



**State 9-1-1 Advisory Board  
Meeting Minutes**

630 Sequoia Pacific Blvd, Sacramento, CA 95811  
May 14, 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, California Highway Patrol (CHP) Remote.  
Garrett Huff, California Fire Chiefs Association (CFCA) Remote.  
Jennifer Gonzales, California Police Chiefs Association (CPCA)  
Robert Jonsen, California State Sheriff's Association (CSSA)  
Yesenia Sanchez, California State Sheriff's Association (CSSA) Remote.

**MEMBERS ABSENT:**

Rebecca Ramirez, California Fire Chiefs Association (CFCA)

**I WELCOME – CALL TO ORDER – ROLL CALL**

Meeting was called to order at 10:00AM. Quorum was achieved.

**II APPROVAL OF PREVIOUS MEETING MINUTES**

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

**III CA 9-1-1 BRANCH UPDATE**

Paul Troxel provided an update on the Annual Statistics for total 9-1-1 calls and Call Processing Equipment (CPE) with number of Public Safety Answering Points (PSAPs) in year 7-10 maintenance. Mr. Troxel discussed the current contract for this technology and that it is being amended with the California Department of Technology (CDT). Negotiations will begin next week,



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completion is expected by June, 2025. This amendment will allow PSAPs to purchase new on-premise call handling equipment.

Chief White asked for an update on redundancy in the new equipment. Ian Stephenson, Senior Engineer, provided an answer through public comment. All on-premise equipment included in the new amendment has redundancy built in.

Mr. Troxel provided an update on Fiscal and Operational Reviews (FORs) that have been completed. The Advisory and Compliance Unit is responsible for meeting with the PSAP to build a rapport between the PSAP and the 9-1-1 Branch. In 2025 31 PSAPs have been visited.

Mr. Troxel provided an update on the State Emergency Telephone Number Account (SETNA). The Board will be updated as the budget process continues. Calculations for the next calendar year are beginning, in June all access line carriers are contacted for data, in August calculations are done to determine what revenue is needed from the SETNA rate, a letter is drafted and delivered by October to the California Department of Tax and Fee Administration (CDTFA).

Chief White asked about funding increase on the fund condition statement. Mr. Troxel explained what is encompassed in the state operations portion.

Lisa Mangat discussed that states are focused on the enhancement of 9-1-1 systems. California's infrastructure for Next Generation 9-1-1 (NG 9-1-1) has been installed, this includes electrical and structural, hardware, software, and trenching for fiber optics. The PSAPs deserve credit for accommodating this work that has been done. Today, the migration is in early stages, 23 PSAPs have been migrated. Migration was paused as of the last Board meeting to meet with the PSAPs and identify opportunities to improve the experience. She introduced Russ Nichols, a consultant working with the 9-1-1 Branch on the NG 9-1-1 project.

Russ Nichols spoke about meeting with all 23 PSAPs that have gone live on



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the NG 9-1-1 network. PSAPs expressed that they wanted to move forward with the NG network. Met with all vendor providers in the NG project to receive their feedback. All PSAPs and vendor partners have strong support for the NG 9-1-1 network. There were no PSAPs that requested to move back to legacy. Through this pause in implementation there have been improvements found that can be made. He highlighted the focus on the dispatchers' perspective and how to make the implementation in PSAPs more efficient from their perspective. He stated there is a strong focus on the operations of the PSAPs and recommended simplification of the process and improving communications.

Mr. Troxel discussed that Cal OES will see a philosophical change in the 9-1-1 Branch office, the team is actively involved in the project along with the vendors in a partnership approach. There will be more active engagement, with visits to the PSAP once the 9-1-1 team and vendors have communicated with the PSAP, and all parties are ready. If the PSAP has an issue with the scheduled day, this will be taken into consideration and be rescheduled as needed. This is a focus in the short and long term from the Cal OES perspective. The 23 PSAPs currently deployed will continue to receive support, and the 9-1-1 team will focus on improving the PSAP experience and resiliency in the network. Working with CDT and vendors to reduce the complexity of the current network and strengthen Automatic Number Identification (ANI)/Automatic Location Information (ALI), Cal OES will introduce transitional elements in order to be less impacting at the PSAP.

Mr. Troxel stated that in the long term Cal OES expects to deploy new contracts to improve requirements and to focus on what has been learned during the pause. PSAP feedback will be important, and the transition needs to be minimally impacting on the PSAP. A Request for Proposal (RFP) is targeted to be out by end of 2025 and contract execution after that. Cal OES and the vendors have identified ways to gather feedback to understand any major changes and impacts on the PSAPs.

Chief Deputy Director Mangat adds that in addition to talking with PSAPs,



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Cal OES is also talking with vendor partners about how the current project impacts them and about how to shape the project moving forward to create efficiencies for vendor processes. She explained that an RFP means an open procurement process as well as working with current vendors in this transition. By the next Advisory Board meeting the hope is to have more specifics and updates on the timing of the RFP.

Sheriff Robert Jonsen asked if the project is on track with the timeline as expected from the initiation. Chief Deputy Director Mangat stated that statutorily there is no timeline. The goal was December 2024, and this was ambitious. This current pause is being taken to consider the experiences of the PSAPs and taking the time to make improvements should streamline the implementation moving forward.

Sheriff Jonsen asked if it is possible to make a statutory requirement to have a timeline in place. Chief Deputy Director Mangat stated she does not think PSAPs need to be forced to transition on a certain timeline. As improvements are implemented an updated timeline will be presented to the board.

Chief Andrew White stated appreciation for the changes being made in the implementation process and asked what the role of the Board is in this process. Chief Deputy Director Mangat stated the Board is advisory and not oversight but their input matters to Cal OES. She stated the timeline information and the RFP will be brought to the Board.

Chief White stated it would be helpful to bring pros and cons to the Board as the process goes on, for the Board to be able to weigh in. He stated that taking time to get it right is more important than getting the product out the door. He stated it's important to highlight that all PSAPs are receiving location information with more accuracy. He asked what the barrier is for carriers switching over at the existing sites.

Mr. Troxel explained that the conversation with the carriers has changed now and carriers want to switch over, the biggest challenge is the small Location Exchange Carriers (LECs) in California and the regulations they must follow.



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The FCC rulemaking has helped and technology changes in the legacy environment have helped as well.

Chief White asked if there is still a pause on CPE deployment. Mr. Troxel clarified that there was never a pause on CPE deployment, only on Next Gen.

Chief Deputy Director Mangat clarified that the new contract for Next Gen 9-1-1 is necessary instead of being in a tariff structure because the project is not in a steady state as of yet. There are only a small number of PSAPs deployed.

#### **IV STATEWIDE STAFFING STUDY UPDATE**

Mr. Troxel provided an update that after the February meeting, the 9-1-1 Branch attended the Spring CALNENA conference and PSAP managers had questions about where to find the study. There are regional groups that request the 9-1-1 Branch to go out and present information. These are opportunities to get in front of executive staff that would be beneficial. The Long Range Planning Committee (LRPC) members were asked how we can conduct outreach and data collection on how the PSAPs are using this study.

Jennifer Gonzales stated hopefully this can lead to more funding for dispatcher wellness. Mr. Troxel suggested using the LRPC to collaborate on this.

#### **V 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.

#### **VI LONG RANGE PLANNING COMMITTEE (LRPC) REPORT**

Alicia Fuller provided the update: The LRPC discussed the work being done on policy-based routing, which is being tabled for the time being given the pause on NG 9-1-1, the committee members will continue to talk with their associations but will table the agenda topic for now. The committee is



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looking for details and direction from the Board on regionalization and consolidation, how the LRPC should approach this topic.

The Board clarified that the request is to look at several scenarios to determine what options are available and to offer high level options and examples throughout the State for others to look at. The importance is on increasing redundancy, better utilization of funding, and how agencies can better function in the event of major disasters.

Ms. Fuller discussed the job description template, this project came from the staffing study and from wanting to leverage the study information in the future. The LRPC wants to use the staffing study information to update the job descriptions of dispatchers and to create templates. The committee is asking the Board to go back to their associations and inquire where these templates can be housed for the most exposure.

Ms. Fuller continued that another topic being looked at is remote call taking, the committee is looking for direction from the Board on how to approach this topic. Chief White stated to look at other states for direction and report back.

Mark Chase asked the LRPC not just limit it to non-emergency call taking, to include the opportunity for large natural disasters and the ability for emergency call taking and inputting into PSAP systems. Suggested to look at what providers are available and able to deploy this type of equipment.

Ms. Fuller requested input from the Board on switching the timing of the LRPC meeting to happen after the Advisory Board meetings instead of prior, as they are done now. The Board supports the switching of the LRPC meeting to happen after the Advisory Board meetings.

The Board formally requested the LRPC to look into wellness funding options and training through Peace Officer Standards and Training (POST) for dispatchers with use of the staffing study.



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### **VII 9-8-8 UPDATE**

Mr. Troxel provided an update that a statewide call handling solution has been created, The Substance Abuse and Mental Health Services Administration (SAMHSA) and Vibrant have asked for a Memorandum of Understanding (MOU) to deliver calls to the state's platform. Cal OES Legal and the 9-1-1 Branch are reviewing the MOU, some technical requirements need to be addressed before being signed. In the meantime, SAMHSA and Vibrant have agreed to send calls in a pilot program. It's anticipated that in June a 9-8-8 center will begin this pilot project.

### **VIII CLOSED SESSION**

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

### **IX AGENDA ITEMS FOR FUTURE MEETINGS**

No action for future meetings.

### **X PUBLIC COMMENT FOR MATTERS NOT ON AGENDA**

No public comment.

### **XI ADJOURN**

The board motioned to adjourn. The meeting was adjourned at 12:31PM.