop a training plan, so he was
25 going to look into it and get back to me. To date, we

1 have not completed that task.

2 Action Item five: To give updates on NCIC and new
3 DOJ projects. This item will be tabled until Chair
4 Dominic's position representing DOJ on the committee has
5 been filled. They have advertised, and I believe they
6 re-advertised, so we do not have a replacement as of this
7 time. And that completes the Executive Secretary's
8 report.

9 Are there any questions?

10 **Chief White:** I had a question. Chief White. With
11 regard to the updated CJIS policy, I believe at the last
12 meeting on the misuse that Chair Dominic had reported
13 there was a pending change. Do you know if that's
14 actually working its way through at the federal level to
15 mandate that if there was misuse, they have to go through
16 retraining?

17 **Ms. Cranston:** I don't believe that was
18 incorporated. It was -- the training changes were
19 released in Version 5.9.2.

20 **Chief White:** Okay.

21 **Ms. Cranston:** So, it is currently out there. I did
22 talk to our staff in our Client Services Program that
23 handle most of the non-technical training, and asked if
24 there is a way they can incorporate something. Again,
25 just a reminder that CLETS misuse does not necessarily

1 mean they intentionally did something wrong. It's often
2 because they don't know the policies and they need --

3 **Chief White:** Right.

4 **Ms. Cranston:** -- to be trained. So, we'll probably
5 reach out to you to get more information on that and how
6 you would -- what you would like to see.

7 **Chief White:** Okay.

8 **Ms. Cranston:** But they weren't able to prepare
9 anything for this meeting.

10 **Chief White:** Yeah. No, understood. I was just
11 following up. Thank you.

12 **Ms. Cranston:** Yes. There is -- you might take a
13 look at 5.9.2, the CJIS Security Policy. If you don't
14 have it, let me know, and I'd be happy to send it to you,
15 and that way, you can see if it meets what you're looking
16 for.

17 **Chief White:** Thank you. And just the other item,
18 I wanted to thank you and the staff for all the prior
19 meetings of documenting all the action items and then
20 following up. It's really helpful, and I think we all
21 appreciate that you can't get everything done all the
22 time, but you did a remarkable job of getting 99 percent
23 of it tackled, so thank you.

24 **Ms. Cranston:** Well, thank you.

25 **Chief O'Keefe:** Okay. Before moving on to the next

1 item, are there any public comments? Hearing none, let's
2 move on. The Standard Strategic Planning Subcommittee,
3 also known as the SSPS, was reconvened and has held a few
4 meetings. Now, Yosh, I don't want to butcher your name,
5 so --

6 **Mr. Kakkad:** You did not.

7 **Chie O'Keefe:** Okay.

8 **Chair Kakkad:** Yosh is perfect.

9 **Chief O'Keefe:** I'm not even going to go --

10 **Chair Kakkad:** Thank you.

11 **Chief O'Keefe:** -- there. And as chair to the
12 subcommittee, will you please give an update?

13 **Chair Kakkad:** Good morning, all. Thank you. First
14 of all, I just want to say thank you to the Advisory
15 Committee here, and thank you to DOJ and the staff for
16 helping us get the SSPS back together. I know it's
17 important to us at the local level, and I know it's
18 important to you guys at the Advisory Committee.

19 So, it's been about a year since we started. I
20 think I was here about last June, July timeframe, as we
21 were launching this committee. We've had several
22 meetings. We've had great engagement and participation
23 from the members across a variety of agencies. And I
24 just want to take an opportunity to give you guys a brief
25 update and make sure that we're on the right track,

1 solicit some feedback from you all as we continue
2 gathering our work. Also, I want to say, here with me we
3 have Joey Williamson here as well. He is a member of
4 SSPS as well and I want to make sure that we thank him
5 for his support and effort on this, along with the other
6 members.

7 So, there are three main topics that we'll focus on
8 as of right now as the SSPS. One of the really critical
9 ones is the one that you guys referred to regarding the
10 leveraging, or taking a look at exploring, NextGen 9-1-1
11 infrastructure as part of potential resilience and backup
12 plan for CLETS. The team is looking at it. Joey is
13 helping me out in exploring that option in depth. So,
14 we're having an active conversation with CAL OES. We're
15 also looking at having a conversation with DOJ's networks
16 team to understand as much as possible before we come
17 back with our recommendations on that.

18 Two other areas that we're focused on are
19 enhancements and improvements to the application process.
20 Currently, one of the biggest challenges, at least from
21 the local perspective, has been as we're putting in
22 applications, and the process really is creating a huge
23 challenge for the DOJ staff members, as well as
24 challenges for us.

25 **Chief O'Keefe:** Yosh, is your mic on there?

1 **Chair Kakkad:** Nope.

2 **Ms. Cranston:** Is there a button to -- like, turn on
3 the mic?

4 **Chair Kakkad:** I don't see a button up here.

5 **Ms. Cranston:** Lydia, is the recorder up there?

6 **Chair Kakkad:** I can talk louder, but I think it
7 needs to be recorded.

8 **Ms. Cranston:** I just want to make sure for the --

9 **Chair Kakkad:** Yeah.

10 **Ms. Cranston:** -- transcript that it picks up
11 everything you say. Thank you. Sorry for the
12 interruption.

13 **Chair Kakkad:** No worries at all. So, the other
14 topic that we're exploring is, on the recommendation
15 side, is enhancements and improvements to the CLETS
16 application process. It is one of the areas that, you
17 know, we've had really good discussion with DOJ staff, as
18 well as a number of agencies. And the folks that are
19 part of the SSPS, our goal is to present a well-thought-
20 out and succinct recommendation on how to improve the
21 application process. And then the last one almost ties
22 to one of the other action items that was just mentioned,
23 which has to do with training. With a lot of changes
24 internally or across the agencies at a local level, we
25 want to make sure that there are certain consistencies in

1 the training that happens. Ensure it happens on a
2 regular basis, what does that training look like, and
3 incorporate that as part of a recommendation from SSPS.
4 So, those are kind of three topics that we are working
5 through.

6 In addition, we'd love to see if there are other
7 things that you guys would like us to focus on as part of
8 this workload. And I'll just take a minute here and see
9 if there are any comments from anyone on the committee.

10 **Mr. Park:** Yosh, to you and Joey and your committee,
11 thank you for the work you are doing and taking on. As
12 you know, SSPS had been dormant for a little bit,
13 primarily due to COVID and other related items, so it's
14 great to have you back, and I think these topics are
15 extremely timely.

16 Specific to training, as many of us know, the CJIS
17 policies are very actively changing. Usually, we see one
18 or two changes every year, and we're seeing a multitude
19 of changes within months. So, I definitely encourage
20 your focus on training specific to the CJIS 5.9.2 and
21 potentially the new 5.9.3 shortly because I believe a lot
22 of our front-line folks have not heard how significant
23 these changes are, and anything that we can do as a
24 committee to assist you in those outreach efforts would
25 be phenomenal. So, thank you for that.

1 **Chair Kakkad:** Yeah, absolutely. Then just along
2 those lines of 5.9.2, 5.9.3: the shift in the CJIS
3 policies was one of the big catalysts for us to start
4 looking at it from a long-term perspective -- not just
5 once or twice, but make the training more consistent
6 across the board. So, I appreciate it and thank you
7 guys.

8 **Chief O'Keefe:** Thank you, Yosh.

9 **Chair Kakkad:** Thank you.

10 **Chief O'Keefe:** Appreciate it.

11 **Chief White:** And sorry --

12 **Chief O'Keefe:** Yes.

13 **Chief White:** -- one other matter. Thank you for
14 your work. I know you're involved in a lot of different
15 things statewide. One item, and I'm not sure if it needs
16 to be a completely separate one, but we're obviously
17 going to hear about ASAP to PSAP shortly. And I think as
18 we look really far down the road, it's sort of an
19 integration of different systems. We're seeing this in
20 the NextGen 9-1-1 world and trying to leverage text 9-1
21 to use other applications, but with that comes risk.

22 So, I think it would be good to sort of get your
23 group's thoughts on kind of where that's going. And I
24 think from a policy perspective of how we make sure to
25 not stop progress, but we do it in a responsible manner

1 and one that promotes public safety.

2 **Chair Kakkad:** Yeah. Absolutely, we can take that
3 on. And I just want to make sure I echo back what I'm
4 hearing correctly. You want us to kind of start looking
5 at it as -- along with what we're going to see here, but,
6 like, ASAP and PSAP, what are some of the other future
7 state potential looks like and how do we put some
8 guardrails around it to do it effectively, while
9 maintaining the integrity, yet delivering on future.

10 **Chief White:** Yes.

11 **Chair Kakkad:** Okay.

12 **Chief White:** And I think it might dovetail into
13 whether it be leveraging the 9-1 infrastructure or
14 something else, but as we look to higher and higher
15 capacity bandwidth, how do we best utilize that?

16 **Chair Kakkad:** Yeah.

17 **Chief White:** Thanks.

18 **Chair Kakkad:** Absolutely. Thank you. If there is
19 nothing else?

20 **Chief O'Keefe:** Okay. No other further comments?
21 Questions from the committee? Is there any --

22 **Chair Kakkad:** Thank you for the opportunity.

23 **Chief O'Keefe:** Thank you. Thank you, Yosh. Is
24 there any public comment on this subject? Hearing and
25 seeing none, let's move on to the next item.

1 Maria, please give us an update on the CLETS and
2 CJIS outage that occurred on November 18th of last year.

3 **Ms. Cranston:** Thank you. Originally, members of
4 our network team were supposed to appear to give their
5 update; however, something unexpectedly came up, so they
6 were not able to attend. They did provide a written
7 email basically providing a summary, so I will read that
8 out loud. Copies are included in your folders.

9 So, this came from Max Lindroth. He's one of the
10 managers of the network team and his email states, "We
11 experienced an outage on November 18th, 2022, starting at
12 1:17 in the morning. The root cause was a hardware
13 failure of two SAN switches that had uplinks to our data
14 center switches. The SAN switches rebooted, and when
15 they came back online, a software bug in the SAN switches
16 preventing spanning tree blocking, causing the spanning
17 tree loop and broadcast storm. The short-term fix is
18 shutting down one link and researching new SAN switches."

19 I know that's fairly technical for anyone who is not
20 technical. If you do have any questions, you can reach
21 out directly to Max Lindroth and his contact information
22 is max.lindroth@doj.ca.gov. And for committee members,
23 his email is on the document that's included in your
24 folder.

25 **Chief O'Keefe:** Okay. Thank you, Maria, for the

1 update. As Maria stated, any committee member that has
2 any questions, please direct them to Max. Otherwise, any
3 comments by the committee?

4 **Mr. Park:** I was curious if they would be able to
5 share their communication plan that's in place. It went
6 out, it appears, early in the morning. Do we know how
7 long it was out?

8 **Ms. Cranston:** All questions would have to be
9 directed to Max.

10 **Mr. Park:** Okay.

11 **Ms. Cranston:** Unfortunately, yeah, I don't recall
12 when I received notice that it was back up. Because it
13 was not only -- some agencies had access to CLETS. Some
14 didn't. Some had access to some CJIS databases. Some
15 didn't. Even staff working remotely had trouble remoting
16 in, so for any specific details or questions, please
17 reach out to Max.

18 **Mr. Park:** Since they couldn't make it today, should
19 we ask them to join us at our next meeting to provide a
20 more detailed update?

21 **Ms. Cranston:** If the committee requests or would
22 like that with them.

23 **Mr. Park:** I think there would be value in us not
24 only understanding a little bit more about the outage but
25 also, again, understanding a communication plan. Right?

1 We have hundreds of agencies, thousands of officers and
2 staff that rely on this network and how best for DOJ and
3 this team or other teams to communicate out that there is
4 an outage and any sorts of updates during that outage
5 when the next expectation would be for this to come back
6 up, right?

7 You know, our IT teams are definitely affected at
8 the local level trying to figure out what it is, and we
9 have to work our way up the chain. If we were able to
10 get communication from the top down, that would really
11 streamline our ability to manage that effort at our local
12 level.

13 **Chief O'Keefe:** Any objections from the committee?
14 Okay.

15 **Chief White:** No.

16 **Chief O'Keefe:** Thank you, Greg, for that.

17 **Mr. Park:** But tell staff thank you for this detail.
18 I'm glad that they were able to provide something, even
19 though they couldn't join us today. Thank you.

20 **Chief O'Keefe:** Is there any public comment on this
21 item? Seeing no hands, hearing no voice, let's move on
22 to the next item.

23 Next on the agenda, John Ponce will be providing the
24 legislative report. John?

25 **Mr. Ponce:** Hi. Good morning, committee members.

1 My name is John Ponce. I'm the CJIS legislative manager
2 and I definitely appreciate the opportunity to provide
3 you with updates on legislation that was introduced this
4 year related to CLETS. And one of them is Assembly Bill
5 44 by Assembly Member Ramos. It's the California Law
6 Enforcement Telecommunications Systems' Tribal Police
7 Bill.

8 This bill has passed Assembly and it's currently in
9 the Senate Public Safety Committee. The hearing is
10 scheduled for July 11th, 2023. This bill would require
11 DOJ to grant CLETS access to any tribal law enforcement
12 agencies and tribal courts that apply for access and meet
13 certain qualifications; namely, the tribe's governing
14 body has enacted or adopted a law, resolution, or
15 ordinance that provides all of the following: that there
16 is an express waiver of sovereign immunity for claims
17 arising out of and related to CLETS. The tribe agrees
18 that the subsequent and procedural laws of the State of
19 California shall govern any claim or suit related to
20 CLETS and the courts of the State of California or to
21 fellow government, and shall have exclusive jurisdiction
22 over such claims. The tribe shall also cooperate with
23 any inspections, audits, and investigations by DOJ for
24 improper use and compliance with operating policies,
25 practices, and procedures, including any sanctions

1 disciplined from DOJ. And finally, the tribe shall
2 comply with all of the laws of the state related to the
3 use of records information in the system.

4 The Director of General Services shall determine the
5 charge to be paid by any tribe to the Department of
6 Justice for connection to the system that is reasonably
7 similar to the cost imposed on other system subscribers.
8 And finally, AB-44 would add one representative from a
9 federally recognized Indian tribe as a CLETS subscriber
10 to the existing CLETS Advisory Committee.

11 The next bill that I'm going to provide an update
12 for is Senate Bill 719 by Senator Becker, the law
13 enforcement agencies' radio communications. This bill is
14 actually held in the Senate Appropriations Committee.
15 AB-719 would require law enforcement agencies, including
16 the California Highway Patrol, municipal police
17 departments, county sheriffs' departments, and other
18 specified law enforcement agencies and university and
19 college police departments to ensure public access to
20 radio communications of that agency in real time.

21 The bill would also require those law enforcement
22 agencies to ensure that any criminal justice information
23 or personally identifiable information obtained through
24 CLETS is not broadcast in a manner that is accessible to
25 the public. And those are the bills that I'm providing

1 updates for and if you have any questions, I'm available
2 to answer them.

3 **Chief O'Keefe:** (Inaudible).

4 **Ms. Cranston:** (Inaudible).

5 **Chief O'Keefe:** Okay.

6 **Ms. Cranston:** Unless there are any questions.

7 **Chief O'Keefe:** Are there any questions from the
8 committee on this? It looks like none.

9 **Mr. Ponce:** Great. Thank you.

10 **Chief O'Keefe:** Thank you, John.

11 **Ms. Cranston:** I would like to add one comment
12 regarding AB-44, the Tribal Police Bill. Currently,
13 tribal police have access to CLETS, but it's through the
14 oversight of Department of the Interior, Bureau of Indian
15 Affairs. The bill, as it's written, would no longer need
16 that oversight. It would -- they would qualify just like
17 any other state police agency. And also, the
18 requirements are established specifically for tribal
19 police.

20 I just wanted to point that out, as we do have one
21 agency currently connected to CLETS that is a tribal
22 police department in San Diego. This would change the
23 requirements, so this, like officers, it would no longer
24 be the only ones authorized. I just wanted to add that
25 comment. Thank you.

1 **Chief O'Keefe:** Thank you, Maria. Is there any
2 public comment on this agenda item? Not seeing any hands
3 or a voice, let's move on to the next item, and that is
4 the upgrade applications approved by CAL DOJ. There were
5 a total of 29 approved since the last meeting. These are
6 presented as information only and do not require a vote
7 by the committee. And instead of reading all of them, I
8 will ask each of the members and members of the public to
9 refer to our agenda, which has all the agencies listed.

10 Let's see, next up -- next agenda item will be the
11 Automated Secure Alarm Protocol, ASAP, to Public Safety
12 Answering Point, PSAP. At the last meeting, Chief
13 Dominic mentioned that the ASAP to PSAP was recently
14 approved for use via CLETS.

15 Bob Turner, please come up and present on behalf and
16 tell us what it means for the law enforcement community.

17 **Mr. Turner:** Good morning. My name is Robert
18 Turner, Bob Turner. I am with CommSys - that's my
19 company; however, I've been working with ASAP to PSAP for
20 the last 13 years. I have a short presentation that will
21 kind of go over everything, and then I'll talk about
22 specifically what we've done in California over the last
23 nine months.

24 All right. So, what is the ASAP service? The ASAP
25 to PSAP service is a system designed to deliver

1 notifications of alarms to PSAP CADs. Most people aren't
2 aware that the way those alarms get into a dispatch
3 center now is the alarm companies. And then you can
4 think of anything you want. Usually, call in and what we
5 generally call within a dispatch center a backdoor number
6 or an admin number. They call in on 10-digit, and that
7 comes in and a dispatcher -- or more correctly, a call-
8 taker -- will pick up that phone when they have the
9 opportunity. That usually means there's not a call on a
10 9-1-1 line. They'll go ahead and answer that and put the
11 information into the system.

12 And what I mean by "the system" is the CAD system
13 because, ultimately, that's the key system that is a
14 system of record for police departments, as well as the
15 main resource for dispatching units to a call. The key
16 point that we're trying to do with that last bullet on
17 here is eliminate phone calls. The phone calls that are
18 involved with alarm companies are painful for the call-
19 takers and the dispatchers in most dispatch centers. And
20 really that's what the solution is really about. It's
21 reducing and improving the interaction.

22 The people that actually are involved with
23 supporting this, and I've worked with them over the last
24 13 years, is the Monitoring Association, LLC. They are a
25 trade association that represents the monitoring part of

1 the alarm industry. They are the ones who own, for what
2 that means, the ASAP to PSAP service. They run it on a
3 revenue-neutral basis. They don't make any money off of
4 it. They take the funds that they get from other alarm
5 companies to pay for that operation, and I'll touch on
6 that a little bit more.

7 Their URL is tma.us if you want to get more
8 information on that. They are an alarm entity. They
9 have an alarm view of things. Part of the reason that
10 I've been involved with them for so long is my background
11 in dispatch and CJIS systems in law enforcement and fire
12 over time to kind of act as a liaison to them to help
13 them understand our role.

14 With this, ultimately, the big value proposition
15 comes from call volumes. These numbers are a little bit
16 old. They're about 2010, but they're still very
17 accurate. The ratios are what's actually important. At
18 that time, when I put this slide together, alarm
19 monitoring centers handled about 23 million calls for
20 service dispatches and from their centers. So, two that
21 we used in the early days: Richmond, Virginia, was our
22 first PSAP that came up and Houston Emergency Center was
23 our second one. Houston, just for reference, is the
24 fourth largest PSAP in the country. They have 141
25 positions. They are very large. We were very fortunate

1 to get them on early, but they understood the timely
2 value of it.

3 What you end up dealing with is that you then match
4 that up with 250 million calls for service annually that
5 comes through PSAPs. That's not phone calls. Those are
6 dispatchable calls for service. You're seeing a ratio of
7 roughly nine to ten percent of all dispatches in the
8 average PSAP, whatever that means in the situation, come
9 from alarm companies. That's fairly significant.

10 Any dispatch manager will tell you that they can't
11 identify any one class of calls that are coming in for
12 calls for service as large as 10 percent. In the old
13 days, we had a wireless versus wired line. That was the
14 big one. We don't have that anymore. To be able to
15 identify one area that's roughly 10 percent, that's a big
16 deal. And that has tremendous impact certainly with
17 everyone's dispatch centers right now since we're
18 typically all running into staffing problems.

19 On average, most of the dispatch centers that I talk
20 to are down approximately 20 percent on their dispatchers
21 and call-takers. It obviously will vary depending on the
22 agency, but with that load, anything that we can do to
23 reduce that workload is important. Furthermore, you
24 identify one specific area of calls for service coming
25 into a PSAP that are significant. And if there's a way

1 we can automate that, that's where the value comes in.

2 What we're trying to do is move into the 21st
3 Century, which is kind of sad to be saying, but that's
4 exactly where we are. Because as I mentioned earlier,
5 the way alarms get into dispatch centers is basically we
6 have two humans on a voice-grade line between two
7 computer systems. It seems kind of archaic and it really
8 is with the age of the internet and other technologies.

9 What we ended up doing was working with the
10 International Association of Chiefs of Police, APPCO
11 (phonetic), Nlets, which is one of the two national crime
12 systems that CLETS communicates with. We ended up
13 developing really the ASAP to PSAP service to run through
14 the CJIS network, and I'll talk about that a little bit
15 and why we chose to do that.

16 At the bottom bullet, it allows the alarm company's
17 automation system -- their equivalent of a call-taking
18 system that we recognize in public safety -- to create a
19 call for service directly in the PSAP CAD. That way we
20 don't have a call-taker listening on the phone,
21 transcribing information into the CAD system because
22 that's what they're really doing. When you're doing that,
23 all you're doing is transcribing from one computer system
24 to another, which seems silly to be doing in this era.

25 The three core benefits that we have are that we're

1 moving information much more quickly, I mean
2 milliseconds. We're getting more accurate transfer, and
3 do not underestimate the importance of that accuracy of
4 transfer. Unfortunately, there have been many
5 situations, and I've listened to recordings, and you're
6 dealing with the fact that you're having two people, who
7 may come from different areas of the country, pronouncing
8 words for streets and things like that that have
9 localisms to it that are very hard for a centralized
10 monitoring company to be able to know how to communicate.

11 The one example that I always use, which I can't
12 share because there's too much PII in it, is a situation
13 where I had a dispatch center in Boston answer a call
14 from an alarm company that had a monitoring center that
15 had an operator with a very thick Hispanic accent, and I
16 had a blue collar, very thick Boston accent, trying to
17 understand how you say Lamoine Street. And if it wasn't
18 for the fact that it was actually an active burglary, it
19 would've been a great comedy, but those are exactly the
20 issues that we deal with right now relying on voice
21 communications. We really shouldn't be doing it because
22 it introduces problems.

23 Furthermore, it ultimately gets down to how do we
24 get a faster response from public safety. And what I
25 mean by that is the broader public safety, law

1 enforcement, fire, EMS. With ASAP, we're essentially --
2 and this is at first when I first made this statement
3 about 10 years ago -- with ASAP, what we're doing is
4 outsourcing the call-taking phase to the alarm companies,
5 which certainly, as you can imagine, was a little bit
6 disconcerting.

7 Yet, with the realities of what's happened since
8 COVID and others, it's become, "Yep, that's what we're
9 doing," and it's actually a good thing. One of the big
10 values that comes in is that we're taking advantage of
11 the CAD system that the agency has purchased and allowing
12 it to make the decisions in terms of routing the call,
13 accepting the call.

14 And for the ones that are processed through ASAP,
15 these calls are never touched by 9-1-1 call-takers. They
16 immediately come in and end up in the dispatchers'
17 console. That's a big value. That means the call-takers
18 are now able to actually deal with 9-1-1 callers who need
19 their assistance, who do not have the information, and
20 need to be either walked through what their location is
21 or, more likely, even take action in terms of the
22 situation that they're facing. That's maximizing the
23 value of the highly-trained staff that we have in our
24 PSAPs to allow them to assist the public more
25 effectively.

1 So, bottom line, it allows the 9-1-1 call-takers to
2 focus on handling 9-1-1 calls. Highest-priority alarms,
3 like hold-ups, are processed at machine speed and
4 dispatched at and delivered to the dispatcher. Because
5 we know the location, the type of event that's generating
6 it, we can allow the call for service algorithms that are
7 in the CAD system to make the right decision and assign
8 the right number of units to that call. So, if we have a
9 bank hold-up alarm, we can immediately launch the number
10 of units that go out to that location without the
11 dispatcher having to figure out what units need to
12 actually go.

13 ASAP is really a specialized CAD-to-CAD interface.
14 That's really a technical term, but that's really what it
15 is and it has importance because it's an important aspect
16 to understand: what does it look like to the dispatch
17 user? The good news for the dispatch user: it's
18 completely integrated into the CAD system. There's no
19 new app that's running on the desktop. There's no
20 separate piece of software. It is just embedded in the
21 CAD system itself. That's good because it means that the
22 dispatcher doesn't have to learn new software. The
23 agency doesn't have to do any additional training. And
24 really, they only have to rely on the CAD vendor in terms
25 of producing that software and ensuring that it's

1 operational.

2 One of the things that many people may not
3 understand is that the dispatcher can also communicate
4 with the alarm operator. If you think of AOL Instant
5 Messenger from 20 years ago, that's essentially what we
6 have: a one-at-a-time text-type communication, which for
7 alarm calls is ideal. I was a dispatcher 40 years ago.
8 The reality is that most interactions with alarm
9 companies are very simple. Has the key holder been
10 notified? What's their ETA? What are they wearing?
11 What are they driving? Things along that line. It tends
12 to be very, what I would call simple, non-complex.

13 But the problem is making those phone calls to get
14 that information is very problematic. By using ASAP,
15 that's all done within the command line of the dispatch
16 system, so that information is recorded. It's there.
17 It's within the call notes or the call event.

18 Other parts that people may not also recognize is
19 sophisticated rules can be built into the CAD system to
20 assign the proper call type. And I got ahead of myself
21 in talking about hold-up alarm. That's a prime example
22 of the situation that ASAP presents because now we're
23 leveraging off the direct logic that's in the CAD system
24 itself.

25 What is ASAP? Now, oftentimes, I end up dealing

1 with public safety people who then say, "Oh, I don't need
2 the alarm company anymore." Yes, you do. And the reason
3 why you still need the alarm company is they're still
4 doing 80 percent of what they traditionally should be
5 doing. They're doing things like equipment maintenance
6 and troubleshooting, which at the end of the day is a
7 huge piece of their business and their activity.

8 The most important thing for law enforcement and
9 public safety is false alarm suppression and enhanced
10 call verification, making sure that a burglary call is
11 appropriate for actually rolling a unit on, and then
12 really maintaining the human oversight. Automated
13 systems are wonderful, but they have a tendency to break
14 down. And so, having humans involved and humans
15 responsible, I think, is an important thing for
16 everyone's well-being. ASAP really only replaces the
17 phone call to the PSAP, which -- not to be minimized --
18 that's the most important piece that we're dealing with
19 from a public safety perspective.

20 Also, I normally get concerns about, well, what's
21 NextGen 9-1-1 versus ASAP about? This is usually getting
22 people to understand the differences between the two
23 environments. NextGen 9-1-1 is about call-taking. It's
24 about 9-1-1. It's about taking phone calls from the
25 public. That may be a voice call or texting or something

1 like that, but you're dealing with a human being at the
2 other end.

3 ASAP is about dispatching. It's about dispatching
4 because the fact of the matter is with alarm panels,
5 there is not a lot of communication to be done with that.
6 It's been activated, someone needs to respond to that
7 activation. That's fairly simple, and that's why there's
8 the difference between NextGen 9-1-1 and ASAP. Now, in
9 that conversation, there's a lot of common computer
10 infrastructure that may be able to be shared, but at the
11 end of the day, focus from an operations perspective is
12 NextGen 9-1-1 is about call-taking, ASAP is about
13 dispatching.

14 One of the things to keep in mind -- and this goes
15 back to the workload that call-takers are dealing with --
16 is the new modalities that we're getting with NextGen 9-
17 1-1. Text messages, images, video, you know, multi-
18 lingual text 9-1-1 is a new variation of that. These are
19 new areas that the call-takers have never had to deal
20 with before. And now they have to deal with it and their
21 workload has gone up. And that's one of the things that
22 I talk to in other states with dispatch managers who have
23 NextGen 9-1-1. They say, "It's wonderful, I can do new
24 things. But my workload on my dispatchers has gone up 25
25 to 50 percent," depending on the situation and what type

1 of PSAP they're on. So, that is again -- any way we can
2 get workload off the call-takers, it's a benefit to
3 everyone in public safety.

4 One of the things that usually starts to come up is
5 I get into the issues of what PSAPs can do to control.
6 One of the things that people are concerned about is now
7 I've got my PSAP CAD talking to an alarm company. How am
8 I, as a chief law enforcement executive or a dispatch
9 manager or director of a dispatch center, able to control
10 that? Well, we've set up a number of controls that were
11 built into the service that allow us to, on a per-alarm
12 company basis, configure what alarm companies are allowed
13 to send traffic to your PSAP. This is, I think, really
14 fundamentally important. And that is a letter that a
15 PSAP issues to the ASAP to PSAP service or essentially
16 the TMA, that requires them to configure their system to
17 actually allow that traffic to flow.

18 That way, we are not in a situation where all of a
19 sudden you come online, and magically you're getting
20 bombarded with alarms. No, there is a very controlled,
21 direct way that a PSAP comes online and that traffic
22 actually comes through. Those are probably some of the
23 most important things.

24 Then, really, the bottom line one is always the most
25 important as far as every public safety agency is

1 concerned: there are no direct charges for a PSAP to use
2 the ASAP service. That's probably the most important
3 thing that's there. There are some indirect costs. For
4 example, the CAD system needs to be upgraded to be able
5 to support those messages. That's just the nature of
6 doing business as a public safety agency.

7 We do also have an implementation consultant that
8 needs to work with an agency. One of the things that we
9 learned in the early days when we were working with our
10 first ten PSAPs, we early on had a lot of the true
11 believers who really understood what was going on. And
12 then we started getting into the agencies who just said,
13 "Yeah, I'd like to get my alarms electronically" and
14 didn't really understand it. And those were kind of ugly
15 implementations because nobody was shepherding the PSAP
16 forward and dealing with the alarm companies. One of the
17 requirements the TMA put forward, which we recommended,
18 and we think it was a very good idea, is put an
19 implementation consultant responsibility in there to help
20 shepherd them into it, and I think it's worked to the
21 best of everyone.

22 The alarm companies ultimately are saving quite a
23 bit of money on this, and they are then, in turn, using
24 that money they're saving to pay for the operations of
25 the systems. So, they have a membership with Nlets as a

1 strategic partner. They pay for that. They pay for all
2 the machine infrastructure. They pay for consultants --
3 they don't pay for me anymore, thank God -- that end up
4 running the system for them.

5 I used to run it. I actually built the original
6 system. I moved away from that about three years ago
7 because I had my business to focus on, but it's been
8 very, very important to move forward because of the
9 stories that we hear from agencies in terms of the
10 improvement.

11 Just in terms of giving you an idea of who is
12 online, we've got 24 companies online. They are all the
13 nationals. Some of you may be thinking, "Yeah, but I'm
14 dealing with some small alarm company, you know, Joe's
15 Alarm, for example. They can't be on ASAP." Actually,
16 they may be. And the reason why -- one of the things
17 that I didn't know when I got involved with this -- is
18 the concept of wholesale alarm monitor or wholesale
19 central stations. There are a number of companies,
20 including ADT and others, who actually monitor on a
21 contract basis other alarm dealers' alarms.

22 So, if you deal with Joe's Alarm Dealer, which has
23 two or three trucks that go out and install alarm
24 systems, he probably doesn't monitor his own alarms.
25 Instead, what he does is outsource the monitoring to

1 one of the wholesale centers. And most of the
2 wholesalers are online with ASAP, so it will have broad
3 attraction.

4 You'll see across the board that you'll end up with
5 entities that you didn't even know about that were Joe's
6 Alarm. They actually are going through Rapid Response or
7 National Monitoring, which are two examples of
8 wholesales. And those alarms will come through to you on
9 ASAP as well. Just some statistics that way in terms of
10 19 of the 20 largest centrals. Hopefully, we'll get that
11 last one. I know who it is and we're working with them
12 to do it.

13 This is where we are and we went ahead and you can
14 see that we've been making good progress across the board
15 in the last decade. The reason that it's taken us so
16 long to move forward has not been the CJIS community.
17 The CJIS community has been very supportive of it. In
18 fact, I've got states like Massachusetts who have been
19 ready to do it for years. Unfortunately, it's the CAD
20 vendors, and that's the nature of the beast with the CAD
21 vendors. They move at their own pace.

22 I have to be careful here because my customers are
23 primarily the CAD and RMS companies. I sell them CLETS
24 message switches and I'm very well-known in the state for
25 my involvement with providing the technology, but it's

1 taken them a long time to do it. However, we have gotten
2 the nine largest CAD vendors in the business, and they
3 all have ASAP interfaces at this point.

4 It's something that, for really almost any of the
5 large PSAPs in this country that deal with a multi-state
6 provider, it shouldn't be a difficulty. There are some
7 smaller providers that I've had discussions with, and
8 agencies that will need to come online and go through
9 certification to get their CAD online, but it is open to
10 any CAD vendor that they want. They just have to pay for
11 the certification costs, and they can come online and
12 we're more than happy to welcome them.

13 Right now, as of two weeks ago, we had 128 PSAPs in
14 23 states. We have a pipeline of over 100 PSAPs to come
15 online. Usually our issues are logistics of some
16 variety, CAD system, state CJIS, whatever the issue may
17 be. And those 100 are from a state from budgeting to
18 implementation. I believe when it becomes much more
19 well-known in California, I suspect my number will double
20 in terms of the number of people having a pipeline. The
21 number of people that have been talking to me over the
22 last two or three years, as I've heard rumors of things
23 going on.

24 Here are a couple links that you can go to. You can
25 go to tma.us/asap. Maria has graciously offered to take

1 anybody who is interested and forward them to me, and
2 I'll forward them on to the proper people who are running
3 things to do it that way.

4 Let me switch quickly over to what we have been
5 doing over the last nine months, and then I'll take any
6 of your questions. Where we worked with DOJ staff over
7 the last nine months to a year -- or actually maybe a
8 little longer than that -- was that we got Riverside
9 Police Department up and online. They are running a CAD
10 system where our company has the message switch, so it
11 was ideal. They are also a direct CLETS agency, so it
12 simplified the problem. I didn't have a county message
13 switch to deal with in the middle. And we were able to
14 bring them up with DOJ staff who were fantastic to work
15 with. And essentially, we've been operational since, I
16 believe, early December of last year.

17 And in here, I'll go ahead and bring this up and
18 it's been sent to Maria, so she has a copy of it, but we
19 have a letter from Chief Gonzalez of Riverside Police
20 Department. And it's very complimentary. He puts in
21 there very clearly, especially in the second paragraph,
22 the fact that it's eliminated 25 hours per month for him
23 in terms of telephone calls per month. That's
24 significant.

25 You're getting to a point where, certainly in the

1 larger centers, you're going to start basically saving
2 full-time equivalent numbers, and that's obviously
3 important from a staffing perspective. I don't think
4 anybody is going to be laying anybody off, but it may
5 allow certain agencies to not have to try to hire as many
6 staff into call-taking activities. I think this has been
7 a very good thing for Riverside, and I think it really
8 will help all the agencies out in California that wish to
9 come on.

10 With that, I'll open up to any questions and
11 complaints or any concerns.

12 **Mr. Park:** Greg Park. A couple of pending quasi-
13 technical questions. What considerations do we need to
14 think about for a message switch at the county level that
15 might not be a CommSys device? How can we --

16 **Mr. Turner:** Really anyone can do it. There are two
17 messages that were set up by Nlets and that CLETS has
18 implemented, the ALQ and the ALR messages. They are
19 standard messages that are published in the Nlets wiki.
20 That just needs to be put through. I'm putting together
21 a technical document that I will supply to my competitors
22 because it's not important as to whether or not it's
23 CommSys or TMA. It's important that we have that
24 available, so I already know that I will be providing it
25 to Level Two for their switches in the Bay Area because I

1 have a couple agencies that want to move forward with
2 that fairly quickly.

3 **Mr. Park:** So, again, the communication we should
4 start with our county-level switch would be essentially
5 adding two messages. That's --

6 **Mr. Turner:** That's it.

7 **Mr. Park:** -- the extent.

8 **Mr. Turner:** Exactly.

9 **Mr. Park:** Excellent.

10 **Mr. Turner:** And you're in Contra Costa if I
11 remember correctly?

12 **Mr. Park:** Almost. Right next door.

13 **Mr. Turner:** Okay. Alameda? I've already been
14 talking to Darren (phonetic) because --

15 **Mr. Park:** Yes.

16 **Mr. Turner:** -- Oakland has been making noise about
17 wanting to do that as well.

18 **Mr. Park:** Beautiful. The second element, if I
19 can't get my CAD vendor to come on board or I can't
20 invest in an upgrade, will there be an option for a
21 widget or some sort of third-party app?

22 **Mr. Turner:** We've talked about it and we are --
23 right now the TMA is working on a solution with that. I
24 don't want to talk too much because I know more than -- I
25 know a lot because I've helped architect it. I don't

1 know how fast they are moving with it. Part of what has
2 happened is in the success of ASAP that we've had over
3 the last decade, they've realized there's a lot of other
4 parties beyond government public safety that need to have
5 access to this.

6 So, they're building almost a super message broker
7 which will be able to handle commercial traffic as well.
8 As a result of that, there will be a need for a terminal
9 solution, whatever that means, and that will come. I
10 can't give you a timeframe on that.

11 **Mr. Park:** But to know it's in the works could be
12 helpful. Thank you very much.

13 **Mr. Turner:** Exactly. Anyone else? I just want to
14 thank everyone for, you know, listening to my
15 presentation. I want to thank Maria for going ahead and
16 moving that forward, and I thank Chief White for helping
17 move things forward about a year and a half ago when we
18 kind of hit some miscommunication. And I appreciate all
19 the work that he did. Thank you.

20 **Chief O'Keefe:** Thank you. Thank you, Bob. Is
21 there any public comment on this agenda item? Yes,
22 Chief?

23 **Chief White:** Yeah, I just want to make one comment
24 again for Maria and the team at DOJ and Chief Dominic for
25 moving this forward. I think it represents the best of

1 things that we can do at this committee of trying
2 something out in a responsible manner. And I know,
3 Maria, you asked a bunch of good questions. We were
4 trying to figure how to do this while protecting the
5 network.

6 And in the current era, as you mentioned, Bob, I
7 think it's important that we find ways to free up the
8 limited staff that we have. And I know Riverside
9 mentioned to me that there's almost one FTE. The reality
10 is that one FTE can be directly helping the citizens of
11 the State of California to get public safety. So, thank
12 you to everybody and the programmers that help pull it
13 together in, I think, record time, so great job.

14 **Chief O'Keefe:** Thank you, Chief White, for that.
15 Thank you, Bob, appreciate it.

16 **Mr. Turner:** Thank you.

17 **Chief O'Keefe:** Any comment from the public
18 regarding this? Okay. Not seeing any hands or hearing
19 any names. Before we go to a closed session, Maria,
20 please present the information about our closed session.

21 **Ms. Cranston:** Thank you. Pursuant to Government
22 Code section 11126 (c)(18), a closed session is being
23 conducted in order to review detailed client -- a
24 detailed client report regarding specific matters that
25 pose a threat or a potential threat of criminal activity

1 against CLETS and/or CLETS data transmitted between the
2 DOJ and specific client law enforcement agencies.

3 Before we go into closed session, I will take a roll
4 call vote. Chief Andrew White?

5 **Chief White:** Aye.

6 **Ms. Cranston:** Chief Hillman?

7 **Chief Hillman:** Aye.

8 **Ms. Cranston:** Chief O'Keefe?

9 **Chief O'Keefe:** Aye.

10 **Ms. Cranston:** Chief April Baxter?

11 **Chief Baxter:** Aye.

12 **Ms. Cranston:** Committee Member Park?

13 **Mr. Park:** Aye.

14 **Ms. Cranston:** Chief Christina Michel?

15 **Chief Michel:** Aye.

16 **Ms. Cranston:** And Chief Bonini?

17 **Chief Bonini:** Aye.

18 **Ms. Cranston:** Thank you. We have a quorum that the
19 motion passes to go into closed session.

20 **Chief O'Keefe:** Okay. Let's go into closed session.

21 **(Closed session held off the record.)**

22 **Chief O'Keefe:** I'd like to reconvene the meeting.

23 As we return to open session, Maria, can you please
24 present the information from our closed session?

25 **Ms. Cranston:** Yes, so closed session was held

1 pursuant to Government Code section 11126(c)(18). The
2 committee received established report regarding specific
3 matters that may pose a threat or potential threat of
4 criminal activity against CLETS and/or CLETS data
5 transmitted between the DOJ and a specific client law
6 enforcement agency where the disclosure of these
7 considerations could compromise the security of CLETS or
8 the transmitted CLETS data.

9 The committee evaluated the status of
10 compliance efforts -- sorry, and directed dates by which
11 items need to be resolved. And thank you.

12 **Chief O'Keefe:** Okay. Before moving on to the next
13 agenda item, is there any public comment on this item?
14 Okay. Seeing none and hearing none, I'd like to move on
15 to the members' report.

16 From the members' report, I would like to call on
17 each of the members to provide a brief update on their
18 agency or association, which they are representing on the
19 committee here. And I'll start with Greg Park,
20 representing California League of Cities. Sir.

21 **Mr. Park:** Thank you, Chair. Again, continued
22 gratitude and thanks for DOJ's efforts on the master
23 offense code table. As more and more agencies come
24 online with CIBRS reporting, they are finding that
25 invaluable to help clarify which offenses that their

1 officers have been using years and years are really
2 reportable and true offenses in the state.

3 So, although there is a little bit of a hold-up
4 right now trying to find a new expert, DOJ is looking to
5 hire a new expert to assist them with that project
6 moving forward, we do thank them for their continued
7 efforts in making that available to our agencies. Thank
8 you.

9 **Chief O'Keefe:** Thank you, Greg. Next will be
10 Chief April Baxter, representing the California Highway
11 Patrol.

12 **Chief Baxter:** Thank you. I have nothing to report.

13 **Chief O'Keefe:** Next will be Chief Christina
14 Michel, representing the California Department of Motor
15 Vehicles.

16 **Chief Michel:** Thank you. I also have nothing to
17 report.

18 **Chief O'Keefe:** Okay. Thank you. Next will be
19 Chief Andrew White, representing the California Peace
20 Officers' Association.

21 **Chief White:** Nothing to report. Thank you.

22 **Chief O'Keefe:** Next, Chief Rick Hillman,
23 representing the California Police Chiefs' Association.

24 **Chief Hillman:** Thank you. Nothing to report.

25 **Chief O'Keefe:** Okay. And Chief Mike Bonini,

1 representing the California State Association of
2 Counties.

3 **Chief Bonini:** Nothing to report. Thank you.

4 **Chief O'Keefe:** Thank you very much. Myself, Don
5 O'Keefe, California Governor's Office of Emergency
6 Services, I just want to announce that our former
7 director, Mark Ghilarducci, retired as of January 1st of
8 this year. He was replaced by Nancy Ward, who just got
9 through her confirmation process with the Senate. Nancy
10 was with the CAL OES several years ago as a Chief Deputy
11 Director for Operations. And after that, she was in
12 President Obama's administration and was the acting FEMA
13 director. So, she brings a lot of experience when it
14 comes to emergencies, disasters, and that for CAL OES.
15 That is my report.

16 Let's see. I guess the next item on the agenda --
17 they wanted to open up to the committee to discuss any
18 other items that they want to discuss related to CLETS.
19 Okay. Hearing none, I'd like to open it up to the public
20 for any opportunity to comment on anything regarding
21 CLETS. Okay. Don't see any, so next is our next
22 meeting. Do we have a date for our next meeting?

23 **Ms. Shindelbower:** It's going to be based on the
24 majority of the members' availability. The Thursday --

25 **Ms. Cranston:** Can't hear you.

1 **Ms. Shindelbower:** Based on the responses that I
2 received from members, it looks like Thursday, December
3 14th at 10:00 a.m. did seem to work for the majority of
4 members.

5 **Ms. Cranston:** Do we know how many members would be
6 available? I just want to make sure we have a quorum.

7 **Ms. Shindelbower:** Off the top of my head, I do not
8 know.

9 **Ms. Cranston:** Okay. So, we will confirm that date
10 -- tentatively December 14th.

11 **Chief O'Keefe:** Okay. Thank you. First of all, I
12 want to -- before concluding, I want to thank the City of
13 Elk Grove for providing their council chambers to us for
14 this meeting. I also want to thank staff for preparing
15 all the literature and all the documents and getting us
16 here today. And then lastly, I want to thank the public
17 who showed up to show their interest. And with that,
18 I'll adjourn the meeting.

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This is to certify that I transcribed the foregoing pages 1 to 49 to the best of my ability from an audio recording provided to me by Department of Justice.

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