



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

State 9-1-1 Advisory Board Meeting

November 19, 2025



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)
- VACANT, 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

August 20, 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: Legislative Update

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



Item 5: Cal OES 9-1-1 Emergency Communications Branch Report

Cal OES will present an update on:

1. Call Processing Equipment (CPE) Update
2. Fiscal and Operational Review
3. State Emergency Telephone Number Account (SETNA) Rate Update
4. Next Generation 9-1-1 Transition Plan



Item 5-1.1: Aging Call Processing Equipment (CPE) at PSAPs

Maintenance Years	Number of CPE
Year 7	74
Year 8	49
Year 9	64
Year 10	75
Beyond Year 10	66
Total	328



Item 5-1.2: Forward Progress on Call Processing Equipment (CPE)

- Call Handling installation milestones (Apr – Oct 2025):

When a PSAP requests replacement of their CPE system, Cal OES evaluates the request and determines the amount of funding that is available to the PSAP. This is documented in an allotment letter and begins the official approval process for the PSAP's CPE replacement effort

- 138 On-Premise Allotment letters awarded
- 11 Cloud Allotment letters awarded

When a PSAP selects a specific CHE product, the 9-1-1 Branch validates terms and conditions for contract compliance and issues an approval for purchase. This is the final approval to execute the purchase and submit billing info to Cal OES

- 30 approvals issued



Item 5-2: Fiscal and Operational Review (FOR)

Year	FORs Completed
2025	47
2024	22
2023	22
2022	2
2021	0

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

- CA 9-1-1 Branch has a statutory requirement to monitor all 9-1-1 emergency telephone systems
- The Cal OES PSAP Advisor is a resource and an advocate for PSAP
- Cal OES PSAP Advisors help PSAPs with funding, CPE replacement, training allotment, operational and technical standards
- Cal OES PSAP Advisors strive to visit each PSAP at least once every 5 years
- PSAP managers can contact their 9-1-1 Advisor to schedule a FOR

2. Each PSAP Advisory conducts approximately 3 FORs per month.



Item 5-3: SETNA Fee Calculation

- The Cal OES Chief of Financial Recovery and Reconciliation will provide an update on the process and establishment of the 9-1-1 Surcharge for 2026



9-1-1 Surcharge Calculations for Calendar Year 2026 – Remains Unchanged

Description	Amount
Appropriation*	\$ 197,147,000
Amount Remaining from Prior Year*	\$ 367,000
Difference - Revenue Needed for This Year	\$ 196,780,000
Estimated Number of Access Lines	47,533,701
Surcharge per Month	\$ 0.41
Projected Annual Revenue**	\$ 233,865,809

* From the Fund Condition Statement on the Department of Finance's website.

** Projected surcharge allows flexibility to utilize provisional budget authority.



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

NG 9-1-1 Transition Plan overview and discussion

- Key Issues
- Design Principles
- Design Solutions



Item 5-4.1: NG 9-1-1 Update Key Issues Identified

- PSAPs must handle separate Legacy and Next Generation 9-1-1 call flows, which is a time-consuming and risky process during emergencies.
- Four service provider regional model creates interdependencies, delaying issue resolution across service providers, carriers, and PSAPs.
- Migration testing burdens understaffed PSAPs, already facing recruitment and retention challenges.



Item 5-4.2: NG 9-1-1 Update Design Principles

- **Prioritize System Resilience**—Network availability, or uptime, is a crucial element for public safety grade systems. Systems must be designed with multiple connectivity paths to ensure high-availability and continuity of operations.
- **Improve User Experience**—The most critical resource in the 9-1-1 ecosystem is the call taker. Systems must be designed to be intuitive and user-friendly to the call taker.
- **Minimize Complexity**—Complexity in design multiplies opportunities for failures. Systems must be designed to be only as complex as necessary to achieve the business requirements.
- **Maximize Economic Prudence**—System design must leverage existing deployed infrastructure and build on equipment already deployed at PSAPs.



Item 5-4.3: NG 9-1-1 Update Design Solutions

- **Employ Technology Solution to Alleviate Public Safety Answering Point Impacts** -- Deploying Transitional Elements will minimize disruptions to operations and alleviate work for the call takers.
- **Lessen the Impacts to Public Safety Answering Points During Migration** -- By implementing Transitional Elements, the testing will largely occur between Cal OES and the service provider, minimizing impacts to the PSAP operations.
- **Streamline the Overall Construct of the Project** -- Cal OES intends to streamline the structure of the Next Generation 9-1-1 project by adopting a statewide service provider model, reducing interdependencies and expediting issue resolution.



Item 6: 9-1-1 Subcommittee Report

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



Item 7: Long Range Planning Committee Report

The LRPC will brief out current LRPC activities



Item 8: Staffing and Retention Study Update

Next steps and actions discussion



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

- 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:**

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