

SAM—TELECOMMUNICATIONS

CHAPTER 4500 INDEX

This chapter describes the state's telecommunications policies and objectives. The chapter describes a variety of services provided by the Department of General Services' Telecommunications Division, and outlines the responsibilities of state employees regarding the acquisition and use of state telecommunications resources.

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PROGRAM SUMMARY, RESOURCES, AND CONTACTS

4500

(Revised 03/06)

This chapter provides major policy for the state's Public Safety communications systems and services. The program includes, but is not limited to, design, engineering, acquisition, installation, maintenance, and operation of the state's Public Safety communications systems and facilities; establishing policies, standards, practices, and procedures for managing public safety communications systems and services; and developing strategic and tactical policies and plans for statewide Public Safety communications.

This program ensures that statewide public safety communications management is timely and efficient. It also ensures that the specialized communications needs of public safety are met. This is accomplished through policies that maximize the state's resources and direct the consolidation and joint use of communications systems and services where it makes economic, programmatic, and technical sense to do so.

Directives, procedures, and service information for complying with this policy are contained in the Public Safety Communications Services Guide (PSCSG). The PSCSG is available from the Department of General Services, Office of Public Safety Communications Services, located at 601 Sequoia Pacific Boulevard, Sacramento, CA 95814, or on the Web Site at <http://www.caloes.ca.gov/psc/pages/psc.aspx>.

See SAM Section [0030](#) for contact names and telephone numbers

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STATUTORY AUTHORITY

4501

(Revised 03/06)

Government Code Section [14600](#) declares that a centralization of business management functions and services is necessary to take advantage of specialized techniques and skills, provide uniform management practices, and to insure a continuing high level of efficiency and economy.

Government Code Section 14931 et. Seq. authorizes Department of General Services (DGS) to acquire, install, equip, maintain, and operate new or existing public safety communications systems and facilities for public safety agencies, and to make any system established available to all public agencies in the state on terms that may be agreed upon by the agency and the department.

Government Code Sections [15252 through 15253](#) authorizes DGS to improve and coordinate the use of radio and other communications facilities owned and operated by the state, and to coordinate and cooperate with cities, counties, and other political subdivisions thereof, in order to eliminate duplications and interferences, to bring about economies which could not otherwise be obtained

Government Code Section [15275](#) authorize DGS to:

- a. Provide adequate representation of local and state governmental bodies and agencies before the Federal Communications Commission in matters affecting the state and its cities, counties, and other public agencies regarding public safety communications issues.
- b. Provide, upon request, adequate advice to state and local agencies in the state concerning existing or proposed public safety communications facilities between any and all of the following: cities, counties, other political subdivisions of the state, state departments, agencies, boards, and commissions, and departments, agencies, boards, and commissions of other states and federal agencies.
- c. Recommend to the appropriate state and local agencies rules, regulations, procedures, and methods of operation that it deems necessary to effectuate the most efficient and economical use of publicly owned and operated public safety communications facilities within this state.
- d. Provide, upon request, information and data concerning the public safety communications facilities which are owned and operated by public agencies in connection with official business of public safety services.

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(Continued)

STATUTORY AUTHORITY

(Revised 03/06)

4501 (Cont. 1)

Government Code Section [15277](#) establishes a Policy and Planning responsibility within DGS whose duties shall include, but not be limited to, all of the following

- a) Assessing the overall long-range public safety communications needs and requirements of the state considering emergency operations, performance, cost, state-of-the-art technology, multiuser availability, security, reliability, and such other factors deemed to be important to state needs and requirements.
- b) Developing strategic and tactical policies and plans for public safety communications with consideration for the systems and requirements of the state and all public agencies in the state, and preparing an annual strategic communications plan that
- c) includes the feasibility of interfaces with federal and other state telecommunications networks and services.
- d) Recommending industry standards for public safety communications systems to assure multiuser availability and compatibility.
- e) Providing advice and assistance in the selection of communications equipment to ensure that the public safety communications needs of state agencies are met and that procurements are compatible throughout state agencies and are consistent with the state's strategic and tactical plans for public safety communications.
- f) Providing management oversight of statewide public safety communications systems developments.
- g) Providing for coordination of, and comment on, plans, policies, and operational requirements from departments that utilize public safety communications in support of their principal function, such as the Office of Emergency Services, National Guard, health and safety agencies, and others with primary public safety communications programs.
- h) Monitoring and participating on behalf of the state in the proceedings of federal and state regulatory agencies and in congressional and state legislative deliberations that have an impact on state government public safety communications activities.
- i) Developing plans regarding teleconferencing as an alternative to state travel during emergency situations.

OFFICE OF PUBLIC SAFETY COMMUNICATIONS SERVICES

(New 03/06)

4503

The Office of Public Safety Communications Services ([OPSCS](#)) provides a number of services designed to support public safety agency requirements for systems and services in a cost-effective manner to the state as a whole. Specific information on the services, their availability, rates, and ordering procedures are found in the PSCSG.

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TERMS AND DEFINITIONS

4505

(Revised 03/06)

Consolidated Services. Refers to Public safety communications systems and services provided either directly or via contract by DGS designed to serve multiple agencies within a geographic area. Services include communications engineering design, project management, installation, maintenance, and operations. Specific systems offered by the Office include the Public Safety Microwave network as well as the California Multi Agency Radio System (CMARS).

Systems and Services. Refers to a compilation of communications equipment, staff, or contracts configured to provide end-to-end communications for Public Safety agencies.

Communications. Refers to the transmission of information by electronic means. This includes telephone, data, radio, microwave, lightwave, video, facsimile, and other forms of electronic transmission.

Public Safety Agencies. Refers to state agencies whose responsibilities include the safety and protection of life and property within California. That includes agencies connected with official business of law enforcement services, fire services, natural resources services, agricultural services, highway maintenance, transportation, critical infrastructure, and those that are in control of the state or of cities, counties, and other political subdivisions during an emergency, such as the Office of Emergency Services, National Guard, health and safety agencies, and others with primary public safety programs.

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AGENCY MANAGEMENT RESPONSIBILITIES

4510

(Revised 03/06)

State Public Safety agencies are responsible for the effective use and management of communications in accordance with the policies, directives, and procedures established in SAM and the PSCSG.

Heads of state agencies and institutions should:

- a. Ensure that systems and services are efficiently used to support Public Safety agency programs.
- b. Assess and plan for agency Public Safety communications needs and communicate those needs to the Office of Public Safety Communications Services (OPSCS).
- c. Ensure that projects that require OPSCS involvement are made known during the earliest planning stages.
- d. Work with OPSCS to make sure that projects have sufficient funding.
- e. Establish policies and controls within the agency related to agency use of Public Safety communications.
- f. Establish a Public Safety communications management function within the agency that is responsible for
- g. representing the organization in Public Safety communications matters. Provide OPSCS with the name of the person designated as the primary contact for the agency.

Specific directives, procedures, and recommended policies are found in the PSCSG.

FEASIBILITY STUDY REPORTS

4511

(Revised 03/06)

As required by SAM, a feasibility study may be required prior to the encumbrance or expenditure of funds on defined information technology projects. If an information technology project also incorporates public safety communications services or equipment, a copy of the FSR should be sent to OPSCS at the same time as the original is submitted for approval per SAM.

Details on submitting copies of the FSR to OPSCS can be found in the PSCSG.

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PUBLIC SAFETY COMMUNICATIONS PLANNING

4515

(Revised 03/06)

Effective communications is essential to the conduct of state government's public safety activities. Government Code Section [15277](#) requires OPSCS to develop strategic and tactical plans for systems and services considering the requirements of state agencies, counties, and other local jurisdictions. For OPSCS to plan effectively, it must rely on input from public safety agencies.

Therefore, each public safety agency that uses or plans to use communications systems or services shall submit an up-to-date plan to OPSCS. The plan should describe the public safety agency's needs for new or modified communications programs, projects, equipment, or services.

Procedures for developing and filing Public Safety Communications Plans are found in the PSCSG.

EMERGENCY ASSUMPTION OF CONTROL

4520

(Revised 03/06)

When there is a state emergency, the Governor may direct the [Office of Emergency Services](#) to take control of some or all of the state's communications services. When this occurs, [OPSCS](#) shall respond directly to the Office of Emergency Services and may not be able to provide routine services.

PERFORMANCE OF SERVICES

4525

(Revised 03/06)

The engineering, installation or modification, and maintenance of state-owned or state-leased public safety communications systems are accomplished through [OPSCS](#).

All state microwave equipment must be budgeted, purchased, owned, maintained, and managed by OPSCS. The only exception is where microwave is to be used exclusively for traffic signal and signing control, traffic metering, or roadway surveillance.

SAM—TELECOMMUNICATIONS

PUBLIC SAFETY COMMUNICATIONS SERVICES

4530

(Revised 03/06)

Public Safety agencies are required to utilize services and contracts provided by the [OPSCS](#) to obtain all forms of public safety communications, including voice, video, radio, and data services.

Use of Consolidated Services

Communications is an essential element to the successful delivery of public safety services within state government. The state's public safety communications infrastructure should be leveraged to streamline processes, enhance interagency and intergovernmental coordination, and rapidly deliver quality services to the people of California.

Enabling communications technology is expensive and requires highly skilled, trained staff to manage and operate. The ability to spread the costs for the purchase, operation, and maintenance of this technology over a large base of users allows the state to develop, provide, and expand services at the lowest overall costs to the state.

Economies of scale allow the state to:

- 1) Leverage its purchasing power as a single entity.
- 2) Maximize the use of its infrastructure.
- 3) Reduce redundant and duplicative networks.
- 4) Reduce staff requirements by centralizing highly skilled resources for all public safety agencies to access.

Considering the above philosophy, OPSCS develops, implements, and manages a variety of statewide telecommunications services that are designed to accommodate multiple state agency users. Public Safety agencies shall consider utilizing consolidated services whenever and wherever available.

Refer to the PSCSG for information on consolidated services, availability, rates, and ordering procedures.

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PUBLIC SAFETY COMMUNICATIONS SERVICES

4530 (Cont. 1)

(Revised 03/06)

Radio Installation, Modifications, and Maintenance

any installation, modification, or maintenance, including the programming of radio frequencies of radio and microwave transmitting equipment licensed to the state, must be done by, or with the technical approval of, DGS.

Radio Transmitter Licensing

The Federal Communications Commission ([FCC](#)) must license all radio transmitting devices before being put into service. The [OPSCS](#) performs all processes required to obtain the licenses for all public safety radio equipment owned or operated by the state. This includes the frequency coordination with other users required before application can be made to FCC

Purchase of Radio and Electronics Equipment

The purchase of public safety radio and related electronic equipment requires OPSCS technical review and approval.

Availability of Services to Public Agencies

All communications services provided to state public safety agencies shall also be available to any public agency operating within the state on terms that may be agreed upon by the agency and DGS

FACILITIES MANAGEMENT

4535

(Revised 03/06)

The [OPSCS](#) is responsible for developing uniform cable and wire distribution standards for public safety communications, controlling access to DGS operated communications equipment rooms, managing radio vault occupancy, and acquiring sites for public safety communications. Specific guidelines and procedures are found in the PSCSG.

TELECOMMUNICATIONS DIVISION SERVICES

4540

(Renumbered from 4520 and Revised 9/96)

The TD provides a number of services designed to support agency requirements for systems and services in a cost-effective manner to the state as a whole. Specific information on the services, their availability, rates, and ordering procedures are found in [STMM](#).

DELEGATION

4545

(Renumbered from 4520 and Revised 9/96)

Agencies may request delegated project approval authority. Delegation parameters and procedures for filing delegation requests are found in [STMM](#).

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STATE TELEPHONE DIRECTORY

4550

(Renumbered from 4520 and Revised 9/96)

State Telephone Directory

The TD publishes a State Telephone Directory. State agencies are responsible for timely submission of information for inclusion in the directory. Procedures for maintaining agency information in the directory and ordering procedures are found in [STMM](#).

Public Directory Listings

See STMM for guidelines for listing state numbers in public telephone directories.

BILLING FOR SERVICES

4555

(Revised 9/96)

The TD bills clients for use of TD services on a “fee-for-service” basis. Agencies are responsible for paying bills rendered for their use of TD services. Specific billing directives and procedures are found in [STMM](#).