



State 9-1-1 Advisory Board Meeting Minutes

630 Sequoia Pacific Blvd, Sacramento, CA 95811
February 19, 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)
Kurt Wallace, Association of Public-Safety Communication Officials (APCO)
Rodney Ellison, Chief, California Highway Patrol (CHP) Remote
Rebecca Ramirez, California Fire Chiefs Association (CFCA)
Garrett Huff, California Fire Chiefs Association (CFCA)
Jennifer Gonzales, Chief, California Police Chiefs Association (CPCA)
Robert Jonsen, California State Sheriff's Association (CSSA)
Yesenia Sanchez, California State Sheriff's Association (CSSA)

MEMBERS ABSENT:

I WELCOME – CALL TO ORDER – ROLL CALL

Meeting was called to order. A quorum was achieved.

II APPROVAL OF PREVIOUS MEETING MINUTES

The board motioned to approve the previous meeting minutes. November 20, 2024, minutes were approved.

III CLOSED SESSION

The State 9-1-1 Advisory Board elected to conduct a closed session.

IV CA 9-1-1 BRANCH UPDATE

Lisa Mangat, Acting Deputy Director of Public Safety Communications (PSC) stated implementation of Next Generation 9-1-1 (NG 9-1-1) is a priority; Cal OES must provide technology that Californians deserve. Mangat stated a consultant has been brought in to aid in the review of NG 9-1-1. Mangat stated Cal OES will present data in a different manner, in a way that is easily comprehensible and meaningful.

Mangat asked the board whether they'd like to establish a subcommittee.



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Board members voted to establish a subcommittee. Mark Chase and Andrew White were established as members of the 9-1-1 subcommittee.

Paul Troxel stated Cal OES has enhanced 9-1-1 Outage Duty Officer with the addition of another duty officer and engineer on call. For any update being done to call handling and the NG 9-1-1 network, a Cal OES representative will be on site for the update. Troxel stated some of the Public Safety Answering Points (PSAPs) will be using legacy Call Processing Equipment (CPE) as the PSAPs transition to NG 9-1-1. The Advisory and Compliance Unit will provide these updates as they continue to support PSAP Manager meetings. Cal OES is willing to attend PSAP manager meetings or other meetings requested by the PSAP community, and willing to establish regular check ins.

Mr. Troxel discussed the 9-1-1 call statistics for 2024. 87% of 9-1-1 workload is coming from wireless. Wireline continues to see consistent decline and is expected to continue up to a certain point, accounting for some communities until infrastructure is built in these areas to support Voice over Internet Protocol (VoIP) or Wireless. Small increase in text to 9-1-1, Advisory and Compliance team is working with PSAPs to ensure they have what they need to be able to answer 9-1-1 texts.

Mr. Troxel discussed the expiration of the last cybersecurity contract. The 9-1-1 Branch worked with California Department of Technology (CDT) to execute a new contract, and 9-1-1 Authority was awarded the contract to provide cyber security analysis of the NG 9-1-1 network, 9-1-1 Call Processing Equipment (CPE), and 9-8-8.

Chief White asked if the 9-8-8 portion of the contract is being funded from 9-8-8. Troxel confirms the contract is equal pay from 9-1-1 and 9-8-8 funds.

Mr. Troxel provided at update on the current amendment being worked on for the cloud CPE contract. The current contract only has technology available that comes from a data center or cloud sources. The 9-1-1 Branch has started working with CDT to amend the contract to add on premise



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equipment into the CPE contract. Vendors are currently working to install equipment into the OES lab where it be tested and validated to be capable to support NG 9-1-1.

Mr. Chase asked if it is possible to adopt a hybrid approach that allows for failover to copper. Mr. Troxel stated it would need to be discussed with the engineering team to see if it would be possible for the cloud technology.

Chief White asked if vendors currently on contract were required to be i3 compliant but were found not to be for on premise equipment. Mr. Troxel states that in the previous contract it was required for all vendors to be i3 compliant however OES did not have a Lab at the time of that contract to validate the compliance. Since the Lab has been built all vendors have been validated to be i3 compliant for delivery of NG 9-1-1 calls. Chief White asked if the support to PSAPs with existing cloud CPE will be affected or prioritized. Mr. Troxel stated that anything impacting 9-1-1 calls or the PSAPs will be prioritized.

Chief Ramirez asked funding to the PSAPs will be affected with the on-premise equipment. Mr. Troxel stated funding comes from the State Emergency Telephone Number Account (SETNA) from Cal OES. PSAPs will not be out of pocket for any NG 9-1-1 equipment or CPE, this funding is based on the workload of the PSAP.

Chief White asked for clarification on if there is a piece in the new contract that ensures there is a requirement for redundancy to be built into the on-premise equipment and cloud solutions. Mr. Troxel states the contract has not been executed yet and a note has been made to take the request to CDT and the engineering team and ask about the possibility of adding that requirement into the new contract and will bring an answer back to the Advisory Board.

Public Comment made by Alicia Fuller regarding the Cal OES Lab and how



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the Lab can be used for the PSAP community interaction and ensuring their needs are met with the requirements in the contracts. Troxel stated PSAPs are welcome to come in and view the Lab and the equipment and have an engineering team member available for interaction with the equipment.

V STAFFING AND RETENTION STUDY REVIEW

Mr. Troxel stated the Long Range Planning Committee (LRPC) discussed difficulties with maintaining staff and retention in PSAPs. In response, Cal OES developed a contract and brought a vendor in to conduct a study about staffing, retention, hiring, and training dispatching personnel. The study is to serve as a resource for PSAP managers. Cal OES is looking at conducting a future study to evaluate lessons learned and best practices from the initial study.

The Board wants to ensure the study has real life application and is not shelved. Mr. Troxel reassures the study will be discussed in public settings such as events and conferences and can be given to the professional associations represented on the board to be used as a resource.

Chief Ramirez inquired on the possibility of getting to smaller PSAPs and presenting this study to them because they may not have the opportunity to be at events and conferences. Mr. Troxel stated that a note has been made to reach out to the Peace Officers Standards and Training (POST) and see if an education campaign or something of that nature can be executed. Ametrius Sidney added emphasis to the importance of this outreach. Troxel explained the 9-1-1 Branch reimbursement opportunity for training for PSAPs.

Updates on the study to be added to the Branch update agenda item.

Public comment made by Jeff Logan; he stated the hope is to ensure the Staffing Study remains a talking point at board meetings.

Public comment made by Kasey Young; she stated there needs to be a mindset shift among dispatching supervising staff and dispatchers must be



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considered part of the first responder team.

Public Comment made by Anna Trinidad; she stated secondary PSAPs should be considered as well with regards to POST education.

The Board motioned to approve the Staffing Study as is, conduct outreach discussed during this agenda item, and the addition of updates to the study be added as a topic of the Branch update.

VI LEGISLATIVE UPDATE

Paul McGinnis, Cal OES Legislative and External Affairs, provided information regarding legislation 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

Jeff Logan provided an update that Cal OES is to provide feedback on routing policy document and the LRPC is working to get this document out as a resource. The LRPC is also working on the updated job description template and best practices for remote call taking. Logan also updated that there are currently no regional task force meetings.

Alicia Fuller expressed that the LRPC is here for support of the Board and is working to ensure that these topics keep moving forward and are discussed to be given next steps on these various projects.

VIII 9-8-8 UPDATE

Paul Troxel has now assumed the 9-8-8 Systems Director role. He emphasized the importance of 9-8-8; all technology has been deployed in 9-8-8 Centers. Memorandum of Understanding (MOU) has been signed and sent to the Substance Abuse and Mental Health Services Administration (SAMHSA) and cadence is being established to work with Vibrant.

IX AGENDA ITEMS FOR FUTURE MEETINGS

Chief Ramirez requested an item for virtual consolidation in PSAPs.



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X PUBLIC COMMENT FOR MATTERS NOT ON AGENDA

No public comment.

XI ADJOURN

The Board motioned to adjourn. The meeting was adjourned at 1:03 pm.