



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

601 Sequoia Pacific Blvd, Sacramento, CA 95811
May 15, 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)
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
Jeffrey Hebert, Northern California Association of Public Communications Officials
(APCO)
Ametrius Sidney, California Chapter of the National Emergency Number Association
(CALNENA)
Jamila Fields, California Commission on Peace Officer Standards and Training (POST)
Joe Sullivan, Local Emergency Medical Services Authority (EMSA)
Jennifer Kenton, 9-1-1 Police Department Public Safety Answering Point (PSAP)
Supervisor
Dr. Eric Rafla-Yuan, California State Association of Psychiatrists

MEMBERS ABSENT:

Tracy Gonzales, Ontario Fire, Dispatch Supervisor
Cerena Lewis, California Professional Firefighters
Erinn Riley, 9-1-1 Contra Costa County Sheriff, Dispatch Supervisor
Kristin Miller, Mobile Crisis Care Services

I WELCOME – CALL TO ORDER – ROLL CALL

The meeting was called to order at 10:23AM. A quorum was achieved.

II APPROVAL OF PREVIOUS MEETING MINUTES

The Board motioned to approve the previous meeting minutes. The February
20, 2025, meeting minutes were approved.



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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 State 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 provided an update that there was a public meeting for this working group in April. There will be another public meeting held for this working group before the next Board meeting. With the feedback from these two meetings the hope is to have a document ready to be voted on by the Board at the next meeting.

B. Accessibility and Equal Access Working Group Report

Dr. Bui provided an update that the working group met in May and are working on adding members and reconfiguring the working group. They asked the Board for specific deliverables for the group to work on.

Dr. Rafla-Yuan stated the working group has a recommendation of a feedback mechanism for help seekers for technical issues that may arise during a call such as a language translation issue. A second recommendation is that there is a need to educate the public and stakeholders of the call flow to 9-8-8 and how it differs from 9-1-1 call flow. The group asked the board if there would be support to possibly create a graphic or educational materials to offer.

Mr. Hebert asked about the consideration of language translation services and transfers from 9-1-1 to 9-8-8. Mr. Troxel stated this will be taken as an action item to talk with the engineering team about if NGA has taken translation services into consideration for transfers between 9-1-1 and 9-8-8.

Dr. Bui also discussed the concern of data being collected by a government program and if there is a way for the Board to have in writing what is the State's viewpoint on data collection and ownership. Mr. Troxel



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stated this will be taken as an action item to take back to leadership and determine how this can be communicated.

C. Discuss working groups that are needed.

Lan Nguyen stated that there is a need for a working group to represent the 12 9-8-8 centers throughout the State. He suggested that a representative from Cal OES and NGA possibly be involved in a working group with representatives from the centers. Mr. Nguyen and Terri Galvan volunteered as the working group leaders.

Mr. Troxel requested for the working group leaders to come up with a list of members and communicate with the board liaison.

V CAL OES 9-8-8 UPDATES

Mr. Troxel provided an update that the Memorandum of Understanding (MOU) with edits is with the Cal OES Legal team and is being reviewed. The State's platform has been installed in all centers and can support in person and remote workload. NGA has been providing training on the platform. Buckelew will be the first to pilot the State platform and Vibrant has agreed to send 9-8-8 calls to support the pilot. The intention is to have a pilot period in all 12 centers.

Ametrius Sidney asked if the State is involved in communicating the pilot experience to the other centers. Mr. Troxel stated yes, the State will communicate with the other centers of the pilot experience. The State will facilitate that feedback as well as the Buckelew center to share their experience.

Ms. Galvan asked how long the current NGA contract is. Mr. Troxel stated the contract will run through December of 2025. Ms. Galvan asked during testing if there is a point where the platform does not meet the needs of the centers are there options to have a different vendor. Mr. Troxel stated yes, there is opportunity to modify the current platform and if changes need to be made the feedback from the pilot periods will be important.



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Mr. Nguyen asked what the timeline is for when all centers will be through the pilot and live with the platform? Mr. Troxel stated there is a 6-month window for contract extension or execution.

Public comment asked what the specifics within the negotiations with SAMHSA and Vibrant for the MOU are. Mr. Troxel stated the edits provided were not significant and were technical in nature, Cal OES is evaluating and once finalized this can be further clarified. The 9-8-8 calls will not be brought in until the MOU is signed, including chats and texts.

Jennifer Kenton asked what will be taken into consideration for the staff of the centers. Mr. Troxel stated the platform will be tested to ensure the centers workflow can be handled by the platform and any configurations needed from the vendor are completed before a system acceptance is signed. Ms. Kenton asked what the plan would be if all centers but one signed off. Mr. Troxel stated it would be addressed what is needed for that specific center to achieve success.

Mr. Troxel discussed the timeline for the analysis of the 9-8-8 surcharge. This will be the first year of analysis.

Public comment suggested that Cal OES collaborates with the centers during this analysis period. Mr. Troxel clarifies this fee is established based on the Governor's budget and the authority given to the State agencies for spending. Chief Deputy Director Mangat clarified that we have the authority to adjust the fee, but the authority is based on the Governor's budget.

The board discussed the process of determining the surcharge.

Public comment asked what is being assessed during the analysis period. Mr. Troxel stated that all access line providers provide the number of access lines that are available in the State. Then based on the Governor's budget authority and leftover from last budget year the surcharge is determined. Chief Deputy Director Mangat added that it is determined in the law who the revenue source is.



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Public comment made pertaining to the May revision of the Governor's budget about the increase to 9-8-8 funding. Is that money representing a possible increase in the fee or is that a onetime funding. Chief Deputy Director Mangat clarified that that funding is on the program side with the California Health and Human Services Agency (Cal HHS) and is not coming to Cal OES on the technology side.

Public comment asked if there should be a process of a State agency collaborating with the centers for budgetary needs of the centers. Chief Deputy Director Mangat clarifies that Cal OES is here to support the technical side and defers to Dr. Bui and Cal HHS for the program side.

Mr. Troxel gave an example of the calculation used to determine the fee.

Public comment stated that NGA has only been given a portion of the money budgeted for payment of their services, for the money that hasn't been spent due to delays what happens to those funds that are allocated for technology, and can they be moved to the program side for center expansion? Chief Deputy Director Mangat clarified that any funding that isn't spent rolls over to a balance and the only way to access it is through the appropriation process. If more money is needed on the program side that is to be done on that side. The appropriations set who the money goes to and determines the path and functions of the funding. We don't have the discretion to move money for a different purpose that it was not appropriated for.

VI CALIFORNIA HEALTH AND HUMAN SERVICES (CHHS) UPDATES

Dr. Bui provided an update that CHHS has been working State and local partners on the immediate goal of supporting and funding the 9-8-8 centers. The long-term goal is to integrate 9-8-8 into the crisis care continuum. The May revise came out and stated that an additional 17.5 million will be appropriated to DHCS for local assistance. This is in additional to the 12.5 million already appropriated. This funding is specifically for staffing of the 9-8-8 centers.



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VII SAMHSA, FCC, AND VIBRANT UPDATES

Mr. Troxel provided an update that Cal OE has been working with SAMHSA and Vibrant to focus on the MOU and get that finished.

VIII DRAFTED 9-8-8 FUNDING POLICY REVIEW

Mr. Troxel discussed that Cal OES has been looking at the needs of the 9-8-8 centers and the flow of the 9-8-8 call and that 9-1-1 call flow is much more simplistic. Cal OES has been working on a funding policy that takes that into consideration. With all the information heard from the centers the intent is at the August meeting to have a draft to present to the board.

IX GUIDANCE FOR 9-1-1/9-8-8 TRANSFER DOCUMENT REVIEW

Mr. Troxel discussed that after one more meeting of the working group the goal is to have a document to present at the August meeting.

Mr. Nguyen asked for clarification on if the Board votes to approve the document can the document still be edited and can centers still use the document before the document has been voted on by the Board.

Mr. Hebert clarified that many areas are craving guidance, and he encourages to move forward to meet their differing needs. The publication of the National Emergency Number Association (NENA) standards document contains very insightful information that was not discussed in this document previously. The document created by the working group will also need to address the relationships between the 9-8-8 centers and the PSAPs. The document will hopefully be ready for vote on in August with the knowing that there it will need to be adjusted as technology changes.

X AGENDA ITEMS FOR FUTURE MEETINGS

No action for future meeting.

XI PUBLIC COMMENT FOR MATTERS NOT ON AGENDA

No public comment.



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XII ADJOURN

The Board motioned to adjourn. The meeting was adjourned at 12:09PM.