State of California • Arnold Schwarzenegger, Governor
State and Consumer Services Agency
DEPARTMENT OF GENERAL SERVICES
Telecommunications Division
601 Sequoia Pacific Boulevard • Sacramento, California 95811-0231 • (916) 657-9903 • www.dgs.ca.gov

9-1-1 Office Notice 08-01
February 5, 2008
EXPIRATION: When superseded or rescinded

TO: PUBLIC SAFETY ANSWERING POINT MANAGERS AND COUNTY COORDINATORS

SUBJECT: REVISED POLICY FOR 9-1-1 FOREIGN LANGUAGE INTERPRETATION SERVICES

In an effort to provide Public Safety Answering Points (PSAPs) more flexibility for their individual 9-1-1 foreign language interpretation needs, the California 9-1-1 Emergency Communications Office (9-1-1 Office) has revised its policy and made revisions to the California 9-1-1 Operations Manual (9-1-1 Manual) Chapter VII, "Foreign Language."

Government Code Section 53112 states "*...At those '911' public safety answering points serving an area where 5 percent or more of the population, in accordance with the latest United States census information, speak a specific primary language other than English, operators who speak each such other language, in addition to English, shall be on duty or available through interagency telephone conference procedures at all times for '911' emergency services.*"

The current State-provided contract with NetworkOmni expires at midnight April 20, 2008, and will not be replaced. Each PSAP will be responsible for foreign language interpretation services for 9-1-1 callers using the service provider of their choice. A PSAP may separately procure foreign language interpretation services prior to April 20, if they choose. Companies that provide language interpretation services are available to public agencies on a California Multiple Award Schedule (CMAS) contract, which allows for direct payment by the 9-1-1 Office. PSAP contracts that are not on a State CMAS or master agreement will have to be billed directly to the PSAP. Reimbursement for the cost of 9-1-1 foreign language interpretation may be obtained in accordance with Chapter VII.

Languages that qualify for funding by the 9-1-1 Office shall be as described in the Government Code Section mentioned above and as outlined in the 9-1-1 Manual. Reimbursement is allowed for up to $1.25 per interpretation minute with billing detailed in one-second increments. A copy of the revised Chapter VII, "Foreign Language", is attached to this notice. To view the 9-1-1 Operations Manual online, visit www.td.dgs.ca.gov/Publications.

If you have any questions about the new policy, please contact your assigned 9-1-1 Office consultant. You may also reach me by e-mail at daphne.rhoe@dgs.ca.gov or (916) 657-9911.

DAPHNE RHOE, ENP
Chief, California 9-1-1 Emergency Communications Office

DR/CB:ja

Attachment

9-1-1 OPERATIONS MANUAL
CHAPTER VII – FOREIGN LANGUAGE INTERPRETATION

INTRODUCTION

Access to foreign language interpretation services at each California Public Safety Answering Point (PSAP) is vital to effective emergency first response to 9-1-1 callers. There are thousands of languages spoken in the world, and interpretation service companies have made great effort to provide interpreters for many of these languages. The following defines the statutory responsibility each PSAP has to the 9-1-1 callers in their jurisdiction who speak a language other than English:

> State of California, Government Code, Section 53112 "*... At those '911' public safety answering points serving an area where 5 percent or more of the population, in accordance with the latest United States census information, speak a specific primary language other than English, operators who speak each such other language, in addition to English, shall be on duty or available through interagency telephone conference procedures at all times for '911' emergency services.*"

California's PSAPs are responsible for meeting this requirement either directly or by way of a conference call where the PSAP 9-1-1 call taker stays on the line throughout the entire 9-1-1 call.

REIMBURSEMENT POLICY

Pre-approval is not required in order to qualify for reimbursement of the costs associated with foreign language interpretation services for 9-1-1 callers. A PSAP must submit a Reimbursement Claim Form (TD-290) to the 9-1-1 Office as outlined in Chapter III, Funding, and must provide all the following documentation.

1. Information to substantiate the foreign languages that qualify as 5 percent or more of the PSAP's serving area;

2. A copy of the invoice from the PSAP's selected foreign language interpretation service provider for 9-1-1 calls only. This may require the PSAP to request invoicing for 9-1-1 interpretation services to be separate from the PSAP's other foreign language interpretation accounts with the selected service provider; and

3. A copy of the cancelled check indicating payment has been made to the foreign language interpretation service provider.

Payment for foreign language interpretation services purchased using a State contract, such as the California Multiple Award Schedule (CMAS), may be made directly to the service provider by the 9-1-1 Office. All other service arrangements will be funded on a reimbursement basis only as defined in Chapter III, Funding.