



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

630 Sequoia Pacific Blvd, Sacramento, CA 95811  
November 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, Chief Deputy Director, Office of Emergency Services (Cal OES)  
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) Remote  
Garrett Huff, California Fire Chiefs Association (CFCA)  
Jennifer Gonzales, California Police Chiefs Association (CPCA) Remote  
Kurt Wallace, Association of Public-Safety Communication Officials (APCO)  
Robert Jonsen, California State Sheriff's Association (CSSA) Remote  
Yesenia Sanchez, California State Sheriff's Association (CSSA) Remote

**MEMBERS ABSENT:**

Andrew White, California Police Chiefs Association (CPCA)

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

The meeting was called to order at 10:12AM. A quorum was achieved.

**II APPROVAL OF PREVIOUS MEETING MINUTES**

The board motioned to approve the previous meeting minutes. The August  
20, 2025, meeting minutes were approved.

**III PUBLIC COMMENT FOR MATTERS ON THE AGENDA**

No public comment.

**IV LEGISLATIVE UPDATE**



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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.

**V CA 9-1-1 BRANCH UPDATE**

Andrew Mattson provided the following updates:

A. Call Processing Equipment (CPE) Installation

- 328 systems statewide are beyond 7 years of service life — an urgent concern.
- Target replacement rate: 80–100 systems per year (historical average: 50–60).
- Newly executed contract amendment now allows on-premise CPE systems, leading to strong PSAP engagement:
  - 138 on-premise allotment letters issued
  - 11 cloud-based allotment letters issued
  - 30 approvals processed to date
- Installations for large PSAPs may take up to 12 months; smaller systems approx. 90 days.

B. Fiscal & Operational Reviews

- Program aims for 90–120 annual reviews; currently completed 47 for the year.
- Staffing prioritization has shifted toward accelerating CPE installations.
- Reviews remain voluntary but valuable for relationship-building and program transparency.

C. SETNA Fee Calculation and Rate

Tabitha Stout presented:

- Surcharge remains at \$0.41 per access line for the year.
- Projected annual revenue exceeds baseline needs slightly due to one-time provisional authority allowing increased NG9-1-1 implementation funding without raising the surcharge.
- Excess balance, if unused, will be factored into next year's calculations.



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D. NG9-1-1 Project Transition Plan

- Discussion moved later in the meeting due to anticipated participation from Chief White (ultimately unable to attend).

Deputy Director Yarbrough summarized the written transition plan, as follows:

- Key Issues
  - Legacy vs. NG call flows require inconsistent processes for call-takers.
  - Four-region vendor model created dependency and unclear issue resolution pathways.
  - Migration testing burden overly placed on PSAP staff.
- Design Principles
  - Reliability & Resilience (public-safety-grade uptime)
  - Optimized Call-Taker Experience
  - Minimized Complexity
  - Economic Prudence
- Proposed Solutions
  - Use of transitional elements to reduce operational impact.
  - Streamlining migration testing responsibilities.
  - Transitioning from multi-region to statewide service provider model.

Board members expressed the following:

- The need for a true plan, not just a high-level report.
- Desire for timelines, benchmarks, schedules, and deployment sequencing.
- Interest in future Phase 2 details once vendor procurement occurs.
- Recognition that ongoing quarterly updates are essential for transparency.

Cal OES leadership affirmed the plan will be a living document, updated regularly, and expanded with actionable detail as procurement moves forward.



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**VI 9-1-1 SUBCOMMITTEE REPORT**

No separate subcommittee report was presented; topics were addressed under other agenda items.

**VII LONG RANGE PLANNING COMMITTEE (LRPC) REPORT**

Alicia Fuller provided the following updates:

Key LRPC Workstreams:

- Regionalization vs. Consolidation
  - Committee exploring questions and considerations for board review.
- Dispatch Job Description Template
  - Developing unified, statewide template reflecting real duties across law, fire, and EMS.
  - Goal: Provide both executive summary and detailed technical workbook.
- Recruitment & Retention Survey Follow-Up
  - Survey requires periodic updates; future survey anticipated in 1–2 years.
  - Committee will develop an accessible, bulleted executive summary for statewide distribution.
  - National NENA and other organizations already discussing the findings.
- Wellness & Mental Health Support
  - Priority focus: gaps identified in dispatcher access to resources compared to sworn personnel.
  - Committee exploring collaboration with POST for dispatcher-specific training.
  - Importance emphasized by multiple board members, especially regarding critical incident debrief inclusivity.

**VIII STAFFING AND RETENTION STUDY DISCUSSION**

The State 9-1-1 Advisory Board discussed:



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- Incorporating overtime reimbursement into the training allotment policy.
- Enhancing dissemination of study findings via recorded webinars and outreach through associations.
- Need for command staff to prioritize dispatcher inclusion in critical incident debriefings.
- Future analysis recommended comparing legislative proposals with study findings.

Cal OES staff emphasized commitment to improving training funding and next steps to operationalize study recommendations.

**IX CLOSED SESSION**

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

**X AGENDA ITEMS FOR FUTURE MEETINGS**

No action for future meetings.

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

A member of the media provided comments and questions related to NG9-1-1 project delays, accountability, and outstanding public records act requests.

Cal OES legal counsel and communications staff responded, reiterating ongoing transparency efforts and continued compliance with PRA processing requirements.

**XII ADJOURN**

The meeting was adjourned at 12:30PM.