



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

State 9-1-1 Advisory Board Meeting

June 9, 2026



Item 1: Call to Order & Member Roll Call

Members of the Board

- Steven Yarbrough, Chair, 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 Sidney, California National Emergency Number Association (CALNENA)
- Erik Klevmyr, 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: Director's Comments

Caroline Thomas Jacobs

Director

California Governor's Office of Emergency Services



Item 3: Approval of Previous Meeting Minutes

February 2026 meeting minutes:

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



Item 4: Welcome New Board Member

Erik Klevmyr

Chief/Fire Warden/Director of Emergency Services
Stanislaus County OES



Item 5: Legislative Update

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



Item 6: Cal OES 9-1-1 Emergency Communications Branch Report

CA 9-1-1 Branch will present updates on:

1. Call Processing Equipment (CPE) and Core Services Updates
2. Fiscal and Operational Review
3. Next Generation 9-1-1 Project Update



Item 6-A: Annual Statistics

Total 9-1-1 Calls	2022	2023	2024	2025
Total	26,302,238	26,790,408	25,667,932	24,673,128
Wireless	22,514,099 (86%)	23,315,779 (87%)	22,228,557 (87%)	21,175,008 (87%)
Wireline	1,514,134 (6%)	1,293,631 (5%)	1,026,837 (4%)	828,480 (3%)
Voice over IP	1,687,529 (6%)	1,579,993 (6%)	1,604,276 (6%)	1,549,059 (6%)
Other Telematics	586,476 (2%)	529,657 (2%)	699,423 (2%)	822,576 (3%)
Text to 9-1-1	90,326 (<1%)	98,065 (<1%)	108,839 (<1%)	186,400 (<1%)



Item 6-A: Call Processing Equipment (CPE) Update

Maintenance Years	Number of CPE
Year 7	55
Year 8	75
Year 9	42
Year 10	74
Beyond Year 10	103
Total	349



Item 6-A: Call Processing Equipment (CPE) Contract Amendment

- Call handling RFP is underway.
 - Expected award: August 2026
- On-premise and cloud systems will both be available
 - Once the new contract is executed, reach out to your PSAP Advisor to start the allotment process
- Allotment and CPE approvals (since 7/2025):
 - 226 allotment letters signed and issued to PSAPs
 - 155 CPE replacements approved and in process
 - 6 systems accepted and invoiced



Item 6-B: Fiscal and Operational Review (FOR)

Year	FORs Completed
2026	7
2025	51
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 6-C: NG 9-1-1 Update

Budget / Fiscal Update

- The Governor's May Revision proposes a one-time \$141.9 million increase to accelerate the rollout of Next Generation 9-1-1, helping modernize California's emergency communications system.
- The increased funding comes from the State Emergency Telephone Number Account (SETNA). This will result in an estimated \$0.13 increase in monthly SETNA fees. SETNA is a surcharge on telephone lines in California and is among the lowest in the nation.



Item 6-C: NG 9-1-1 Update

Budget / Fiscal Update

- What the funding would achieve:
 - Transitions the 23 PSAPs that have already migrated to NG 9-1-1 onto the statewide system.
 - Supports equipment purchases to repair or replace 9-1-1 Call Handling Equipment systems that have reached their expected lifespan.
 - Extends the support of legacy 9-1-1 until NG 9-1-1 implementation is complete.
 - Prioritizes NG 9-1-1 deployment to the Los Angeles region prior to the 2028 Olympic and Paralympic Games.



Item 6-C: NG 9-1-1 Implementation

- Bridge Contract
- Long-term contract



Item 7: 9-1-1 Subcommittee Report

The 9-1-1 subcommittee will provide updates since the last 9-1-1 Advisory Board meeting.



Item 8: Long Range Planning Committee Report

- The LRPC will brief out current LRPC activities
- The Advisory Board will recommend a new LRPC member.



Item 9: Staffing and Retention Study Update

- Next steps and actions discussion



Item 10: 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 11: Agenda Items for Future Meetings

Board requests for matters to be placed on a future agenda

2026 Meeting Dates:

August 19, 2026 10 AM – 12 PM

November 18, 2026 10 AM – 12 PM



Item 12: Public Comment

Public Comment for Matters Not on the Agenda



Item 13: Adjourn

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

- **General Information:**

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