



**CITY OF SEBASTOPOL CITY COUNCIL**

**AGENDA ITEM REPORT FOR MEETING OF: June 2, 2026**

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**To:** Honorable Mayor and City Councilmembers  
**From:** Sean McDonagh – Police Chief  
**Responsible Department:** Police  
**Subject:** Authorization for the City Manager to Accept CAL OES Funding for 9-1-1 System Upgrade and Approval of Resolution for Budget Amendment for \$7,071.92 for initial up front costs. These costs will be reimbursed by the CAL OES grant.

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**RECOMMENDATION:**

Adopt a resolution authorizing acceptance of California Office of Emergency Services (Cal OES) Grant Funding for the replacement of the City’s 9-1-1- call processing equipment, authorizing the City Manager to execute all necessary documents, and approving a budget amendment for up-front costs of \$7,071.92.

**PROCESS OF AGENDA ITEM:**

- a. Presentation of the agenda item by department
- b. Questions and Discussion from Councilmembers
- c. Public Comment Period
- d. Council Deliberation and Motion

**EXECUTIVE SUMMARY:**

The Sebastopol Police Department has been notified by the State of California Office of Emergency Services (CAL OES) that the city qualifies for funding to replace its existing 9-1-1 Call Processing Equipment (CPE). The current system was installed in 2016 and is now end-of-life and outdated. CAL OES has allocated up to \$365,000 to fund the purchase, installation, and five-year maintenance of new 9-1-1 call-handling equipment, with minimal up-front costs to the city of \$7,071.92 which will be reimbursed by the grant. Acceptance of the funding requires a commitment to operate a Public Safety Answering Point (PSAP) on a 24-hour, 7-day basis for a minimum of five years, which reflects the city’s existing practice.

**BACKGROUND:**

The Police Department’s 9-1-1 call-handling system, including call processing equipment and audio recording hardware, was installed in 2016 and has reached the end of its useful life. Industry standards recommend replacement approximately every five years or when significant technological advancements occur. Multiple external factors, including statewide emergency priorities and Next Generation 9-1-1 infrastructure delays, have postponed replacement until now. CAL OES’ Communications Division evaluated the city’s emergency call volume and determined that the City of Sebastopol qualifies for a fixed funding allotment to replace its existing system. The proposed upgrade will support both voice and text-to-9-1-1, improving reliability and functionality for emergency response.

**DISCUSSION:**

The proposed 9-1-1 Call Processing Equipment upgrade presents an opportunity for the city to replace outdated, end-of-life emergency communications systems using State funding made available through the California Office of Emergency Services (CAL OES). This item is being presented to the Budget Committee for discussion of the program requirements, fiscal considerations, and practical implications of accepting the funding and moving forward with the upgrade.



Key points include:

- **Funding Structure:** While the project is largely funded through CAL OES and vendors would bill the State directly, the city will be required to front a small portion of costs (\$7,071.92 ) subject to reimbursement. This will be reimbursed by the grant.
- **Operational Commitment:** Acceptance of the funding requires the city to maintain Public Safety Answering Point (PSAP) services on a 24-hour, 7-day basis for a minimum of five years.
- **Contractual and Legal Considerations:** The upgrade would be implemented through a CAL OES Master Purchase Agreement with third-party vendors.
- **Implementation and Continuity of Service:** This has yet to be determined but city staff will work with vendor on anticipated installation timeline, staff training needs, and measures planned to ensure continuity of 9-1-1 service during system cutover.

**STAFF ANALYSIS:**

CAL OES has allocated the City of Sebastopol \$365,000 for this project. The estimated total cost of the equipment, installation, and five-year maintenance period is approximately \$357,928, plus the residual funds of \$7,071.92 bringing the total to \$365,000. Costs include:

- Two PSAP call-handling positions
- 9-1-1 audio recording equipment
- Installation, system testing, and five years of maintenance
- Reimbursement of expended city funds for the upfront cost of \$7,071.92 .

The program is structured under a CAL OES Master Purchase Agreement (MPA) with AT&T and Capture Technologies. Vendors will invoice CAL OES directly, resulting in no direct payment to vendors by the city. Reimbursement of minor residual costs (\$7,071.92 ) would be handled by CAL OES. There is no long-term General Fund obligation anticipated during the five-year maintenance period.

To accept the funding, the city must:

- Maintain a 24/7 Public Safety Answering Point for a minimum of five years and answer 90% of calls within 15 seconds
- Use the funded equipment for emergency communications purposes
- Comply with CAL OES program rules and reporting requirements which the department currently does at this time.

It is noted that operating a 24/7 PSAP reflects the city's current service level and does not represent a new operational obligation. Any commitments beyond the application stage will be brought to City Council for approval prior to execution.

Tentative timelines indicate system procurement, installation, training, and cutover would occur following CAL OES approval. Staff will coordinate closely with CAL OES and vendors to minimize operational disruption and avoid 9-1-1 service downtime. Training will be provided to dispatch staff, including newer personnel.

Open items requiring further review prior to final approval include:

- Confirmation of reimbursement timelines
- Clarification of vendor indemnification and insurance provisions
- Identification of any post-five-year maintenance or replacement costs
- Verification of contractual terms through the City Attorney

These items will be addressed before any final execution of agreement.



**CITY COUNCIL GOALS/PRIORITIES/ AND OR GENERAL PLAN CONSISTENCY:**

This agenda item represents the City Council goals/priorities as follows:

Goal 2: Public Safety

Action Plan 3 – Revisit infrastructure for back up of City emergency systems

This agenda item represents the City Council General Plan Consistency (if applicable): Not Applicable

**FISCAL IMPACT:**

Staff time to prepare the staff report, and additional staff time or overtime may be necessary during project implementation. However, the main project costs are primarily funded by CAL OES, with up to \$365,000 allocated for equipment, installation, and five years of maintenance. The city may need to temporarily front \$7,071.92, which is expected to be reimbursed. No ongoing General Fund impact is anticipated during the five-year period.

**COMMUNITY OUTREACH:**

This item has been noticed in accordance with the Ralph M. Brown Act and was available for public viewing and review at least 72 hours prior to schedule meeting date. The city has also used social media to promote and advertise the City Council Meeting Agenda Items.

As of the writing of this agenda item report, the city has not received any public comment. If staff receives public comment from interested parties following the publication and distribution of this agenda item report, such comments will be provided to the City Council as supplemental materials before or at the meeting and will be posted to the city website.

**RESTATED RECOMMENDATION(S):**

It is recommended that the city council review and discuss the proposed 9 1 1 Call Processing Equipment (CPE) upgrade funded through the California Office of Emergency Services (CAL OES) and provide direction on moving forward to meet the June 9, 2026 application deadline. If supported, authorize the City Manager to proceed with the CAL OES-funded upgrade and execution the contract and approve Resolution for Budget Amendment for \$7,071.92 for initial up front costs. These costs will be reimbursed by the CAL OES grant.

**OPTIONS:**

The City Council may consider the following options:

1. Decline participation in the CAL OES program and direct staff to explore alternative funding sources or future replacement options for the 9-1-1 Call Processing Equipment. This is not recommended.

**ATTACHMENTS:**

- Open Enrollment Letter -CAL OES /Funding Guidelines
- Scope of Work for VESTA On-Premise 9-1-1 Call Handling System
- Five-Year Cost Summary for VESTA 9-1-1 Call Processing Equipment
- CAL OES–Funded Eventide 740DX 9-1-1 Call Recording System Quote
- Resolution

**APPROVALS:**

Department Head Approval: Approval Date: 5/27/26

CEQA Determination (Planning): Approval Date: N/A

The proposed action is not a project under the California Environmental Quality Act (CEQA)

Administrative Services (Financial) Approval Date:

Costs authorized in City Approved Budget:  Yes  No  N/A

Account Code (f applicable) N/A

City Attorney Approval: Approval Date: 5-27-2026

City Manager Approval: Approval Date: 5-27-2026



February 5, 2026

Tracking Number: 25108

Christopher Mooney, Sebastopol Police Services  
Sebastopol Police Department  
6850 Laguna Park Wy  
Sebastopol, CA 95472

**Subject: Customer Premise Equipment (CPE) Fixed Allotment Funding – On Premise Solution**

Dear Christopher Mooney:

The California 9-1-1 Emergency Communications Branch (CA 9-1-1 Branch) has received your Advance Notification for Call Processing Equipment (CPE) Funding letter of intent to replace the 9-1-1 system at your Public Safety Answering Point (PSAP). Acceptance of CPE Allotment funds from the CA 9-1-1 Branch commits your agency to PSAP operations 24 hours-a-day, seven days-a-week, for a minimum of five years. If PSAP operations are not maintained at that level, the Sebastopol Police Department may become financially responsible for all subsequent CPE maintenance and 9-1-1 network service charges. Our evaluation of recent 9-1-1 emergency call volume qualifies the Sebastopol Police Department for a Fixed Allotment of **\$365,000 to be used to purchase an on premise solution**. The Fixed Allotment funding will expire upon expiration/cancellation of the current MPA if your CPE approval process has not been initiated.

The CA 9-1-1 Branch has implemented a non-mandatory Master Purchase Agreement (MPA) that enables participating vendors to invoice the CA 9-1-1 Branch directly for the purchase of 9-1-1 systems and services. Price lists are available at:  
<https://www.caloes.ca.gov/office-of-the-director/operations/public-safety-communications/ca-9-1-1-emergency-communications-branch/ca-911-services-contracts/>

The CA 9-1-1 Branch CPE Funding Policy and Funding Processes are detailed in the 9-1-1 Operations Manual – Chapter III available at:  
<https://www.caloes.ca.gov/office-of-the-director/operations/public-safety-communications/ca-9-1-1-emergency-communications-branch/ca-911-operations-manual/>

Please contact me directly with any questions at [devin.broussard@caloes.ca.gov](mailto:devin.broussard@caloes.ca.gov) or (916) 894-5057.

Sincerely,

DocuSigned by:

F04F5BAAE47446F...

Devin Broussard, 9-1-1 Advisor  
CA 9-1-1 Emergency Communications Branch

State of California  
9-1-1 OPERATIONS MANUAL  
CHAPTER III - FUNDING

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## **INTRODUCTION**

The administration and funding for equipment and network services related to the routing and answering of 9-1-1 calls is based upon laws passed by the California State Legislature. Pertinent California Law relating to the reimbursement of 9-1-1 equipment and services can be found in the California (CA) Revenue and Taxation Code Sections 41001 – 41176, known as the Emergency Telephone Users Surcharge Act. In essence, the laws indicate that the State of California, Governor's Office of Emergency Services, Public Safety Communications, California 9-1-1 Emergency Communications Branch (CA 9-1-1 Branch), shall manage the State Emergency Telephone Number Account (SETNA) and reimburse PSAPs for equipment and services necessary for the delivery and answering of 9-1-1 calls in the State of California.

The goal of the CA 9-1-1 Branch is to enable each Public Safety Answering Point (PSAP) to provide the fastest, most reliable, and cost-effective access to emergency services for any 9-1-1 caller in California from any communications device. The CA 9-1-1 Branch funding policies contained in this chapter provide guidance and structure for PSAPs in the usage of SETNA funds in achieving this goal. For further clarification of these funding policies and procedures, please contact the CA 9-1-1 Branch staff as indicated below.

### **Need More Information?**

The entire Emergency Telephone Users Surcharge Act (Revenue and Taxation Code Sections 41001-41176), as well as the Warren-9-1-1-Emergency Assistance Act (Government Code Sections 53100-53121), 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/ca-9-1-1-operations-manual>

To view the Manual upon reaching the CA 9-1-1 Branch homepage, click on "CA 9-1-1 Operations Manual" from the right-hand menu; 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 9-1-1 Advisor assignments, email addresses, and telephone numbers may be viewed or downloaded from the CA 9-1-1 Branch website as follows:

<https://www.caloes.ca.gov/PublicSafetyCommunicationsSite/Documents/001-CA9-1-1BranchOrganizationChart.pdf>

State of California  
Governor's Office of Emergency Services  
Chapter III – Funding

CA 9-1-1 Branch contact information:

Phone: (916) 894-5007

E-mail: CA911Branch@CALOES.ca.gov

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

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

## **FUNDING POLICIES**

### **“NEW” PUBLIC SAFETY ANSWERING POINT (PSAP) FUNDING POLICY**

To be recognized as a newly funded PSAP and to receive CA 9-1-1 Branch funding, a “new” PSAP must meet the funding criteria detailed below. Any PSAP approved to receive funding shall accept all 9-1-1 call types, including, but not limited to, wireline, wireless, VoIP, and emerging technologies including telematics, Text-to-9-1-1, and Next Generation 9-1-1. Upon approval by the CA 9-1-1 Branch, start-up funding will be provided as defined below and as outlined throughout this chapter. (Note: The CA 9-1-1 Branch encourages all PSAPs to consider consolidation or regionalization, when appropriate, to most effectively use PSAP and CA 9-1-1 Branch resources.)

#### Funding Criteria

The requesting PSAP must meet the following Funding Criteria.

1. Be a public agency as defined in Government Code Section 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”.
2. Submit a letter on agency letterhead to the CA 9-1-1 Branch with the following:
  - a. Detailed description of the current 9-1-1 call processing procedures for the requesting agency’s jurisdiction. This description must outline the PSAP(s) currently handling all 9-1-1 call traffic and how the requesting agency receives 9-1-1 calls for service;
  - b. Detailed summary of alternative arrangements that have been evaluated by the agency, results of the evaluation, and justification of the agency’s need to be recognized as a PSAP. The evaluation must include an analysis of consolidation or regionalization;
  - c. Confirmation that the requesting agency will meet all mandatory PSAP standards as outlined in Chapter I – Standards, including a commitment to answering 9-1-1 calls 24x7x365, for a minimum of five (5) years with ninety (90) percent of all 9-1-1 calls being answered within fifteen (15) seconds or less;
  - d. Confirmation that the requesting agency serves a 24-hour resident population;

- e. Detailed documentation, such as emergency incident reports, to support an anticipated call volume of 1,201 or more 9-1-1 calls per month;
  - f. Commitment that the PSAP will connect to the Next Generation 9-1-1 network.
  - g. Commitment that the PSAP will connect to the California statewide MIS system.
  - h. Commitment that the PSAP will adhere to all CA 9-1-1 Branch policies.
3. Complete an EMERGENCY NUMBER SYSTEM PLAN/AGREEMENT (TD-280, Rev. 12/16) form (provided to PSAP by the CA 9-1-1 Branch) with signatures from participating PSAPs that agree to send/receive 9-1-1 calls to/from the requesting agency; and, signatures of the Sheriff, Police Chief, or Fire Chief, and Finance Officer to acknowledge financial penalties that will be imposed to the PSAP by the CA 9-1-1 Branch if the 5-year commitment is not met.
- a. Subsequent to a detailed review of the documentation requested in Funding Criteria 1 and 2 above, the TD-280 form will be initiated by the CA 9-1-1 Branch Advisor who will insert projected “start-up” costs under “CA 9-1-1 Branch 5-Year Funding Plan Costs”
  - b. The TD-280 with “startup” costs provided will then be sent to the requesting agency as “pending approval” until the form is completed and returned to the CA 9-1-1 Branch for final approval and a funding commitment.
  - c. Complete the information needed to determine alternate answer and policy based routing procedures.

Approved “Start-Up” Funding

Initial CA 9-1-1 Branch “startup” funding for an approved “new” PSAP will be based on an evaluation of the requesting agency’s documented projected 9-1-1 call volume. Funding will be authorized at a level needed for the PSAP to answer 9-1-1 calls at a P.01 grade of service (no more than one busy per 100 call attempts during a normal busy hour). An approved “new” PSAP will be funded with a standard Cloud/Data Center Based 9-1-1 System as defined in this chapter and Glossary, based on the selected vendor’s contracted price quote, and the associated tariffed network services (Two (2) 10 Mb Next Gen IP trunks from the appropriate Regional Network Service Provider (RNSP) and two (2) from

the Prime Network Service Provider (PNSP) for PSAPs with an average busy hour of 475 calls or less. For larger PSAPs, The CA 9-1-1 Branch will fund two (2) 100 Mb trunks from the appropriate RNSP as well as two (2) 100 Mb trunks from the PNSP for each PSAP with an average busy hour of 476 calls or more.)

### **BACKUP CENTER FUNDING POLICY**

The CA 9-1-1 Branch encourages all PSAPs to consider consolidation, regionalization, and the use of policy-based routing to most effectively use PSAP and CA 9-1-1 Branch resources. For PSAPs choosing to utilize a backup center for 9-1-1 call answering purposes, the CA 9-1-1 Branch will provide NG network connectivity and call processing equipment, provided the following criteria are met. Connectivity to the NG 9-1-1 network will be supported with a Long-Term Evolution (LTE) solution, at a minimum. No new backup centers will be approved after December 31, 2022.

1. Requesting PSAP must utilize Fixed CPE Funding Allotment or must self-fund all 9-1-1 call handling positions at the backup site. No specialty funding will be permitted by the CA 9-1-1 Branch;
2. A minimum of 6 positions must be permanently installed at the backup site;
3. The backup center must be equipped with fully operational CAD, Radio, and 9-1-1 call taking systems. The CA 9-1-1 Branch will only fund network connectivity and 9-1-1 Call Processing Equipment. PSAP will be required to self-fund all other components;
4. The requesting PSAP must commit, in writing, to establishing MOUs with neighboring PSAPs for use of the backup center in case of disaster or PSAP emergency;
5. PSAP agrees to fully test the backup center, at a minimum, once every 90 days. ("fully test" meaning 9-1-1 calls will be received and answered onsite for a minimum of 2 hours once every 90 days.)

All PSAPs with backup centers that are completed and operational prior to June 30, 2022 will be grandfathered in. In order to be grandfathered in, Back-up Center must be a hard-walled facility with a separate Minimum Point of Entry (MPOE) from the PSAP. If the Backup Center meets these criteria, the CA 9-1-1 Branch will fund NG network connectivity and the PSAP will be exempted from provisions 3, 4, and 5. Should the PSAP request CA 9-1-1 Branch funding for call handling, provisions 1 and 2 will still apply.

## **9-1-1 COUNTY COORDINATOR DUTIES, PSAP MEETINGS, AND ATA FUNDING POLICY**

The CA 9-1-1 Branch recognizes that 9-1-1 County Coordinators and PSAPs dedicate considerable resources to support effective response to 9-1-1 callers in their community. It is the policy of the CA 9-1-1 Branch to reimburse for documented costs directly associated with this effort.

Reimbursement requests that require pre-approval shall be submitted to the CA 9-1-1 Branch. The CA 9-1-1 Branch may issue a notice and post on our website when pre-approval can be applied statewide.

### 9-1-1 Related Activities Eligible for Reimbursement

The following are activities that may be approved for reimbursement. Activities that require pre-approval by the CA 9-1-1 Branch before the expense is incurred are noted. PSAPs may request reimbursement for these expenses by following the PSAP/County Coordinator 9-1-1 Expenses, Reimbursement Claim Process in this chapter.

1. 9-1-1 County Coordinator efforts related to coordination of 9-1-1 related activities to PSAPs as detailed in Chapter VIII of this manual are reimbursable. Itemization of activities by date must be attached;
2. 9-1-1 County Coordinator efforts related to coordination of Next Gen 9-1-1 related activities associated with the deployment of NG9-1-1, including, but not limited to: PSAP Boundaries, policy-based routing, meetings, scheduling, testing, cutovers, and escalations. Itemization of activities by date must be attached;
3. 9-1-1 County Coordinator Task Force (CCTF) Related Activities (PRE-APPROVAL REQUIRED) - time spent to travel to/from meeting location and time spent to perform tasks assigned to CCTF members. Itemization of activities by date must be attached.

NOTE for A, B, & C: Reimbursement for contracted services for a 9-1-1 County Coordinator not employed by the PSAP performing these activities requires prior written approval from the CA 9-1-1 Branch. The PSAP shall use their local procurement process when selecting a provider to perform 9-1-1 County Coordinator activities. The request for prior approval must include a cover letter on agency letterhead, a copy of the entire contractor's bid that includes pricing, and an entire copy of the contractor's Agreement (i.e., California Multiple Award Schedule (CMAS)). The request must include a description of 9-1-1 activities to be performed and the objectives that must be met by the contractor. The CA 9-1-1 Branch will review the request and respond in writing to

the requesting PSAP. Once reimbursement for a contractor is approved, a PSAP may request reimbursement for eligible expenses as defined herein and in Chapter VIII – County Coordinator and MSAG Responsibilities by following the PSAP/County Coordinator 9-1-1 Expenses, Reimbursement Claim Process outlined in this chapter;

4. Special meetings/projects/training (PRE-APPROVAL REQUIRED) - time spent to travel to/from location and documented attendance at a project meeting or training requested by the CA 9-1-1 Branch. Required documentation for reimbursement includes a dated meeting agenda and a copy of the meeting sign-in sheet with the signatures of attendee(s) highlighted;
5. Countywide PSAP Manager's meeting (PRE-APPROVAL REQUIRED) - time spent to travel to/from the meeting location and documented attendance. Required documentation for reimbursement includes a dated meeting agenda on agency letterhead and a copy of the meeting sign-in sheet with the signatures of attendee(s) highlighted;
6. Annual Training Allotment (ATA) (PRE-APPROVAL REQUIRED) - Each PSAP and the 9-1-1 County Coordinators may be reimbursed at the rate listed in the table below, based on Busiest Hour workload. ATA reimbursement is based on state fiscal year (July 1 through June 30) for specifically defined 9-1-1 related training that is held within the State of California within that fiscal year. The unspent ATA balance cannot be applied to the next fiscal year.

Funding Level	Busiest Month	ATA Level
Two	0-800	\$ 10,000
Three	801-1,200	\$ 15,000
Four	1,201	\$ 20,000
Five	15,000	\$ 25,000

The typical busy month will be based on selection of the three (3) highest call volume months over the previous 18 months, adding the total of the three (3) selected months and then dividing the total by three (3).

The CA 9-1-1 Branch will issue advance notification of pre-approved specifically defined 9-1-1 related training. If notification of a specific 9-1-1 related training is not published and posted on the CA 9-1-1 Branch website, then pre-approval by the CA 9-1-1 Branch will be required.

## **9-1-1 TRAVEL EXPENSES FUNDING POLICY**

### **9-1-1 Expenses Eligible for Reimbursement**

The following items associated with 9-1-1 expenses eligible for reimbursement may require pre-approval (with the exception of 9-1-1 training and events where the CA 9-1-1 Branch has pre-approved the use of the ATA). PSAPs may request reimbursement for these expenses by following the Reimbursement Claim Process – PSAP/County Coordinator 9-1-1 Expenses in this chapter.

PSAPs must follow the State of California, Human Resources (CalHR), travel policies. CalHR's travel policy may be viewed or downloaded from the CA 9-1-1 Branch website as follows:

<http://www.calhr.ca.gov/employees/Pages/travel-reimbursements.aspx>

The CA 9-1-1 has prepared a one-page reference document that includes the current CalHR State Travel Rates that be 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/ca-9-1-1-operations-manual>

1. **WAGES** – PSAP Managers and 9-1-1 County Coordinators may be reimbursed documented wages not to exceed assigned work hours (straight time salary and benefits). Overtime salary due to backfill coverage for employees travelling to 9-1-1 training and events may also be reimbursed. Form TDe-290A is required;
2. **MILEAGE** – Mileage may be reimbursed for documented mileage incurred while traveling to and from pre-approved training and meetings. The rate of reimbursement will be based on the State of California, CalHR mileage reimbursement rates. Form TDe-290A and a mileage mapping document (i.e. Google Maps) is required;
3. **TRANSPORTATION** – Transportation may be reimbursed for documented (receipts required) transportation costs (air, railway, bus, rental car, taxi, tolls, and parking) incurred while traveling to attend pre-approved training and meetings. The rate of reimbursement will be based on actual expenses. Gratuity is not reimbursable;
4. **LODGING** – Lodging may be reimbursed for documented (itemized receipts required) lodging expenses incurred while traveling to attend pre-approved training, or pre-approved conferences, or pre-approved meetings. The rate of reimbursement will be based on the State of

State of California  
 Governor's Office of Emergency Services  
 Chapter III – Funding

California, CalHR lodging, or conference negotiated lodging reimbursement rates, respectively, where applicable;

5. **MEALS AND INCIDENTALS** - Meals and incidentals may be reimbursed for expenses incurred while performing reimbursable activities as defined in this chapter. The rate of reimbursement will be based on the State of California, CalHR meals and incidentals reimbursement rates. Gratuity is not reimbursable;
6. **REGISTRATION** - Reimbursement for the cost of registration to attend pre-approved specifically defined 9-1-1 training may be funded by the CA 9-1-1 Branch within the limits of the ATA (defined in this chapter).

NOTE: The CA 9-1-1 Branch will not reimburse PSAPs or County Coordinators for cost of membership into any professional organizations (i.e. NENA, APCO, etc.).

Effective November 1, 2025, all Reimbursement claims must be submitted via email to: [CA911Reimbursements@caloes.ca.gov](mailto:CA911Reimbursements@caloes.ca.gov)

Or by mail to: 601 Sequoia Pacific Blvd, MS-911, Sacramento, CA 95811-0231

Claims may be submitted at any time throughout the fiscal year. July 31<sup>st</sup> is the final date that claims can be accepted for each fiscal year. Claims received on or after August 1<sup>st</sup> will be applied to the ATA allotments for the following fiscal year.

### **9-1-1 EDUCATION FUNDING POLICY**

#### Educational Materials

Funding for public education materials and/or services for use in selected advertising campaigns or community awareness events that are specifically focused on the proper use of 9-1-1 may be available from the CA 9-1-1 Branch. Pre-approval is required for all 9-1-1 education funding requests, and each request will be evaluated on a case-by-case basis. A written request to the CA 9-1-1 Branch for funding pre-approval must be on agency letterhead, and must include the following information:

1. A detailed description of the educational product and/or services provided and how they address the proper use of 9-1-1;

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2. A detailed list of costs for which the PSAP is seeking reimbursement; and/or a purchase order from specific CA 9-1-1 Branch approved vendor(s);
3. The number of kindergarten through third-grade students per school and the number of schools planned for teaching event(s);
4. A plan for presentation of the material (for example, a community safety day, booth at the local fair, or school events with a listing of schools and classes);
5. A detailed list of the dates of teaching presentation(s) per fiscal year (July 1st through June 30th);
6. An original signature on agency letterhead, sent via U.S. Mail to the CA 9-1-1 Branch addressed as follows:

California Governor's Office of Emergency Services  
9-1-1 Emergency Communications Branch

Attention: Reimbursement Coordinator

601 Sequoia Pacific Blvd, MS-911  
Sacramento, CA 95811

Or via email at:

[CA911Reimbursements@caloes.ca.gov](mailto:CA911Reimbursements@caloes.ca.gov)

For purchases made using a contract administered by the CA 9-1-1 Branch or any other eligible contract (i.e. California Multiple Award Schedule (CMAS)) the CA 9-1-1 Branch may pay directly. PSAP purchases from a private vendor will be funded based upon the Reimbursement Claim Process, Other 9-1-1 Services.

The CA 9-1-1 Branch does not fund general crime or safety education material.

Emergency Number Professional and Center Manager Certification Program

The Emergency Number Professional (ENP) certification program and Center Manager Certification Program (CMCP) recognize leaders in the 9-1-1 profession by promoting comprehensive mastery of the emergency number program management knowledge base. Both the ENP certification and CMCP encourage professional growth and may be required for management positions

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within the PSAP community. PSAPs may be eligible for reimbursement of study materials, courses, training guides, practice exams, and the ENP certification exam fee for PSAP personnel that successfully complete the ENP certification process. PSAPs may be eligible for enrollment fees and in State travel expenses for the CMCP course. PSAP Funding will follow the defined Reimbursement Claim Process, Other 9-1-1 Services process and must be accompanied by a copy of the CMCP or ENP certification showing successful completion of the program.

### **9-1-1 NETWORK AND STATEWIDE SERVICES FUNDING POLICY**

It is the policy of the CA 9-1-1 Branch to provide cost recovery funding to all NG9-1-1 service providers to route and deliver all 9-1-1 traffic in the State of California. Funding shall be contingent upon compliance with the National Emergency Number Association (NENA) recommended standards; contingent upon compliance with the standards, policies, and procedures defined by the CA 9-1-1 Branch; and based on the CPUC tariff rates and State contracted rates.

NOTE: Coordination for system moves and/or system replacement that impact network services must be coordinated with all stakeholders including the PSAP Manager, CA 9-1-1 Branch Advisor, equipment contractor, and network provider(s). For any PSAP that is moving from one physical location to another, The CA 9-1-1 Branch will only pay for network costs. The PSAP will be responsible for costs incurred from moving the CPE.

### 10-Digit Emergency Lines - Unlisted

**This policy will sunset effective January 1<sup>st</sup>, 2021**

### Next Generation 9-1-1 IP Trunks

(CA 9-1-1 Branch Funded) The CA 9-1-1 Branch will fund a redundant pair of 10 Mb trunks from each RNSP as well as one pair of 10 Mb trunks from the PNSP for each PSAP with an average busy hour of 475 calls or less. The CA 9-1-1 Branch will fund a redundant pair of 100 Mb trunks from each RNSP as well as one pair of 100 Mb trunks from the PNSP for each PSAP with an average busy hour of 476 calls or more.

### Foreign Language Emergency Interpretation Services

(CA 9-1-1 Branch Funded or Reimbursement Claim Process) The CA 9-1-1 Branch will direct fund and/or reimburse PSAPs for 9-1-1 foreign language emergency interpretation services that meet the requirement as outlined in Chapter VII, Foreign Language Emergency Interpretation.

### Management Information System (MIS)

(CA 9-1-1 Branch Funded) 9-1-1 network MIS is the collection and display of 9-1-1 call detail statistics for the production of call detail reports. A statewide network MIS is funded by the CA 9-1-1 Branch. Funding includes the data network telephone lines, data processing, and archiving of collected data. This data is available for viewing by any PSAP who has access to the Internet. PSAP connection to the State's MIS, known as the Emergency Call Tracking System (ECaTS), and any subsequent replacement, for the production of call detail reports is required by the CA 9-1-1 Branch to determine PSAP CPE funding fixed allotment. PSAPs that are not connected to the CA statewide MIS system shall not be eligible for CPE funding.

### **CALL PROCESSING EQUIPMENT (CPE) FUNDING POLICY**

It is the policy of the CA 9-1-1 Branch to ensure high quality and best value for PSAPs in the procurement and maintenance of 9-1-1 CPE systems and services. To accomplish this, the CA 9-1-1 Branch staff will advise and support PSAPs in their efforts to procure 9-1-1 CPE systems that maximize the ability of PSAP personnel to efficiently and effectively answer and direct 9-1-1 calls. To receive CA 9-1-1 Branch funding, the PSAP must follow the funding process for the reimbursement or direct funding as outlined in this chapter.

### 9-1-1 System CPE Defined

Includes all equipment and systems used within the PSAP, to answer 9-1-1 calls. This includes but is not limited to: desktop or laptop computers, gateways, routers, integration devices, 9-1-1 call logging recorders, cabling, and/or ancillary systems, services, and products associated with the delivery of a 9-1-1 call.

### 9-1-1 System Eligibility

PSAP can only purchase 9-1-1 CPE from vendors that have had their call handling solutions tested and vetted in the Cal OES 9-1-1 Lab. PSAPs cannot purchase 9-1-1 CPE from any vendor not listed in the CA 9-1-1 CPE MPA and shall purchase CPE using the MPA.

### Master Purchase Agreement for 9-1-1 CPE Systems and Services

The State of California (State) offers a CPE Master Purchase Agreement (MPA) that provides PSAPs an effective procurement method with competitive pricing for CPE system replacement and services. Use of the CPE MPA is mandatory for PSAPs. 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

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equipment by soliciting price offers from multiple contractors. The MPA may be viewed or downloaded from the CA 9-1-1 Branch website as follows:

<https://www.caloes.ca.gov/office-of-the-director/operations/logistics-management/public-safety-communications/ca-9-1-1-emergency-communications-branch/ca-911-services-contracts/>

NOTE: The CA 9-1-1 Branch cannot enforce contract compliance for any 9-1-1 CPE system procurement that has added or modified terms and conditions above and beyond the published CPE MPA.

#### CPE Funding Fixed Allotment

In order to provide funding in an equitable manner throughout the State, the CA 9-1-1 Branch has established a CPE funding fixed allotment calculation based on each PSAP's volume of 9-1-1 calls using the Cloud/Data Center and On-Premise CPE Funding Policies provided in this chapter, and the prices obtained from the established MPA for a standard Cloud/Data Center Based System or an On-Premise System. The CPE funding fixed allotment for each PSAP allows for the replacement of a complete 9-1-1 system. Upon receipt of a PSAP's request for CPE funding, the CA 9-1-1 Branch Advisor will perform a 9-1-1 call-traffic analysis and calculate the CPE funding fixed allotment eligibility amount.

#### Advanced Notification for CPE Funding

For CA 9-1-1 Branch annual budgeting purposes and to allow the PSAP adequate time to evaluate various CPE contractors, PSAPs must submit an ADVANCED NOTIFICATION FOR CPE FUNDING form. This form must be submitted no more than one (1) year prior to eligibility date for CPE system replacement (five years from system acceptance date).

#### Residual Funds

If the final cost for a complete 9-1-1 system CPE replacement is less than the PSAP's CPE funding fixed allotment eligibility amount, the remaining amount is referred to as residual funds. These residual funds may be used for the purchase of additional CA 9-1-1 Branch approved equipment and services as detailed in the Service/Equipment Approval List for Residual Funds provided in this chapter. All quotes and/or POs for use of residual funds must be submitted to the CA 9-1-1 Branch no later than 90 days after CPE system acceptance. TD-288 approved purchases must be invoiced, and where required, a TD-290 Reimbursement Claim must be submitted, within twelve (12) months of system acceptance. For further clarification of this requirement, please contact your assigned CA 9-1-1 Branch Advisor.

### Monthly Recurring Costs Beyond the Five Year Cycle

Five years after system acceptance, PSAPs can either procure new CPE or may opt for a hardware refresh and new five-year cycle with their current CPE vendor. PSAPs that are unable to complete a CPE replacement project may choose to continue service with their existing CPE contractor for years six (6) and/or seven (7). Monthly recurring costs for years six (6) and seven (7) will not be deducted from the PSAP's CPE funding allotment. Monthly recurring costs for year eight (8) and beyond are the responsibility of the PSAP. All PSAPs must refresh their hardware and renew their five-year agreement with a vendor from the CPE MPA within this two-year window. PSAPs that fail to renew their CPE within this two-year timeframe may be referred to the Attorney General's Office for noncompliance. Contact your CA 9-1-1 Branch Advisor with any questions.

### Damage Caused by Negligence or Force Majeure

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 (Herein referred to as facility costs). PSAP Facility Costs are the responsibility of the PSAP and are not eligible for the use of 9-1-1 funds. 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 CA 9-1-1 Branch will review and may approve funding requests for CPE replacement parts and equipment repairs. All requests for funding CPE replacement parts and equipment repairs will be evaluated on a case-by-case basis.

### Petitioning the CA 9-1-1 Branch to Place PSAP into Higher Call Volume Tiers (Cloud Based/Data Center System ONLY)

If PSAP Manager believes that their PSAP is eligible for consideration to be moved up to the next call volume based monthly service fee tier, they can petition the CA 9-1-1 Branch for billing change. The vendor is required to provide proof, via MIS, that the PSAP has reached the next tier of call volume for at least (five) 5 months out of the prior twelve (12). Upon request and validation, the CA 9-1-1 Branch Advisor will perform a call volume study on the PSAP in question. If the call volume study supports the vendors claim, the PSAP monthly service fee will be adjusted. If any PSAP loses contract cities or otherwise suffers from sustained call volume decline, the CA 9-1-1 Branch reserves the right to adjust the PSAPs monthly service to a lower tier, if justified by MIS call stats.

NOTE: CPE vendors can only petition the CA 9-1-1 Branch for tier changes once per year, per PSAP.

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### Call Volume Tiers

0-100 Calls per hour

101-300 Calls per hour

301-750 Calls per hour

751-1450 Calls per hour

1451-3600 Calls per hour

3600+ Calls per hour

### Cloud/Data Center Based 9-1-1 CPE System

A standard cloud/data center based 9-1-1 system includes all equipment used in the communications center, in direct support of the delivery of 9-1-1 traffic to PSAP as defined in the 9-1-1 Branch MPA. The elements of a standard 9-1-1 system, as competitively bid and available on the current contracts, are detailed below.

Standard Call Handling Workstation Position, including:

1. Desktop or laptop computer;
2. Desktop monitor, minimum 22" - maximum 50";
3. Mouse;
4. Standard Keyboard;
5. Programmable Auxiliary Keypad Dialer;
6. IP Phone Set (only if requested by the PSAP);
7. Workstation Arbitrator;
8. Instant Recall Recorder;
9. Uninterruptible Power Supply (UPS) For Workstation Positions - fifteen (15) minutes;
10. Audio Integration Device (Headset Box);

Back Room Equipment, including:

1. Redundant UPSs capable of providing backup power to all Contractor supplied backroom equipment for two (2) hours;
2. Interface to accommodate the delivery of administrative/ring down/etc. calls, with Caller ID where applicable;
3. Capability for third party contractor to collect real time CDR Data via IP connection;

4. Cabling from local demarcation point at the PSAP to PSAPs backroom equipment if necessary;
5. Cabling from backroom equipment to all call handling workstations;
6. Dynamic interface to Computer Aided Dispatch (CAD), on premise Logging Recorder, Radio, Geographical Information Systems (GIS), Time Synchronization (Netclock), etc.;
7. Redundant Routers for connectivity to RNSP/PNSP;
8. Redundant Firewalls.

#### On-Premise Standard Turn-Key 9-1-1 CPE System

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

Standard 9-1-1 Position – including:

1. Computer Central Processing Units (CPUs);
2. Desktop monitor, Minimum 22" – Maximum 50"
3. Mouse;
4. Standard Keyboard;
5. Programmable Auxiliary Keypad Dialer;
6. IP Phone Set (only if requested by the PSAP);
7. Workstation Arbitrator;
8. Instant Recall Recorder;
9. Uninterruptible Power Supply (UPS) for workstations - fifteen (15) minutes;

Back Room Equipment, including:

10. Redundant UPS capable of providing backup power to all Contractor supplied backroom equipment for fifteen (15) minutes;
11. Redundant hardware required for back room controller (servers, firewalls, gateways, etc)
12. Interface to accommodate the delivery of administrative/ring down/etc. calls, with Caller ID where applicable;
13. Capability for third party contractor to collect real time CDR Data via IP connection;
14. Cabling from local demarcation point at the PSAP to PSAPs backroom equipment if necessary;
15. Cabling from backroom equipment to all call handling workstations;

16. Dynamic interface to Computer Aided Dispatch (CAD), on premise Logging Recorder, Radio, Geographical Information Systems (GIS), Time Synchronization (Netclock), etc.;
17. Capability for Enhanced Centralized Automatic Message Accounting (CAMA) trunks and IP connectivity;

### On-Premise Host-Remote 9-1-1 CPE System

A host-remote 9-1-1 system includes all 9-1-1 CPE and systems used within the communication centers' work areas (including the 9-1-1 equipment rooms/closets) in direct support of the delivery of 9-1-1 calls. The elements of a host-remote 9-1-1 system, as competitively bid and available on the current contracts, are detailed below.

9-1-1 Host-Remote Position – including:

1. Full Telephony Computer Central Processing Units (CPUs);
2. Desktop Monitor, Minimum 22" – Maximum 50";
3. Mouse;
4. Standard Keyboard;
5. Programmable Auxiliary Keypad Dialer;
6. IP Phone Set (only if requested by the PSAP);
7. Workstation Arbitrator;
8. Instant Recall Recorder;
9. Uninterruptible Power Supply (UPS) For workstations - fifteen (15) minutes;

Host-Remote call processing system, including:

All items listed above for On-Premise Standard Turnkey CPE 9-1-1 System.  
 Additional items/services needed:

10. Geo-diverse/redundant host controllers, servers, routers, firewalls, and additional hardware to support the Host-Remote System;
11. Network Devices and Interfaces need to support the Host-Remote System;
12. Host-Remote System security;
13. Host-Remote System call-taker log-on and profile mobility.

### Host-Remote 9-1-1 Network Configuration

A host-remote 9-1-1 system requires additional network connectivity between the host locations and to each remote location from the host locations. The network connectivity shall be procured and funded directly by the CA 9-1-1 Branch. Procurement of network services direct through the CA 9-1-1 Branch will not be deducted from the PSAP's CPE funding fixed allotment. Network services must be submitted to the CA 9-1-1 Branch for review and must include detailed network diagrams outlining host to host connectivity and host to remote connectivity.

### Service/Equipment Approval List for Residual Funds

A PSAP may request pre-approval from the CA 9-1-1 Branch to use residual funds from their CPE funding fixed allotment (in accordance with requirements outlined in the CPE FUNDING POLICY, CPE Funding Fixed 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 9-1-1 communication center (including the 9-1-1 equipment room) and in direct support of the delivery of 9-1-1 traffic to the 9-1-1 call taker. Funding for the items below must be requested at the time of, or during, CPE system replacement.

1. Additional workstations from "Cloud/Data Center Based 9-1-1 System" or "On-Premise Standard Turn Key 9-1-1 CPE System" as defined on page 17-18;
2. GIS services, software, and equipment;
3. Mapping monitors. One (1) per workstation and/or one (1) large wall display;
4. Project Management Professional (PMP)/Emergency Number Professional (ENP) Certified Professional consulting services for 9-1-1 CPE replacement;
5. Furniture. 9-1-1 call-taker workstations only. No mobile or detached storage.
6. Dispatcher Chairs. Maximum 3 chairs per workstation;
7. Headsets;
8. Logging recorder for 9-1-1 calls;
9. Temporary relocation of 9-1-1 CPE;
10. Pre-Arrival Instruction System;

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11. IP Phone Handset;

12. Reader Boards.

### **CALL PROCESSING EQUIPMENT (CPE) PROVISIONING POLICY**

It is the policy of the CA 9-1-1 Branch to use measured 9-1-1 call volume to calculate PSAP 9-1-1 CPE provisioning and subsequent CPE funding allocations at a level needed for the PSAP to answer 9-1-1 calls at a P.01 grade of service (no more than one busy per 100 call attempts during a normal busy hour).

#### Measured Call Volume

The CA 9-1-1 Branch accesses a PSAP's 9-1-1 trunk/line call volume statistics via an Internet based MIS. PSAP connection to a State contracted MIS for the production of call-traffic reports is required by the CA 9-1-1 Branch to determine a PSAPs provisioning level for funding of eligible equipment and services. Call-traffic associated with a major catastrophe, natural disaster, and/or other abnormal call spikes will not be used as a basis for determining CPE provisioning. PSAPs not connected to the State contracted MIS will not be considered eligible for funding from the CA 9-1-1 Branch. To confirm appropriate connection, PSAPs should contact their assigned CA 9-1-1 Branch Advisor.

#### On Premise CPE Funding Level Calculations

1. **FUNDING LEVEL ONE** - Funding Level One was sunset effective February 20, 2014.

2. **FUNDING LEVEL TWO** - PSAPs that answer 0 to 800 emergency calls per month.

The CPE provisioning determination for Level Two is based on the total volume of 9-1-1 calls during the typical busy MONTH. The typical busy Month will be based on selection of the three (3) highest call volume months over the previous 18 months, adding the total of the three (3) selected months and then dividing the total by three (3).

3. **FUNDING LEVEL THREE** - PSAPs that answer 801 to 1,200 emergency calls per month.

The CPE provisioning determination for Level Three is based on the total volume of 9-1-1 calls during the typical busy MONTH. The typical busy Month will be based on selection of the three (3) highest call volume months over the previous 18 months, adding the total of the three (3) selected months, and then dividing the total by three (3).

**4. FUNDING LEVEL FOUR – PSAPs that answer over 1,200 emergency calls per month.**

The CPE provisioning determination for Level Four is based on the volume of 9-1-1 calls answered at the PSAP during the typical busy HOUR. The CA 9-1-1 Branch will use the following formula to determine the CPE provisioning level and fixed funding allotment amount based on the highest 9-1-1 call volume of the top ten (10) busy HOURS in one (1) month over the previous 18 months. The difference between the first and second busy hours selected with the highest call volume, cannot exceed ten percent (10%).

**TYPICAL BUSY HOUR FORMULA:  $E = [(N \times 2) (T + 60 \text{ seconds})] / 3600$**

**E**=estimated 9-1-1 call volume during busy HOUR measured in erlangs(one (1) Erlang equates to one (1) hour of call-traffic);

**N**=averaged number (or quantity) of 9-1-1 calls answered during the top ten (10) busy HOURS

**X2**= the N is doubled to account for emergency 10-digit 9-1-1 transfer calls;

**T**= time (average monthly 9-1-1 call duration);

**+60**= call wrap-up time added to each counted call;

**/3600** = divided by number of seconds in one (1) hour;

**EXCERPT FROM ERLANG B TABLE WHERE P = .01**

**ERLANGS/POSITIONS**

- 0.46/3
- 0.87/4
- 1.36/5
- 1.91/6
- 2.50/7
- 3.13/8
- 3.78/0
- 4.46/10
- 5.16/11
- 5.88/12
- 6.61/13
- 7.35/14
- 8.11/15

*Example: Where a PSAP that answers an average of 50 9-1-1 calls during their typical busiest HOURS and the average monthly 9-1-1 call duration is 80 seconds, the formula would be  $[(50 \times 2) \times (80 + 60)] / 3600 = 3.89$  Erlangs of call-traffic. From the above table excerpt, the formula calculates a result of ten (10) positions to handle between 3.78 and 4.46 Erlangs of call traffic at the P.01 grade of service.*

**5. FUNDING LEVEL FIVE –PSAPs that answer over 15,000 9-1-1 calls per month.**

The CPE provisioning determination for Level Five is based on the total number of 9-1-1 calls answered at the PSAP, including up to twenty percent (20%) of total 9-1-1 calls that are abandoned before they are answered during the averaged typical busy MONTH. The typical busy MONTH will be based on selection of the three (3) highest call volume months over the previous 18 months, adding the total of the three (3) selected months, and then dividing the total by three (3). The CA 9-1-1 Branch will use the following formula, based on the typical busy MONTH, to determine the CPE provisioning level and fixed funding allotment amount for PSAPs with over 15,000 9-1-1 calls during a typical busy MONTH.

**TYPICAL BUSY MONTH FORMULA:  $P = [(A/1,000) + (B/2,000)]$ ;**

**P**=CPE provisioning level;

**A**=total answered 9-1-1 calls for the averaged typical busy MONTH;

**/1000**=divided by 1,000;

**B**=total abandoned 9-1-1 calls (up to 20% of total) during the average typical busy MONTH;

**/2000**=divided by 2,000.

*Example: Where a PSAP averages 12,300 calls per month over a selected three (3) months, this number would be divided by 1,000 to equal 12.3. Where the average number of abandoned calls during the same selected months is 2,100, this number would be divided by 2,000 to equal 1.05. The CPE provisioning level for this PSAP totals 13.35, which would be rounded up to 14.*

Cloud Based CPE Funding Level Calculations

The CA 9-1-1 Branch has established CPE funding fixed allotment amounts at various funding levels that are based on the quantity of 9-1-1 calls.

1. **FUNDING LEVEL TWO - PSAPs that answer 0 to 800 emergency calls per month.** The CPE provisioning determination for level two is based on the total volume of 9-1-1 calls during the typical busy MONTH. The typical busy month will be based on selection of the three (3) highest call volume months over the previous 18 months, adding the total of the three (3) selected months and then dividing the total by three (3). PSAPs in this funding level are strongly encouraged to consider a regionalized or consolidated dispatch solution.
2. **FUNDING LEVEL THREE - PSAPs that answer 801 to 1,200 emergency calls per month.** The CPE provisioning determination for Level Three is based on the total volume of 9-1-1 calls during the typical busy MONTH. The typical busy month will be based on selection of the three (3) highest call volume months over the previous 18 months, adding the total of the three (3) selected months, and then dividing the total by three (3). PSAPs in this funding level are strongly encouraged to consider a regionalized or consolidated dispatch solution.
3. **FUNDING LEVEL FOUR – PSAPs that answer over 1,201 emergency calls per month.** The CPE provisioning determination for Level Four is based on the volume of 9-1-1 calls answered at the PSAP during the typical busy HOUR. The CA 9-1-1 Branch will use the following formula to determine the CPE provisioning level and fixed funding allotment amount based on the highest 9-1-1 call volume of the top ten (10) busy HOURS in one (1) month over the previous 18 months. The difference between the first and second busy hours selected with the highest call volume, cannot exceed ten percent (10%).

**TYPICAL BUSY HOUR FORMULA:  $E = [(N \times 3) (T + 60 \text{ seconds})] / 3600$**

**E** = Estimated 9-1-1 call volume during busy HOUR measured in Erlangs (one (1) Erlang equates to one (1) hour of call-traffic)

**N** = Number (or quantity) of 9-1-1 calls answered during the top ten (10) busy HOURS

**x3** = N is tripled to account for all non-emergency calls

**T** = Time (average monthly 9-1-1 call duration)

**+60** = call wrap-up time added to each counted call

**/3600** = divided by number of seconds in one (1) hour

**EXCERPT FROM ERLANG B TABLE WHERE P = .01**

**ERLANGS/POSITIONS**

- 0.46/3
- 0.87/4
- 1.36/5
- 1.91/6
- 2.50/7
- 3.13/8
- 3.78/9
- 4.46/10
- 5.16/11
- 5.88/12
- 6.61/13
- 7.35/14
- 8.11/15

**Example:** Where a PSAP that answers an average of 50 9-1-1 calls during their typical busiest HOURS and the average monthly 9-1-1 call duration is 80 seconds, the formula would be  $[(50 \times 3) \times (80 + 60)] / 3600 = 5.83$  Erlangs of call-traffic. From the above table excerpt, the formula calculates a result of Twelve (12) positions to handle between 5.16 and 5.88 Erlangs of call traffic at the P.01 grade of service.

**4. FUNDING LEVEL FIVE – PSAPs that answer over 15,000 9-1-1 calls per month.**

The CPE provisioning determination for Level Five is based on the total number of 9-1-1 calls answered at the PSAP, including up to twenty percent (20%) of total 9-1-1 calls that are abandoned before they are answered during the averaged typical busy MONTH. The typical busy MONTH will be based on selection of the three (3) highest call volume months over the previous 18 months, adding the total of the three (3) selected months, and then dividing the total by three (3). The CA 9-1-1 Branch will use the following formula, based on the typical busy MONTH, to determine the CPE provisioning level and fixed funding allotment amount for PSAPs with over 15,000 9-1-1 calls during a typical busy MONTH.

**TYPICAL BUSY MONTH FORMULA:  $P = [(A/1,000) + (B/2,000)]$ ;**

**P** = CPE provisioning level;

**A** = total answered 9-1-1 calls for the averaged typical busy MONTH;

**/1000** = divided by 1,000;

**B** = total abandoned 9-1-1 calls (up to 20% of total) during the average typical busy MONTH;

**/2000** = divided by 2000.

**Example:** Where a PSAP averages 12,300 calls per month over a selected three (3) months, this number would be divided by 1,000 to equal 12.3. Where the average number of abandoned calls during the same selected months is 2,100, this number would be divided by 2,000 to equal 1.05. The CPE provisioning level for this PSAP totals 13.35, which would be rounded up to 14.

## **FUNDING PROCESSES FOR 9-1-1 SERVICES AND EQUIPMENT**

PSAPs requesting CA 9-1-1 Branch funds may be required to use the Direct Funding Process or the Reimbursement Claim Process, depending on the nature of the purchase. CPE will be purchased using the MPA, whereas residual funding purchases may use other contracts, or the reimbursement claim process.

### Direct Funding Process

With prior approval from the CA 9-1-1 Branch, the Direct Funding Process allows the PSAP to order equipment and services and have all invoices billed and mailed directly to the CA 9-1-1 Branch. Direct funding requires a State of California procurement method, such as a State Contract Agreement, an active CPUC compliant tariff, Master Purchase Agreement (MPA), or California Multiple Award Schedule (CMAS) Agreement.

### Reimbursement Claim Process

The Reimbursement Claim Process provides the PSAP a method to be compensated for non-CPE 9-1-1 related expenses that are pre-approved for funding by the CA 9-1-1 Branch. Refer to PSAP/County Coordinator 9-1-1 EXPENSES FUNDING POLICY for services that may not require pre-approval. Invoices will be sent to and paid by the PSAP. The PSAP may then submit a REIMBURSEMENT CLAIM form (TD-290) to the CA 9-1-1 Branch with any additional required documentation as defined below and within this chapter. The TD-290 form 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/ca-9-1-1-forms>

Effective November 1, 2025, all Reimbursement claims must be submitted via email to: [CA911Reimbursements@caloes.ca.gov](mailto:CA911Reimbursements@caloes.ca.gov)

Or by mail to: 601 Sequoia Pacific Blvd, MS-911, Sacramento, CA 95811-0231

### Detailed Funding Processes

In accordance with the funding policies provided in this chapter, three (3) categories of services and equipment are provided on the following pages with detailed funding processes for direct funding and reimbursement. PSAP Managers are encouraged to contact their CA 9-1-1 Branch Advisor for assistance with these processes. The three (3) categories are:

1. 9-1-1 System CPE Replacement;
2. Other 9-1-1 Services;
3. PSAP/County Coordinator 9-1-1 Expenses.

### **FUNDING PROCESS - 9-1-1 SYSTEM CPE REPLACEMENT**

#### Direct Funding Process - 9-1-1 System CPE Replacement

PSAPs requesting direct funding for a complete 9-1-1 system CPE replacement are required to follow the Direct Funding Process, using the current State 9-1-1 CPE MPA. Invoices will be billed by the contractor to the CA 9-1-1 Branch for direct payment. PSAP shall only select CPE vendors that are on the 9-1-1 CPE MPA and that have been validated in the CA 9-1-1 Branch lab.

#### **1. PSAP Requests Funding**

The PSAP submits an ADVANCE NOTIFICATION FOR CPE FUNDING form to the CA 9-1-1 Branch no more than one year prior to eligibility date for CPE system replacement (five years from system acceptance date). **PSAP selects either “Cloud Based” or “On-Premise” allotment.** The form is posted on the CA 9-1-1 Branch website and 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/ca-9-1-1-forms>

#### **2. CA 9-1-1 Branch Issues Allotment Letter**

If the PSAP request meets the funding requirements outlined in this chapter, a “CPE Fixed Allotment Funding Letter” will be sent to the PSAP within two (2) weeks of the date the ADVANCE NOTIFICATION FOR CPE FUNDING form was received by the CA 9-1-1 Branch and will detail the approved CPE funding fixed allotment amount. The letter will be applicable for either a Cloud Based allotment or an On-Premise allotment.

#### **3. PSAP Chooses 9-1-1 CPE System**

Once the allotment letter is obtained from the CA 9-1-1 Branch, the PSAP

is encouraged to examine the functional differences of available 9-1-1 CPE systems, determine each contractor's ability to meet the PSAPs needs, and obtain multiple offers from contractors for systems with similar functionality. PSAP shall only select CPE vendors that are on the 9-1-1 CPE MPA and that have been validated in the CA 9-1-1 Branch lab. A copy of the State's CPE MPA 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/ca-9-1-1-services-contracts>

Prices on the CPE MPA are the maximum allowable. PSAPs may be able to obtain additional price discounts and/or additional services and equipment (see Service/Equipment Approval List for Residual Funds) by obtaining price offers from different contractors.

The PSAP can compare their price quotes against current maximum contract prices for each CPE contractor. Price sheets 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/ca-9-1-1-services-contracts>

#### 4. **Contractor Prepares CPE Statement of Work (SOW) and Price Quote**

The selected contractor prepares a CPE SOW and price quote detailing all deliverables for the installation. Please refer to CPE STATEMENT OF WORK at the end of this chapter. This document is important because it ensures that both the PSAP and the contractor agree on the elements necessary to meet the needs of the PSAP.

NOTE: Coordination for 9-1-1 CPE system moves and/or system replacement that impact 9-1-1 network services must be coordinated with all stakeholders including the PSAP manager, CA 9-1-1 Branch Advisor, equipment contractor, and network provider(s).

#### 5. **CA 9-1-1 Branch Advisor Reviews SOW and Price Quote for Contract Compliance.**

The PSAP sends the price quote and SOW to their 9-1-1 Advisor for review. The Advisor will check the documentation for contract compliance, typos or errors, omissions, and cost workbook compliance. If the SOW or price quote do not meet MPA requirements, the assigned CA 9-1-1 Branch

Advisor will contact the PSAP with recommended corrections within two (2) weeks of the date the CA 9-1-1 Branch received the documentation.

**6. PSAP and Advisor Prepare and Submit Purchase Approval Package**

The 9-1-1 Advisor will work with the PSAP in preparing a purchase approval package. The completed purchase approval package must include the following information.

- a. Advisor reviewed, MPA compliant Statement of Work (SOW), including itemized list of all system elements, and price quote;
- b. Completed Fi\$Cal purchase order;

**CA 9-1-1 Branch Issues a Commitment to Fund**

The CA 9-1-1 Branch will review all documents. If all documents meet the funding requirements outlined in this chapter, a COMMITMENT TO FUND (TD-288) form detailing the approved amount will be sent to the PSAP within two (2) weeks of the date the CA 9-1-1 Branch receives a complete and accurate Fi\$Cal purchase order.

**7. PSAP Authorizes Contractor to Proceed with Purchase and Installation**

Upon receipt of the approved TD-288, the PSAP may then authorize the contractor to proceed with purchase and installation.

**8. PSAP Performs Acceptance Testing**

Acceptance testing must be performed in accordance with contractual provisions. Once a system passes the acceptance testing, the PSAP shall submit a signed SYSTEM ACCEPTANCE AND AUTHORIZATION form (TD-284) to the CA 9-1-1 Branch so that payment can be rendered to the contractor. A copy of the TD-284 form 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/ca-9-1-1-forms>

**9. Contractor Invoices the CA 9-1-1 Branch**

Upon satisfactory installation of equipment or service and PSAP acceptance, where applicable, the contractor may invoice the CA 9-1-1 Branch. When invoicing the CA 9-1-1 Branch, the contractor must include a breakdown of applicable equipment, labor, taxes, and surcharges. The tracking number from the TD-288 form must be noted on the invoice.

When creating an account name for an invoice, the contractor must use

the account naming convention provided by the CA 9-1-1 Branch on the TD-288 form.

## **FUNDING PROCESS – OTHER 9-1-1 SERVICES**

### Direct Funding Process – Other 9-1-1 Services

PSAPs requesting CA 9-1-1 Branch specialty funding, including the 9-1-1 EDUCATION FUNDING POLICY, where invoices will be sent by the contractor directly to the CA 9-1-1 Branch for payment by means of a State contract are required to follow the procedures below.

#### **1. PSAP Requests Funding**

The PSAP writes a letter on PSAP letterhead to the CA 9-1-1 Branch requesting the 9-1-1 service and/or equipment. The letter must include:

- a. Overview of requirements, and/or a list of items covered in the agreement, with associated costs;
- b. Desired installation date and/or terms of the agreement;
- c. Name of the PSAP's finance administrator with authority to approve agency spending;
- d. PSAP's choice of State procurement method (i.e. CMAS).

#### **2. CA 9-1-1 Branch Creates Fi\$Cal Purchase Order**

If the PSAP request meets the funding requirements outlined in this chapter, the 9-1-1 Branch Advisor will initiate a purchase order requisition in the state's purchasing system, Fi\$Cal. The purchase order will be finalized and approved by the Cal OES Finance Division.

#### **3. CA 9-1-1 Branch Issues a Commitment to Fund**

upon receipt of the Fi\$Cal purchase order from Cal OES Finance, a COMMITMENT TO FUND form detailing the approved amount will be sent to the PSAP within four (4) weeks of the date the request was received by the CA 9-1-1 Branch. If the PSAP funding request letter does not meet the funding requirements, the CA 9-1-1 Branch will contact the PSAP for further information within two (2) weeks of receipt.

#### **4. The PSAP Authorizes Vendor to Provide Equipment and/or Service**

Upon receipt of an approved TD-288 and Fi\$Cal PO, the PSAP may authorize the contractor to provide and install the equipment/services according to the conditions of the contract.

#### **5. Contractor Invoices the CA 9-1-1 Branch**

Upon satisfactory installation of equipment or service, the contractor may

invoice the CA 9-1-1 Branch. When invoicing the CA 9-1-1 Branch, the contractor must include a breakdown of applicable equipment, labor, taxes, and surcharges. The tracking number from the TD-288 form must be noted on the invoice. When creating an account name for an invoice, the contractor must use the account naming convention provided by the CA 9-1-1 Branch on the TD-288 form.

**NOTE:** Next Gen 9-1-1 network services are procured and funded by the CA 9-1-1 Branch directly using state tariffs. Moves, adds, and changes to these services require the PSAP to contact their assigned CA 9-1-1 Branch Advisor. The CA 9-1-1 Branch will review the request and provide applicable documentation to the PSAP/network service provider should the request be approved.

## **FUNDING PROCESS – OTHER 9-1-1 SERVICES**

### Reimbursement Claim Process – Other 9-1-1 Services

PSAPs requesting specialty funding via reimbursement for any other CA 9-1-1 Branch Approved 9-1-1 services, including the 9-1-1 EDUCATION FUNDING POLICY, may use the following Reimbursement Claim Process.

#### **1. PSAP Requests Funding**

The PSAP writes a letter on PSAP letterhead to the CA 9-1-1 Branch requesting the 9-1-1 service and/or equipment. The letter must include:

- a. Overview of requirements with associated costs;
- b. Procurement process PSAP plans on using to obtain equipment and services (i.e., competitive bid, noncompetitive bid, or State contract);
- c. Desired installation date;
- d. Name of the PSAP's finance administrator with authority to approve agency spending.

#### **2. CA 9-1-1 Branch Issues a Commitment to Fund**

If the PSAP funding request letter meets the requirements outlined in this chapter, a TD-288 form detailing the approved amount will be sent to the PSAP within two (2) weeks of the date the letter was received by the CA 9-1-1 Branch. If the PSAP letter does not meet the funding requirements, the CA 9-1-1 Branch will contact the PSAP for further information within two (2) weeks of receipt.

### 3. **The PSAP Purchases Services/Equipment**

The PSAP uses their procurement process and authorizes the contractor to provide and install the equipment according to the conditions of their contract.

### 4. **Contractor Invoices the PSAP**

Upon satisfactory installation of equipment or service, the contractor will invoice the PSAP.

### 5. **PSAP Submits Claim to the CA 9-1-1 Branch for Reimbursement**

Upon payment of the invoice, the PSAP may submit a REIMBURSEMENT CLAIM form (TD-290) to the CA 9-1-1 Branch, including the previously approved TD-288 with appropriate CA 9-1-1 Branch tracking number, a document confirming the PSAP's acceptance of the services (when applicable), and copies of paid invoices with proof of payment (e.g. cancelled check). The TD- 290 form 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/ca-9-1-1-forms>

### 6. **Review, Approval, and Reimbursement**

Upon receipt of a complete and accurate TD-290 with appropriate documentation, the CA 9-1-1 Branch will review and approve the request within two (2) weeks. The claim will be forwarded to the Governor's Office of Emergency Services, Accounting Branch, for payment processing. This final payment process may take up to 90 days.

## **FUNDING PROCESS – PSAP/COUNTY COORDINATOR 9-1-1 EXPENSES**

PSAPs requesting funding for expenses defined in the 9-1-1 COUNTY COORDINATOR DUTIES, PSAP MEETINGS, AND ATA FUNDING POLICY and the 9-1-1 TRAVEL EXPENSES FUNDING POLICY provided in this chapter must use the following Reimbursement Claim Process. Where pre-approval by the CA 9-1-1 Branch is required, you must begin with step "1" below. Otherwise, you may begin with step "3" below.

### **Reimbursement Claim Process – PSAP/County Coordinator 9-1-1 Expenses**

#### 1. **PSAP Requests Funding Approval**

The PSAP submits a letter with appropriate attachments, if required, on PSAP letterhead to the CA 9-1-1 Branch requesting pre-approval for reimbursement of 9-1-1 services and/or expenses.

**2. CA 9-1-1 Branch Issues a Commitment to Fund**

Upon receipt of a complete funding request letter that meets the funding requirements outlined in this chapter, a COMMITMENT TO FUND (TD-288) form detailing the approved amount will be sent by the CA 9-1-1 Branch to the PSAP within two (2) weeks from the date the CA 9-1-1 Branch received the funding request letter. If the PSAP funding request letter does not meet the funding requirements, the assigned CA 9-1-1 Branch Advisor will contact the PSAP for further information within one (1) week from the date the CA 9-1-1 Branch received the funding request letter.

**3. PSAP Submits Claim to the CA 9-1-1 Branch for Reimbursement**

The PSAP may submit a REIMBURSEMENT CLAIM form (TD-290) to the CA 9-1-1 Branch with the following requirements:

- a. Timely submission of claims – All reimbursement claims must be submitted on an annual, semi-annual, or quarterly basis each fiscal year (July 1 through June 30) and must be submitted no later than thirty (30) calendar days after the close of the fiscal year in which funds have been expended (July 30);
- b. Where pre-approval is required, the previously approved TD-288 with appropriate CA 9-1-1 Branch tracking number and related documentation (receipts and registration information) must be included;
- c. PSAPs claiming reimbursement for wages must complete a REIMBURSEMENT CLAIM SUPPORT DOCUMENT (TD-290A) form, line items A, B, C, D, E, F, G, corresponding to items A, B, C, D, E, F, G, as outlined in the PSAP 9-1-1 EXPENSES FUNDING POLICY with the number of hours on the appropriate date for each activity. (All hours for reimbursable wireless related activities must be claimed using line item C.) The TD-290A form may 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/ca-9-1-1-forms>

**4. CA 9-1-1 Branch Reviews, Approves, and Reimburses PSAP**

A complete and accurate TD-290 with appropriate documentation will be reviewed and approved for payment by the CA 9-1-1 Branch within two (2) weeks. The claim will be forwarded to the California Governor's Office

of Emergency Services, Accounting Branch, for payment processing. This final payment process may take up to 90-days.

### **CONTRACTOR'S SAMPLE STATEMENT OF WORK (SOW)**

#### **CLOUD/DATA CENTER BASED 9-1-1 CALL PROCESSING EQUIPMENT (CPE) SYSTEM FORMAT**

Every installation of 9-1-1 equipment is different due to the unique needs of each PSAP. A SOW is required for all installation of 9-1-1 CPE and is required for use of the current State CPE MPA and for funding via reimbursement. Therefore, prior to the commencement of any installation of a 9-1-1 system funded by the CA 9-1-1 Branch, the contractor shall prepare a SOW detailing all deliverables.

The SOW shall be signed by both the PSAP and the equipment/services contractor. Any subsequent changes to this planned installation must be documented by the contractor.

The 9-1-1 CPE SOW must include the following information, at a minimum:

1. Cover Page (should include the following):
  - a. Contractor Name;
  - b. PSAP Name;
  - c. Project name;
  - d. PSAP commitment to complete the install within the timeframe indicated in the SOW;
2. Table of Contents
  - a. Include all the major categories and subcategories.
3. Body
  - a. Overview:
    - i. An overall statement about the purpose of the SOW and scope of the project;
    - ii. A list of the equipment, software and maintenance to be provided (workstation, back room, etc.) including quantities, individual process, and extended prices;
    - iii. A description of the existing equipment, if any, that will be reused;

- iv. A description of the equipment that is to be provided by the PSAP;
- v. Specific equipment that will not be provided by the Contractor to ensure that the PSAP and the State understand what has been specifically excluded from the project;
- vi. Commitment to meet all CA 9-1-1 Branch technical requirements put forth in the governing RFP;
- vii. Any other general issues.

b. Design

- i. System overview including a description of the NG 9-1-1 network configuration and interfaces, admin line connections, gateways, UPS, interfaces to other equipment, and any other pertinent system elements;
- ii. Description of the network elements to be connected to the system including Next Gen 9-1-1 trunks, administration lines, ring down lines, and any other network connections that will be configured in the system;
- iii. A description of how system programming will be initially accomplished and how it will be maintained on an ongoing basis;
- iv. Integration requirements to other equipment such as CAD, radio, and on premise logging recorders;
- v. Building modifications that the PSAP will have to make to accommodate the new or updated system.

c. Change Requests

- i. A description of how changes to the SOW will be managed by the PSAP, the CA 9-1-1 Branch, and the Contractor including identifying the authorized representatives that can approve changes and the specific process that will be followed to approve changes.

d. Acceptance Testing

- i. A description of the acceptance testing process that is consistent with the contract requirements including the System Acceptance and Authorization Form;

- ii. A description of how adds, moves and changes are handled once Acceptance has been signed off by the authorized PSAP representative.
- e. Names of Responsible Parties and Contact Information
  - i. Names and contact information of all the responsible parties from the Contractor, PSAP, and the CA 9-1-1 Branch.
- f. Responsibilities
  - i. Contractor's responsibilities;
  - ii. PSAP responsibilities including a pre-installation checklist;
  - iii. CA 9-1-1 Branch responsibilities.
- g. Installation Schedule
  - i. List of estimated key dates beginning with the funding approval date from the CA 9-1-1 Branch (to be updated by the vendor and re-submitted to the CA 9-1-1 Branch at the time of TD-288 issuance);
  - ii. Include equipment order date, delivery date, site readiness by PSAP date, programming freeze date, beginning of installation date, system in-service date, anticipated PSAP acceptance date and any other dates pertinent to the success of the project.
- h. Maintenance Plan
  - i. On-site and remote maintenance processes;
  - ii. Description of how preventive maintenance will be provided;
  - iii. Description of how remedial maintenance will be provided, including response times for major and minor outages;
  - iv. Description of the minimum level of technical expertise that the maintenance technicians will have;
  - v. Contact numbers to report trouble and the hours of availability for the contact center;
  - vi. A description of what is not covered in the maintenance plan and how those situations will be handled by the Contractor.
- i. Training

- i. A Training Plan that includes the following:
  - ii. A description of the training that will be provided to the PSAP management staff, telecommunicators, and PSAP technical support personnel;
  - iii. Description of the user guides that will be provided by the Contractor;
  - iv. Description of the technical service materials that will be provided by the Contractor.
- j. SOW Approval
  - i. A sign-off page for the authorized PSAP representative to acknowledge concurrence with the content of the SOW.
- k. Appendices
  - i. Site Certification Document
  - ii. The document that describes the building and environmental changes that the PSAP must make to accommodate the new or updated system;
  - iii. Floor Plan - Diagrams of the room where the workstations will be installed and the backroom facilities room at the PSAP;
  - iv. Pricing and Terms - A copy of the detailed quote from the Contractor for the project that references the multiple award contract, quantities, and monthly costs;
  - v. Forms - Samples of the forms that will be used for the project such as change request forms, issue communications forms and any other applicable forms;
  - vi. System Acceptance and Authorization Form - A copy of the SYSTEM ACCEPTANCE AND AUTHORIZATION form (TD-284) to be completed and signed by the authorized PSAP representative upon acceptance. The executed form will be provided to the CA 9-1-1 Branch as documentation of system acceptance and beginning of the five year contract period for the system. The form can be downloaded from the CA 9-1-1 Branch website at:

State of California  
Governor's Office of Emergency Services  
Chapter III – Funding

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

**Quote Summary**  
**Sebastopol PD**



**Date: 28APR2026**  
**Version: 2.0**  
**Account Manager: Robert Russo**  
**Phone: (951) 500-2130**  
**Email: rr1713@att.com**

**Motorola VESTA**  
**Contract Number: 6136-2020**

**22.5 9-1-1 CPE Basic Stand-Alone System Cost**

A	B	C	D	E	F	G
Line Item #	Feature Name	Quantity	Basic System Price	Implementation Price	Monthly Maintenance Price	Total Extended 5-Year Cost C*[D+E+(F*60)]
22.5.1	System - 2 Positions	1	\$ 107,666.79	\$ 60,465.97	\$ 2,088.70	\$ 293,454.76

Estimated Sales Tax Rate: 10.50%  
 Total Estimated Taxable Amount: \$ 107,666.79

Quote Summary	
Total 5-Year MRC:	\$ 125,322.00
Total NRC:	\$ 168,132.76
Total Estimated Sales Tax:	\$ 11,305.01
<b>5-Year Grand Total:</b>	<b>\$ 304,759.77</b>

Sebastopol PD

With



SCOPE OF WORK

For

VESTA 9-1-1 On-Prem Call Handling  
Project

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**This Scope of Work and associated Cost Table is valid 120 day from above date.  
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written approval from AT&T.**

## 1.0 OVERVIEW

### 1.1 Statement of Purpose

The purpose of this Statement of Work (SOW) is to describe the responsibilities of AT&T, the California Office of Emergency Services (Cal OES) 9-1-1 Branch, and the Public Safety Answering Point (PSAP) with respect to the scope of work, deliverables, and terms and conditions of the project described herein.

The SOW shall be subject to the terms and conditions of the Master Purchase Agreement # 6136-2020 and line Item # 22.8.16 New technology integration (MRC per position per month) please reference description of items contained below in table 1.2 dated July 16, 2020, by and between AT&T and Sebastopol PD also known as "PSAP". In the event there is a conflict between the terms and conditions of this SOW and the Master Purchase Agreement, the Master Purchase Award shall take precedence. All exhibits, appendices, and attachments are incorporated herein by reference.

Cal OES 911 will be using Master Purchase Agreement # 6136-2020 to purchase Customer Premise Equipment (CPE) and maintenance services. This SOW is not intended to restate the requirements of the Master Purchase Award but instead describes the requirements of the PSAP's essential business needs for a successful Premise-Based Call Handling solution and deployment.

### 1.2 List of Equipment, Software, and Maintenance

#### List of New Technology Integration components

Qty	New Technology Integration components	Monthly Maintenance Contract period (MRC) for items listed below are specifically (Months)
0	Translation provides translation services for calls.	60
0	Transcription provides transcription services for calls.	60

#### Equipment Description

Qty	Backroom Equipment
1	Rack/Cabinet (7')
1	Redundant Call Handling System (servers, switches, etc.)
8	FXS Ports (9-1-1 CAMA Trunks)
8	FXO Ports (Admin analog lines)
1	T1/PRI Single SPAN (PRI Admin Lines)
0	SIP Interface to Agency PBX (HA Pair)
2	i3 Network Interface Ports to Cal OES PNSP Provider
2	i3 Network Interface Ports to Cal OES RNSP Provider
1	Firewall
0	UPS

Qty	Position Equipment
2	VESTA 9-1-1 Intelligent Workstations (includes CPU, VESTA backroom interface components, Audio Interface equipment, keyboard, and mouse).
0	VESTA 9-1-1 Laptop (includes VESTA backroom interface components, Audio Interface equipment, docking station, keyboard, and mouse).
2	24" Monitor
2	Genovation 24 button keypad
0	Position UPS

Qty	Optional Items
0	

### 1.3 Description of Re-used Equipment

The following equipment has been certified to be compatible with current technology and in good condition. This equipment will be reutilized:

Qty	Item Description
1	NetClock (with AT&T maintenance)

### 1.4 Description of Equipment Provided by the PSAP

Qty	Item Description
1	Building UPS for Backroom and each position

### 1.5 Excluded Equipment List

System components NOT included in the sale:

Item Description
CDR Printer / ePrinter
IP Admin Phones
Eventide Recorder (LVR)

### 1.6 Equipment Removal & Disposal

The following existing equipment will be left at the PSAP's building by AT&T:

- ◆ Existing 9-1-1 CPE equipment, workstations, and ancillary components
- ◆ Miscellaneous components not being re-used.

In the event the old equipment must be removed, AT&T technicians will work with the PSAP's personnel to remove the above equipment. AT&T technicians will place the existing equipment in an area designated by the PSAP. AT&T technicians will not remove any existing equipment from Sebastopol PD's building.

## 2.0 DESIGN SOLUTION

## 2.1 System Overview

VESTA is a Premise-Based, Call Handling solution, and VESTA 9-1-1, application that efficiently handles incoming calls, texts, TTY (Baudot) and Real-Time Text (RTT). VESTA 9-1-1 receives and routes both emergency and non-emergency calls by either Automated Call Distribution (ACD) or design shared line appearance (non-ACD). VESTA 9-1-1 allows call takers the ability to seamlessly answer and service 9-1-1 calls from Wireless, Wireline, VoIP, and multimedia devices. VESTA 9-1-1 provides detailed location information in a flexible i3 or a legacy Format 04 format as desired and selected by the client.

## 2.2 Description of Network Elements

For equipment deployed at PSAP, the VESTA 9-1-1 network elements are always deployed redundantly for public safety grade performance. Each piece of the AT&T Local Area Network (LAN) is redundant at the PSAP. Specifically for the Agency, the following physical LAN Elements are supplied minimally:

- 2 Switches
- 2 Media Gateways
- 2 Power Distribution Units
- 2 UPS (if required)

Network Element (System) Connectivity is over the PNSP and RNSP SIP trunks in accordance with the Cal OES requirements specified in "NG9-1-1 Emergency Services I ESInet - i3 Cloud PSAP Interconnection Control Document (ICD) for Interoperability Testing (IOT) and Production".

## 2.3 i3/Cal OES ESInet Integration Requirements

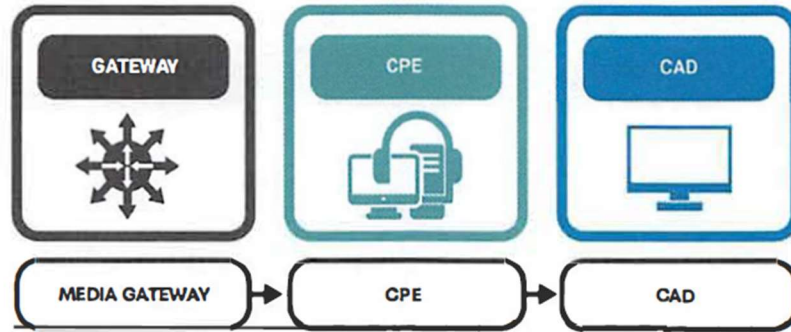
The i3 connection point provides (2) Ethernet ports to the PNSP and RNSP Ethernet handoff. The AT&T demarcation is the Ethernet ports on the AT&T provided On-prem Call-Handling equipment.

## 2.4 Building Modifications

All building modifications are the responsibility of the PSAP. The AT&T Project Manager will work closely with the PSAP to determine proper timeline coordination for a smooth system implementation. Please refer to Appendix A for the specific modifications to be performed by the PSAP.

## 3.0 9-1-1 Traffic and Data Flows

- a) Legacy 9-1-1 - For sites that are on the ESInet without NGCS functionalities; CAMA Gateways are deployed in support of the legacy call flow. The ingress 9-1-1 calls are delivered to the PSAP via CAMA trunks to the local PSAP.
- b) Transitional 9-1-1 - For PSAPs where SIP AGG NGCS i3 call origination is not 100% complete, CAMA Gateways are deployed in support of the legacy call flow. AT&T provides legacy local CDRs for CAD spill and local logging recorder as serial.



Gateway Converts CAMA to SIP for delivery of Legacy 9-1-1 to CHS. xxx provides legacy local CDRs for CAD spill and local logging recorder as serial, IP, or in other formats depending on CAD/Recorder requirements.

- c) SIP and i3 Origination - Once all Ingress for the PSAP is transitioned off of the Legacy Selective Router (LSR), all calls will be delivered over NGCS via PNSP and RNSP.

ALI (format) spill to CAD and Recorders are not under the control of AT&T. If CAD or Recorder operational discrepancy arises, PSAP will be responsible to engage the respective vendors to mitigate the issue.

Once the NGCS is in place, the CHS Server to Client relationship is supported over the PNSP and RNSP trunks as defined in "NG9-1-1 Emergency Services I ESInet - i3 Cloud PSAP Interconnection Control Document (ICD) for Interoperability Testing (IOT) and Production".



#### 4.0 CHANGE REQUESTS

Consistent with the terms and conditions of MPA 6136-2020, during the implementation phase, Change Requests will be allowed upon approval from the PSAP, CAL OES and AT&T.

During the implementation phase, the PSAP may at any time, by written order, and without notice to AT&T's sureties, submit a change order to AT&T. If the change request is feasible; then, within ten (10) working days of receiving a proposed change order, AT&T will submit a written cost estimate, which may include adjustments to the Project Price, Project Schedule, Statement of Work, Acceptance Criteria, or any other obligations of AT&T.

AT&T, PSAP, and/or CAL OES may also decline the change order, depending on the nature of the requested changes.

Change requests will be tracked by AT&T's Project Manager and communicated to the Cal OES 9-1-1 Advisor.

The PSAP will appoint a single individual as a Project Manager. Change Requests will be approved in writing by the PSAP Project Manager and CA 9-1-1 Branch. AT&T will not proceed with any work contemplated in any proposed Change Request until AT&T receives written notification of approval from Cal OES to proceed.

Throughout the Change Request process, the AT&T Project Manager will ensure:

- Document / Receive the initial Change Request.
- Provide AT&T reviewed and approved Change Request to CA 9-1-1 Branch and/or PSAP.
- Receive the AT&T, PSAP, and CA 9-1-1 Branch approved Change Request.
- Managing implementation of the approved Change Request.
- Update documentation, if applicable, for approved Change Request.

See Appendix E Change Request Form.

## 5.0 ACCEPTANCE TESTING

### 5.1 System Acceptance Overview

AT&T will notify PSAP when equipment and software are installed and ready for acceptance testing. Final system acceptance for this SOW will occur when the standards of performance for the State of California contract have been met.

Upon the successful completion of the 240 consecutive hours of operation following the cutover date, and within five (5) business days, the PSAP shall execute the System Acceptance Checklist and Authorization Checklist (See Appendix G) and provide signed copies to the CA 9-1-1 Branch and AT&T.

### 5.2 Moves, Adds, Changes (MAC)

After customer acceptance, any PSAP requested changes will follow the Moves, Adds, Changes (herein known as MAC) process, where the PSAP will make a MAC request to AT&T. If MAC is accepted by AT&T and if approved by Cal OES (if applicable); then, AT&T will provide the PSAP a MAC quote including work to be performed, timeline, and cost. AT&T will coordinate with the PSAP and Cal OES (if applicable) and commence the work once AT&T receives the signed MAC quote and a Purchase Order (PO) from the PSAP. The work will be performed on a Time and Materials basis at the prevailing contract rates.

## 6.0 PROJECT TEAM

### 6.1 Contact Information

Contacts			
Role	Name	Phone	E-mail
Application Sales Executive	Robert Russo	Phone: (951) 500-2130	rr1713@att.com
9-1-1 Systems Technician	Greg Mrozek	Phone: (888) 500-4911	
Sales Engineer	John Fox	Phone: (816) 907-9034	jf9331@att.com
PSAP Manager	Christopher Mooney	Phone: (707) 974-1421	cmooney@cityofsebastopol.gov

An AT&T Project Manager will be assigned for this system implementation. The Project Manager is responsible to plan, organize, control, direct, and coordinate people, and material resources throughout the life of the project.

## 7.0 RESPONSIBILITIES

### 7.1 AT&T Responsibilities

- Delivery of equipment
- Security of equipment, until equipment is delivered to customer premise.
- Disposal of packaging materials and debris.
- Any damage caused by AT&T (or AT&T's subcontractors) to equipment, building, or other property.
- Installation of backroom equipment in racks/cabinets.
- Dressing of all cables.
- If applicable, installation of appropriate cabling from equipment room to all cloud call handling positions.
- NENA i3 / ANI/ALI handoff to CAD

### 7.2 Agency Responsibilities

#### Equipment Room

- Provide locked, limited access to the equipment room.
- Provide space for backroom cabinet / rack as agreed upon and depicted in below drawing.
- Adequate space for working area and for spare part/equipment storage (if applicable).
- Furnishing HVAC equipment that will keep the backroom temperature and humidity levels of 72 degrees F +/- 5 and less than 50% relative humidity.
- Provide/verify that each AT&T backroom equipment cabinet/rack has two dedicated redundant NEMA 5-20R circuits. Each circuit is dedicated with its own circuit breaker.
- Earth ground for AT&T provided equipment.

#### Dispatch Room

- Furniture selected by *PSAP* is compatible with or will be modified by the *PSAP* to be compatible with, the selected system equipment.

- Provide/verify that each AT&T dispatch position has one 15 or 20 amp (NEMA 5-15/20R) breakered circuit dedicated to emergency call-taking with a quad outlet. Ancillary electrical components such as heaters, lights, and furniture will not be on this circuit(s).
- Provide conduit run from each dispatch position to backroom equipment.

### **General**

- Access to building for AT&T and subcontractors.
- Conduit and coring of walls.
- Adequate power and power outlets and circuit breakers.
- PSAP to provide all radio and CAD equipment.
- Security to prevent theft of AT&T provided equipment.
- On-going upkeep for room requirements listed.
- Technical expertise from PSAP's other vendor's during planning, installation and cut over.
- The PSAP's Project Manager will facilitate the resolution of any problem determined with these interfaces pertaining to the radio, CAD, recorders, NetClock or other PSAP owned interfaces.
- Full and free access to the 9-1-1 related equipment to provide service (subject to PSAP's security regulations)

Note: The PSAP's LAN may not share the same LAN Segments as the cloud-based call handling LAN. Cloud-based call handling IP packets must be segregated from CLETS, NCIC, DMV, CWS, and all other PSAP network traffic.

### **7.3 Cal OES Responsibilities**

- Project tasks / timeline escalation contact
- Change Request reviews and approvals

### **7.4 PNSP Responsibilities**

- Provide AT&T the proper physical hand-off to connect cloud-call Handling at the PSAP to NGCS.
- Provide AT&T NGCS Test and Acceptance Plan and provide resources to work with AT&T to verify system operational readiness within the agreed upon project timeline.

### **7.5 RNSP Responsibilities**

- Provide AT&T the proper physical hand-off to connect cloud-call Handling at the PSAP to NGCS.
- Provide AT&T NGCS Test and Acceptance Plan and provide resources to work with AT&T to verify system operational readiness within the agreed upon project timeline.

## **8.0 INSTALLATION SCHEDULE**

The following table is provided as a guideline only. The official implementation schedule will be negotiated between the PSAP, PNSP, RNSP, Cal OES, and AT&T Project Managers.

Changes to the final agreed upon schedule may be made by mutual consent of AT&T, PNSP, RNSP, Cal OES and the PSAP and must be documented on the “9-1-1 CPE PSAP Implementation Form”.

Pricing is based on installation being performed during AT&T’s normal business hours (M-F, 8:00am - 5:00pm, excluding AT&T holidays). Installation activities outside of AT&T’s normal business hours are available at applicable contract rates.

## 9.0 MAINTENANCE PLAN

### 9.1 Maintenance and Remote Access Services Capabilities

AT&T on-prem solution complies with the requirements identified in contract 6136-2020, Exhibit 21, TECHNICAL REQUIREMENTS.

PSAP is required to hold CPE service for a minimum of five (5) years. The Contractor shall furnish and replace all evergreen services and parts for a period of five (5) years beginning on the first day following System Acceptance.

The 9-1-1 system is provisioned to allow AT&T (and CPE provider) to remote access into the 9-1-1 system in order to identify software and hardware problems and make repairs. In the event that the equipment cannot be repaired remotely, AT&T technicians will be dispatched to the PSAP to facilitate onsite repairs.

If anyone other than AT&T or AT&T sub-contractors performs maintenance or repair of the AT&T provided system, and, as a result, further repair by AT&T and/or AT&T subcontractor(s) is required, such further repairs will be made at AT&T's then applicable time and material rates.

### 9.2 Post-Installation Support Limitations

AT&T’s support obligations hereunder will not apply to any AT&T supported product if adjustment, repair, or parts replacement is required because of:

- Accident, neglect, tampering, misuse, improper / insufficient grounding, failure of electric power; failure of the PSAP and/or others to provide appropriate environmental conditions, relocation of hardware or software, or causes other than ordinary use.
- Repair or alteration, or attempted repair or alteration of any AT&T supported product (hardware and/or software) by the PSAP or others.
- Connection of another machine, device, application, or interface to AT&T supported equipment (hardware and/or software) by the PSAP or others, which has caused damage to AT&T supported equipment.
- Degradation of performance to AT&T systems due to non-compliance with the Customer Site Preparation Requirements (excessive heat, humidity, moisture, condensation, dust, EMI, etc.)
- Damage or destruction caused by natural or man-made acts or disasters.
- Degradation of performance to AT&T systems due to the installation of third-party software applications or Operating System patches, service packs, hot-fixes, or Windows services and not specifically certified, approved, and registered by AT&T for use at the site(s) identified herein.

- Support described herein does not include cosmetic repairs, refurbishment, furnishing consumables, supplies or accessories, making accessory changes or adding additional devices or software applications.

AT&T is NOT responsible for the performance of third-party applications/systems.

## **10.0 TRAINING**

### **10.1 Supervisor/Dispatcher Training**

AT&T and/or its subcontractor will provide Call-taker/Dispatcher and Supervisor/System Administrator training for the CPE solution. The training will be done during normal business hours (8 am – 5 pm) Monday through Friday.

### **10.2 Training Documentation**

Training documentation will include Training Workbooks for End-users and Administrators. Hard copies will be provided during training for each participant. A soft copy in PDF format can be provided to the PSAP Administrator / Trainer personnel as well if desired.

## Appendix A: PSAP Compliance - Site Certification Document

### Sebastopol PD's Office Compliance - Site Certification Document

This Section meets the State contract requirement for AT&T to provide a Site Readiness Checklist to the *Agency*.

A site survey has been made and site modifications will be needed to meet the following requirements for equipment installation. The following site modifications must be completed by the *PSAP* prior to AT&T beginning the installation of the new or upgraded system. The completion of all building modifications is the responsibility of the *PSAP*. In the event that AT&T attempts to begin installation and subsequently discovers that these modifications have not been met as specified, AT&T may postpone implementation. A quote will be provided to the *PSAP* for any additional costs incurred by AT&T because of the postponement. Any additional costs that are incurred for site modifications because of the postponement will be the responsibility of the *PSAP*. Work will be rescheduled upon completion of the required modifications.

### Hazardous Materials

Customer will maintain Customer's location where AT&T is to perform work in a suitable and safe working environment, free of Hazardous Materials. AT&T does not handle, remove or dispose of, nor does AT&T accept any liability for, any Hazardous Materials at Customer's location. If AT&T encounters any such Hazardous Materials, AT&T may terminate this Statement of Work or suspend performance until Customer removes and cleans up at its expense Hazardous Materials in accordance with this Statement of Work and applicable law. For purposes hereof, "Hazardous Materials" means any substance whose use, transport, storage, handling, disposal, or release is regulated to any law related to pollution, protection of air, water, or soil, or health and safety.

### Items for the PSAP to provide:

- 1) Provide two dedicated NEMA 5-20R (20 amp) circuits for the AT&T cabinet as depicted in below drawing (in red), if required.
- 2) Provide one dedicated NEMA 5-15/20R (15/20 amp) circuit for each 9-1-1 position, if required.
- 3) Provide Internet or other high-speed link for New Technology (if desired), remote maintenance, and support.

## Appendix B: LAN/WAN Policy

# AT&T LAN/WAN PSAP Security Policy

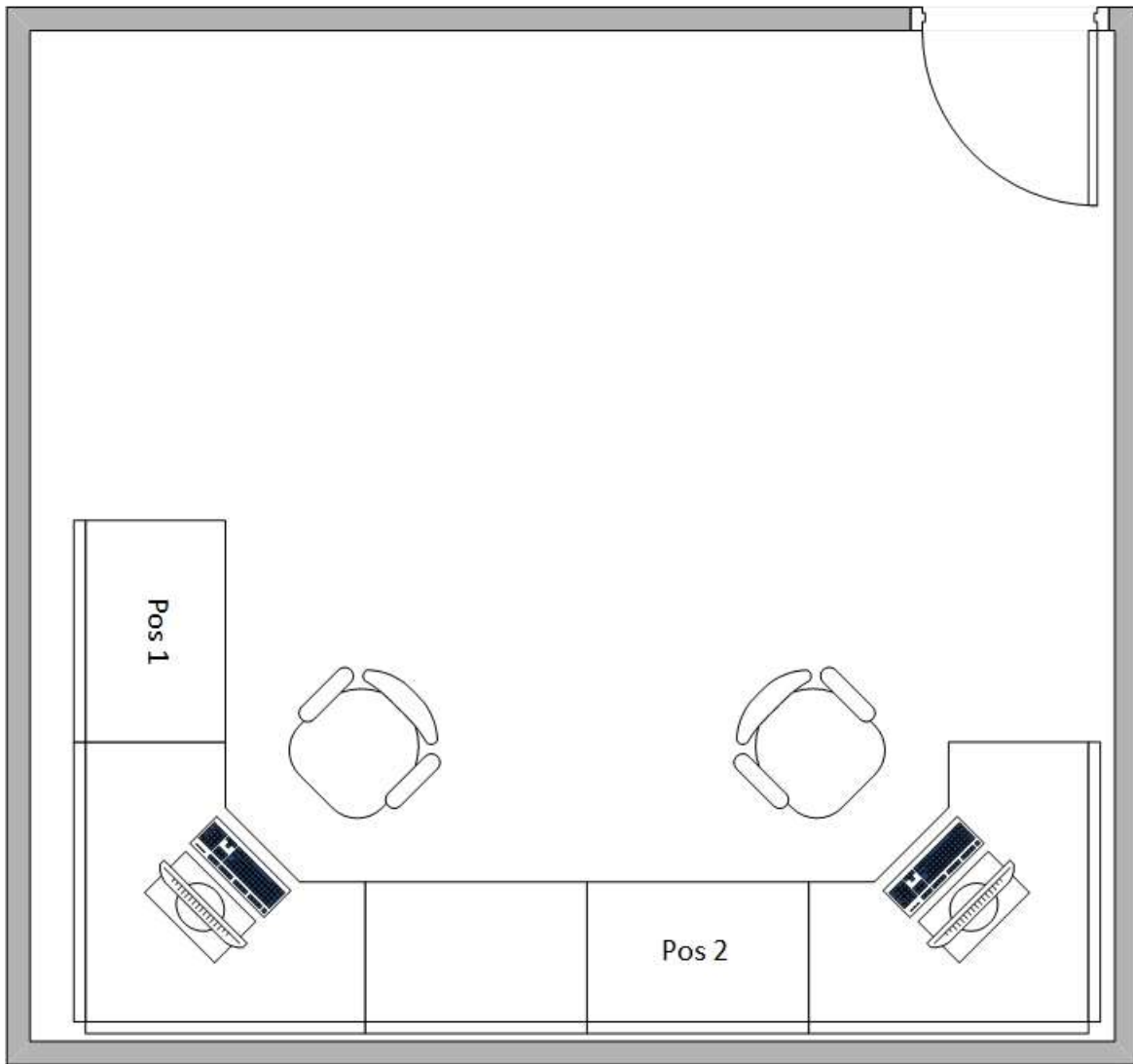
It is AT&T's policy to install 9-1-1 equipment only in a secure PSAP Local Area Network ("LAN") that is not connected to any other computer network outside of AT&T's control (with the exception of the national Crime Information Center network or similar network, but only if such connection is expressly approved in writing by AT&T, which approval will be in AT&T's sole discretion).

AT&T will not install or terminate a PSAP LAN to a firewall. AT&T will identify the demarcation point for the PSAP LAN, beyond which AT&T is not responsible. In the event the customer has previously connected or subsequently connects their PSAP LAN to any other computer network or has caused or causes such a connection, contrary to AT&T's PSAP Network Security Policy (which customer acknowledges it has received and read), and the 9-1-1 equipment and/or PSAP LAN is infected or damaged as a result of such connection, then all 9-1-1 equipment and/or PSAP LAN warranties, maintenance, and service provisions of this amendment or statement of work will be immediately null and void. Under such circumstances, AT&T will provide repair services for the 9-1-1 equipment and/or PSAP LAN at Customer's request and time and materials charges will apply for all parts and labor required as a result of damage caused by the infection. After all related damage has been repaired, maintenance and service provisions of this agreement will resume.

Customer agrees to indemnify and save AT&T harmless for any damages to or claims by any third party against AT&T that arise in whole or in part from Customer's existing or subsequent connection of the 9-1-1 equipment and/or PSAP LAN provided hereunder to any computer network outside of AT&T's control.

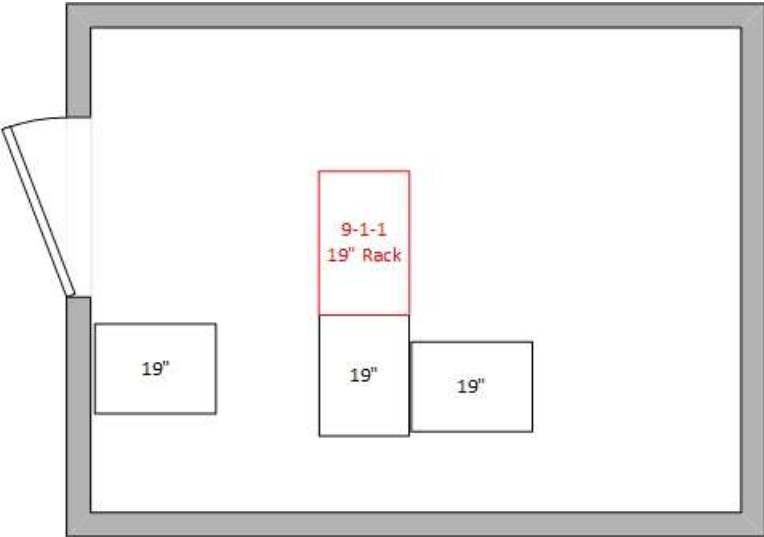
### Appendix C: Dispatch and Equipment Floor Plans

#### FOOTPRINT OF DISPATCH



*Drawing not to scale*

**FOOTPRINT OF EQUIPMENT ROOM**



*Drawing not to scale*

## Appendix D: Pricing & Terms

*Please refer to separate document.*



**Appendix F: Maintenance Procedures**

**“AT&T”**  
**PROVIDING PRODUCT & SERVICE EXCELLENCE**  
**TROUBLE REPORTING PROCEDURES**

The Customer Assistance Bureau (CAB) is the trouble reporting center for our priority Public Safety Agencies. The center is responsible for receiving *PSAP* reports and electronically relaying the reports to the responsible work groups for resolution, 24 hours a day, 365 days a year. The CSB can escalate trouble reports and put you in contact with management personnel responsible for resolving the trouble you have reported.

**The Priority Repair Service number is:**

**(877) 500-49-1-1**

Due to the complexity of the services, we provide and your own equipment ***it is essential that you isolate trouble before reporting to AT&T.*** A few extra minutes to properly identify, isolate and report a trouble can save hours in resolution time. Reporting the wrong trouble or circuit number may cause extended delays in our ability to deploy the appropriate work crew to repair the problem.

**When you call in a report, please be ready to provide the following information:**

1. Your name and call back telephone number.
2. Address and the location of trouble.
3. Telephone numbers or circuit number in trouble.
4. Nature of the trouble/condition.
5. Application the circuit is used for.
6. Access restrictions we may have to resolve trouble report.
7. Any terminal access problems or arrangements before dispatch.
8. The name of the contact person and their office number is a must!

**Appendix G: System Acceptance Checklist and Authorization Checklist**

**State of California**

(REV. 2022)

**Governor’s Office of Emergency Services**

Public Safety Communications Branch

**SYSTEM ACCEPTANCE AND AUTHORIZATION FORM**

This document shall be used by the PSAP to validate the 9-1-1 system solution (equipment, software and all functionality) is acceptable.

All verification is to be completed by the PSAP authorized representative.

Requirement	PSAP Initial
<b>System Physical Requirements</b>	
Uninterruptable Power Supply	
Integration Device	
Routers	
<b>Workstation Physical Requirements</b>	
Keyboard	
Mouse	
Keyboard Arbitrator	
Keypad Dialer	
Monitor/Thin Client	
IP Phone Set (if purchased)	
Audio Integration Device	
<b>Interconnectivity</b>	
Peripheral Equipment Connections	
Peripheral Equipment Interfaces (CAD Spill, etc.)	
NG9-1-1 Trunk and Admin/Business Line Interfaces	
<b>System Features/Functionality</b>	
Basic Telephony Functionality	
Audio Quality	
9-1-1 Caller Information Display	
Misroute Reporting	
Abandoned Call Detail	
Internal Time Synchronization	
Non 9-1-1 Caller I.D.	
Wireless ALI – FCC 94-102 – Phase I and Phase II	
Complete Call Progress Detection	
Abandoned Call Redial	
Automatic Callback	
Supplemental Data (IOT)	
Text-to-9-1-1/Text-from-9-1-1	
GIS Display/Interface	
Barge-In	

Instant Recall Recorder	
Audio/Video Logging Recorder	
Headset/Handset Interface	
Inbound/Outbound Volume Control for Headset/Handset	
Call Status Indication (ringing, answered or both)	
One Button Transfer	
<b>Call Detail Records</b>	
Call Detail Record (CDR)	

Minor Discrepancies:

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Tracking #: \_\_\_\_\_

Approved Amount: \$ \_\_\_\_\_

As the authorized representative of:

\_\_\_\_\_ (PSAP name),

*I hereby acknowledge receipt, installation, and satisfactory performance of the service and/or equipment. If minor discrepancies exist, but do not keep the equipment from performing in accordance with the contracted terms and conditions, these discrepancies are noted above.*

AUTHORIZED BY:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed/Typed Name

\_\_\_\_\_  
Title

**IMMEDIATELY AFTER ACCEPTANCE:**

Submit form, signed by the PSAP authorized representative to the Contractor and submit a copy to the CA 9-1-1 Branch



A Division of IdentiSys  
1775 Tribute Road Unit D Sacramento, CA. 95815



# QUOTATION

**Date:** 3/24/2026  
**CMAS#** 3-22-03-1070  
**Quote:** DOM1029

**SOLD TO:**

CalOES 911 Branch  
601 Sequoia Pacific Blvd.  
MS911  
Sacramento, CA 95811

**SHIP TO:**

Sebastopol Police Department  
6850 Laguna Park Way  
Sebastopol, CA 95472  
Christopher Mooney  
707.829.4400

**Sales Representative:**

Chris McCay  
916-899-3558  
[cmccay@capturet.com](mailto:cmccay@capturet.com)  
CSL #876993

TERMS	MILESTONE PAYMENT	STATE PAYMENT	OTHER PAYMENT
NET 30		TD288	

**PROJECT DETAILS:**

**Eventide 740DX advanced recording solutions for mission-critical communications from Capture Technologies.**

**NexLog 740DX Recorder**

**INCLUDES:**

- **8 Analog channel Licenses.**
- **8 G.711 VoIP channel Licenses for Avtec Scout and NG911 CPE integrations**
- **8-pack MediaWorks DX (web-HTML5) concurrent license**
- **Eventide MP3 option for MediaWorks DX.**
- **Avtec Scout IP Metadata Integration license**
- **Vesta On-Premise NG911 Call Recording Bundle**
- **Dual Port 100/1000 PCIe Network Card (for multiple network integrations)**
- **NexLogDX Monitoring License-(with customized system alerts)**
- ✚ **5 years complete 24 x 7x 365 Full Field Warranty with local on-site and remote support**
- ✚ **5 Years NexLogDX Monitoring License-(with customized system alerts)**
- ✚ **5 years of Eventid Assure-A Continuous DXSUS subscription is required for access to new versions and security updates with Tier 2 support.**

**On-site installation, configuration, and integration of all systems and software training.**

Sub Total	\$51,767.18
Shipping	\$299.00
Sales Tax	\$1,102.13
<b>Total</b>	<b>\$53,168.31</b>

## NexLog 740 DX-Series Recorder

Part #	Description	Qty
300101375	NexLog 740 DX-Series base system: 3U rack-mountable, Core i5 CPU, 16GB DDR4 RAM, 2 x2TB fixed-Mount HDDs (RAID 1), 2 Network Ports (100/1000), Embedded Linux, NexLog DX-Series software, web-based configuration manager, audio controls & amplified speaker on front panel, dual hot-swap 120-40VAC 50/60Hz power supplies.	1
300200921	8-pack MediaWorks DX (web) concurrent license. Advanced browser-based HTML5 interface for Search, Replay, Incident Reconstruction, Incident Export, Live Monitoring, Instant Recall, and more.	1
300200954	Eventide MP3 option for MediaWorks DX	1
300200966	Metadata Integration license for Avtec Scout	1
300201035	Standard NexLog 740 DX-Series Archive Drive: 1 Blu-ray Drive- supports single-sided DVD-RAM media	1
300201033	8-Channel Analog PCIe (PCI Express) Card for DX-Series recorders, with 8 Ch. Licenses	1
300200927	Internal IP Recorder with First 8 G.711 Channels	1
300201172	Dual Port 100MB/1000 PCIe Network Card for multiple network integrations	1
300200955	Eventide SSL Enabler option	1
300301649	Quick Install Kit -9 ft. Cable + "66" Block	1
300300937	Rack Mount Slides - 24" 4 Post, 3U-for NexLog 740DX	1

### VESTA ON-PREMISE NG911 CALL RECORDING BUNDLE

30020188	<p><b>Voice:</b> Recording of each VESTA 9-1-1 position's IP audio is recorded via port mirroring (SPAN). Recording can be configured by call-taking position or by trunk.</p> <p><b>Extended Call Detail Record (CDR) data:</b> Vesta 9-1-1 systems provide metadata* via extended Call Detail Record (CDR) data, which contains metadata, such as Agent ID, Call-ID, etc</p> <p><b>ANI/ALI data</b> is also provided as part of the CDR in legacy ANI/ALI CAD Spill format. The ANI/ALI parser engine is used to extract the ANI/ALI and associate it with the call recording.</p> <p><b>Text-to-911:</b> SMS messages sent to/from the PSAP (where available) will also be recorded over the same recording interface as the Voice calls and may also have metadata associated with them, provided within the extended CDR</p>	1
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### PROFESSIONAL SERVICES

Eventide Assure	5-years- Eventide Assure- Eventide provided software versions and software updates with Tier 2 Support	1
SA PREMIUM	5-Years- Premium Service Agreement - 24x7 Full Field Onsite service warranty. Coverage including 800# Phone Support, Full Hardware Warranty & Local OnsiteTechnicians	1
Capture Installation	Capture On-Site Installation, configuration, and integration to all systems.	1
300201199	5 years of NexLogDX Monitoring License. Enables custom monitoring features	1

CITY OF SEBASTOPOL  
RESOLUTION NO. XXXX-2026

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF SEBASTOPOL AUTHORIZING THE ACCEPTANCE OF CALIFORNIA OFFICE OF EMERGENCY SERVICES (CAL OES) GRANT FUNDING FOR THE REPLACEMENT OF THE CITY'S 9-1-1 CALL PROCESSING EQUIPMENT, AUTHORIZING THE CITY MANAGER TO EXECUTE ALL NECESSARY DOCUMENTS, AND APPROVING A BUDGET AMENDMENT FOR UP-FRONT COSTS

WHEREAS, the Sebastopol Police Department's existing 9-1-1 Call Processing Equipment (CPE), installed in 2016, has reached the end of its useful life and is in need of replacement; and

WHEREAS, the California Office of Emergency Services (CAL OES) has notified the City that it qualifies for grant funding in the amount of up to \$365,000 to replace the 9-1-1 call processing equipment, including installation and five years of maintenance; and

WHEREAS, the proposed upgrade will provide modern, reliable 9-1-1 call handling capabilities supporting both voice and text-to-9-1-1, significantly improving emergency response services for the community; and

WHEREAS, the total estimated cost of the project is approximately \$357,928, with the majority of costs to be paid directly by CAL OES to the vendors (AT&T and Capture Technologies) through the CAL OES Master Purchase Agreement; and

WHEREAS, the City will be required to front a small portion of initial costs (estimated at approximately \$7,000), which will be fully reimbursed by the CAL OES grant; and

WHEREAS, acceptance of the funding requires the City to maintain a Public Safety Answering Point (PSAP) on a 24-hour, 7-day basis for a minimum of five years, which is consistent with the City's current operations and service levels; and

WHEREAS, the City Council finds that accepting this grant funding is in the best interest of the public health, safety, and welfare of the residents of Sebastopol.

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Sebastopol as follows:

The City Council hereby authorizes the acceptance of the CAL OES grant in an amount not to exceed \$365,000 for the purchase, installation, and five-year maintenance of the VESTA On-Premise 9-1-1 Call Handling System and associated Eventide 740DX recording equipment.

The City Manager is authorized to execute all necessary agreements, contracts, and documents required by CAL OES to accept and implement the grant, including the Master Purchase Agreement with the designated vendors.

The City Council approves a budget amendment in the amount of \$7,000 (or the final determined upfront amount) in the appropriate fund and account to cover initial project costs, with the understanding that these costs will be fully reimbursed by the CAL OES grant.

The City Manager and Police Chief are directed to work with CAL OES and the selected vendors to ensure minimal disruption to 9-1-1 services during the transition and to keep the City Council informed of project progress.

The City Attorney and City Manager are authorized to review and approve all grant-related documents as to form.

The above and foregoing Resolution was duly passed, approved, and adopted at a meeting by the City Council on the 2<sup>nd</sup> day of June, 2026.

I, the undersigned, hereby certify that the foregoing Resolution was duly adopted by the City of Sebastopol City Council by the following vote:

VOTE:

Ayes:

Noes:

Absent:

Abstain:

APPROVED:

Jill McLewis, Mayor

ATTEST:

Mary Gourley, City Manager

APPROVED AS TO FORM:

Alex Mog, City Attorney