



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

State 9-1-1 Advisory Board Meeting

May 14, 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

February 2025 meeting minutes:

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



Item 3: 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 3-1: 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 3-2: Call Processing Equipment (CPE) Update

Maintenance Years	Number of CPE
Year 7	71
Year 8	51
Year 9	73
Year 10	59
Beyond Year 10	40
Total	294



Item 3-2: Call Processing Equipment (CPE) Contract Amendment

- The CPE contract amendment is in the final stages
- Key Action Dates:
 - Week of May 19 – Evaluations and Negotiations
 - June – Contract Execution



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

Year	FORs Completed
2025	31
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 3-4: SETNA Update

FUND CONDITION STATEMENTS [†]

	2022-23*	2023-24*	2024-25*
<u>0022 State Emergency Telephone Number Account ^s</u>			
BEGINNING BALANCE	\$223,983	\$34,611	\$10,864
Prior Year Adjustments	-179,249	-	-
Adjusted Beginning Balance	<u>\$44,734</u>	<u>\$34,611</u>	<u>\$10,864</u>
REVENUES, TRANSFERS, AND OTHER ADJUSTMENTS			
Revenues:			
4140500 Emergency Telephone User's Surcharge	193,136	189,514	239,334
4171100 Cost Recoveries - Other	-	1	1
4171400 Escheat - Unclaimed Checks, Warrants, Bonds, and Coupons	4	-	-
Transfers and Other Adjustments			
Loan Repayment from the State Emergency Telephone Number Account (0022) to the General Fund (0001) per Item 0690-011-0022, Budget Act 2022	-10,000	-	-
Total Revenues, Transfers, and Other Adjustments	<u>\$183,140</u>	<u>\$189,515</u>	<u>\$239,335</u>
Total Resources	<u>\$227,874</u>	<u>\$224,126</u>	<u>\$250,199</u>
EXPENDITURE AND EXPENDITURE ADJUSTMENTS			
0690 Office of Emergency Services (State Operations)	22,216	25,969	48,684
0690 Office of Emergency Services (Local Assistance)	147,065	171,369	173,900
3540 Department of Forestry and Fire Protection (State Operations)	21,662	11,932	11,188
7600 California Department of Tax and Fee Administration (State Operations)	648	1,876	1,880
9892 Supplemental Pension Payments (State Operations)	102	102	78
9900 Statewide General Administrative Expenditures (Pro Rata) (State Operations)	1,570	2,014	2,555
Total Expenditures and Expenditure Adjustments	<u>\$193,263</u>	<u>\$213,262</u>	<u>\$238,285</u>
FUND BALANCE	<u>\$34,611</u>	<u>\$10,864</u>	<u>\$11,914</u>
Reserve for economic uncertainties	34,611	10,864	11,914



Item 3-4: SETNA Fee Calculation

- Annual budget review
- Revenue needed is determined by Fiscal Year budget
- Access line data collection begins in June
- Data analysis completed in August
- Cal OES drafts a letter to CDTFA in September recommending rate for next calendar year



Item 3-5: NG 9-1-1 Update - PSAP and Vendor Feedback

- Cal OES met with the 23 PSAPs live on the NG 9-1-1 network and the NG 9-1-1 service providers
- Cal OES supported by consultant with expertise with large State IT projects



Item 3-5: NG 9-1-1 Interim Plan

- NG 9-1-1 is a service provided by Cal OES
- Cal OES will continue to support NG 9-1-1 services at the current 23 PSAPs



Item 3-5: NG 9-1-1 Long Term Plan

- Continued deployment of NG 9-1-1 requires new contractual agreements that must be obtained through open procurement process
- Goal to have procurement out by end of this calendar year



Item 4: Staffing and Retention Study Update

- Cal OES has briefed the Staffing and Retention Study at:
 - CALNENA Annual Conference
 - Various PSAP Manager and Stakeholder meetings
- Coordinating with CPCA for potential briefing in June



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: Long Range Planning Committee Report

- The LRPC will brief out current LRPC activities



Item 7: 9-8-8 Update

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



Item 8: 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 9: Agenda Items for Future Meetings

Board requests for matters to be placed on a future agenda

2025 Meeting Dates:

August 20, 2025 10 AM – 12 PM

November 19, 2025 10 AM – 12 PM



Item 10: Public Comment

Public Comment



Item 11: Adjourn

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

- **General Information:**

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