

California 9-1-1 Emergency
Communications Office
DAPHNE RHOE
Office Chief



“FUNDING ACTIVITIES & ISSUES”

JOAN DeCRESCENZO

9-1-1 BUSINESS MANAGEMENT SECTION, Supervisor

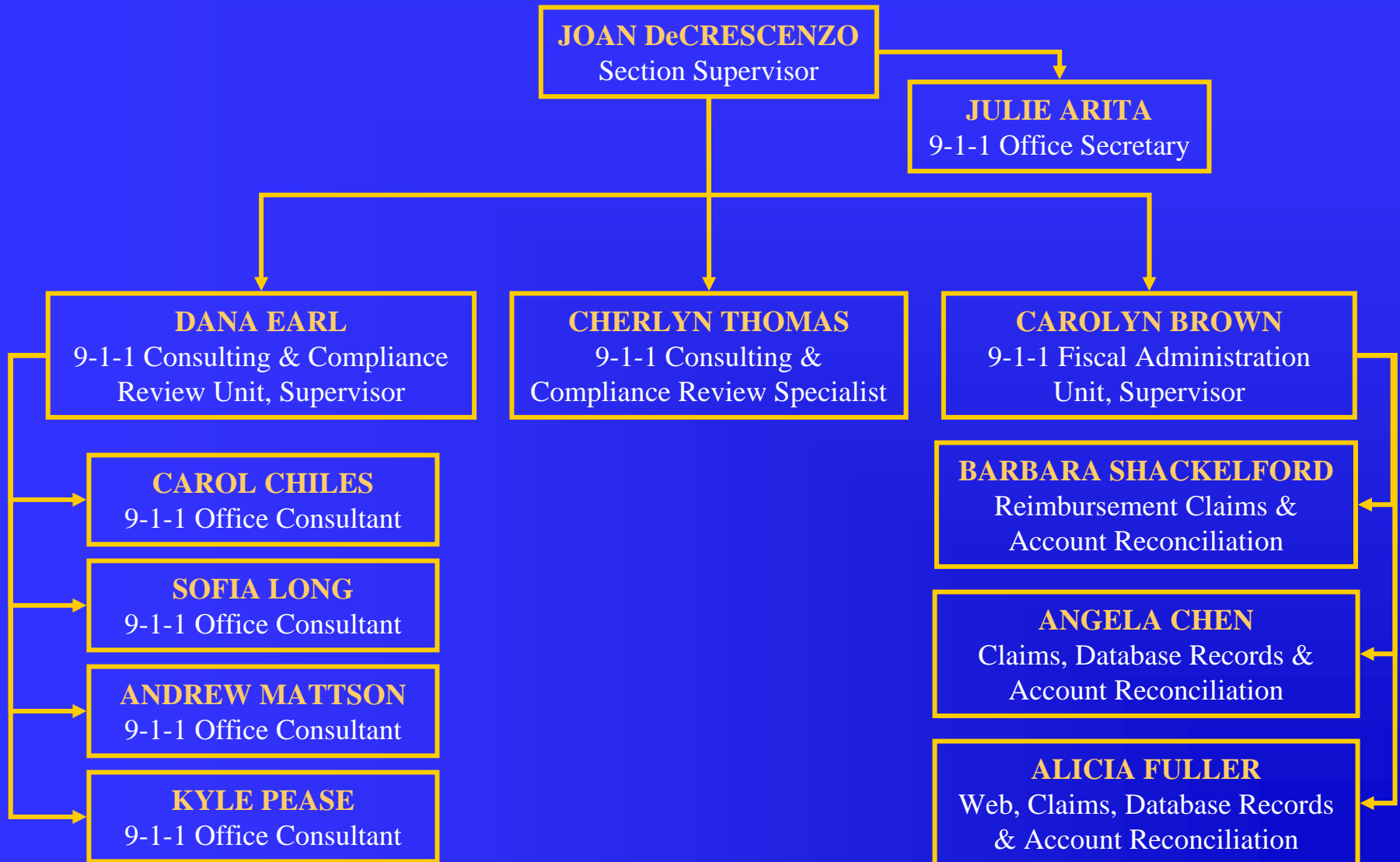
2008 CALNENA ANNUAL CONFERENCE

Topics

- Section Organization
- 9-1-1 Consulting & Operations Review Unit
 - CPE funding
 - Outreach training
 - Fiscal & Operational Review (FOR)
- 9-1-1 Fiscal Administration Unit
 - 9-1-1 Telephone System Equipment & Services Contract
 - CALNENA Allotment
 - ENP Reimbursement Policy (new)
 - Language Interpretation Policy (new)
 - Management Information System (MIS) RFP
- Education
- Website
- Q&A?

California 9-1-1 Emergency Communications Office

9-1-1 BUSINESS MANAGEMENT SECTION



9-1-1 Business Management Section

Joan DeCrescenzo, Supervisor
(916) 657-9113

9-1-1 Consulting & Operations Review Unit

Dana Earl, Supervisor
(916) 657-9202

9-1-1 Office Consultant Assignments

CAROL CHILES (916) 657-9188

carol.chiles@dgs.ca.gov

01-Alameda 07-Contra Costa 21-Marin
28-Napa 34-Sacramento 48-Solano

DANA EARL (916) 657-9202

dana.earl@dgs.ca.gov

98-CHP (*statewide*)

SOFIA LONG (916) 657-9180

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13-Imperial 15-Kern
30-Orange 33-Riverside
36-San Bernardino 40-San Luis Obispo
42-Santa Barbara 56-Ventura

ANDREW MATTSON (916) 657-9459

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19-Los Angeles 37-San Diego
97-Cal Fire (*statewide*)

KYLE PEASE (916) 657-9145

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02-Alpine 03-Amador 05-Calaveras
09-El Dorado 10-Fresno 14-Inyo
16-Kings 20-Madera 22-Mariposa
24-Merced 26-Mono 27-Monterey
31-Placer 35-San Benito 39-San Joaquin
41-San Mateo 43-Santa Clara 44-Santa Cruz
50-Stanislaus 54-Tulare 55-Tuolumne

CHERLYN THOMAS (916) 657-9235

cherlyn.thomas@dgs.ca.gov

04-Butte 06-Colusa 08-Del Norte
11-Glenn 12-Humboldt 17-Lake
18-Lassen 23-Mendocino 25-Modoc
29-Nevada 32-Plumas 38-San Francisco
45-Shasta 46-Sierra 47-Siskiyou
49-Sonoma 51-Sutter 52-Tehama
53-Trinity 57-Yolo 58-Yuba



CPE Funding

- CPE Replacement/Upgrade cycle
- Funding Workbooks – support document with step-by-step procedures and examples
- Chapter III – Funding

For assistance, call your assigned 9-1-1 Office consultant and you'll find the entire funding chapter at:

www.td.dgs.ca.gov/Services/911

OUTREACH TRAINING

- Designed to support 9-1-1 County Coordinators & PSAP Managers
- Provides overview
 - CPE funding
 - Reimbursements
 - Wireless activities
 - Latest on emerging technologies (VoIP)

Chapter VI

Fiscal & Operational Review (FOR)

- 9-1-1 Office team “internal” review
- Prepare FOR preliminary report
- Send to PSAP to confirm information
- Schedule site visit with PSAP Manager
- Site visit & FOR binder to PSAP
- Follow-up
- Copy of findings to PSAP

9-1-1 Fiscal Administration Unit

Carolyn Brown, Supervisor
(916) 657-9183

9-1-1 Telephone System Contract

- RFP MSA 54159 to eight contractors
 - AT&T California (Positron) #5-06-58-11
 - AT&T California (Plant) #5-06-58-12
 - Colorado Nine One One, Inc. #5-06-58-13
 - Modular Communications Systems #5-06-58-14
 - Motorola, Inc. #5-06-58-15
 - PlantCML #5-06-58-16
 - Positron PSS Corp. #5-06-58-17
 - Verizon California, Inc. #5-06-58-18
 - Zetron, Inc. #5-06-58-19
- Term: 9/5/06 – 9/4/09
- Pricing information available at www.td.dgs.ca.gov/Services/911

“NEW”

ENP Reimbursement Policy

- Allows reimbursement of ENP examination fees
- Effective July 1, 2007
- Eligible staff:
 - PSAP Managers
 - 9-1-1 County Coordinators
 - Communication center supervisors
 - 9-1-1 call takers
- Pre-approval is not required.

Chapter III

CALNENA Annual Allotment

- Allocates \$3000 per fiscal year (July-June) for CALNENA sponsored events
- No pre-approval required
- Use PSAP travel policy
- Reimbursement process remains the same

Language Interpretation Policy

Chapter VII

- Each PSAP may choose the best service for their needs
- California companies offer services for over 100 languages
- Languages 5%+ funded via 9-1-1 Office
 - direct pay if CMAS
 - reimbursement claim quarterly or annually
- Statistics show minimal costs for other than Spanish in most areas (statistics for your agency available at NetworkOmni)
- Current language interpretation contract requirements available at our website:

www.td.dgs.ca.gov/Services/911

CMAS Information

- List of language interpretation providers at

www.pd.dgs.ca.gov/cmas/contracts.htm

Click on “Search by Product/Services ...”

Type in “Interpretation” and click on search

- How local governments can use CMAS

www.documents.dgs.ca.gov/pd/cmas/LocalGovtAgencyPacket06-IM.pdf

Management Information System RFP

- RFP for single statewide provider for 9-1-1 call reporting system
- Replaces FRNIS and CARSNET

Chapter V

9-1-1 Education

- 9-1-1 For Kids
- Other qualified educational products
- Brochures
 - VoIP
 - Calling 9-1-1 from a cellular phone
- California Public Utilities Commission (CPUC)

9-1-1 Office Website

www.td.dgs.ca.gov/Services/911

Questions?