



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

MEMBERS PRESENT:

Steve Yarbrough, Chair, Deputy Director Public Safety Communications, Office of Emergency Services (Cal OES)

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)

Garrett Huff, California Fire Chiefs Association (CFCA)

Jennifer Gonzales, California Police Chiefs Association (CPCA) Remote

Kurt Wallace, Association of Public-Safety Communication Officials (APCO) Remote

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

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

Andrew White, California Police Chiefs Association (CPCA)

MEMBERS ABSENT:

None.

I WELCOME – CALL TO ORDER – ROLL CALL

Meeting was called to order at 10:02AM. A quorum was achieved.

II APPROVAL OF PREVIOUS MEETING MINUTES

The board motioned to approve the previous meeting minutes. The November 19, 2025, meeting minutes were approved.

III 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.



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IV CA 9-1-1 BRANCH UPDATE

A. Call Processing Equipment (CPE) and Core Services Updates

Andrew Mattson provided an update on:

- Current deployment status of CPE upgrades
- Progress related to ESI net/Core services
- Vendor coordination and implementation milestones
- Technical and operational challenges encountered

Board discussion included system resiliency, transition strategy, and coordination with PSAPs.

B. Fiscal and Operational Review Status

An update was provided regarding:

- Fiscal oversight processes
- Budget allocations and spending timelines
- Operational performance and accountability measures
- Alignment with NG 9-1-1 modernization goals

C. NG 9-1-1 Project Update

An update was provided regarding:

- Transition strategy for the NG 9-1-1 network
- Evaluation of the prior regional approach
- Shift in framework and restructuring considerations
- Infrastructure assessment and sustainability

Board discussion included transparency, cost implications, system resiliency, and long-term governance structure.

Action item requested by Commissioner Rodney Ellison for Cal OES to report to the board members the best practices that are learned throughout the process of the NG project.

V 9-1-1 SUBCOMMITTEE REPORT

The subcommittee reported on:



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- Ongoing coordination efforts
- Continued stakeholder engagement
- Policy and procedural recommendations under development

Progress since the last Advisory Board meeting was discussed.

VI LONG RANGE PLANNING COMMITTEE (LRPC) REPORT

Jeff Logan of the LRPC provided updates on active LRPC initiatives:

- Work being done on creating a recommendation to the Advisory Board of the best utilization of the recruitment and retention study
- Discussions ongoing about the regionalization and consolidation of PSAPs
- Work being done on updated dispatcher job description and templates for future use at PSAPs
- Ongoing research being done on remote call taking
- The committee is searching for replacement to fill the current vacancy for CPCA

Board discussed the use of AI and asked the committee for a report on the options available and being used by PSAPs currently.

VII STAFFING AND RETENTION STUDY DISCUSSION

The Board discussed findings and next steps related to the Staffing and Retention Study:

- Recruitment and retention challenges Statewide
- Workforce wellness and burnout concerns
- Competitive compensation and training needs
- Recommendations for future policy consideration

Board members discussed potential implementation strategies.

VIII CLOSED SESSION

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

IX AGENDA ITEMS FOR FUTURE MEETINGS



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Action item: Chief Gonzales requested the wellness topic for dispatchers continue to be part of the retention discussion.

X PUBLIC COMMENT FOR MATTERS NOT ON THE AGENDA

Steven Sprig provided public comment expressing concerns regarding:

- Transparency related to the decision to discontinue the previous NG 9-1-1 network framework.
- Concerns about eliminating the regional approach
- Perceived waste of time and funding invested in the prior system

Barb Wynn (NGA) provided public comment regarding:

- Letters issued by Cal OES concerning provider participation
- Regional provider responsibilities
- Concerns about modifications required under the new NG 9-1-1 network plan

XI ADJOURN

The meeting was adjourned at 12:46PM.