



## 9-1-1 OPERATIONS MANUAL

### Chapter VI - FISCAL AND OPERATIONAL REVIEW

#### **INTRODUCTION**

The California Revenue and Taxation Code Sections 41135-41142 authorizes the Office of Emergency Services, Public Safety Communications, California 9-1-1 Emergency Communications Branch (CA 9-1-1 Branch) to oversee the disbursement of funds collected from various telephone surcharges and deposited in the State Treasury to the credit of the State Emergency Telephone Number Account (SETNA) for the California 9-1-1 program as defined in the State Government Code. Included in Government Code Section 53114.2 is the obligation of the CA 9-1-1 Branch to publish, review and update technical and operational standards for public agency systems on an ongoing basis (see Chapter I - Standards). Further, the CA 9-1-1 Branch is mandated to monitor all 9-1-1 emergency telephone systems to ensure they comply with minimal operational and technical standards as described in Government Code Section 53115. To accomplish this, the CA 9-1-1 Branch has developed the Fiscal and Operational Review (FOR) process.

#### **FISCAL AND OPERATIONAL REVIEW (FOR) PROCESS**

The CA 9-1-1 Branch will conduct a FOR of each Public Safety Answering Point (PSAP) that is funded by the CA 9-1-1 Branch at least once every five (5) years. The FOR process will include a meeting between the PSAP representative and the CA 9-1-1 Branch consultant, at the PSAP site, to review the following:

**Reference Information** - Includes website addresses for the CA 9-1-1 Branch contact list, CA 9-1-1 Branch Operations Manual (Manual), the California 9-1-1 Advisory Board, Foreign Language Interpretation Contract, and the 9-1-1 Systems and Services Master Purchase Agreement (MPA) Contract.

**Fiscal Review** - Funding by the CA 9-1-1 Branch for the last Customer Premise Equipment (CPE) System upgrade (including maintenance and other residual spending), status of current Geographic Information System (GIS) funding, status of the current Annual Training Allotment (ATA), and an estimate of annual recurring charges. These recurring costs include network services, Management Information System (MIS) costs, foreign language interpretation costs, and other authorized reimbursements. The fiscal review will also include a written 5-year summary of funding expenditures (estimated and/or approved for payment) by the CA 9-1-1 Branch on behalf of the subject PSAP based on historical data.

**9-1-1 Network Review** - Network services that are paid directly to the serving telephone companies or reimbursed to the PSAP by the CA 9-1-1 Branch will



include a description of each item billed. The network services will be verified with the PSAP representative to validate CA 9-1-1 Branch records and to determine the PSAP's current needs for network services.

**Customer Premise Equipment (CPE) Review** -CPE and other reimbursed expenses funded by the CA 9-1-1 Branch during the most recent 9-1-1 system CPE replacement or certified upgrade.

**Operational Performance Review** - The PSAP's operational procedures as they relate to speed of answer, 24/7 operation, Telecom Device for the Deaf/Teletypewriter (TDD/TTY) capability/training/testing, publishing 10-digit emergency numbers, and the MIS service that provides 9-1-1 call volume and answering time reports. The MIS is funded by the CA 9-1-1 Branch and is required to determine appropriate CPE allotment provisioning for the PSAP.

**Geographic Information System (GIS) Review** - Funding allotment expenditures and balance, if any, for GIS and the current status of wireless 9-1-1 call taking at the PSAP.

**Other Topics of Mutual Interest-** In an "open" format, the CA 9-1-1 Branch consultant will encourage the PSAP representative to discuss other topics that may include 9-1-1 education; new technologies and standards; MIS reporting information; issues regarding PSAP concerns, 9-1-1 County Coordinators, service providers, contractors, CA 9-1-1 Branch policies/procedures; and, communication between all 9-1-1 related stakeholders.

### **DOCUMENTATION AND CORRESPONDENCE**

The PSAP will be provided with preliminary documentation prior to the FOR meeting at the PSAP site. The CA 9-1-1 Branch consultant will present a FOR folder to the PSAP at the site meeting that will include specific information identified during the preliminary review of CA 9-1-1 Branch records as mentioned above.

Following the FOR site meeting, the CA 9-1-1 Branch will document the overall findings, discussion items, and items that require further investigation or follow-up. Then, at the conclusion of the review (estimated 30-60 days following the site visit), a copy will be provided to the PSAP to be retained by the PSAP in the FOR folder.