



## State 9-8-8 Technical Advisory Board Meeting Minutes

601 Sequoia Pacific Blvd, Sacramento, CA 95811  
February 20, 2025 – 10:00 AM - 12:30 PM PST



### OFFICE OF EMERGENCY SERVICES, STATE OF CALIFORNIA 9-8-8 TECHNICAL ADVISORY BOARD MEETING MINUTES:

#### MEMBERS PRESENT:

Lisa Mangat, Chair, Acting Deputy Director, California Governor's Office of  
Emergency Services (Cal OES)  
Paul Troxel, California Governor's Office of Emergency Services  
Dr. Anh Thu Bui, California Health and Human Services (CHHS)  
Dr. Eric Rafla-Yuan, San Diego County Behavioral Health  
Terri Galvan, Rural Community 9-8-8 Crisis Services  
Julian Aragon, Large Community 9-8-8 Crisis Services  
Lan Nguyen, County Managed 9-8-8 Crisis Services. Joined remotely.  
Jeffrey Hebert, Northern California Association of Public Communications Officials  
(APCO)  
Cerena Lewis, California Professional Firefighters  
Ametrius Sidney, California National Emergency Number Association (CALNENA)  
Jamila Fields, California Commission on Peace Officer Standards and Training  
(POST)

#### MEMBERS ABSENT:

Joe Sullivan, Local Emergency Medical Services Authority (EMSA)  
Jennifer Kenton, 9-1-1 Police Department Public Safety Answering Point Supervisor  
Erinn Riley, 9-1-1 Contra Costa County Sheriff, Dispatch Supervisor  
Kristin Miller, Mobile Crisis Care Services  
Tracy Gonzales, Ontario Fire, Dispatch Supervisor

#### I WELCOME – CALL TO ORDER – ROLL CALL

Meeting was called to order at 10:08 am; a quorum was achieved.

#### II APPROVAL OF PREVIOUS MEETING MINUTES

There was no quorum for the November 2024 meeting, the August 22, 2024,  
minutes were not reviewed/approved at that time. The Board did review the  
August 2024 minutes and motioned for approval. The August meeting minutes  
were approved.

#### III CAL OES LEGISLATIVE AND GOVERNMENTAL AFFAIRS UPDATE

Paul McGinnis, Cal OES Legislative and External Affairs, provided information  
regarding legislation updates. A copy of all legislative updates discussed will  
be distributed to the 9-8-8 Technical Advisory Board members.

#### **IV WORKING GROUP REPORTS**

##### **A. 9-8-8 and 9-1-1 Interface Working Group Report**

Jeff Hebert stated there is no feedback available at this time; would like to seek guidance from the board on 9-1-1/9-8-8 transfer document regarding the new National Emergency Number Association (NENA) transfer document.

##### **B. Accessibility and Equal Access Working Group Report**

Dr. Bui and Dr. Rafla-Yuan stated they are seeking direction from board on what the working group should do next.

#### **V CAL OES 9-8-8 UPDATES**

Paul Troxel, 9-8-8 System Director, introduced Lisa Mangat as the Acting Deputy Director of Public Safety Communications (PSC).

Cal OES stated the Memorandum of Understanding (MOU) has been signed and routed to Substance Abuse Mental Health Services Agency (SAMSHA) for review and signature. The MOU will allow Vibrant, the nationwide provider of 9-8-8 to route 9-8-8 calls to the State's platform.

Mr. Troxel stated he felt it was important as the 9-8-8 Systems Director to go out and establish relationships with the 9-8-8 centers. He has visited 8 of 12 center so far. Cal OES needs to fully understand the needs of the 9-8-8 centers, acknowledges that 9-1-1 and 9-8-8 have differing needs.

Mr. Troxel confirmed that technology has been established in all 12 California 9-8-8 centers. Continuing work is being done with the vendor NGA to ensure the needs of the centers are being met.

Dr. Rafla-Yuan asked about the referenced Substance Abuse and Mental Health Services Administration (SAMHSA) timeline and about the mobile response contract. Mr. Troxel hopes to discuss the SAMHSA timeline further next week after further discussion. Mr. Troxel also stated the contract was held as they felt it was premature, Cal OES didn't want technology sitting stagnant. When the Crisis Response Teams (CRT) have been formalized and

9-8-8 CRT dispatch center identified, Cal OES is ready to reissue the Request for Proposal (RFP) for the mobile crisis dispatch system.

Mr. Troxel discussed the 9-8-8 surcharge, data collection to support the annual review starts in June and the fee is calculated in August, for the next calendar year. Cal OES will provide a recommendation to The California Department of Taxation and Fee Administration (CDTFA) in October.

## **VI CALIFORNIA HEALTH AND HUMAN SERVICES (CHHS) UPDATES**

Dr. Bui provided background on the creation of the implementation plan. In January 2025, CHHS submitted the 5-year implementation plan and accompanying materials to the State Legislature.

Dr. Rafla-Yuan inquired about text to 9-8-8. Dr. Bui stated CA is currently ramping up infrastructure to support text to 9-8-8. Mr. Troxel stated Cal OES is having these conversations at the 9-8-8 centers to increase capacity at the centers. A more detailed report out should be available by the May Technical Advisory Board meeting.

The Board discussed routing of 9-8-8 and the ongoing work being done to create accuracy.

Mr. Hebert inquired about a plan for awareness of 9-8-8 in the State as most people are still using the 10-digit numbers. Dr. Bui stated there is not currently a statewide 9-8-8 plan and the 10-digit lines are still out there and connecting people to 9-8-8 centers. The outreach needing to be done will vary by region and population throughout California. This will be tasked to the Department of Public Health. There is also a need to sync with the national 9-8-8 campaign.

Acting Deputy Director Mangat inquired on the responsibility of messaging based on the legislation and when would be the right time for this to be done. Dr. Bui stated that based on the CHHS implementation plan they are proposing the department of Public Health be responsible. Also stated year one of the implementation plan would begin July 1, 2025, but would want to plan for these activities. Dr. Rafla-Yuan added that many county agencies are reluctant to advertise 9-8-8 until geo location routing becomes more

accurate.

## **VII SAMHSA, FCC, AND VIBRANT UPDATES**

Mr. Troxel updated that an MOU has been signed and Cal OES is continuing to work with SAMHSA. A focus of Cal OES is to establish regular meetings with SAMHSA and Vibrant teams. The Federal Communications Commission (FCC) has released a notice of proposed rulemaking for 9-8-8 georouting.

Dr. Rafla-Yuan inquired on the go live dates for georouting and if there is a known percentage of carries and phone lines that are currently connected via georouting as opposed to area code. Mr. Troxel stated this will be taken as an action item for the team to look into if this data is possible to gather and track.

## **VIII GUIDANCE FOR 9-1-1/9-8-8 TRANSFER DOCUMENT REVIEW**

Mr. Hebert discussed that National Emergency Number Association (NENA) has published a transfer guidance document and he believes the document serves as a helpful resource as the Board works on establishing a 9-8-8/9-1-1 transfer guidance document for the State.

Dr. Bui discussed that 9-1-1 centers do need help and inquires on the differing types of calls to transfer. She stated that this transfer document will be helpful for the State and encourages the use of the NENA document as guidance for the State document.

Mr. Hebert states that there needs to be a focus on the technical aspect of transferring in addition to guidance on the type of calls to transfer and to ensure that the mechanics of transferring do not interfere with the caller getting the help they need. Mr. Troxel stated Cal OES will work with the interface working group to facilitate meetings for the working group before the May advisory meeting to work on the transfer document and the technology portion of the guidance.

Julian Aragon discussed the current issue faced by Didi Hirsch with their local PSAPs, depending on the various vendors some PSAPs systems are not able to automatically provide the caller's information to the 9-8-8 system. Mr. Troxel

stated this will be looked into the Cal OES engineering team to ensure that all vendors are able to send over the necessary information and ability to transfer.

Dr. Bui suggested that the working group meeting be made public-facing and the members of the working group be better outlined. Also, if there is any authority in the statute for the transfer document. The Board discussed the importance of getting the public knowledge out that 9-8-8 is available to mitigate the need for transfer between 9-1-1 and 9-8-8. Mr. Hebert highlighted that the transfer document is to serve as a guidance document for PSAPs; the State does not have authority to mandate the document.

The 9-1-1/9-8-8 interface working group will establish a framework to bring to the board for review at the May meeting.

**IX AGENDA ITEMS FOR FUTURE MEETINGS**

No action for future meeting.

**X PUBLIC COMMENT FOR MATTERS NOT ON AGENDA**

No public comment.

**XI ADJOURN**

The Board motioned to adjourn. Meeting adjourned at 12:05 PM.