

# State of California

## 9-1-1 OPERATIONS MANUAL

### INTRODUCTION

The State of California (State), Governor's Office of Emergency Services, Public Safety Communications, California 9-1-1 Emergency Communications Branch (CA 9-1-1 Branch), in concert with all public safety agencies in the State, is dedicated to providing its citizens and visitors the best emergency services possible. To successfully achieve this commitment, the goal of the CA 9-1-1 Branch is to enable Public Safety Answering Points (PSAPs) to provide the fastest, most reliable, and cost-effective telephone access to emergency services for any 9-1-1 caller in California. That is, the accessibility of 9-1-1 services from every corner of the state, from any communications device, by anyone in California is essential.

Information provided in the State of California 9-1-1 Operations Manual (Manual) is intended to assist PSAPs, 9-1-1 County Coordinators, and other 9-1-1 stakeholders in the administration and funding related to the successful delivery of 9-1-1 calls in California. As telecommunications technologies evolve at a rapid pace, the CA 9-1-1 Branch will make every effort to update the information throughout this manual in a timely manner.

#### **AUTHORITY:**

Administration of funding by the CA 9-1-1 Branch for equipment and services related to the delivery of 9-1-1 calls is based upon laws passed by the California State Legislature as defined in CA Government Code, Sections 53100-53120 known as the Warren-911-Emergency Assistance Act; and, the CA Revenue and Taxation Code, Sections 41001 - 41176 known as the Emergency Telephone Users Surcharge Act.

#### **Need More Information?**

The entire Emergency Telephone Users Surcharge Act (Revenue and Taxation Code Sections 41001-41176), as well as the Warren-911-Emergency Assistance Act (Government Code Sections 53100-53120), are included in the Appendix of the CA 9-1-1 Operations Manual (Manual). The Manual and other CA 9-1-1 Branch documents may be viewed and downloaded from the CA 9-1-1 Branch website, as follows:

<http://www.caloes.ca.gov/cal-oes-divisions/public-safety-communications/ca-9-1-1-emergency-communications-branch>

To view the Manual upon reaching the CA 9-1-1 Branch homepage, click on "Publications", then click on "9-1-1 Operations Manual" where each chapter can be viewed or downloaded.

#### **How to Communicate With the CA 9-1-1 Branch**

A CA 9-1-1 Branch Directory with agency 9-1-1 consultant assignments, email addresses, and telephone numbers may be viewed or downloaded from the CA 9-1-1 Branch website as follows:

<http://www.caloes.ca.gov/cal-oes-divisions/public-safety-communications/ca-9-1-1-emergency-communications-branch>

The CA 9-1-1 Branch contact information:

**PHONE:** (916) 657-9369; **FAX:** (916) 657-9882; **E-MAIL:** [CA911Branch@CALOES.ca.gov](mailto:CA911Branch@CALOES.ca.gov)

When corresponding with the CA 9-1-1 Branch, please direct correspondence to:

State of California Governor's Office of Emergency Services  
Public Safety Communication  
California 9-1-1 Emergency Communications Branch  
601 Sequoia Pacific Boulevard, MS-911  
Sacramento, CA 95811-0231