



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

601 Sequoia Pacific Blvd, Sacramento, CA 95811

October 15, 2024 – 1:00 - 3:00 PM PST



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

MEMBERS PRESENT:

Jody Patt, California Police Chief Association (CPCA)
Alicia Fuller, California Highway Patrol (CHP)
Jeff Logan, California Fire Chiefs Association (CFCA)
Erinn Riley, California State Sheriff's Association (CSSA)
Brenda Bruner, Association of Public-Safety Communication Officials (APCO)

MEMBERS ABSENT:

Kasey Young, California Chapter of National Emergency Number Association (CALNENA)

I CALL TO ORDER – ROLL CALL

The meeting was called to order at 1:04 p.m.

II APPROVAL OF PREVIOUS MEETING MINUTES

The board members collectively agreed to postpone the vote on previous meeting minutes.

III RECRUITING AND RETENTION INFORMATION DEVELOPMENT DISCUSSION

Before the meeting, the Long Range Planning Committee (LRPC) met with 9-1-1 Authority to propose edits to the study's final draft. The LRPC received the revised version and approved the executive summary changes. Members acknowledged the document needs minor grammatical and terminology edits but found the information clear and sufficient overall.

Moving forward, the committee is to explore topics including core leadership training, soft skills in 9-1-1 centers, outreach programs for dispatch centers, and updates to dispatcher job classifications.

The committee agreed lack of leadership training is a growing issue that has negatively impacted the dispatching community, and a leadership track must be developed to address it. The committee also agreed to draft an updated job description template for California public safety



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

601 Sequoia Pacific Blvd, Sacramento, CA 95811

October 15, 2024 – 1:00 - 3:00 PM PST



answering points (PSAPs).

Paul Troxel, Cal OES 9-1-1 Branch Manager, expressed support, stated that Cal OES can provide outreach resources, and asked the committee how else he could assist. Troxel proposed that the LRPC hosts breakout sessions at upcoming annual training allotment (ATA) events in effort stimulate discussion regarding the staffing study.

In response to Troxel's inquiry, Alicia Fuller recommended that Cal OES posts the staffing study's executive summary on the CA 9-1-1 Branch webpage to share the key findings. The committee will brainstorm and provide further recommendations in 2025.

IV AGENDA ITEMS FOR FUTURE MEETING

Long Range Planning Committee to curate and develop an updated job description template that accurately represents duties of dispatchers. This template is to serve as a guide for California PSAPs.

V PUBLIC COMMENT FOR MATTERS NOT ON THE AGENDA

No public comments were made.

VI ADJOURN

The meeting was adjourned at 2:05 p.m.