



State 9-1-1 Long Range Planning Committee Meeting Minutes

10390 Peter A McCuen Blvd, Mather, CA 95655

June 9, 2026 – 10:00 AM - 12:00 PM PST



OFFICE OF EMERGENCY SERVICES, STATE OF CALIFORNIA LONG RANGE PLANNING COMMITTEE MEETING MINUTES:

MEMBERS PRESENT:

Alicia Fuller, California Highway Patrol (CHP), Remote
Jeff Logan, California Fire Chiefs Association (CFCA)
Kasey Young, California Chapter of National Emergency Number Association (CALNENA)
Brenda Bruner, Association of Public-Safety Communication Officials (APCO)
Erinn Riley, California State Sheriff's Association (CSSA)

MEMBERS ABSENT:

None.

I CALL TO ORDER – ROLL CALL

The meeting was called to order at 10:02AM.

II MOTION FOR APPROVAL OF PREVIOUS MEETING MINUTES

The committee motioned to approve the previous meeting minutes.
The November 19, 2025, meeting minutes were approved.

III RECRUITING AND RETENTION INFORMATION DEVELOPMENT DISCUSSION

Jeff Logan provided an overview of the committee's continued work related to the Statewide 9-1-1 Staffing Study. The discussion focused on three (3) primary areas identified in the study: staffing stability, wellness and resilience, and leadership and professional development.

Committee members discussed Statewide staffing shortages, mandatory overtime, compensation concerns, workforce experience levels, employee wellness, mental health resources, leadership training, and inconsistent career development opportunities.

The committee agreed there is no single solution to recruitment and retention challenges but emphasized sharing successful practices between agencies.

Discussion included:



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- Establishing regional workgroups modeled after previous Regional Technology Task Forces.
- Using regional meetings to identify successful programs that could be shared Statewide.
- Exploring additional flexibility regarding ATA funding and discussing potential funding opportunities supporting dispatcher wellness and mental health initiatives.

The 9-1-1 Branch expressed support for regional collaboration and indicated willingness to partner with the committee to facilitate regional meetings.

The committee agreed to prepare a written recommendation for presentation to the 9-1-1 Advisory Board.

IV REGIONALIZATION/CONSOLIDATION DISCUSSION

Kasey Young presented research regarding regionalization and consolidation models for PSAPs including: co-location, functional consolidation, and virtual consolidation.

Discussion focused on:

- Reducing call transfers between agencies
- Improving caller experience
- Improving emergency medical dispatch response times
- Technology efficiencies
- Staffing efficiencies
- Cost savings through shared resources

Committee members discussed challenges associated with local governance, jurisdictional control, and agency willingness to consolidate.

The 9-1-1 Branch discussed Statewide challenges associated with maintaining numerous small PSAPs and noted legislative action may ultimately be necessary to incentivize or require consolidation.

The committee agreed to continue developing a white paper outlining



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consolidation models, cooperative approaches, legislative options, and recommendations for future Advisory Board consideration.

V DISPATCHING JOB DESCRIPTION TEMPLATE

Brenda Bruner provided an update regarding development of a standardized dispatcher job description template.

Discussion included:

- Creating a Statewide repository of sample job descriptions
- Hosting resources through APCO or CALNENA rather than a State-managed repository
- Encouraging agencies to contribute updated job descriptions
- Supporting Statewide efforts to modernize dispatcher classification
- Utilizing future regional meetings to promote adoption of updated job descriptions and share successful examples

Committee members noted standardized job descriptions may positively support recruitment, retention, workforce recognition, and future classification efforts.

VI REMOTE CALL TAKING IN CALIFORNIA PUBLIC SAFETY ANSWERING POINTS

Jeff Logan provided an update on research regarding remote call taking.

The committee discussed:

- Current remote call taking implementations
- Existing programs primarily supporting administrative and non-emergency calls
- Best practice development for agencies considering remote call taking
- Future opportunities related to Next Generation 9-1-1

Discussion also included the increasing role of AI and members noted:

- AI applications are currently focused primarily on non-emergency call processing
- Limited implementation currently exists for emergency 9-1-1 call



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handling

- AI remains an area of significant interest for future committee research and Advisory Board discussion

VII AGENDA ITEMS FOR FUTURE MEETING

Committee Chair Alicia Fuller motioned for role of chair to transition to Jeff Logan. Committee approved the replacement. Jeff Logan made Chair of Long Range Planning Committee.

Committee requests change to scheduling the meeting to the day prior to the 9-1-1 Advisory Board.

Mr. Logan provides update that the 9-1-1 Advisory Board will name a new member to the LRPC.

No requested items for future agendas.

VIII PUBLIC COMMENT FOR MATTERS NOT ON THE AGENDA

No public comment made.

IX ADJOURN

The meeting adjourned at 10:48AM.