

**Public Safety Communications Division  
Proposed 9-1-1 Policy and Practice Changes Input Tracking**

**Letters Received**

PROPOSED POLICY TOPIC

**1=Annual Spending Plan,  
2=Sunset Annual Accrual Process,  
3=Travel Reimbursement**

**4=Change Equipment Replacement to 7 years,  
5=Annual Training Allotment,  
6=Foreign Language Interpretation Services,  
7=Sunset Wireless Service Provider Policy**

Letter #	DATE OF RECEIPT	ORGANIZATION	PROPOSED POLICY TOPIC (#1 - #7)	OPPOSE, CONCERN, SUPPORT, NEUTRAL, MENTION	NOTED QUESTIONS, COMMENTS, OR CONCERNS	RECOMMENDATION
L1	1/9/2013	California State Sheriffs' Association	4	Oppose	The state's proposal to change the funding cycle to a 7-year cycle and eliminate the PSAP's ability to fund these critical discretionary costs with these funds would significantly undermine our ability to make needed upgrades and support the 9-1-1 infrastructure.... This proposal will shift considerable costs to local jurisdictions who are unable to absorb these new costs without impacts to the 9-1-1 system and delivery of service.	Collaborative dialogue to mitigate impacts from this proposal.
L2	1/16/2013	San Bernardino County Police Chiefs and Sheriff Association	4	Oppose	The replacement timeline should remain at five years because of the rapid pace of evolving technology. This coupled with the acquisition and implementation process takes the replacement of the 9-1-1 system to approximately seven year start to finish cycle.	Keep replacement cycle at 5 years. (Did not provide data to support)
L2	1/16/2013	San Bernardino County Police Chiefs and Sheriff Association	2	Oppose	The State's proposal to limit discretionary funding for ancillary equipment... would severely affect agencies to maintain call centers.	None
L3	2/1/2013	California Chapter of the National Emergency Number Association (CALNENA)	1 through 7	Concern	Requested additional information to assist in understanding the direction of the State 9-1-1 Office...the CALNENA Executive Board is analyzing the recommended changes proposed by the CA Technology Agency and is seeking to provide comments no later than 3/29/13. The information requested is necessary to facilitate an informed and accurate examination of the proposed changes. Requested information and supporting documentation no later than 2/15/13.	None
L4	2/20/2013	Plumas County Sheriff	4	Concern	The single proposal that causes the most concern is changing the the CPE replacement cycle from five years to seven, with no growth of the allotment after seven years as the current policy now provides..... vendor discussions indicate a significant price increase to CPE if funding proposal is implemented as the equipment's life span will increase by two years	Explore other proposals for cost cutting or increases in revenue should be explored such as revisiting the legislation in the Warren Act and SETNA funding guidelines.
L5	2/25/2013	San Francisco Dept. of Emergency Management (SFDEM)	1	Concern	1 CTA has access to each PSAPs call volume and is able to access that information from ECATs. I am convened that the ECATs system is not always accurately delivering this information all the time. SFDEM has had problems accessing the ECATs system.	

**Public Safety Communications Division  
Proposed 9-1-1 Policy and Practice Changes Input Tracking**

**Letters Received**

PROPOSED POLICY TOPIC

**1=Annual Spending Plan,  
2=Sunset Annual Accrual Process,  
3=Travel Reimbursement**

**4=Change Equipment Replacement to 7 years,  
5=Annual Training Allotment,  
6=Foreign Language Interpretation Services,  
7=Sunset Wireless Service Provider Policy**

Letter #	DATE OF RECEIPT	ORGANIZATION	PROPOSED POLICY TOPIC (#1 - #7)	OPPOSE, CONCERN, SUPPORT, NEUTRAL, MENTION	NOTED QUESTIONS, COMMENTS, OR CONCERNS	RECOMMENDATION
L5	2/25/2013	San Francisco Dept. of Emergency Management (SFDEM)	4	Concern	2. Increasing the replacement cycle from 5 to 7 years could result in PSAPs being saddled with legacy equipment in NGEN environment. Vendor rarely provide support for applications past 5 years. Lifecycle of hardware only 3-5 years, which increases maintenance costs	
L5	2/25/2013	San Francisco Dept. of Emergency Management (SFDEM)	2	Concern	3. PSAP's are using Residual Funds balance to buy equipment relevant to the delivery of 9-1-1. CTA should work with industry leaders (CALNENEA, NAPCO, CPRA, CCTF) to develop a list of authorized items that are practical in maintaining a fully functional center.	
L5	2/25/2013	San Francisco Dept. of Emergency Management (SFDEM)	3	Concern	4. we hope the CTA and the State will take into consideration that some regions of California have significantly higher hotel rates that will not be keeping with the State rate.	
L5	2/25/2013	San Francisco Dept. of Emergency Management (SFDEM)	5	Concern	5. We are not opposed... we are concerned that the CTA has not made clear how approval for any training will occur. CTA should either specify training what will be approved or set up a process for allowing the PSAPs to request training that will be reimbursed in advance.	Encourages the CTA to either specify training that will be approved or set up a process for allowing the PSAPs to request that training be reimbursed in advance.
L5	2/25/2013	San Francisco Dept. of Emergency Management (SFDEM)	6	Concern	6. The State 9-1-1 office in 2005 contracted with a single foreign language interpreter and they were not able to handle the volume of service required by California... we are concerned over the past failures to implement the same process. We recommend... allowing PSAP to choose the vendor. The lowest bid should never be the basis for contracting life saving services	
L5	2/25/2013	San Francisco Dept. of Emergency Management (SFDEM)	7	Supports	Supports this proposed policy change	

**Public Safety Communications Division  
Proposed 9-1-1 Policy and Practice Changes Input Tracking**

**Letters Received**

PROPOSED POLICY TOPIC

**1=Annual Spending Plan,  
2=Sunset Annual Accrual Process,  
3=Travel Reimbursement**

**4=Change Equipment Replacement to 7 years,  
5=Annual Training Allotment,  
6=Foreign Language Interpretation Services,  
7=Sunset Wireless Service Provider Policy**

Letter #	DATE OF RECEIPT	ORGANIZATION	PROPOSED POLICY TOPIC (#1 - #7)	OPPOSE, CONCERN, SUPPORT, NEUTRAL, MENTION	NOTED QUESTIONS, COMMENTS, OR CONCERNS	RECOMMENDATION
L6	2/25/2013	Shasta Area Safety Communications Agency (SHASCOM)	7	Supports	First, a general proposal of compromise. The 9-1-1 office should, as your office has proposed, sunset the existing Wireless Service Policy, with the caveat that no costs be passed on to PSAPs. The 9-1-1 office should notify the State Board of Equalization that the tariff needs to be raised to the maximum allowed by statute, effective January 1, 2014... It is time for a change to the Revenue and Taxation code for funding the 9-1-1 network, databases and CPE equipment. The Oregon model may be one to review. The funding model in Oregon is .75 per month, per device capable of dialing 9-1-1. That funding model provides adequate support for PSAPs.	Sunset WSP Policy with the caveat that no costs be passed on to PSAPs.
L6	2/25/2013	Shasta Area Safety Communications Agency (SHASCOM)	4	Concern	1.Keep the minimum time for CPE replacement at 5 years. Allow the allotment to accrue each year, but do require each PSAP to provide a yearly report, so that the State 9-1-1 office can, per 41030 of the Revenue and Taxation Code, "determine a surcharge rate that it estimates will produce sufficient revenue to fund the current fiscal year's 9-1-1 costs.	Keep replacement cycle at 5 years. Require PSAPs to provide a yearly report.(Did not Provide Data to support)
L6	2/25/2013	Shasta Area Safety Communications Agency (SHASCOM)	N/A		2.This does not allow for an "extra" position(s) for training, which is critical. It does not allow for a position or positions to accommodate Alternate Answer Points. Instead, alter the formula to add a position for every PSAP that performs as an Alternate PSAP and allow PSAPs to continue to negotiate with the vendors in order to purchase the equipment that they need.	
L6	2/25/2013	Shasta Area Safety Communications Agency (SHASCOM)	N/A		3.At the Virtual Town Hall...the 9-1-1 Office was asked by a secondary PSAP if their busy season would be taken into account when computing positions/allotment. The answer given was that it did seem that fire season should effect the Cal Fire allotment. The same formula needs to be used for every agency, state or local.	

**Public Safety Communications Division  
Proposed 9-1-1 Policy and Practice Changes Input Tracking  
Letters Received**

PROPOSED POLICY TOPIC

**1=Annual Spending Plan,  
2=Sunset Annual Accrual Process,  
3=Travel Reimbursement**

**4=Change Equipment Replacement to 7 years,  
5=Annual Training Allotment,  
6=Foreign Language Interpretation Services,  
7=Sunset Wireless Service Provider Policy**

Letter #	DATE OF RECEIPT	ORGANIZATION	PROPOSED POLICY TOPIC (#1 - #7)	OPPOSE, CONCERN, SUPPORT, NEUTRAL, MENTION	NOTED QUESTIONS, COMMENTS, OR CONCERNS	RECOMMENDATION
L6	2/25/2013	Shasta Area Safety Communications Agency (SHASCOM)	2	Concern	4.PSAPs have been able, since 2001 to negotiate prices with approved vendors and then use any "residual" funds for other APPROVED equipment in support of the call-taker. The alternate proposal is to continue with the very effective practice of the PSAP negotiating the price, with approved vendors, in the best interest of their agency. Use the correct term, incremental costs, per T&R code section 41136. There are two lists of other costs listed in Chapter 3 of the 9-1-1 Operations manual. The 9-1-1 office could pare down the list of approved costs down and apply the approval equitably. Possible costs that could be deleted are the following from the currently allowable costs; "Reimbursement for county wide PSAP Manager Meetings", "Time spent on activities related to the procurement of 9-1-1 customer premise equipment (CPE)", and "Call Traffic Study." Retain the remainder of approved incremental costs.	Keep the current lists in the policy manual, suggested eliminating some reimbursable costs.
L6	2/25/2013	Shasta Area Safety Communications Agency (SHASCOM)	6	Concern	5.The State 9-1-1 office should honor contracts negotiated in good faith. In addition, as many of us have anecdotal evidence that Can Talk is already overwhelmed. Have specific language that allows a PSAP that provides direct evidence that a translation service does not meet the needs of the citizens in that jurisdiction. Also, the Can Talk contract should contain a clause that the State may cancel the contract with 30 day's notice.	Honor contracts negotiated in good faith. If PSAPs can provide evidence that a translation service does not meet needs, the PSAP may retain services of an acceptable alternative.
L6	2/25/2013	Shasta Area Safety Communications Agency (SHASCOM)	5	Support	6. Open the allowable Training to permit all associated 9-1-1 training to be reimbursable, at the \$3,000 cap level.	Create rules that are not "case by case".
L6	2/25/2013	Shasta Area Safety Communications Agency (SHASCOM)	1	Support	PSAPs must present a budget each year to the State 9-1-1 Office.	

**Public Safety Communications Division  
Proposed 9-1-1 Policy and Practice Changes Input Tracking  
Letters Received**

PROPOSED POLICY TOPIC

1=Annual Spending Plan,  
2=Sunset Annual Accrual Process,  
3=Travel Reimbursement

4=Change Equipment Replacement to 7 years,  
5=Annual Training Allotment,  
6=Foreign Language Interpretation Services,  
7=Sunset Wireless Service Provider Policy

Letter #	DATE OF RECEIPT	ORGANIZATION	PROPOSED POLICY TOPIC (#1 - #7)	OPPOSE, CONCERN, SUPPORT, NEUTRAL, MENTION	NOTED QUESTIONS, COMMENTS, OR CONCERNS	RECOMMENDATION
L7	2/26/2013	San Bernardino County Fire Chiefs' Association	4	Oppose	(Duplicate letter as L1) The state's proposal to change the funding cycle to a 7-year cycle and eliminate the PSAP's ability to fund these critical discretionary costs with these funds would significantly undermine our ability to make needed upgrades and support the 9-1-1 infrastructure.... This proposal will shift considerable costs to local jurisdictions who are unable to absorb these new costs without impacts to the 9-1-1 system and delivery of service.	Collaborative dialogue to mitigate impacts from this proposal.
L8	2/28/2013	LanguageLine Solutions	6	Concern	1. <b>Minimize contract changes for PSAPs.</b> the State has both a proposal to change reimbursement rates for foreign language interpreting services AND a new Initiation to Bid for these services. We advise minimizing this change, by tabling the proposed reimbursement rate change, and letting the new contract award be the deciding factor. From our experience, PSAPs require time and considerable resources to plan and execute a change of interpretation service providers. This may involve engaging telecom providers to re-program systems, provide dispatcher training for all shifts, and perform system testing at the time of cutover. The process can be disruptive, burdensome and having it happen twice only doubles the problem.	Implement rate change upon new Contract award to have less disruption to PSAPs. (Did not provide data to support what is involved in a transition of services)
L8	3/1/2013	LanguageLine Solutions	6		2. <b>When assessing suitable vendors for California's emergency interpretation needs, make like comparisons of vendors, based on capabilities, not least cost.</b> The State has selected the lowest cost bidder for emergency interpretation services twice in the last decade. The vendors were not up to the job of supporting the State's needs. We were not the lowest cost bidder, but we provide great device. 90% of our interpretations are provided by employee interpreters... which provides benefits to PSAPs and limited English speakers. 9-1-1 Trained Interpreters: Our employee interpreters are trained to know the processes and protocols of 9-1-1 calls and know how to work with dispatchers to collect critical information. Service level: Provider must ensure high service levels for California's most in-demand languages, and be held to these standards to connect to an interpreter. Dedicated Account Management: PSAPs need to have access to a dedicated account manager to address service issues, provide end user training and support and ensure optimal use of service, in order to best serve the people of California	N/A re procurement of services.

**Public Safety Communications Division  
Proposed 9-1-1 Policy and Practice Changes Input Tracking  
Letters Received**

PROPOSED POLICY TOPIC

1=Annual Spending Plan,  
2=Sunset Annual Accrual Process,  
3=Travel Reimbursement

4=Change Equipment Replacement to 7 years,  
5=Annual Training Allotment,  
6=Foreign Language Interpretation Services,  
7=Sunset Wireless Service Provider Policy

Letter #	DATE OF RECEIPT	ORGANIZATION	PROPOSED POLICY TOPIC (#1 - #7)	OPPOSE, CONCERN, SUPPORT, NEUTRAL, MENTION	NOTED QUESTIONS, COMMENTS, OR CONCERNS	RECOMMENDATION																				
L8	3/2/2013	LanguageLine Solutions	6		3. <b>Capacity for the job.</b> In assessing vendors for this emergency interpretation services, the State should only select a provider with emergency interpretation experience on a scale that can support the State on the first day of the contract. Asking for experience less than what the State's current needs are would not be in the best interest of PSAPs or the people of California.	N/A re procurement of services.																				
L8	3/3/2013	LanguageLine Solutions	6		4. <b>Real redundancy.</b> Access to language services is critical to PSAPs facing language barriers, so ongoing access to language services is essential. Provider must be able to detail a credible system of redundancy in the event its operations are affected by natural disaster or equipment failure. The State should validate these plans to ensure system integrity and support for PSAPs under whatever conditions. As history has shown under previous providers, lapses in access to interpreter services put lives and property at risk. Prolonged service outages could be catastrophic.	N/A re procurement of services.																				
L8	3/4/2013	LanguageLine Solutions	6		5. <b>Technology:</b> PSAPs are tasked with communicating through both existing and emerging technologies. The State needs a provider with the capacity to keep up with the foreign language communication needs wherever they occur. Given the diversity of PSAP equipment, the State also needs a provider who can provide flexible solutions, when required.	N/A re procurement of services.																				
L8	3/5/2013	LanguageLine Solutions	6		6. <b>Due diligence:</b> Given the critical nature of interpreting services for California PSAPs, we urge the State to conduct, as part of its vendor assessment, a full audit of vendor capabilities, including vendor site visits of short-list candidates. This level of scrutiny will provide the State confidence it is getting the best possible value for its investment to serve the people of California.	N/A re procurement of services.																				
	3/20/2013	Language Line Solutions	6		Here's the PO information that my VP promised. PO's expiration in 2013 Summary <table border="1" style="margin-left: 20px;"> <thead> <tr> <th></th> <th>Locations</th> <th>Minutes</th> <th>%Min</th> </tr> </thead> <tbody> <tr> <td>1. PO's expiring 6/30/13</td> <td>54</td> <td>241,069</td> <td>14.90%</td> </tr> <tr> <td>2. PO's expiring 9/30/13</td> <td>262</td> <td>1,231,050</td> <td>76.20%</td> </tr> <tr> <td>3. Other</td> <td>82</td> <td>142,888</td> <td>8.80%</td> </tr> <tr> <td>4. <b>Total</b></td> <td><b>398</b></td> <td><b>1,615,007</b></td> <td><b>100.00%</b></td> </tr> </tbody> </table>		Locations	Minutes	%Min	1. PO's expiring 6/30/13	54	241,069	14.90%	2. PO's expiring 9/30/13	262	1,231,050	76.20%	3. Other	82	142,888	8.80%	4. <b>Total</b>	<b>398</b>	<b>1,615,007</b>	<b>100.00%</b>	<i>Additional Information</i>
	Locations	Minutes	%Min																							
1. PO's expiring 6/30/13	54	241,069	14.90%																							
2. PO's expiring 9/30/13	262	1,231,050	76.20%																							
3. Other	82	142,888	8.80%																							
4. <b>Total</b>	<b>398</b>	<b>1,615,007</b>	<b>100.00%</b>																							

**Public Safety Communications Division  
Proposed 9-1-1 Policy and Practice Changes Input Tracking**

**Letters Received**

PROPOSED POLICY TOPIC

**1=Annual Spending Plan,  
2=Sunset Annual Accrual Process,  
3=Travel Reimbursement**

**4=Change Equipment Replacement to 7 years,  
5=Annual Training Allotment,  
6=Foreign Language Interpretation Services,  
7=Sunset Wireless Service Provider Policy**

Letter #	DATE OF RECEIPT	ORGANIZATION	PROPOSED POLICY TOPIC (#1 - #7)	OPPOSE, CONCERN, SUPPORT, NEUTRAL, MENTION	NOTED QUESTIONS, COMMENTS, OR CONCERNS	RECOMMENDATION
L9	3/1/2013	California Police Chiefs' Association	All 7 policies	Concern	The purpose of the committee would be to explore the impacts on agencies that are eligible for funding based on the proposed policy revisions.	Convene a working group made up of representatives from the CA Police Chiefs Assoc, CA State Sheriff's Assoc., CA Fire Chiefs Assoc, NAPCO, APCO, CAL NENA.
L10	3/18/2013	City of San Luis Obispo	1	Supports	PSAP currently does a spending plan for their City.	
L10	3/18/2013	City of San Luis Obispo	2	Oppose	PSAP is concerned that they will not be able to purchase additional workstations.	Would like the 9-1-1 Office to reconsider changing this policy.
L10	3/18/2013	City of San Luis Obispo	3	Support	PSAP can adapt to this change.	
L10	3/18/2013	City of San Luis Obispo	4	Oppose	PSAP states that most PSAPs wait the additional years to accrue more money to cover the cost of the equipment if funding isn't enough.	With advancing technology, it doesn't make sense to extend the policy from 5 to 7 years.
L10	3/18/2013	City of San Luis Obispo	5	Supports	Change will not change their ability to attend training.	
L10	3/18/2013	City of San Luis Obispo	6	Oppose	They are happy with their current provider which is not the State Contractor. Believes the change will impact both the quality and response time for non-English speaking customers.	
L10	3/18/2013	City of San Luis Obispo	7	Mentioned	PSAP did not express if it was good or bad.	
L11	3/25/2013	California Fire Chiefs Association (CFCA)	4	Oppose	Advises any revisions in expenditures should be done with a forward-look spending plan.	Recommended a working group to discuss changes.
L11	3/25/2013	California Fire Chiefs Association (CFCA)	1, 2, 3, 5, 6, 7	Concern		Recommended a working group to discuss changes.
L12	3/25/2013	Sonoma County PSAP Managers	1	Supports		Recommends that 9-1-1 Division provide a template and plenty of advance notice

**Public Safety Communications Division  
Proposed 9-1-1 Policy and Practice Changes Input Tracking**

**Letters Received**

PROPOSED POLICY TOPIC

**1=Annual Spending Plan,  
2=Sunset Annual Accrual Process,  
3=Travel Reimbursement**

**4=Change Equipment Replacement to 7 years,  
5=Annual Training Allotment,  
6=Foreign Language Interpretation Services,  
7=Sunset Wireless Service Provider Policy**

Letter #	DATE OF RECEIPT	ORGANIZATION	PROPOSED POLICY TOPIC (#1 - #7)	OPPOSE, CONCERN, SUPPORT, NEUTRAL, MENTION	NOTED QUESTIONS, COMMENTS, OR CONCERNS	RECOMMENDATION
L12	3/25/2013	Sonoma County PSAP Managers	2	Oppose	This proposed change is their biggest issues: PSAPs still would like to purchase additional workstations. They have suggestions on how the funding should be calculated, see their very detailed letter on this issue.	5 recommendations in their letter on this Proposed change.
L12	3/25/2013	Sonoma County PSAP Managers	3	Supports		
L12	3/25/2013	Sonoma County PSAP Managers	4	Oppose	PSAPs have concerns that extending replacement from 5 to 7 years because they have poor service from their vendor on maintenance and response times on outages.	recommends the State examine the maintenance costs incurred by the PSAPs delaying upgrades past the 5 year cycle.
L12	3/25/2013	Sonoma County PSAP Managers	5	Supports		
L12	3/25/2013	Sonoma County PSAP Managers	6	Oppose	PSAPs have concerns that the SLA's in current contract are not strong enough and make recommendations for future contracts that provide these services. Recommends that the contract have more than one vendor to choose from.	
L12	3/25/2013	Sonoma County PSAP Managers	7	Supports	As long as not costs are to be passed onto the PSAPs.	
L13	3/26/2013	Sonoma County Law Enforcement Chiefs Association	All 7 policies and their impact long term	Same as Sonoma Co PSAP Mgrs.	Sonoma County Law Enforcement Chiefs Association's letter support the recommendations of the Sonoma County PSAP Managers Letter. Letter does specifically mention policy change (#4) change equipment replacement policy to 7 years.	
L14	4/1/2013	City of Long Beach	1	Supports		
L14	4/1/2013	City of Long Beach	4	Oppose	This change will effectively ensure PSAPs statewide operate with outdated technology. Based upon market trends and emerging technologies, will not guarantee necessary upgrades past the manufacturer's recommended time thresholds on PSAP equipment.	Identify cost saving measures that will not jeopardize public safety.
L14	4/1/2013	City of Long Beach	5	Supports		
L14	4/1/2013	City of Long Beach	7	Supports		
L15	4/1/2013	California County Coordinator Task Force	2	Concern	Recommend that PSAPs be allowed to continue to negotiate for additional equipment as long as they not exceed the CPE funding dollars that they qualify for. Suggest establishing an approved incremental spending list and approved residual spending list.	

**Public Safety Communications Division  
Proposed 9-1-1 Policy and Practice Changes Input Tracking  
Letters Received**

PROPOSED POLICY TOPIC

**1=Annual Spending Plan,  
2=Sunset Annual Accrual Process,  
3=Travel Reimbursement**

**4=Change Equipment Replacement to 7 years,  
5=Annual Training Allotment,  
6=Foreign Language Interpretation Services,  
7=Sunset Wireless Service Provider Policy**

Letter #	DATE OF RECEIPT	ORGANIZATION	PROPOSED POLICY TOPIC (#1 - #7)	OPPOSE, CONCERN, SUPPORT, NEUTRAL, MENTION	NOTED QUESTIONS, COMMENTS, OR CONCERNS	RECOMMENDATION
L15	4/1/2013	California County Coordinator Task Force	4	Concern	Concerned about adopting this change in light of the "undefined extended maintenance support" for CPE. Recommends that a maintenance contract be in place before the proposed changes take effect.	
L15	4/1/2013	California County Coordinator Task Force	6	Concern	Liability shouldered by the local jurisdictions is the primary concern. Recommends requirements for future foreign language emergency interpretation contracts.	Purchase Orders with CMAS providers should be honored to their termination date if there is a transition period to a new contract provider. Provide PSAPs with clarity as to the exact period of transition they will be allowed.
L16	4/1/2013	No CA Assoc. of Public-Safety Communications Officials (NAPCO) & CA Public-Safety Radio Assoc (CPRA)	4	Concern	Response touches on some of the proposed policy changes (i.e. (4) Change to replacement cycle, and #6 Foreign Lang Emergency Interpretation, however, makes recommendations to other topics outside the 7 proposed policy changes.	
L16	4/1/2013	No CA Assoc. of Public-Safety Communications Officials (NAPCO) & CA Public-Safety Radio Assoc (CPRA)	6	Concern	...a reduction in funding to any agency that chooses to use the foreign language translation services provided by a vendor other than Can Talk, will provoke an overwhelming quantity of traffic to a single vendor, resulting in lon delays to those people who require immediate 911 service.	
L17	4/2/2013	California Highway Patrol	1	Oppose	3. CHP has concerns that if they have to submit a spending plan this year that they will not be able to replace their systems until July 2014. Their current maintenance expires September 2013 with no support after this date as their equipment is end of life.	9-1-1 Division should identify CPE end of life for all PSAPs prior to 2014 and grandfather these PSAPs with existing policy.
L17	4/2/2013	California Highway Patrol	2	Oppose	4. CHPs recommendation will allow PSAPs to negotiate for best price and use unspent CPE dollars on pre-approved incremental items.	leave current funding model in place and provide a cap dollar amount at five years or predetermined set year.

**Public Safety Communications Division  
Proposed 9-1-1 Policy and Practice Changes Input Tracking  
Letters Received**

PROPOSED POLICY TOPIC

**1=Annual Spending Plan,  
2=Sunset Annual Accrual Process,  
3=Travel Reimbursement**

**4=Change Equipment Replacement to 7 years,  
5=Annual Training Allotment,  
6=Foreign Language Interpretation Services,  
7=Sunset Wireless Service Provider Policy**

Letter #	DATE OF RECEIPT	ORGANIZATION	PROPOSED POLICY TOPIC (#1 - #7)	OPPOSE, CONCERN, SUPPORT, NEUTRAL, MENTION	NOTED QUESTIONS, COMMENTS, OR CONCERNS	RECOMMENDATION
L17	4/2/2013	California Highway Patrol	3	Support	6. CHP adheres to the CA state policy for travel	
L17	4/2/2013	California Highway Patrol	4	Oppose	5. With changing technology, and software support, there are concerns about waiting 7 years to replace. Questions remain regarding the overall cost savings to upgrade/replace very seven years versus expending monies for maintenance.	Keep the 5 year replacement cycle.
L17	4/2/2013	California Highway Patrol	5	Support	7. CHP believes that this change will allow more training opportunities.	
L17	4/2/2013	California Highway Patrol	6	Neutral	2. CHP has concerns with the service levels provided by the current contractor. They also have concerns that PSAPs will not be able to handle the additional cost over the contract amount if they choose to not utilize the current state contract.	Recommends performing traffic study analysis as part of transition as well as changes to how Can Talk employs their interpreters.
L17	4/2/2013	California Highway Patrol	7	Neutral	1. CHP referencing costs associated with the delivery of 9-1-1 calls between the Mobile service center and the 9-1-1 selective routing tandem as well as reimbursable costs to support wireless cell sector mapping and routing. It is unclear if these costs were meant to be a one-time reimbursement based upon E9-1-1 implementation or if the 9-1-1 Division is providing ongoing reimbursement to WSPs for cell sectors mapping and routing.	Revise policy to ensure costs associated with the delivery of W-ALI, cell sector routing, and mapping costs will remain the responsibility of the CA 9-1-1 Division
L18	4/3/2013	Anaheim Police Department	All 7 policies	Concern	The letter requested clarification on each of the proposed changes.	
L19	Ltr has no date, envelope dated 2/14/13	City of South Lake Tahoe	6	Mentioned	PSAP provided input for the upcoming solicitation for interpreting services for California PSAPs.	
L20	3/25/2013	Alameda County Sheriff's Office	1	Concern	PSAP is concerned about the spending plan that is to be submitted on July 2013. Will there be a template or form? What "incremental costs? Will be allowed?	
L20	3/25/2013	Alameda County Sheriff's Office	4	Concern	PSAPs equipment is at end of life and have concerns that they will have to wait an additional two years before they can replace their system.	
L20	3/25/2013	Alameda County Sheriff's Office	6	Concern	PSAP is concerned that Can Talk services may not support the many language translation requests in a timely manner. Is it possible to include the difference in costs to incremental costs to Support Language Lines Services?	

**Public Safety Communications Division  
Proposed 9-1-1 Policy and Practice Changes Input Tracking**

**Letters Received**

PROPOSED POLICY TOPIC

**1=Annual Spending Plan,  
2=Sunset Annual Accrual Process,  
3=Travel Reimbursement**

**4=Change Equipment Replacement to 7 years,  
5=Annual Training Allotment,  
6=Foreign Language Interpretation Services,  
7=Sunset Wireless Service Provider Policy**

Letter #	DATE OF RECEIPT	ORGANIZATION	PROPOSED POLICY TOPIC (#1 - #7)	OPPOSE, CONCERN, SUPPORT, NEUTRAL, MENTION	NOTED QUESTIONS, COMMENTS, OR CONCERNS	RECOMMENDATION
L21	3/28/2013	NAPCO, CALNENA, CFCA	2	Concern	Explore alternative funding models, such as leasing or renting, instead of purchasing equipment and/or services.	Discuss proposed changes with stakeholder input, through the avenues already in place with the 9-1-1 Advisory Board and Long Range Planning Committee (LRPC).
L21	3/28/2013	NAPCO, CALNENA, CFCA	4	Concern	Explore potential impacts on agencies that are eligible for funding based on the current funding model (agencies that are five years or longer in the funding cycle - whether or not they have requested use of their funds to date)	Discuss proposed changes with stakeholder input, through the avenues already in place with the 9-1-1 Advisory Board and LRPC.
L21	3/28/2013	NAPCO, CALNENA, CFCA	6	Concern	Develop an alternative approach and/or a phased and orderly approach to transition agencies from Language Line Services to Can Talk that includes (1) an incremental move for PSAPs from LanguageLine to Can Talk, (2) identify PSAPs that have an existing LLS contract and related term, and (3) revisit the State contract and service level agreements.	Discuss proposed changes with stakeholder input, through the avenues already in place with the 9-1-1 Advisory Board and LRPC.

**Public Safety Communications Division  
Proposed 9-1-1 Policy and Practice Changes Input Tracking  
Emails Received**

PROPOSED POLICY TOPIC

**1=Annual Spending Plan,  
2=Sunset Annual Accrual Process,  
3=Travel Reimbursement**

**4=Change Equipment Replacement to 7 years,  
5=Annual Training Allotment,  
6=Foreign Language Interpretation Services,  
7=Sunset Wireless Service Provider Policy**

E-mail #	DATE OF RECEIPT	ORGANIZATION	PROPOSED POLICY TOPIC (#1 - #7)	OPPOSE, CONCERN, SUPPORT, NEUTRAL, MENTION	NOTED QUESTIONS, COMMENTS, OR CONCERNS	RECOMMENDATION
E1	2/10/2013	South Pasadena Police Department	6	Mentioned	PSAP provided input for the upcoming solicitation for interpreting services for California PSAPs.	
E2	2/25/2013	Santa Cruz Regional 9-1-1	General comment about implementation dates		Implementation Date: I would like to encourage the State to consider an implementation timeline that works with the PSAPs to smooth in some of the changes that will create new expenses at the PSAP level. perhaps July 1, 2013 is the implementation date for submitting spending plans so we can give you spending plans for FY 2014/15, but the implementation date for the language contract is July 1, 2014 which would give agencies time to get out of their existing contracts (or renegotiate costs to something the agency thinks it CAN afford), and will also give the State vendor time to plan for increasing staffing to accommodate additional PSAPs and to address the performance concerns raised by CHP. I also think it is unfair for those agencies who would have had a CPE allotment in 2013 to have to appeal on a case-by-case basis since they had no way of knowing the urgency of submitting their request letter in 2012.	
E2	2/25/2013	Santa Cruz Regional 9-1-1	6	Mentioned	In regards to translation contracts, I propose that those agencies who have existing translation contracts without a termination clause, we should have an opportunity to budget for the changes. Given that the changes won't be approved until April, agencies won't have much time to terminate their existing translation agreements and enter into a new one if the changes go into effect on July 1, 2013 (or to change our budgets which in many cases are being finalized now). I believe therefore that the translation reimbursements should continue through FY 2013/14.	
E2	2/25/2013	Santa Cruz Regional 9-1-1	2	Concern	If the proposed changes pass in their current form, I will not be eligible to upgrade my equipment for two years beyond the expiration of my current maintenance agreement (agreement will end February 2015 and I would not be eligible until 2017). Since I had no way of predicting these policy changes that would impact me, I would propose the State 9-1-1 Office work with current vendors to extend previous contract agreements via the current procurement vehicle. I am not sure how to manage that process for those vendors no longer on the current contract but I feel something should be put in place for those PSAPs as well, as opposed to each PSAP having to negotiate a solution and come up with out-of-pocket costs.	

**Public Safety Communications Division  
Proposed 9-1-1 Policy and Practice Changes Input Tracking**

**Emails Received**

PROPOSED POLICY TOPIC

**1=Annual Spending Plan,  
2=Sunset Annual Accrual Process,  
3=Travel Reimbursement**

**4=Change Equipment Replacement to 7 years,  
5=Annual Training Allotment,  
6=Foreign Language Interpretation Services,  
7=Sunset Wireless Service Provider Policy**

E-mail #	DATE OF RECEIPT	ORGANIZATION	PROPOSED POLICY TOPIC (#1 - #7)	OPPOSE, CONCERN, SUPPORT, NEUTRAL, MENTION	NOTED QUESTIONS, COMMENTS, OR CONCERNS	RECOMMENDATION
E2	2/25/2013	Santa Cruz Regional 9-1-1	5	Mentioned	I like the idea that the PSAP will be able to choose the right training for us as opposed to being limited to CALNENA. My understanding is that we would be expected, to submit a spending plan that is essentially two years out for us. This is challenging in many ways for our agencies especially in regards to training requests. It is difficult to predict training needs. Training events are generally only published 6 months before the event. Can the spending plan allow us to be somewhat vague about our requests for training? (Attend training offered by NENA and/or APCO; attend training related to implementing Next Generation 9-1-1; etc. vs attend NENA National Conference in 2014.)	
E3	4/2/2013	Ventura County Sheriffs Office	1	Supports		
E3	4/2/2013	Ventura County Sheriffs Office	2	Mentioned	Suggests the CA 9-1-1 Division convene a group of PSAP managers and count 9-1-1 coordinators to discuss the changes, explore possible options, and establish transition plans for implementation of the changes.	
E3	4/2/2013	Ventura County Sheriffs Office	3	Mentioned	Suggests the CA 9-1-1 Division convene a group of PSAP managers and count 9-1-1 coordinators to discuss the changes, explore possible options, and establish transition plans for implementation of the changes.	
E3	4/2/2013	Ventura County Sheriffs Office	4	Mentioned	Suggests the CA 9-1-1 Division convene a group of PSAP managers and count 9-1-1 coordinators to discuss the changes, explore possible options, and establish transition plans for implementation of the changes.	
E3	4/2/2013	Ventura County Sheriffs Office	5	Supports		
E3	4/2/2013	Ventura County Sheriffs Office	6	Mentioned	Suggests the CA 9-1-1 Division convene a group of PSAP managers and count 9-1-1 coordinators to discuss the changes, explore possible options, and establish transition plans for implementation of the changes.	
E3	4/2/2013	Ventura County Sheriffs Office	7. Sunset Wireless Service Provider policy	Supports		

**Public Safety Communications Division  
Proposed 9-1-1 Policy and Practice Changes Input Tracking**

**Emails Received**

PROPOSED POLICY TOPIC

**1=Annual Spending Plan,  
2=Sunset Annual Accrual Process,  
3=Travel Reimbursement**

**4=Change Equipment Replacement to 7 years,  
5=Annual Training Allotment,  
6=Foreign Language Interpretation Services,  
7=Sunset Wireless Service Provider Policy**

E-mail #	DATE OF RECEIPT	ORGANIZATION	PROPOSED POLICY TOPIC (#1 - #7)	OPPOSE, CONCERN, SUPPORT, NEUTRAL, MENTION	NOTED QUESTIONS, COMMENTS, OR CONCERNS	RECOMMENDATION
E4	4/2/2013	Monterey County	1. PSAP annual spending plan (PSAP to submit an annual spending plan by July 1 of each year)	Concern	Suggests the spending plan be submitted by March 15th each year for the subsequent FY (ex: due 3/15/14 for FY 2014/15). Suggests a different timeframe for PSAPs who plan to replace CPE in an upcoming fiscal year.	
E4	4/2/2013	Monterey County	2	Concern	The State's funding formula does not appear to adequately address spare 9-1-1 workstations.	
E4	4/2/2013	Monterey County	3	Supports		
E4	4/2/2013	Monterey County	4	Supports	Suggests there are exceptions for PSAPs who are experiencing specific/repeated CPE failures or an agency facility move at the 5+ year mark.	
E4	4/2/2013	Monterey County	5	Supports		
E4	4/2/2013	Monterey County	6	Concern	Concerned with expecting one vendor to support the state for these services.	
E4	4/2/2013	Monterey County	7	Supports		

COMPILED RESPONSES RECEIVED FOR THE PROPOSED 9-1-1 POLICY AND PRACTICE CHANGES

Key: O=Oppose, C=Concern, S=Support, N=Neutral, M=Mentioned			MOVE FORWARD WITH CHANGES - IDENTIFY EFFECTIVE DATES AND RECOMMENDED ACTION			MOVE FORWARD WITH CHANGE AFTER A TRANSITION PLAN HAS BEEN DEVELOPED	REQUIRES FURTHER REVIEW BY A WORK GROUP		
			C=5, S=5, M=1	C=5, S=8, M=1	C=4, S=7, N=1, M=1	O=3, C=12, N=1, M=4	O=1, C=7, S=6	O=5, C=10, M=1	O=9, C=10, S=1, M=1
Proposed Policy Topic # (1-7)			3	5	7	6	1	2	4
Quantity	E-Letter or mail #	ORGANIZATION	Travel Reimbursement	Annual Training Allotment of \$3,000 and sunset CALNENA allotment	Sunsets Wireless Service Provider Policy	Foreign Language Interpretation Services	Annual Spending Plan	Sunset Annual Accrual Process	Change equipment replacement policy to seven years
1	L1	California State Sheriffs' Association							O
2	L2	San Bernardino County Police Chiefs and Sheriff Association						O	O
3	L3*	California Chapter of the National Emergency Number Association (CALNENA)	C	C	C	C	C	C	C
4	L4	Plumas County Sheriff							C
5	L5	San Francisco Dept. of Emergency Management (SFDEM)	C	C	S	C	C	C	C
6	L6	Shasta Area Safety Communications Agency (SHASCOM)		S	S	C	S	C	C
7	L7	San Bernardino County Fire Chiefs' Association							O
8	L8	LanguageLine Solutions				C			
9	L9	California Police Chiefs' Association	C	C	C	C	C	C	C
10	L10	City of San Luis Obispo	S	S	M	O	S	O	O
11	L11	California Fire Chiefs Association (CFCA)	C	C	C	C	C	C	O
12	L12	Sonoma County PSAP Managers	S	S	S	O	S	O	O
13	L13	Sonoma County Law Enforcement Chiefs Association	S	S	S	O	S	O	O
14	L14	City of Long Beach		S	S		S		O
15	L15	California County Coordinator Task Force				C		C	C
16	L16	No CA Assoc. of Public Safety Comm (NAPCO) & CPRA				C			C
17	L17	CA Highway Patrol (CHP)	S	S	N	N	O	O	O
18	L18	Anaheim Police Department	C	C	C	C	C	C	C
19	L19	City of South Lake Tahoe				M			
20	L20	Alameda County Sheriff's Office				C	C		C
21	L21	NAPCO, CALNENA, CFCA				C		C	C
22	E1	South Pasadena Police Department				M			
23	E2	Santa Cruz Regional 9-1-1		M		M		C	
24	E3	Ventura County Sheriff's Office	M	S	S	M	S	M	M
25	E4	Monterey County	S	S	S	C	C	C	S