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Anne Kronenberg  
Executive Director

February 7, 2013

Randal Hagar, President NAPCO  
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1401 Lakeside Drive, 10<sup>th</sup> Floor  
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Tim Trager, President CPRA  
c/o County of San Bernardino  
670 E Gilbert St  
San Bernardino, CA 92415-0915

Dear Sirs,

As your representative to the California State 911 Advisory Board I am writing you today to inform you of proposed changes to the State Emergency Telephone Number Account. On December 12, 2012, the California 9-1-1 Emergency Communications Division (CA 9-1-1 Division) presented seven proposed changes to 9-1-1 policy and practices to the State 9-1-1 Advisory Board. These proposed changes are intended to align the current policies and practices with the Warren-911-Emergency Assistance Act and the Emergency Telephone Users Surcharge Act. In addition, the changes will directly affect how funding is distributed from the State Emergency Telephone Number Account (SETNA). Ryan Dulin, Deputy Director for the Emergency Communications Division of the California Technology Agency (CTA), provided additional information on these proposed changes during a breakout session at the CALNENA training seminar in San Diego on January 23, 2013. Mr. Dulin requested that any questions, comments or suggestions regarding these proposed changes be presented to his office prior to April 2013.

Mr. Dulin reported that the CTA intends to more closely align the distribution of SETNA funds with the Warren Act of 1974 (see attached). As such, the following seven changes to 9-1-1 policy and practices have been proposed:

1. Require PSAPs to submit an annual spending plan by July 1st of each year. Some clarification will be required from CTA, but Mr. Dulin stated that the budget due as of July 1st will be for the subsequent fiscal year, i.e. the 2014 fiscal year budget will be due July 1, 2013. Mr. Dulin clarified that the spending plan does not have to be an exact figure but should reflect the future need for equipment replacement and services.

Concerns: The State's timeline for budget submittal does not coincide with a PSAPs budget approval cycle. Therefore, PSAPs will have to solicit estimated bids if they are requesting equipment replacement. In addition, if the State will be using current call volume to calculate the CPE replacement budget; those estimates could change going from one fiscal year into the next based on acquisition of services and changes in staffing.

2. Provides funding for “incremental” and system costs consistent with statute and sunsets annual accrual funding process. There will no longer be a Residual Funds balance for agencies. The state will be using a model of “incremental costs” and PSAPs will be required to anticipate purchasing needs in their submitted annual spending plans. The state will compile a list of incremental items that they will approve for purchase above the CPE costs. This list is currently being edited by the state office and will be changed from the current list in Chapter III to a more narrow scope. Some proposed items to be removed include console furniture and chairs.

Concerns: Many PSAPs rely on residual funds to replace critical ancillary equipment as well as specialized furniture and workstations. Public Safety Answering Points should be informed of this change and should submit to Mr. Dulin’s office justification for items they believe should be included in the new list, such as MIS, recording systems, net clocks, etc.

3. Changes equipment replacement policy from five to seven years. This proposed change also relates to the previous proposal to sunset the clause in the State 9-1-1 Office policy that allows PSAPs to accrue funds in an individual account for 5 years (or longer) to cover the cost of CPE replacement and to expend any residual funds beyond the CPE expenditures. The new proposal recommends that the funds only be distributed a minimum of every seven years. If a PSAP chooses not to use CPE funds at the seven year mark, they would no longer accrue funds for the additional years spent in maintenance beyond the initial seven year replacement cycle. In addition, the disbursement of SETNA funds will only include the cost to replace the number of state authorized CPE positions based on the call center’s call volume (as calculated in the required annual spending plan documentation). PSAPs will no longer be able to negotiate with commercial providers for additional positions using their allotted funds. SETNA will only pay for the number of positions allocated by the Erlanger formula. Allocated funding for each PSAP will be determined by the State based on the median or average price of all the authorized CPE solutions.

Concerns: There are several concerns with this proposal:

- The proposed increase of the replacement cycle is based on historical data and legacy hardware. These cycles may no longer apply to centers that opt to switch their systems over to software-based systems that require both more maintenance and more frequent refreshes.
- This proposal will depend, in large part, on the cooperation of vendors to provide support of their systems for a minimum of seven years. Current vendor contracts rarely exceed five years and the life cycle of most hardware is three to five years. Software life cycles can be even shorter. Without the commitment from vendors to increase their system support, ECCs could face increased maintenance contracts costs after vendor support lapses. Accepting the proposed changes will depend on getting vendor commitment to support software upgrades and maintenance of hardware throughout the seven-year cycle. In addition, if a system fails despite continued efforts by the vendor, provisions will need to be in place for replacement of the system prior to the seven year minimum.
- Increasing the replacement cycle could result in PSAPs being saddled with legacy equipment for longer than expected. As we move into a Next-Gen 9-1-1 environment, this could be detrimental to the service standard of the ECC.
- The seven-year replacement cycle and strict limitation of allowed positions does not allow for probable growth of the dispatch center or increase in call volume. Due to the extended period of time, dispatch centers could face having an inadequate number of positions to



respond to calls for service. With the current model, an ECC is allotted their budget and can work with vendors to increase their position count while remaining in budget thus providing additional positions to address future expansion and call volume. In addition, allowing the state to set a median price point for CPE may encourage vendors to price fix, thereby decreasing a PSAPs ability to negotiate a lower price should they choose to fund their own CPE replacements.

- The proposal does not consider the growing availability of hosted or cloud applications, or the infrastructure required to support those systems.
  - Applying the methodology of the Warren Act of 1974 to 21<sup>st</sup> century PSAP operational needs and funding is regressive. A reevaluation of the Warren Act is definitely warranted.
  - Ideally, rather than restricting funding to a set number of positions, the State should allocate a dollar amount equivalent to the calculated position estimation and bank that amount for the agency. Unused funds remain in the account for future upgrades. The replacement cycle timeline should be re-evaluated often, specifically to account for the introduction of software-based equipment, hosted and cloud systems and the supporting network infrastructure of Next-Gen 9-1-1 systems.
4. Sets maximum travel reimbursements consistent with State of California policy at state per diem rate. Mr. Dulin explained that they could no longer offer reimbursements at the federal GSA rate due to state policy.

Concerns: Clarification will be needed on how reimbursements will be made in instances where the state rate per diem cannot be met such as in cases where lodging expenses exceed the rate due to location. Otherwise, there is no real objection to this change.

5. Provides an annual training allotment of \$3,000 and sunsets the California National Emergency Number Association Allotment. The \$3,000 budget will now be available to offset any training related to 9-1-1.

Concerns: Clarification will be required from CTA as to whether there will be an approved list of acceptable training courses or if reimbursements will be evaluated on a case-by-case basis.

6. Sets maximum reimbursement rates for foreign language interpretation services consistent with the state's contract. Agencies have the option to use the State's approved vendor, Can Talk, at the approved state rate with full financial coverage. An agency may also contract their own language service but will only be reimbursed up to the approved state contract rate and will have to cover any excess costs in their own budget. Complete information on the State's current contract with Can Talk can be located at <http://www.cio.ca.gov/PSCO/Services/911/Interpretation.htm>.

Concerns: In April 2005, the State 9-1-1 Office awarded their translation contract to Network Omni for statewide translation through 9-1-1. The vendor was unable to support the call-volume for California; this led to service issues and the eventual termination of their contract in California. Following the cessation of Network Omni's services, PSAPs had to acquire their own vendors; many agencies are currently under extended contracts with these vendors and will be unable to exit the contract for several years.

Clarification will be required from the State as to their vetting process with Can Talk and what volume of service they can anticipate handling, how they will be held to contract standards and what redundancy systems they have in place. In addition, clarification will need to be made as to whether agencies currently under contract will be reimbursed at the current reimbursement rate outlined in Chapter VII of the policy manual of \$1.25 per minute. Ideally, this rate would remain in effect for all PSAPs wishing to contract their own service; however, if it does not, agencies should not be forced to absorb increased operating costs if currently unable to leave a contract.

7. Sunsets the existing Wireless Service Provider Policy. In the 1990s, the state established a policy to offset some of the infrastructure costs for Wireless 9-1-1 providers to encourage them to offer wireless 9-1-1 and build the required infrastructure. In 2001, the FCC ruled that it was no longer necessary for 9-1-1 to offset that cost. However, the State 9-1-1 Office never removed the funding and has been paying the wireless companies out of SETNA. The state will now sunset the clause to end the reimbursement policy.


Concerns: This action is fully supported.

During his presentation to the CALNENA group, Mr. Dulin solicited input from groups, agencies and individuals as to how the proposed changes will affect current practices and what concerns the changes raise. The Communications Sections is very interested in any feedback, suggestions solutions and additional information that PSAPs. I strongly recommend that NAPCO and CPRA forward this letter to their constituents and encourage them to forward concerns and suggestions for changes to assist the State 9-1-1 Office in diagramming changes that are beneficial to the 911 system.

Sincerely,

Please feel free to contact me directly with any questions or concerns.

Lisa J. Hoffmann, Deputy Director



San Francisco Department of Emergency Management  
APCO Representative to the State 911 Advisory Board



**CALIFORNIA TECHNOLOGY AGENCY**  
Public Safety Communications Office  
CA 9-1-1 Emergency Communications Division  
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Date: December 18, 2012

To: ALL 9-1-1 COUNTY COORDINATORS  
ALL PUBLIC SAFETY ANSWERING POINT (PSAP) MANAGERS  
CALIFORNIA FIRE CHIEFS ASSOCIATION  
CALIFORNIA NATIONAL EMERGENCY NUMBER ASSOCIATION  
CALIFORNIA STATE SHERIFFS ASSOCIATION  
CALIFORNIA POLICE CHIEFS ASSOCIATION  
ASSOCIATION OF PUBLIC-SAFETY COMMUNICATIONS OFFICIALS  
STATE 9-1-1 ADVISORY BOARD

From: CALIFORNIA 9-1-1 EMERGENCY COMMUNICATIONS DIVISION

**SUBJECT: PROPOSED 9-1-1 POLICY AND PRACTICE CHANGES**

On December 12, 2012, the California 9-1-1 Emergency Communications Division (CA 9-1-1 Division) presented seven (7) proposed 9-1-1 policy and practice changes to the State 9-1-1 Advisory Board. The proposed changes will align the current policies and practices with the Warren-911-Emergency Assistance Act and the Emergency Telephone Users Surcharge Act. The CA 9-1-1 Division requested the State 9-1-1 Advisory Board members and all applicable stakeholders to provide input by **April 2, 2013**.

Below outlines the seven (7) proposed 9-1-1 policy and practice changes:

- Requires a PSAP to submit an annual spending plan by July 1 of each year;
- Provides funding for "incremental" and system costs consistent with statute and sunset annual accrual funding process;
- Sets maximum travel reimbursements consistent with State of California policy;
- Changes equipment replacement policy to seven years;
- Provides an annual training allotment of \$3,000 and sunsets the California National Emergency Number Association Allotment;
- Sets maximum reimbursement rates for foreign language interpretation services consistent with State's contract;
- Sunsets the existing Wireless Service Provider Policy.

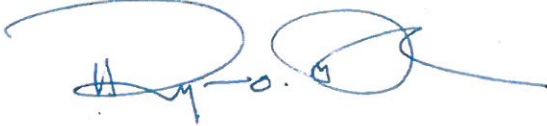
Feedback regarding the proposed changes should be sent to the [CA9-1-1Division@state.ca.gov](mailto:CA9-1-1Division@state.ca.gov) or to your State 9-1-1 Advisory Board Member representative.

For your convenience, the State Emergency Telephone Number Account (SETNA) Briefing, handouts and video of the December 12, 2012 State 9-1-1 Advisory Board Meeting are available online at: <http://www.cio.ca.gov/PSCO/911AdvisoryBd/default.htm>

For those PSAPs who have received a signed Commitment to Fund 9-1-1 Equipment and Services form (TD-288) for new Customer Premise Equipment (CPE) before December 12, 2012, the allotment letter and the procurement will be honored. If a PSAP does not have an approved TD-288 form as of December 13<sup>th</sup>, 2012, all new purchases will be handled on a case by case basis.

The CA 9-1-1 Division Consultant assigned to your respective county will be available to assist with your questions. Please reference the CA 9-1-1 Division Contact List to contact your county consultant: <http://www.cio.ca.gov/PSCO/Directory/CA 9-1-1 Division Contact List.pdf>

Sincerely,

A handwritten signature in blue ink, appearing to read 'Ryan Dulin', with a large circular flourish at the end.

**RYAN DULIN**, Deputy Director  
California 9-1-1 Emergency Communications Division

cc: Karen Wong, Director, Public Safety Communications Office

## **CUSTOMER PREMISE EQUIPMENT (CPE) FUNDING POLICY**

It is the policy of the 9-1-1 Office to ensure high quality and best value for agencies in the procurement and maintenance of 9-1-1 customer premise equipment (CPE) and services. To accomplish this, the 9-1-1 Office staff will advise and support PSAPs in their efforts to procure 9-1-1 CPE that maximizes the ability of PSAP personnel to efficiently and effectively answer and direct 9-1-1 calls. To receive 9-1-1 Office funding, the PSAP must follow the funding process for the reimbursement or direct funding as outlined in this chapter (refer to *FUNDING PROCESSES FOR SERVICES & EQUIPMENT, 9-1-1 System CPE Replacement or Certified Upgrade*).

### **9-1-1 System CPE Defined**

Includes all equipment and systems used within the PSAP 9-1-1 call taker work area (including the 9-1-1 equipment room/closet) to answer 9-1-1 calls. This includes, but is not limited to, 9-1-1 call taker telephony computers, controllers, servers, cabling, and/or ancillary systems, services, and products associated with the delivery of a 9-1-1 call.

### **Master Purchase Agreement (MPA) For 9-1-1 CPE**

The State of California offers a Master Purchase Agreement (MPA) that provides PSAPs an effective procurement method for system replacement or certified upgrade (where the existing CPE is certified to function, as new, for an additional five years) of their 9-1-1 system CPE and services. The prices listed on the MPA for equipment and services are the maximum allowable, and the price of systems varies from contractor to contractor. PSAPs may be able to obtain price discounts or additional equipment by soliciting price offers from different providers on the MPA contract, thus increasing the buying power of their annual allotment. The MPA is located on our 9-1-1 Office website (a link is provided in the Introduction of this chapter).

Use of the MPA is not mandatory; however, it offers direct funding by the 9-1-1 Office to the contractor. PSAPs may use their local procurement processes and receive funding on a reimbursement basis.

### **CPE Funding Allotment**

In order to provide funding in an equitable manner throughout the State, the 9-1-1 Office has established a CPE funding allotment calculation that is based on each PSAP's volume of 9-1-1 calls using the CPE Provisioning Policy (provided in this chapter), and the median prices obtained from the CPE contract for a standard system. The CPE funding allotment for each PSAP is designed to permit the PSAP to accrue funding, on an annual basis, toward their next replacement of a complete 9-1-1 system or certified upgrade (where the existing CPE is certified to function, as new, for an additional five years). Upon receipt of a PSAP's request for CPE funding, the 9-1-1 Office consultant will perform a 9-1-1 call traffic analysis and calculate an annual CPE allotment eligibility amount.

For clarification, the CPE allotment eligibility amount stops accruing upon installation of the 9-1-1 system replacement or certified upgrade for which it was intended. Upon request by the PSAP for their next system replacement or certified upgrade, the 9-1-1 Office will perform a new call volume traffic analysis and calculate a new CPE allotment eligibility amount with a new accrual beginning the first January after the last 9-1-1 system replacement or certified upgrade.

## 9-1-1 OPERATIONS MANUAL

### Chapter III – Funding

In an effort to provide flexibility to the PSAP for 9-1-1 related funding, PSAPs may request use of the CPE allotment for a special purchase before system replacement or certified upgrade. Items that may be eligible for funding are listed in the *Standard 9-1-1 System* items and the *Service/Equipment Approval List For Residual Funds* provided in this chapter. However, when it is time to replace or upgrade the PSAP's 9-1-1 system CPE, for which this annual CPE allotment is designed to fund, the agency may be required to provide local funding if the remaining CPE allotment funds are insufficient at that time.

For 9-1-1 Office budgeting purposes and to allow the PSAP adequate time to evaluate various 9-1-1 system CPE contractors, PSAPs should submit their request for 9-1-1 system CPE replacement or certified upgrade and their plan for use of any residual funds to the 9-1-1 Office at least 12 to 18 months before planned installation.

#### **Residual Funds**

If the final cost for complete 9-1-1 system CPE replacement or certified upgrade is less than the PSAP's CPE funding allotment eligibility amount, the remaining amount is referred to as residual funds. These residual funds may be used for the purchase of additional 9-1-1 Office approved equipment and services as detailed in the *Service/Equipment Approval List For Residual Funds* provided in this chapter. Planning and subsequent request for use of these residual funds must take place when the PSAP prepares and submits their purchase order (PO) package in accordance with the *Funding Process for 9-1-1 System Replacement or Certified Upgrade* as outlined in this chapter. All quotes and/or purchase orders for use of residual funds must be submitted to the 9-1-1 Office by the last State recognized business day of the calendar year in which the system replacement or certified upgrade was installed. (For further clarification of this requirement, please contact your assigned 9-1-1 Office consultant.)

#### **CPE System Maintenance After Five Years**

Five years after installation of a 9-1-1 CPE system (which includes one year of system warranty and four years of system maintenance), PSAPs may choose to enter into an agreement with a CPE contractor for additional maintenance. Maintenance agreements are not automatic and 9-1-1 Office funding requires pre-approval at least two months prior to the expiration of the "existing" agreement. Maintenance costs that are directly billed to, or reimbursed by, the 9-1-1 Office will be deducted from the PSAP's CPE allotment. Contact your 9-1-1 Office Consultant to determine the appropriate steps required for pre-approval and subsequent funding by the 9-1-1 Office.

#### **CPE Replacement Parts and Equipment Repairs**

Funding will be provided for replacement parts and equipment repairs caused by normal use of the equipment. PSAPs will not be required to submit for prior funding approval of replacement parts when immediate replacement is necessary to restore normal operation of the CPE. PSAPs shall provide a facility with adequate heating, cooling, ventilation, light, electrical supply and overload protection to protect the equipment so that it may operate as intended by the manufacturer. Costs to repair damage to equipment, caused by PSAP negligence or the lack of adequate facilities to house and protect the equipment, shall be the responsibility of the PSAP. If an act of nature or other circumstance causes damage to the equipment, and the PSAP has made a reasonable effort to protect such equipment, the 9-1-1 Office will review and may approve funding requests for replacement parts and equipment repairs. All requests for funding replacement parts and equipment repairs for reasons other than those caused by normal use will be evaluated on a case-by-case basis.



**Standard 9-1-1 System**

A standard 9-1-1 system includes all 9-1-1 CPE and systems used within the communication center's 9-1-1 call taker work area (including the 9-1-1 equipment room/closet) in direct support of the delivery of 9-1-1 calls to the 9-1-1 call taker. The elements of a standard 9-1-1 system, as competitively bid and available on the current contract, are detailed below.

Standard 9-1-1 Call Taker Position – Intelligent Workstation (IWS), including:

1. Full Telephony Computer
2. 19" LCD Monitor
3. Mouse
4. Standard Keyboard
5. Keypad Dialer (if no phone set)
6. Phone Set (only if necessary for computer telephony integration)
7. Keyboard Arbitrator
8. Instant Recall Recorder
9. Uninterruptible Power Supply (UPS) For Call Taker Positions - fifteen (15) minutes
10. Automatic TDD/TTY Capability

Turnkey call processing system, including:

11. Two (2) UPS (one is redundant) serving all backroom equipment - fifteen (15) minutes (each)
12. Printer for ANI/ALI printing
13. Training for 9-1-1 call taker(s) and 9-1-1 call taker supervisor(s)
14. Enhanced CAMA trunks
15. Capability for third party contractor to remotely collect real time ANI/ALI/Call Detail Record Data via a frame relay connection
16. Cabling
17. Dynamic ANI/ALI output interface to PSAP provided for CAD, GIS, MIS, etc.

### **Service/Equipment Approval List For Residual Funds**

A PSAP may request pre-approval from the 9-1-1 Office to use residual funds from their CPE funding allotment (in accordance with requirements outlined in the *CPE FUNDING POLICY, CPE Funding Allotment* of this chapter) to purchase additional 9-1-1 services and/or equipment from the list below where the services and/or equipment will be used within the communication center's 9-1-1 call taker work area (including the 9-1-1 equipment room/closet) and in direct support of the delivery of 9-1-1 calls to the 9-1-1 call taker. Documentation must be provided to describe how the service/equipment will meet this requirement. Facility modifications and GIS related equipment must include justification, project plan, and floor plans. All requests must include a detailed itemization of costs.

Funding for the items below must be requested at the time of system replacement or certified upgrade in a concise plan for use of all CPE allotment funds and in accordance with the funding processes outlined in this chapter. A 9-1-1 Office CPE ALLOTMENT SPENDING PLAN (TD-285) form must be completed and submitted to the 9-1-1 Office before a COMMITMENT TO FUND (TD-288) form can be prepared. The TD-285 form is provided on the 9-1-1 Office website and, when in Chapter III on the website, the form may be downloaded from the following link:

<http://www.documents.dgs.ca.gov/td/911/TD-285.doc>

1. Additional items from "Standard 9-1-1 System" as defined on previous page (III.12)
2. Automatic call distribution
3. Call Traffic Study
4. Computer memory/storage additions for 9-1-1 call taker telephony computer
5. Facility modifications necessary to accommodate 9-1-1 call taker workstations
6. Furniture - call taker workstation and chair
7. Geographical Information System (GIS) services, software, and equipment
8. Headsets
9. Logging recorder for 9-1-1 calls
10. Maintenance (extended CPE maintenance beyond the 5 year contract terms)
11. Management Information System (MIS) software and computer solely for 9-1-1 call management information collection and reports
12. Move or removal of 9-1-1 intelligent workstation (IWS)
13. Moves, add and changes (MAC) to features of 9-1-1 call taker telephony computer
14. TDD/TTY testing (per NENA recommended standard)

# 9-1-1 OPERATIONS MANUAL

## CHAPTER VII – FOREIGN LANGUAGE INTERPRETATION

### **INTRODUCTION**

Access to foreign language interpretation services at each California Public Safety Answering Point (PSAP) is vital to effective emergency first response to 9-1-1 callers. There are thousands of languages spoken in the world, and interpretation service companies have made great effort to provide interpreters for many of these languages. The following defines the statutory responsibility each PSAP has to the 9-1-1 callers in their jurisdiction who speak a language other than English:

*State of California, Government Code, Section 53112 "... At those '911' public safety answering points serving an area where 5 percent or more of the population, in accordance with the latest United States census information, speak a specific primary language other than English, operators who speak each such other language, in addition to English, shall be on duty or available through interagency telephone conference procedures at all times for '911' emergency services."*

California's PSAPs are responsible for meeting this requirement either directly or by way of a conference call where the PSAP 9-1-1 call taker stays on the line throughout the entire 9-1-1 call.

### **REIMBURSEMENT POLICY**

It is the policy of the 9-1-1 Office to reimburse PSAPs for documented costs directly associated with this effort.

Pre-approval is not required by the Telecommunications Division, California 9-1-1 Emergency Communications Office (9-1-1 Office), in order to qualify for reimbursement of the costs associated with foreign language interpretation services for 9-1-1 callers. A PSAP must submit a Reimbursement Claim form (TD-290) to the 9-1-1 Office as outlined in Chapter III, Funding, and must provide all the following documentation:

1. A copy of the invoice from the PSAP's selected foreign language interpretation service provider for 9-1-1 calls only. This may require that the PSAP request invoicing for 9-1-1 interpretation services separate from the PSAP's other foreign language interpretation accounts with the selected service provider; and,
2. A copy of the cancelled check indicating payment has been made to the foreign language interpretation service provider.

All languages used for non-English speaking 9-1-1 callers qualify for reimbursement. The maximum cost allowed for reimbursement is \$1.25 per minute.

Foreign language interpretation services for 9-1-1 calls may be directly billed to the 9-1-1 Office when these services are provided by a California state contract. All other service arrangements will be funded on a reimbursement basis as defined in Chapter III, Funding.



CALIFORNIA CODES  
GOVERNMENT CODE  
SECTION 53100-53120

53100. (a) This article shall be known and may be cited as the Warren-911-Emergency Assistance Act.

(b) The Legislature hereby finds and declares that it is in the public interest to shorten the time required for a citizen to request and receive emergency aid. There currently exist thousands of different emergency phone numbers throughout the state, and present telephone exchange boundaries and central office service areas do not necessarily correspond to public safety and political boundaries. Provision of a single, primary three-digit emergency number through which emergency services can be quickly and efficiently obtained would provide a significant contribution to law enforcement and other public service efforts by making it less difficult to quickly notify public safety personnel. Such a simplified means of procuring emergency services will result in the saving of life, a reduction in the destruction of property, quicker apprehension of criminals, and ultimately the saving of money. The Legislature further finds and declares that the establishment of a uniform, statewide emergency number is a matter of statewide concern and interest to all inhabitants and citizens of this state. It is the purpose of this act to establish the number "911" as the primary emergency telephone number for use in this state and to encourage units of local **government** and combinations of such units to develop and improve emergency communication procedures and facilities in such a manner as to be able to quickly respond to any person calling the telephone number "911" seeking police, fire, medical, rescue, and other emergency services.

53101. "Public agency," as used in this article, means the state, and any city, county, city and county, municipal corporation, public district, or public authority located in whole or in part within this state which provides or has authority to provide firefighting, police, ambulance, medical, or other emergency services.

53102. "Public safety agency," as used in this article, means a functional division of a public agency which provides firefighting, police, medical, or other emergency services.

53103. "Direct dispatch method," as used in this article, means a telephone service providing for the dispatch of an appropriate emergency service unit upon receipt of a telephone request for such services and a decision as to the proper action to be taken.

53104. "Relay method," as used in this article, means a telephone service whereby pertinent information is noted by the recipient of a telephone request for emergency services, and is relayed to appropriate public safety agencies or other providers of emergency

services for dispatch of an emergency service unit.

53105. "Transfer method," as used in this article, means a telephone service which receives telephone requests for emergency services and directly transfers such requests to an appropriate public safety agency or other provider of emergency services.

53106. "Referral method," as used in this article, means a telephone service which, upon the receipt of a telephone request for emergency services, provides the requesting party with the telephone number of the appropriate public safety agency or other provider of emergency services. The use of the referral method shall only be used for nonemergency situations.

53107. "Basic system," as used in this article, means a telephone service which automatically connects a person dialing the digits "911" to an established public safety answering point through normal telephone service facilities.

53108. "Sophisticated system," as used in this article, means a basic system with the additional capability of automatic identification of the caller's number, holding the incoming call, reconnection on the same telephone line, clearing a telephone line, or automatic call routing or combinations of such capabilities.

53108.1. "Incremental costs", as used in this article, mean any costs necessary for the establishment of a system required by this article and recommended for reimbursement by the advisory committee established by Section 53115.1 other than costs for (1) a basic system, (2) a basic system with telephone central office identification, or (3) a system employing automatic call routing, which are reasonable, necessary and unique for the planning and efficient implementation of a local agency's 911 system.

53108.5. "Division," as used in this article, means the Public Safety Communications Division within the California Technology Agency.

53109. Every local public agency within its respective jurisdiction shall establish and have in operation by December 31, 1985, a basic system as provided in this article, or be part of such a system.

The establishment of such systems shall be centralized to the extent feasible. Nothing in this article shall be construed to prohibit or discourage in any way the formation of multijurisdictional or regional systems, and any system established pursuant to this article may include the territory of more than one public agency or may include a segment of the territory of a public agency.

53109.5. The Legislature finds and declares that environmental considerations in the Tahoe region have halted or delayed the development of facilities necessary for the establishment of a local emergency telephone system in that area.

Accordingly, local public agencies in the Tahoe region, as defined in subdivision (a) of Article II of Section 66801 of the **Government Code**, shall comply with Section 53109 by December 31, 1986, rather than by December 31, 1985.

53110. Every system shall include police, firefighting, and emergency medical and ambulance services, and may include other emergency services, in the discretion of the affected local public agency, such as poison control services, suicide prevention services, and civil defense services. The system may incorporate private ambulance service. In those areas in which a public safety agency of the state provides such emergency services, the system shall include such public safety agencies.

53111. The digits "911" shall be the primary emergency telephone number within the system, but a public agency or public safety agency may maintain a separate secondary backup number, and shall maintain a separate number for nonemergency telephone calls.

53112. All systems shall be designed to meet the specific requirements of each community and public agency served by the system. Every system, whether basic or sophisticated, shall be designed to have the capability of utilizing at least three of the methods specified in Sections 53103 to 53106, inclusive, in response to emergency calls. The Legislature finds and declares that the most critical aspect of the design of any system is the procedure established for handling a telephone request for emergency services.

In addition, to maximize efficiency and utilization of the system, all pay telephones within each system shall, by December 31, 1985, enable a caller to dial "911" for emergency services, and to reach an operator by dialing "0", without the necessity of inserting a coin. At those "911" public safety answering points serving an area where 5 percent or more of the population, in accordance with the latest United States census information, speak a specific primary language other than English, operators who speak each such other language, in addition to English, shall be on duty or available through interagency telephone conference procedures at all times for "911" emergency services.

In addition, all systems shall require installation of a telecommunications device capable of servicing the needs of the deaf or severely hearing impaired at the "911" public safety answering point or points. The device shall be compatible with devices furnished by telephone corporations pursuant to Section 2831 of the **Public Utilities Code**.

53113. The Legislature finds that, because of overlapping jurisdiction of public agencies, public safety agencies, and telephone service areas, a general overview or plan should be developed prior to the establishment of any system. In order to ensure that proper preparation and implementation of those systems is



accomplished by all public agencies by December 31, 1985, the division, with the advice and assistance of the Attorney General, shall secure compliance by public agencies as provided in this article.

53114. The division, with the advice and assistance of the Attorney General, shall coordinate the implementation of systems established pursuant to the provisions of this article. The division, with the advice and assistance of the Attorney General, shall assist local public agencies and local public safety agencies in obtaining financial help to establish emergency telephone service, and shall aid agencies in the formulation of concepts, methods, and procedures that will improve the operation of systems required by this article and that will increase cooperation between public safety agencies.

53114.1. To accomplish the responsibilities specified in this article, the division is directed to consult at regular intervals with the State Fire Marshal, the State Department of Public Health, the Office of Traffic Safety, the California Emergency Management Agency, a local representative from a city, a local representative from a county, the public utilities in this state providing telephone service, the Association of Public-Safety Communications Officials, the Emergency Medical Services Authority, the Department of the California Highway Patrol, and the Department of Forestry and Fire Protection. These agencies shall provide all necessary assistance and consultation to the division to enable it to perform its duties specified in this article.

53114.2. On or before December 31, 1976, and each even-numbered year thereafter, after consultation with all agencies specified in Section 53114.1, the division shall review and update technical and operational standards for public agency systems.

53115. The division shall monitor all emergency telephone systems to ensure they comply with minimal operational and technical standards as established by the division. If any system does not comply the division shall notify in writing the public agency or agencies operating the system of its deficiencies. The public agency shall bring the system into compliance with the operational and technical standards within 60 days of notice by the division. Failure to comply within such time shall subject the public agency to action by the Attorney General pursuant to Section 53116.

53115.1. (a) There is in state **government** the State 911 Advisory Board.

(b) The advisory board shall be comprised of the following members appointed by the Governor who shall serve at the pleasure of the Governor.

(1) The Chief of the California 911 Emergency Communications Office shall serve as the nonvoting chair of the board.

(2) One representative from the Department of the California Highway Patrol.

(3) Two representatives on the recommendation of the California Police Chiefs Association.

(4) Two representatives on the recommendation of the California State Sheriffs' Association.

(5) Two representatives on the recommendation of the California Fire Chiefs Association.

(6) Two representatives on the recommendation of the CalNENA Executive Board.

(7) One representative on the joint recommendation of the executive boards of the state chapters of the Association of Public-Safety Communications Officials-International, Inc.

(c) Recommending authorities shall give great weight and consideration to the knowledge, training, and expertise of the appointee with respect to their experience within the California 911 system. Board members should have at least two years of experience as a Public Safety Answering Point (PSAP) manager or county coordinator, except where a specific person is designated as a member.

(d) Members of the advisory board shall serve at the pleasure of the Governor, but may not serve more than two consecutive two-year terms, except as follows:

(1) The presiding Chief of the California 911 Emergency Communications Office shall serve for the duration of his or her tenure.

(2) Four of the members shall serve an initial term of three years.

(e) Advisory board members shall not receive compensation for their service on the board, but may be reimbursed for travel and per diem for time spent in attending meetings of the board.

(f) The advisory board shall meet quarterly in public sessions in accordance with the Bagley-Keene Open Meeting Act (Article 9 (commencing with Section 11120) of Chapter 2 of Part 1 of Division 3 of Title 2). The division shall provide administrative support to the State 911 Advisory Board. The State 911 Advisory Board, at its first meeting, shall adopt bylaws and operating procedures consistent with this article and establish committees as necessary.

(g) Notwithstanding any other provision of law, any member of the advisory board may designate a person to act as that member in his or her place and stead for all purposes, as though the member were personally present.

53115.2. (a) The State 911 Advisory Board shall advise the division on all of the following subjects:

(1) Policies, practices, and procedures for the California 911 Emergency Communications Office.

(2) Technical and operational standards for the California 911 system consistent with the National Emergency Number Association (NENA) standards.

(3) Training standards for county coordinators and Public Safety Answering Point (PSAP) managers.

(4) Budget, funding, and reimbursement decisions related to the State Emergency Number Account.

(5) Proposed projects and studies conducted or funded by the State Emergency Number Account.

(6) Expediting the rollout of Enhanced 911 Phase II technology.

(b) Upon request of a local public agency, the board shall conduct a hearing on any conflict between a local public agency and the division regarding a final plan that has not been approved by the division pursuant to Section 53114. The board shall meet within 30 days following the request, and shall make a recommendation to resolve the conflict to the division within 90 days following the

initial hearing by the board pursuant to the request.

53115.3. When proposed implementation of the 911 system by a single public agency within its jurisdiction may adversely affect the implementation of the system by a neighboring public agency or agencies, such neighboring public agency may request that the division evaluate the impact of implementation by the proposing public agency and evaluate and weigh that impact in its decision to approve or disapprove the proposing public agency's final plan pursuant to Section 53115. In order to effectuate this process, each city shall file a notice of filing of its final plan with each adjacent city and with the county in which the proposing public agency is located at the same time such final plan is filed with the division and each county shall file a notice of filing of its final plan with each city within the county and each adjacent county at the time the final plan is filed with the division. Any public agency wishing to request review pursuant to this section shall file its request with the division within 30 days of filing of the final plan for which review is sought.

53116. The Attorney General may, on behalf of the division or on his or her own initiative, commence judicial proceedings to enforce compliance by any public agency or public utility providing telephone service with the provisions of this article.

53118. The Legislature declares that a major purpose in enacting this article is to eliminate instances in which a responding emergency service refuses to render aid to the requester because the requester is outside of the jurisdictional boundaries of the emergency service. A public safety agency which receives a request through the system for emergency services outside its jurisdictional boundaries shall transmit the request to the proper public safety answering point or public safety agency utilizing the methods described in Sections 53103 to 53105, inclusive. In the event an emergency unit is dispatched in response to a request through the system, such unit shall render its services to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries until properly relieved by the public safety agency responsible for that geographical area. Public agencies within a single system and public agencies in different systems but whose jurisdictional boundaries are contiguous are authorized to enter into joint powers agreements or any other form of written cooperative agreement to implement this requirement. These agreements may further provide for a public safety agency to render aid outside its normal jurisdictional boundaries when need arises on a day-to-day basis.

53119. Any telephone corporation serving rural telephone areas that cannot currently provide enhanced "911" emergency telephone service capable of selective routing, automatic number identification, or automatic location identification shall present to the division a comprehensive plan detailing a schedule by which those facilities will be converted to be compatible with the enhanced emergency telephone system.



53120. The division shall not delay implementation of the enhanced "911" emergency telephone system in those portions of cities or counties, or both, served by a local telephone corporation that has equipment compatible with the enhanced "911" emergency telephone system.