



State 9-1-1 Advisory Board
Meeting Minutes
630 Sequoia Pacific Blvd, Sacramento, CA 95811
August 20, 2025 – 10:00 AM - 12:00 PM PST



**OFFICE OF EMERGENCY SERVICES, STATE OF CALIFORNIA 9-1-1 ADVISORY BOARD
MEETING MINUTES:**

MEMBERS PRESENT:

Lisa Mangat, Chair, Acting Deputy Director Public Safety Communications
Paul Troxel, Office of Emergency Services (Cal OES)
Andrew White, California Police Chiefs Association (CPCA)
Mark Chase, California Chapter of the National Emergency Number Association (CALNENA)
Ametrius Sidney, California Chapter of the National Emergency Number Association (CALNENA)
Rodney Ellison, California Highway Patrol (CHP) Remote.
Garrett Huff, California Fire Chiefs Association (CFCA)
Jennifer Gonzales, California Police Chiefs Association (CPCA)
Rebecca Ramirez, California Fire Chiefs Association (CFCA)
Kurt Wallace, Association of Public-Safety Communication Officials (APCO) Remote.

MEMBERS ABSENT:

Robert Jonsen, California State Sheriff's Association (CSSA)
Yesenia Sanchez, California State Sheriff's Association (CSSA)

I WELCOME – CALL TO ORDER – ROLL CALL

The meeting was called to order at 10:04AM. Quorum was achieved.

II APPROVAL OF PREVIOUS MEETING MINUTES

Chief Jennifer Gonzales requested grammar errors in the May meeting minutes be corrected. The May 14, 2025, meeting minutes were approved with promise to edit.

III PUBLIC COMMENTS FOR MATTERS ON THE AGENDA

Mark Chase asked in regard to Call Processing Equipment (CPE) replacement and how Public Safety Answering Points (PSAPs) are being



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prioritized, is the threshold 80-90 PSAPs a year for the staff to accomplish replacement. Mr. Troxel clarified yes. Mr. Chase asked if a PSAP is lower on the totem pole would Cal OES consider having more staff available to get through that process. Mr. Troxel stated the oldest in the queue for requests will be prioritized but if someone is in the queue but is newer, they will still be worked based on when their request is received.

Jeff Logan thanked the Board for their consideration of the line level dispatcher and states this meeting has been encouraging. Mr. Logan stated that the agencies choosing on premise versus cloud, from his perspective, are due to a lack of knowledge of if the bandwidth will be enough to support the more advanced technologies. Mr. Logan would encourage the board members to go back to their associations with the staffing study and encourage them to use the study as a tool.

Alicia Fuller stated in regard to Next Generation (NG) 9-1-1, one of the concerns of the PSAPs that are not included in the 23 but interact with those 23 is that calls being transferred in the NG network are not staying within the network and can this be resolved and get these calls back into the network as quickly as possible. Mr. Troxel stated that the use of transitional elements will be used in phase 1 and future deployments to simplify for those on or off the NG 9-1-1 network and keep the call in the 9-1-1 ecosystem.

Pam Snyder with Frontier Communications asked if there will be a notification to the originating service providers of the shift to Atos. Mr. Troxel stated that is in progress and work is being done with California Department of Technology (CDT) to work through all of the approvals needed and getting the notification out.

IV CA 9-1-1 BRANCH UPDATE

Chief Deputy Director Lisa Mangat stated the update given today will be the key activities as it relates to the support of the 9-1-1 system. The 9-1-1 system is locally operated by the PSAPs and there has been a national effort to update 9-1-1 legacy systems. At the last meeting in May Cal OES talked about the things that were learned through engagement with local PSAPs as they migrated to the new system. From that information the team thought



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about how these experiences can be improved upon moving forward. Today Cal OES will update on the current thinking and the plan for going forward.

Paul Troxel discussed the annual 9-1-1 call statistics. As NG 9-1-1 is being reworked, the network needs to be robust enough to deliver the call volume we receive. This will continue to be tracked and reported at each board meeting.

Mr. Troxel discussed the CPE in 306 PSAPs that have technology that is year 7 or older. The CPE contract amendment has been executed. The PSAPs are able to now purchase on premise equipment and there are five (5) contract options available to PSAPs. Since contract execution we have seen an increase in CPE upgrades. There are 41 CPE upgrades approved and in process and there have 67 allotment letters signed and issued to PSAPs. An important distinction to make is that when a PSAP is given an approved allotment letter it gives the PSAP the knowledge to know how much they will be funded for, the PSAP will then have to engage with the vendors and work with them to determine which solution they will go with. PSAPs often ask for allotment letter to know where they are in the funding process and determine when they will upgrade not that are upgrading right this moment. 30 allotment requests are currently being processed. The PSAPs are being prioritized based on when they reach out and how old their system is.

Chief Deputy Director Mangat stated the most important note about this amendment is that it expands the options for the PSAPs. These numbers are important because they are metrics to ensure Cal OES are supporting the PSAPs as they transition. She Clarified that when NG 9-1-1 is talked about, it is not just the network, but it also involves the upgrading of the CPE at the PSAP. She continued, they are to be thought of as companion pieces. She extended appreciation to the team and the PSAPs for leaning in on that effort.

Mr. Troxel emphasized that not all requests are for on premise equipment, some PSAPs are looking into cloud technology. Both options are currently



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and will still be in coming years, available to the PSAPs.

Chief Andrew white asked if the allotment was based on cloud-based calculations are the on premise systems that are now being offered more expensive and who will cover the difference in allotments? Mr. Troxel clarified that the allotments are based on the contract costs for that specific technology. There is a formula for both cloud and on premise costs. This was an amendment, and the complete pricing was different, and the vendors came in with a higher pricing. The team built the formula in the amendment to cover the allotment.

Chief White stated concern for the overall project impact of this increase in cost to the State Emergency Telephone Number Account (SETNA) fund and a potential loss of residual funding to PSAPs. Mr. Troxel stated that analysis will be done on the impact to the budget that the increase in pricing of on premise equipment could have and the impact to residual funding for the PSAPs.

Chief White stated it would be helpful to give context on the slide presentation of where PSAPs are at in the allotment process.

Chief Garrett Huff asked how many centers since the new contract amendment has been available are still moving forward with cloud based technology. Mr. Troxel asked for clarification from the Advisory and Compliance supervisor Janee Darowski who stated about half of the 41 in process are moving forward with cloud based technology.

Chief Rebecca Ramirez asked if a PSAP chooses on premise what is the time and cost of upgrading down the line when NG 9-1-1 is in place. Mr. Troxel stated it is included in the contract with the vendors that they must be able to receive a NG 9-1-1 call native and at no cost to the State or the PSAP. Chief Ramirez added it would be helpful to have the slide presentations ahead of time so that the Board can be more informed.

Mr. Chase asked for confirmation of if a PSAP submits for their allotment letter



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can they ask for both on premise and cloud based. Mr. Troxel confirmed they can ask for both.

Chief Ramirez asked why a rise in on premise equipment requests is being seen. Mr. Troxel stated he believes it comes from PSAPs wanting to keep what they are used to base on the feedback received. Chief Ramirez asked where this feedback is coming from. Mr. Troxel clarified that the team has been travelling to PSAP manager meetings, county coordinator meetings, etc. to receive the feedback and through Fiscal and Operational Reviews (FORs). The team has visited 43 PSAPs so far this year to discuss the technology available to them, funding information, training allotment, operational and technical standards, etc.

Chief Gonzales asked if there is opportunity for these to be completed through a group virtual meeting. Mr. Troxel stated that there are many virtual meetings done by the team but that the in person meetings are important to allow for one on one questions to be addressed by the team.

Chief White asked if the on premise equipment that is now being offered is just the same as what PSAPs have now. Mr. Troxel stated the technology is being upgraded. The existing equipment could be end of life and with how the contract is written the PSAP should replace the equipment every 5-7 years, but this has not happened. Everything being replaced with this contract amendment is a rip and replace refresh with all new equipment.

Chief Huff stated that change is hard for everyone and if we are changing from what we are used to then we are pivoting from a plan that was reaching into the future. Is there any proof that the new plan wasn't working or are we just changing the plan because people were not comfortable. Mr. Troxel stated it was due to comfort level. The goal is to slow down and assess how we can evolve in the long term, get NG 9-1-1 deployed and cloud CPE implemented and deployed.

Chief Huff stated he would still like to see the end goal being the NG 9-1-1 network and requested the team to have a benchmark report to give the



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Board Members more information on whole NG 9-1-1 platform. Mr. Troxel clarified that they are two different technologies, NG 9-1-1 is the network, and CPE is the technology to answer the phone. Mr. Troxel stated the team can provide a defined plan, but they are not blended. The cloud and on premise equipment are designed to work in the NG 9-1-1 network world.

Chief Deputy Director Mangat stated that the Board is wanting to understand the fiscal impact, in terms of changing the composition of the on premise and cloud and the impact of the roll out of the broader project. The team can certainly do that and provide that information so that the public and Board can be better informed by having the slide presentations available beforehand. Chief Ramirez requested that along with that information, to include an engagement plan so that PSAPs have an idea of when they will be reached out to.

Chief White requested for more engagement overall from OES beforehand for the board to better serve their purpose. Chief Deputy Director Mangat responded that this is an advisory body not an oversight body, with that said, the team needs to spend more time giving the board the information needed to advise on what is happening. The takeaway is that the board be able to advise and give their expertise and not to necessarily vote yes or no on the go forward plan.

Chief Gonzales stated that communication to the PSAPs is needed as well, to gather the expertise from PSAP managers who are engaged in what is happening.

Chief Ramirez asked if an association wanted to have a letter or comments circulated, how would they ensure the entire board is given this information. Chief Deputy Director Mangat will consult with legal.

Chief Huff stated that as a newer member of the Board it was not clear through the interview and selection process what our role is as an advisory board member. It would be helpful to have a clear understanding for the Board Members to know what our role is. Chief Deputy Director Mangat will



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reach out and see what onboarding has been done in the past and address this need of the Board Members.

Mr. Chase stated cloud CPE offers many advantages to PSAPs but there is concern on the PSAP side that the things being demoed to them are not what will be available to them depending on their available network and bandwidth.

Mr. Troxel provided an update that the team has been meeting with PSAPs at FORs. If you would like a FOR scheduled for your PSAP, reach out to your advisor or Janee Dabrowski to have an advisor come and discuss your current technology, your stats, and the operational impacts at the PSAP.

Mr. Troxel discussed the SETNA fund condition statement. There was an anticipation of the NG 9-1-1 project to be further along. A provisional Budget Change Proposal (BCP) has been put in to request authority for additional funding, if needed, because it was expected to have legacy costs decommissioned at this time and they are not yet. Analysis is being done now on everything SETNA is being used to support and as that becomes clearer it will be reported out to the Board.

Public comment made by Fox 11 News regarding public incidents of callers being unable to connect to 9-1-1. Chief Deputy Director Mangat stated a member from the communications team will reach out.

Mr. Troxel stated that the SETNA fee calculation and annual budget review is currently being done. In June we reach out to the carriers, and they begin reporting data to our office. This data collection is done through July at the same time the Governor's Budget is signed. We then take the Fund Condition Statement with our budget authority and the access line data from the carriers. There is then a calculation done to determine what the recommended rate is. We are drafting our letting to California Department of Taxation and Fee Administration (CDTFA) which will be reviewed and signed by our director. The letter must be delivered to CDTFA by October 1st.



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Mr. Troxel provided a NG 9-1-1 update. In May we outlined an interim plan and from that meeting we've done a lot of work, and a plan has been developed. That plan is in its initial phases and the main priority is to replace the outdated legacy 9-1-1 system. At this time, we are working with the CDT to develop a contract for this plan, the hope is to have this finalized by October.

Mr. Troxel stated that in the network analysis we have looked at the architecture in California and other states and we have used that data to come up with the design of the network. To simplify the network, we will be migrating all of our voice to our current NG 9-1-1 provider. We had to look at who was able to handle this with minimal distraction to the PSAP and it was determined that Atos is going to be used to replace the complex network design that originally had multiple networks. The team will be working on the 23 PSAPs to move traffic to Atos and are looking at the use of transitional elements to allow the dispatcher to go from 2 screens to 1 to be able to answer calls. Transfers will be made easier by going through a selective router to transfer back and forth to legacy and NG 9-1-1. We want one provider to simplify the current network design and Atos will be responsible for location services as they have that data already. The expectation is to transition by end of year. Location transition will continue through the second quarter of next year dependent on certain variables. In phase 2 of the interim plan, we want to identify PSAPs who have particular needs to get off legacy, make the transition simple and have little to no operational impact to the PSAP. These PSAPs will have priority for migration. We expect phase 2 to begin the first quarter 2026. Phase 3 will be completion of migration of the whole State with the hope to begin October 2026 and as part of that plan we are looking to build a redundant network and are working with CDT to build a Request for Proposal (RFP) and it is expected to be out first quarter 2026 to bring a second provider to the State.

Chief White asked if there is a written plan to see the visualization of what has been decided. Mr. Troxel stated the team is currently working on that plan and putting together all of the architecture, and by mid-September the full plan will hopefully be put together to provide a total overview.



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Chief White stated a contractor with the State is giving direction to reduce circuits and not renew circuits. There are concerns being raised about the impact of that and it would be helpful to have the plan to look at to know the pros and cons and if this is necessary, etc. Chief Deputy Mangat stated it would be helpful to have all of the information in one place for review. Everything we are speaking about it subject to CDT who is the key control agency who is there to make sure we meet specified requirements. We are not at a point of anything that can't be undone. We agree that it would be beneficial to have a written plan available to the Board and we will work on completing that.

Chief White asked about the Automatic Location Information (ALI) transition to Atos and is it accurate that the transition is currently taking place. Mr. Troxel clarified that it is not currently happening, we are walking through the plans and the deployment plan for location is still being developed by Atos and Jason Bivens works for 9-1-1 Authority who is our IT project management team who we have contracted to work through the NG 9-1-1 project. He is spearheading all of that data collection for the project pan so we can get them developed so we can determine where, when and how do we start and what are the impacts to the PSAP so we can develop that communication plan.

Chief White asked what the impact on the PSAP would be when reducing down to one ALI circuit. Mr. Troxel clarified they would not reduce down to one Automatic Location Information (ALI) circuit. The impact to the PSAP is currently a region vendor delivers to a box int her back room and that box connects to their CPE. In the future, Atos will come in and replace that box and it will be network connection to the box to CPE to deliver ALI. An Atos tech will come in and install that and there will be some testing done with the PSAP to ensure that location services are being delivered and displayed on their CPE properly.

Chief White asked about the reliability of the Atos network because of an outage in the past, if Atos experienced another outage would that cause a



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Statewide outage of ALI and what is being done to ensure this doesn't happen. Mr. Troxel clarified that the outage being referred to was for text to 9-1-1 and did not impact their ALI services. Ultimately there is risk but there the plan is to have redundancy and ensure the services are being delivered. Chief White stated concern for the transition to NG 9-1-1 and that it is confusing and difficult because the change of the network design from the original NG plan to the newly proposed plan. Hearing this verbal update that will affect the State of California, and we do know of all of the moving pieces and risks and how can the Board appropriately advise with being given information without a concrete understanding of the why.

Chief Ramirez stated she would like to understand more of the redundancy component, and that the board is hearing about this after the plan has been created and not beforehand, allowing for the board to advise. Mr. Troxel reiterated for the interim plan right now what we are doing is moving the traffic for the 23 PSAPs and if there is a technology need to migrate additional PSAPs well evaluate that as part of our phase 2 plan. For the phase 3 plan is deploy new PSAPs at the same as we are building a second new redundant network. So, for the redundancy perspective, most other states have deployed 1 vendor statewide, California has the largest volume of 9-1-1 calls and because of the very diverse terrain of the State we should be looking at what other needs we need to support. We agree that a second layer/vendor is deemed necessary to meet the needs of California if there was a failure. We don't have the full architecture of the plan at this time because we are still developing that particular RFP, which we expect to go out in January. As discussed, CDT is our control agency, and they have to be able to look at what we're doing and agree to the ultimate plan. We are briefing our plan forward and are asking for feedback and advise to make sure we are looking at the long term strategy the proper way. Chief Deputy Director Mangat stated that having a written concise plan of the phases and the timing of everything is needed to be able to present.

Chief Huff asked for clarification on how this model is different than the current model. Chief Deputy Director Mangat clarified that the previous model was from a regionalized approach and this new model is simplified to



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have one Statewide provider and a second as another layer of back up.

Mr. Chase asked if there is a specific state that also uses this model of one statewide provider and a backup. Mr. Troxel stated that Indiana uses this model successfully. Chief Deputy Director Mangat added that for California it's special, with a lot of complexities, and having the redundancy is needed in an abundance of caution. Chief Ramirez agreed that redundancy is essential. Chief Deputy Director Mangat stated that the approach was looking at other states models and then our PSAPs and tailoring our approach to California specifically. Chief Ramirez stated she would like a better understanding of how these decisions are made beforehand so that the Board can advise and back the plan. Mr. Troxel stated that this has been taken as an action item and the team will be developing a plan to present to the Board.

Chief White asked what the reasoning is behind reducing the redundancy for the next 9 months and asks why not wait until the second contract is in place and then deploy with both layers. Mr. Troxel clarified that this choice was made in part due to feedback from PSAPs about disruptions in service due to the current deployment model. The goal is to simply for the PSAP with the use of transitional elements. Chief White asked why not implement the transitional elements along with the current deployment until the second contract is completed. Mr. Troxel asked Ryan Sunahara, Technology Division Chief, for clarification that at the 23 PSAPs with the current design calls are delivered to two vendors, Atos and the regional provider. At these PSAPs there would need to be two legacy selective routers which would double the cost of the legacy selective router gateway. This cost varies based on who owns the gateway. Mr. Troxel asked Mr. Sunahara if there are two gateways would this still simplify the service at the PSAP. Mr. Sunahara stated that no it would not. Mr. Sunahara added that in the current design carriers are going into two vendors and what we are trying to do is simplify into one provider, being Atos. We are trying to avoid building a gateway for each region and Atos and we want to bring the calls into one single string from the carrier to Atos. Chief White stated the concern is if Atos goes down. Mr. Sunahara stated that if we look at ALI, the plan is to move the current service



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from the regions to the prime and once moved, those two circuits are no longer used which effectively creates a cost savings. Chief White wanted clarification on the in between time. Mr. Troxel stated that an action item has been noted for a written plan to present to the board.

V STATEWIDE STAFFING STUDY UPDATE

Paul Troxel provided an update that in September there is a meeting scheduled to take place with Cal Chiefs. The team has gone out and spoken with PSAPs about the study and have been asked for print outs which have been given out. It will also be a part of the conversations at the upcoming Fall CALNENA meeting. The goal as the NG 9-1-1 and CPE work beings to move forward he will be able to go out and speak on the staffing study. Mr. Troxel asked the Board Members for the appropriate contacts from their associations to create meetings.

Chief Gonzales asked if there is a plan for meeting at the dispatcher level and what is being done with the study now. Mr. Troxel stated that when the contract for the study was originally written there was a goal to come back in a couple of years to do another study and compare the two and see what was helpful. Specifically, the wellness component is being looked at and the Long Range Planning Committee (LRPC) has engaged with the California Commission on Peace Officer Standards and Training (POST) on what wellness courses are available and how that can be leveraged to use the study within that sphere.

Mr. Troxel stated the goal is to, by the end of 2026, beginning of 2027 to engage on the follow up study to confirm what was successful and what is still needed. Chief Ramirez stated that this highlights how crucial the budgetary impact of what is being done from the technology standpoint is and if a fraction of that spending was dedicated towards the dispatchers it could go a long way in mental wellness and education and recruitment and retention. Chief Gonzales adds that she does not think another study is needed. The focus should be on the actual dispatchers and helping them and looking at what is needed and what can be done to improve the conditions of the dispatchers.



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Chief Ramirez stated that there was a recommendation made in the past about shifting some funding to dispatcher education or career development and it was supported by dispatchers and the Board. Asks if there is movement forward on that. Mr. Troxel explained the change in Annual Training Allotment (ATA) funding that has occurred since his time began with the 9-1-1 Branch in 2018. The ATA funding is now based on call volume and there is a 10-25 thousand dollar training allotment for each PSAP. County coordinators also have a separate allotment available and 40% of PSAPs use their training allotment. We have a staff member who is able to walk through the paperwork process to allow the PSAP to get the reimbursement for trainings. Any course that is POST N/A and open to all PSAPs is reimbursable and all approved trainings are available on our website for PSAPs to view. Any recommendations for additional courses are welcome. Chief Ramirez asks if there would be any option for overtime to be reimbursed as well. Mr. Troxel took that as an action item to look into.

VI LEGISLATIVE UPDATE

Paul McGinnis, Cal OES Legislative and External Affairs, provided information regarding legislative updates. A copy of all legislative updates discussed will be distributed to the 9-1-1 Advisory Board members.

VII LONG RANGE PLANNING COMMITTEE (LRPC) REPORT

LRPC Chair Alicia Fuller provided an update that the LRPC is working on the staffing study in the background. The LRPC is looking at job specifications for dispatchers and working up a template to provide something to the community that can be posted so that as organizations are updating their job classifications, they can ensure they are hiring properly. The template will include specifics for different scenarios, fire, call taker vs dispatcher etc. Will be as complete as possible with a summary of preferred and required qualifications and key responsibilities of the job. It will also include the working conditions and conditions of employment. The LRPC asks the Board for specific category suggestions.

The LRPC is also working on looking into POST training and what is offered



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from a wellness point of view.

Policy based routing has been set aside as of now as NG 9-1-1 is being reworked.

With regards to regionalization and consolidation the committee has asked for more clarification on where the Board wants the LRPC to take that conversation.

The LRPC is also looking at remote call taking and what that can mean. Chief Ramirez clarifies that anything that is decentralized would be a part of that conversation. Mr. Chase offers the same feedback that the idea is if there is any type of illness outbreak in a center or a situation where an alternative plan for natural disaster, etc., and what are the best practices to provide equipment dispatchers can work from home or an alternative location, how that best be set up, costs associated, etc. Ms. Fuller asks do you want a report on best practices or just something open ended. Mr. Chase clarifies to just have information to make available to PSAPs for discussion. Chief Ramirez adds that this parallels the regionalization conversation and to look into the possibilities of that for PSAPs and have that information available for those who are interested.

Chief Gonzales commented that the city of Napa has done core competencies for each of their roles, and they aid with promotional offers and suggests adding those components to the job templates. For the training aspect, suggests stepping away from POST for wellness and focus on the aftermath and what can be offered such as therapy or other programs that are available and what can be funded. Chief Deputy Director Mangat asked if there was anybody the committee has engaged with who gave a good example of an entity that already has a program in place for wellness. Ms. Fuller stated this is being looked into currently for the next steps. The options commonly seen are retreats which are expensive and the committee is looking for more options that would be widely available.

VIII 9-8-8 UPDATE



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Paul Troxel provided an update that the Federal Communications Commission (FCC) made a ruling in July that allowed georouting on text to 9-8-8. They have 18 months to deploy the routing. The Federal administration has discontinued the press 3 option for LGBTQIA+ youth. Cal OES, California Health and Human Services (CalHHS) and the California Department of Health Care Services (DHCS) are talking about how to develop that option within the State. CalHHS and DHCS are also working with the Trevor Project on that initiative. The goal for the 9-8-8 Technical Advisory Board is to get refocused, in order to gain traction on the 3 deliverables of the Board outlined in the legislation.

IX CLOSED SESSION

The 9-1-1 State Advisory Board conducted closed session.

X AGENDA ITEMS FOR FUTURE MEETINGS

Chief Ramirez asked for the subcommittee report out be added. Mr. Troxel stated this will be taken as an action item and will get clarification if this can be added for the next meeting.

XI PUBLIC COMMENT FOR MATTERS NOT ON AGENDA

Chief White addressed the Board and expressed gratitude for the opportunity to be on the Board. Chief Deputy Director Mangat stated her appreciation for the time and expertise of Chief White.

XII ADJOURN

The meeting was adjourned at 2:05PM.