



***Cal* OES**
GOVERNOR'S OFFICE
OF EMERGENCY SERVICES

State 9-1-1 Advisory Board Meeting

August 20, 2025



Item 1: Call to Order & Member Roll Call

Members of the Board

- Lisa Mangat, Chair, Acting Deputy Director Public Safety Communications
- Rodney Ellison, California Highway Patrol (CHP)
- Kurt Wallace, Association of Public-Safety Communication Officials (APCO)
- Mark Chase, California National Emergency Number Association (CALNENA)
- Ametrius Sydney, California National Emergency Number Association (CALNENA)
- Rebecca Ramirez, California Fire Chiefs Association (CFCA)
- Garrett Huff, California Fire Chiefs Association (CFCA)
- Jennifer Gonzales, California Police Chiefs Association (CPCA)
- Andrew White, California Police Chiefs Association (CPCA)
- Bob Jonsen, California State Sheriff's Association (CSSA)
- Yesenia Sanchez, California State Sheriff's Association (CSSA)

Establishment of quorum



Item 2: Approval of Previous Meeting Minutes

May 2025 meeting minutes:

- Meeting held in person at 630 Sequoia Pacific Blvd, Sacramento, CA



Item 3: Public Comment

Public Comment for Matters on the Agenda



Item 4: Cal OES 9-1-1 Emergency Communications Branch Report

CA 9-1-1 Branch will present a comprehensive update on:

1. 2024 9-1-1 Statistics
2. Call Processing Equipment (CPE) Update
3. Fiscal and Operational Review
4. State Emergency Telephone Number Account (SETNA) Update
5. Next Generation 9-1-1 update



Item 4-1: Annual Statistics

Total 9-1-1 Calls	2021	2022	2023	2024
Total	27,253,585	26,302,238	26,790,408	25,667,932
Wireless	23,242,971 (85%)	22,514,099 (86%)	23,315,779 (87%)	22,228,557 (87%)
Wireline	1,810,942 (7%)	1,514,134 (6%)	1,293,631 (5%)	1,026,837 (4%)
Voice over IP	1,476,428 (5%)	1,687,529 (6%)	1,579,993 (6%)	1,604,276 (6%)
Other including Telematics	627,705 (2%)	586,476 (2%)	529,657 (2%)	699,423 (2%)
Text to 9-1-1	95,539 (<1%)	90,326 (<1%)	98,065 (<1%)	108,839 (<1%)



Item 4-2: Call Processing Equipment (CPE) Update

Maintenance Years	Number of CPE
Year 7	72
Year 8	47
Year 9	64
Year 10	64
Beyond Year 10	59
Total	306



Item 4-2: Call Processing Equipment (CPE) Contract Amendment

- The CPE contract amendment has been executed
- On-premise systems are available
 - Contact your CPE sales rep for more information
 - Contact your PSAP Advisor to start the allotment process
- Allotment and CPE approvals:
 - 41 CPE upgrades approved and in process
 - 67 allotment letters signed and issued to PSAPs
 - 30 allotment requests being processed



Item 4-3: Fiscal and Operational Review (FOR)

Year	FORs Completed
2025	43
2024	22
2023	22
2022	2
2021	0

1. What is a Fiscal and Operational Review (FOR)?

- Part of the CA 9-1-1 Branch's statutory requirement to monitor all 9-1-1 emergency telephone systems
- PSAP Advisor will help each PSAP with funding, CPE replacement, training allotment, operational and technical standards, and more
- PSAP Advisor is a resource and an advocate for PSAP
- Goal is to visit each PSAP at least once every 5 years
- Contact your 9-1-1 Advisor if you would like to schedule a FOR

2. Approximately 3 FORs per month per Advisor.



Item 4-4: SETNA Update

	2023-24*	2024-25*	2025-26*
<u>0022 State Emergency Telephone Number Account⁵</u>			
BEGINNING BALANCE	\$34,611	\$8,802	\$367
Prior Year Adjustments	-4,341	-	-
Adjusted Beginning Balance	\$30,270	\$8,802	\$367
REVENUES, TRANSFERS, AND OTHER ADJUSTMENTS			
Revenues:			
4140500 Emergency Telephone User's Surcharge	184,351	229,585	214,585
4171100 Cost Recoveries - Other	-	1	1
4171400 Escheat - Unclaimed Checks, Warrants, Bonds, and Coupons	19	-	-
Transfers and Other Adjustments			
Revenue Transfer from Prepaid MTS 911 Account (3266) to State Emergency Telephone Number Account (0022) per Chapter 885, Statutes of 2014 (AB 1717) Section 8 Revenue and Taxation Code section 42023	-1,408	-1,408	-1,408
Revenue Transfer from Prepaid MTS 911 Account (3266) to State Emergency Telephone Number Account (0022) per Chapter 885, Statutes of 2014 (AB 1717) Section 8 Revenue and Taxation Code section 42023 (a)	1,408	1,408	1,408
Total Revenues, Transfers, and Other Adjustments	\$184,370	\$229,586	\$214,586
Total Resources	\$214,640	\$238,388	\$214,953
EXPENDITURE AND EXPENDITURE ADJUSTMENTS			
0690 Office of Emergency Services (State Operations)	24,798	48,519	42,646
0690 Office of Emergency Services (Local Assistance)	166,599	173,900	138,465
3540 Department of Forestry and Fire Protection (State Operations)	11,914	11,188	11,581
7600 California Department of Tax and Fee Administration (State Operations)	411	1,781	1,837
9892 Supplemental Pension Payments (State Operations)	102	78	78
9900 Statewide General Administrative Expenditures (Pro Rata) (State Operations)	2,014	2,555	2,540
Total Expenditures and Expenditure Adjustments	\$205,838	\$238,021	\$197,147
FUND BALANCE	\$8,802	\$367	\$17,806
Reserve for economic uncertainties	8,802	367	17,806



Item 4-4: SETNA Fee Calculation

- Annual budget review
 - Revenue needed is determined by Fiscal Year budget
 - Collection of access line data begins in June
 - Data analysis completed in August
 - Cal OES calculates the surcharge based on the budget and number of access lines
 - Cal OES drafts a letter to CDTFA in September recommending rate for next calendar year



Item 4-5: NG 9-1-1 Update

- NG 9-1-1 Interim Plan
- NG 9-1-1 Long Term Plan



Item 5: Staffing and Retention Study Update

- Cal OES has briefed the Staffing and Retention Study at:
- County Coordinator meetings
- Various PSAP Manager and Stakeholder meetings
- Coordinating with CPCA for briefing at the September meeting



Item 6: Legislative Update

Cal OES Legislative and External Affairs will provide information regarding legislation that may impact California's 9-1-1 system.



Item 7: Long Range Planning Committee Report

- The LRPC will brief out current LRPC activities



Item 8: 9-8-8 Update

- The 9-8-8 Systems Director will provide an update regarding the 9-8-8 program.



Item 9: Closed Session

The State 9-1-1 Advisory Board may meet in closed session to discuss potential litigation, and security, pursuant to G.C. Section 11126(e)(2)(C)(i).



Item 10: Agenda Items for Future Meetings

Board requests for matters to be placed on a future agenda

2025 Meeting Dates:

November 19, 2025 10 AM – 12 PM

2026 Meeting Dates:

February 18, 2026 10 AM – 12 PM

May 20, 2026 10 AM – 12 PM

August 19, 2026 10 AM – 12 PM

November 18, 2026 10 AM – 12 PM



Item 11: Public Comment

Public Comment for Matters Not on the Agenda



Item 12: Adjourn

Thank you for attending this meeting of the California State 9-1-1 Advisory Board.

- **General Information:**

Samantha Barton, State 9-1-1 Advisory Board Liaison, at
(916) 894-5155 or via email at Samantha.barton@caloes.ca.gov

- **Media Information:**

Anita Gore, Public Information Officer, at (916) 539-9480 or via email at PIOS@caloes.ca.gov.