



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

630 Sequoia Pacific Blvd, Sacramento, CA 95811

July 24, 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

### Item    Agenda Topic

#### I        **CALL TO ORDER – ROLL CALL**

The meeting was called to order at 1:05PM.

#### II        **RECRUITING AND RETENTION INFORMATION DEVELOPMENT DISCUSSION**

Mr. Troxel discusses the background on the recruiting and retention best practices within the 9-1-1 communications industry.

Mr. Troxel requests input on the data collected and if they see any gaps in the data collected and states that this survey would be ideally done again in a number of years to continue to build on the best practices that come from this first round of survey data collected.

Mr. Troxel states that the data received from the line level dispatcher surveys shows that line level dispatchers feel there is a lack of knowledge in management and that wellness is an important aspect from the data such as outside stressors and how management can offer appropriate resources to employees.

Mr. Troxel states that there is potential for funding from the 9-1-1 branch for wellness programs or looking over the existing wellness programs that agencies have in place and if the agencies would prefer this to be looked at locally to base the needs off the individual agency.



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Alicia Fuller asks about funding from the State level for training opportunities and options for creating Peace Officer Standards and Training (POST) courses for management.

Mr. Troxel states that it is an option to look at having POST courses created and funded from the State and what the appropriate course of action looks like for a mandate coming from the State. The goal is to incentivize the Public Safety Answering Point (PSAP). The ultimate goal of this meeting is to determine if the existing document is sufficient.

Jeff Logan asks Mr. Troxel what the goal is for the LRPC with this document.

Mr. Troxel states the goal is to review and approve, if agreed upon, to then send to the 9-1-1 Advisory Board for final approval or find gaps and meet with the vendor to close those gaps and to then review again.

Mr. Logan states that the format needs to be finetuned before it moves forward.

Kasey Young states that there should be a portion able to be brought to management for review before being finalized.

Ms. Fuller states that a targeted approach to request those who already completed the survey to state what they are being compensated and if the survey taker feels it is sufficient. Also, for all PSAPs to have the option to view the data. Mr. Troxel states the difficulty of reviewing salary due to all of the factors at hand but will speak to vendor about the possibility of more data collection.

Ms. Fuller states that the length of the document is a concern for time sake and if there is a way to make the data more concise for presentation.

Mr. Logan states there are many formatting errors and lack of consistency throughout the document.



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Mr. Troxel states to give Don Jones any particular notes to take back to the vendor.

Ms. Fuller states that there could be different versions, one being high level and one being more tailored toward supervision staff of the PSAP and states that it would be beneficial to do the cleanup work before it is presented to the 9-1-1 Advisory Board.

Mr. Troxel suggests working on the document and at the LRPC August meeting to decide if they would like to present to the 9-1-1 Advisory Board and if not push out to the November meetings.

Ms. Fuller states that the technology within the agency should also be considered with this data and if it is affecting retention and wellness of the agencies.

Erinn Riley states that there should have been more interaction for ideas on recruitment strategies and asks if there is any follow up or a place for agencies to collaborate on recruitment strategies for a younger population.

Ms. Young states that it would be helpful to have agencies have the opportunity to collaborate on what is working for different centers and that funding plays a factor as well and states she will bring that idea back to CALNENA for an opportunity to create a forum for agencies to discuss. Ms. Fuller states it would be beneficial to leverage CALNENA and other conferences to have quorums for these topics. Ms. Bruner states that APCO has had discussions like this in the past and that with the APCO conference being in California this year and that in past forums these topics have been brought up, that APCO can be used to facilitate these conversations.

Jody Patt states to look at if the agencies with higher retention have certain amenities and how those are beneficial.

Mr. Logan states it would be useful to bring up these topics at the regional task force meetings and use those groups to discuss these same



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topics at a regional level.

Ms. Fuller states it could be beneficial to have best practices outlined and then create coursework and provide it to agencies or work with POST to offer these courses and eventually these could become mandates. Also, to offer funding for these trainings from the State or for wellness programs as well. Mr. Troxel states that the state is willing to look into funding options.

Ms. Riley states that funding is not the end all be all, if an agency needs to pay because they are rotating people in and out of supervisory positions that funding shouldn't be the top priority and that the position is specialized and requires specialized trainings which is no different than another type of specialized training not funded by the State.

Ms. Fuller states that CHP has training material for the staff rotated into their commander positions and would be willing to share this information to other agencies and states the importance of sharing what is working for one agency to another.

Mr. Troxel states that Don Jones and himself will work on the described tasks and work on the document before the next meeting.

Mr. Logan requests that the asks of the document be more specific. Mr. Troxel states that the asks in the document should be made clearer. Mr. Logan asks if it is possible to expand the demographics of the data and see what percentage of the PSAPs were represented in the data. Don Jones states that the PSAP where the data came from is not available for the line level dispatcher survey, it was completely anonymous but is available for the manager survey.

Mr. Troxel states that the Director was briefed on this data, and she provided feedback that this is not a mandate by Cal OES and to change the header to clarify that this document is a toolkit from the LRPC and approved by the 9-1-1 Advisory Board so that the PSAPs can see the 9-1-1 community and the professional associations were involved.



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### III POLICY BASED ROUTING REQUEST LIST REVIEW

Ms. Fuller states that the document has been passed around to the committee members and includes the list of options and considerations for policy-based routing. She states that CHP has taken a look at the document to tier what is most important of the suggestions so far.

Brenda Bruner states that the document thus far has laid out the pros and cons to the policy-based routing options thus far and states what she likes in the edits made and is a great starting point for this discussion.

Ms. Young states that the purpose of the document was to see what was possible for policy-based routing and requests confirmation from OES on if what is in the document thus far is an option.

Ryan Sunahara asks for clarification on the tiered list and Ms. Fuller states that the tiers are based on necessity.

The board discusses how to prioritize the list best.

Mr. Sunahara states that there are options for what can be made available day one and that many of these policies are in theory currently and that information can be brought to the engineering team to ensure the technology is capable of what agencies need.

Mr. Logan states that he would be willing to discuss offline and workshop the document further before the August meeting to provide more direction.

Ms. Fuller and Mr. Sunahara discuss what is important for this document as far as its detail to be beneficial and what capabilities are possible.

### IV REGIONALIZATION/CONSOLIDATION DISCUSSION

Ms. Fuller asks if there are specific asks from Cal OES on this topic.

Mr. Troxel states that the goal of this discussion is to see if with the use of technology, is there opportunity to consolidate and can the State



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incentivize regionalization. This discussion is in its infancy, and this is not a development plan to close PSAPs. The discussion is to see if Federal funding becomes available would there be technology available to support the consolidation of PSAPs.

Mr. Logan states that this originally was asked by the 9-1-1 Advisory Board for the LPRC to discuss and should the LRPC ask the 9-1-1 Advisory Board for more clarification on what is being asked for within this discussion.

Ms. Bruner states this topic has been on the radar for some associations and if they would be willing to relinquish authority.

Ms. Young states that the discussion continues to be that incentivizing these groups would be the most productive way to move forward.

Ms. Fuller states that coming up with incentives without actual information is difficult to speak to the community about and asks of any regionalization that is currently happening in the State.

Mr. Troxel states that there is none currently in California but other states deploying Next Generation 9-1-1 are consolidating. States that there are a lot of PSAPs in the State who have a complex population to serve, and this is a delicate and long-term conversation.

Ms. Fuller asks if virtual regionalization is a possibility. Mr. Sunahara states that this could be a possibility and is similar to what is being worked on for CHP currently where two agencies are using the same Next Gen and Call Processing Equipment (CPE) and is being worked on to see if it possible. Ms. Fuller discusses using this as an option to leverage the technology to allow agencies to relinquish control at their own pace. She states that this will be brought up to the 9-1-1 Advisory Board for ideas on incentives for PSAPs.

### **V AGENDA ITEMS FOR FUTURE MEETING**

OES would like to put the charter of the task force on the agenda for discussion.



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**VI PUBLIC COMMENT FOR MATTERS NOT ON THE AGENDA**

No public comment.

**VII ADJOURN**

The meeting was adjourned at 2:48PM.