



State 9-1-1 Long Range Planning Committee Meeting Minutes

601 Sequoia Pacific Blvd, Sacramento, CA 95811

August 20, 2024 – 1:00 - 3:00 PM PST



OFFICE OF EMERGENCY SERVICES, STATE OF CALIFORNIA LONG RANGE PLANNING COMMITTEE MEETING MINUTES:

MEMBERS PRESENT:

Jody Patt, California Police Chief Association (CPCA)
Alicia Fuller, California Highway Patrol (CHP)
Jeff Logan, California Fire Chiefs Association (CFCA)
Kasey Young, California Chapter of National Emergency Number Association (CALNENA)
Erinn Riley, California State Sheriff's Association (CSSA)
Brenda Bruner, Association of Public-Safety Communication Officials (APCO)

MEMBERS ABSENT:

None

I CALL TO ORDER – ROLL CALL

The meeting was called to order at 1:08 PM.

II APPROVAL OF PREVIOUS MEETING MINUTES

February and May meeting minutes were placed on the agenda for approval. Jeff Logan motioned to approve, and Jody Patt seconded. Meeting minutes were approved.

III RECRUITING AND RETENTION INFORMATION DEVELOPMENT DISCUSSION

Jeff Logan stated the LRPC had a productive meeting with 9-1-1 Authority. The next step is to bring forth updates and edits. The LRPC agreed to discuss the study in further detail at the next meeting.

Paul Troxel asked committee members if the staffing study was helpful, and whether CalOES needs to collect more data or if CalOES should conduct a follow-up study in the future to confirm the findings.

Alicia Fuller responded to Paul Troxel and said further action is dependent on how the study's findings are reformulated. Fuller recommended the findings of the study should highlight statistically significant data and be made comprehensible for the public. Fuller also emphasized that publishing the data could help us learn more about the topic by inviting the public to offer potential solutions and ideas.



Logan agreed with Fuller and added once the report is refined, it will be a valuable document to present to public officials, as the findings will demonstrate why dispatchers need more resources such as funding, training, etc.

Troxel expressed that the staffing study should serve as a tool to develop and enhance policies related to 9-1-1 dispatch administrations across California. Troxel reiterated the purpose of the study is not to create mandates but to foster communication and enhance 9-1-1 dispatch administrations.

IV POLICY BASED ROUTING

The committee members stated they had an opportunity to review the document and noted the policy-based routing report needs further adjustments. For example, committee members agreed the report should be simplified and serve as a tangible guideline for dispatch managers.

V POLICY BASED ROUTING REQUEST LIST REVIEW

Jeff Logan and Alicia Fuller agreed the agenda topic was covered in the previous agenda item. They requested to combine agenda topics IV and V into one agenda item for future meetings.

VI REGIONALIZATION/CONSOLIDATION DISCUSSION

Paul Troxel stated there was a discussion about regionalization with Director Ward. Director Ward is in support of the idea provided that CalOES has the technology to implement regionalization effectively and efficiently. Troxel highlighted there are a multitude of ways to approach regionalization. For example, Troxel expressed the idea of CHP diversifying their workload and asked if it was necessary to have all PSAPs open 24 hours, recognizing that this would require a change to longstanding Branch policy.

Alicia Fuller added to Troxel's remark and stated technology is a key factor in regionalization/consolidation, and that further discussions



regarding what technology is available today needs to occur. Fuller acknowledged restricting some of CHP's PSAP operational hours may be a feasible option due to changes over the years in regional dynamics.

Troxel ended the discussion topic by asking committee members if there is a practical way to incentivize regionalization and consolidation?

VII REGIONAL TASK FORCE BRIEFING

Andrew Mattson stated the task force is under reconstruction and that an update will be provided at the November LRPC meeting. Mattson mentioned the Task Force will transition from small, focused group conversation to a more dynamic open-ended educational format to engage a wider audience.

Jeff Logan acknowledged pre-migration testing is high impact and advocated personnel should be scheduled on overtime to support testing. Logan further stated more time and effort needs to be allocated to testing.

Alicia Fuller asked Mattson to provide a Next Generation 9-1-1 update.

9-1-1 Update

Mattson stated Kern County had a successful migration as 10 out of 11 Public Safety Answering Points (PSAPs) in the county are live.

Mattson stated testing continues in the South; however, rack remediation issues have put migrations on hold. The North is working through global issues and getting situated in preparation of testing.

Ryan Sunahara stated ATOS is continuing to migrate clusters.

VIII AGENDA ITEMS FOR FUTURE MEETING

Committee members emphasized they would like the staffing study to remain the focal point of the next LRPC meeting. Committee members



State 9-1-1 Long Range Planning Committee Meeting Minutes

601 Sequoia Pacific Blvd, Sacramento, CA 95811

August 20, 2024 – 1:00 - 3:00 PM PST



would like to expand on how to future-proof policy and apply data to cultivate effective policy for 9-1-1 centers.

IX PUBLIC COMMENT FOR MATTERS NOT ON THE AGENDA

Paul Troxel provided an update regarding personnel changes within the California 9-1-1 Emergency Communications Branch:

Jessica Sodhi was hired as the 9-8-8 Systems Director, Amanda Secret was promoted to Division Chief of the Emergency Communications Division, and Don Jones was promoted to Assistant Chief of the Technology Division

X ADJOURN

The meeting adjourned at 1:54 PM.