



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

630 Sequoia Pacific Blvd, Sacramento, CA 95811

May 13, 2025 – 1:00 - 3:00 PM PST



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

MEMBERS PRESENT:

Alicia Fuller, California Highway Patrol (CHP)
Jody Patt, California Police Chief Association (CPCA)
Jeff Logan, California Fire Chiefs Association (CFCA)
Erinn Riley, California State Sheriff's Association (CSSA)

MEMBERS ABSENT:

Kasey Young, California Chapter of National Emergency Number Association (CALNENA)
Brenda Bruner, Association of Public-Safety Communication Officials (APCO)

I CALL TO ORDER – ROLL CALL

The meeting was called to order at 1:12PM.

II APPROVAL OF PREVIOUS MEETING MINUTES

The committee motioned to approve the previous meeting minutes. The February 18, 2025, meeting minutes were approved.

III POLICY BASED ROUTING

Jeff Logan stated as of last meeting it was discussed to table this item.

Andrew Mattson agreed this document will be more useful for the future and not the current changing environment.

Alicia Fuller stated that it would be a good idea to keep this idea alive at the county coordinator level for collaboration efforts in the future and add to county coordinator monthly meeting.

The Committee suggested removing this item from the agenda moving forward.

IV REGIONALIZATION/CONSOLIDATION DISCUSSION



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

630 Sequoia Pacific Blvd, Sacramento, CA 95811

May 13, 2025 – 1:00 - 3:00 PM PST



Erinn Riley stated that there are no updates at this time.

Mr. Logan stated that the committee is looking for more direction from the 9-1-1 Advisory Board on this agenda topic. Ms. Fuller stated the hope is to push for more conversation on this topic at the Advisory Board and get direction on what regionalization looks like for differing agencies.

The Committee discussed that they would bring this item back to the Advisory Board during the LRPC update and ask for direction.

V DISPATCHING JOB DESCRIPTION TEMPLATE

Jody Patt stated that this is still being worked on. She asked Cal OES how the template and other resources can be added to the Cal OES 9-1-1 website.

Mr. Mattson stated that Cal OES will take this as an action item and ensure posting these materials is allowed on the State's 9-1-1 webpage.

Ms. Fuller suggested to ask the California Chapter of the National Emergency Number Association (CALNENA) if they are able to post the PDFs of examples and word document templates to be made accessible to the most people.

Mr. Logan stated that gathering examples from various agencies that have already been vetted through those agencies HR departments, unions, and labor divisions which would make other agencies more likely to utilize the templates. He also stated that it can seem like a massive process to change these job description templates but, in his agency, when this process happened it was a positive experience.

VI REMOTE CALL TAKING IN CALIFORNIA PUBLIC SAFETY ANSWERING POINTS

Mr. Logan discussed the research he has been doing on what kind of call taking can be done remotely and the focus he has taken for now is on taking non-emergency calls and best practices for that.



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

630 Sequoia Pacific Blvd, Sacramento, CA 95811

May 13, 2025 – 1:00 - 3:00 PM PST



Mr. Logan discussed the current technology options such as softphone integration, remote workstations via virtual private network (VPN), etc. There are challenges within this for cybersecurity and safety that create obstacles and the consideration of specific policies each agency has. In California there are not currently many of proofs on concept, outside of California, there is an agency in Colorado that use this model for non-emergency call taking to deal with staffing issues within their Public Safety Answering Point (PSAP). He is also looking into AI options for administrative purposes.

Ms. Fuller stated that looking at AI could solve problems from an administrative and non-emergency perspective. Don Jones suggested to look into other states where agencies did utilize AI and how this worked for them.

Ms. Fuller stated CHP has collaborations with Cal FIRE where they offer a remote space within another PSAP.

Mr. Logan stated that the request from the Advisory Board seemed to be more along the lines of how to hire dispatchers to work from home to aid in staffing.

Ms. Fuller stated that the direction of the State going back to work for four (4) days a week could mean this becomes less relevant.

VII AGENDA ITEMS FOR FUTURE MEETING

The Committee requested to add the Staffing Study back as a standing agenda item, with discussion of possibly an annual survey to keep data coming in to stay relevant.

Mr. Logan asked for a different process for agenda drafting. Asked that the committee have input in creation of the agenda for a 24-48-hour window.



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

630 Sequoia Pacific Blvd, Sacramento, CA 95811

May 13, 2025 – 1:00 - 3:00 PM PST



Mr. Logan asked for confirmation from Brenda Bruner if she will still participate or if a new APCO representative needs to be brought in. Mr. Mattson stated the team will look into this and see what her obligations are.

Ms. Fuller asked for direction due to the changes incoming regarding NG 9-1-1. Mr. Jones stated the LRPC meetings may be more beneficial to have after the Advisory Board meetings instead of before.

VIII PUBLIC COMMENT FOR MATTERS NOT ON THE AGENDA

No public comment.

IX ADJOURN

The meeting was adjourned at 1:51PM.