



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

# **State 9-1-1 Advisory Board Meeting**

**February 19, 2025**



# Item 1: Call to Order & Member Roll Call

## Members of the Board

- Lisa Mangat, Chair, Acting 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 Sydney, California National Emergency Number Association (CALNENA)
- Rebecca Ramirez, 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

November 2024 meeting minutes:

- Meeting held in person at 630 Sequoia Pacific Blvd, Sacramento, CA



## Item 3: 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 4: Cal OES 9-1-1 Emergency Communications Branch Report

CA 9-1-1 Branch will present a comprehensive update on:

1. Next Generation 9-1-1 update
2. Cybersecurity contract execution
3. Cloud Call Processing Equipment (CPE) contract amendment



# Item 4: Cal OES 9-1-1 Emergency Communications Branch Report

Total 9-1-1 Calls	2021	2022	2023	2024
Total	27,253,585	26,302,238	26,790,408	25,667,932
Wireless	23,242,971 (85%)	22,514,099 (86%)	23,315,779 (87%)	22,228,557 (87%)
Wireline	1,810,942 (7%)	1,514,134 (6%)	1,293,631 (5%)	1,026,837 (4%)
Voice over IP	1,476,428 (5%)	1,687,529 (6%)	1,579,993 (6%)	1,604,276 (6%)
Other including Telematics	627,705 (2%)	586,476 (2%)	529,657 (2%)	699,423 (2%)
Text to 9-1-1	95,539 (<1%)	90,326 (<1%)	98,065 (<1%)	108,839 (<1%)



## Item 5: Staffing and Retention Study Review

- The 9-1-1 Advisory Board members will discuss the Staffing and Retention study.
- The Advisory Board members will vote to accept the staffing study as drafted.
- The 9-1-1 Branch team will post and distribute the final version of the study.



## Item 6: Legislative Update

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





# Item 7: Long Range Planning Committee Report

- The LRPC will brief out current LRPC activities



## Item 8: 9-8-8 Update

- The 9-8-8 Systems Director will provide an update regarding the 9-8-8 program.



## Item 9: Agenda Items for Future Meetings

Board requests for matters to be placed on a future agenda

2025 Meeting Dates:

May 14, 2025 10 AM – 12 PM

August 20, 2025 10 AM – 12 PM

November 19, 2025 10 AM – 12 PM



# Item 10: Public Comment

Public Comment



# Item 11: Adjourn

Thank you for attending this meeting of the California State 9-1-1 Advisory Board.

- **General Information:**

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