



Date: January 18, 2018

CA 9-1-1 BRANCH NOTICE 2018-01  
Expiration: When Superseded or Rescinded

To: ALL 9-1-1 COUNTY COORDINATORS  
PUBLIC SAFETY ANSWERING POINT MANAGERS

Subject: **NEW STATE CONTRACT FOR FOREIGN LANGUAGE EMERGENCY  
INTERPRETATION SERVICES**

The new State Contract for statewide Foreign Language Emergency Interpretation Services will be solely awarded to CyraCom (Voiance). Cal OES is working on a timeline to transition Public Safety Answering Points (PSAPs) from the existing contract to the new state contract. We anticipate that the new contract will be in place by March 2018. All PSAPs will have the opportunity to be put on the State Contract. No additional action is required by PSAPs. The new State Contract is for the exclusive use of 9-1-1 emergency services for all California's Public Safety Answering Points. **If you do not wish to be put on the state contract, please contact Cal OES by March 1, 2018.**

**The new State Contract rate through CyraCom is \$0.58 per interpretation minute.** A copy of the new State Contract, Cost Worksheet, and related documents are in the process of being posted on the CA 9-1-1 Branch's website when available. You will be contacted by CyraCom for further instructions.

The Contract Administrator is the CA 9-1-1 Branch's dedicated resource for assisting PSAPs for transitioning to the State Contract. The Contract Administrator for the State Contract is Lori Toy. Please contact her should you have any questions at (916) 657-9183 or [Lori.Toy@CalOES.ca.gov](mailto:Lori.Toy@CalOES.ca.gov).

A handwritten signature in blue ink, appearing to read "Budge Currier".

BUDGE CURRIER, Branch Manager  
California 9-1-1 Emergency Communications Branch