AGENDA
EL SEGUNDO CITY COUNCIL
COUNCIL CHAMBERS - 350 Main Street

The City Council, with certain statutory exceptions, can only take action upon properly posted and listed agenda items. Any writings or documents given to a majority of the City Council regarding any matter on this agenda that the City received after issuing the agenda packet, are available for public inspection in the City Clerk's office during normal business hours. Such Documents may also be posted on the City's website at www.elsegundo.org and additional copies will be available at the City Council meeting.

Unless otherwise noted in the Agenda, the Public can only comment on City-related business that is within the jurisdiction of the City Council and/or items listed on the Agenda during the Public Communications portions of the Meeting. Additionally, the Public can comment on any Public Hearing item on the Agenda during the Public Hearing portion of such item. The time limit for comments is five (5) minutes per person.

Before speaking to the City Council, please come to the podium and state: Your name and residence and the organization you represent, if desired. Please respect the time limits.

Members of the Public may place items on the Agenda by submitting a Written Request to the City Clerk or City Manager's Office at least six days prior to the City Council Meeting (by 2:00 p.m. the prior Tuesday). The request must include a brief general description of the business to be transacted or discussed at the meeting. Playing of video tapes or use of visual aids may be permitted during meetings if they are submitted to the City Clerk two (2) working days prior to the meeting and they do not exceed five (5) minutes in length.

In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact City Clerk, 524-2305. Notification 48 hours prior to the meeting will enable the City to make reasonable arrangements to ensure accessibility to this meeting.

REGULAR MEETING OF THE EL SEGUNDO CITY COUNCIL
TUESDAY, AUGUST 18, 2009 – 5:00 P.M.

5:00 P.M. SESSION

CALL TO ORDER

ROLL CALL

PUBLIC COMMUNICATION – (Related to City Business Only – 5 minute limit per person, 30 minute limit total) Individuals who have received value of $50 or more to communicate to the City Council on behalf of another, and employees speaking on behalf of their employer, must so identify themselves prior to addressing the City Council. Failure to do so shall be a misdemeanor and punishable by a fine of $250.
SPECIAL ORDER OF BUSINESS:

1. Appoint Jack Wayt (City Manager) to represent the City as labor negotiator of the unrepresented management/confidential employees (City employees who are not members of bargaining units).

CLOSED SESSION:
The City Council may move into a closed session pursuant to applicable law, including the Brown Act (Government Code Section §54960, et seq.) for the purposes of conferring with the City’s Real Property Negotiator; and/or conferring with the City Attorney on potential and/or existing litigation; and/or discussing matters covered under Government Code Section §54957 (Personnel); and/or conferring with the City’s Labor Negotiators; as follows:

CONFERENCE WITH LEGAL COUNSEL – EXISTING LITIGATION (Gov’t Code §54956.9(a) -0- matter

CONFERENCE WITH LEGAL COUNSEL – ANTICIPATED LITIGATION
Significant exposure to litigation pursuant to Government Code §54956.9(b): -0- potential case (no further public statement is required at this time); Initiation of litigation pursuant to Government Code §54956.9(c): -0- matter.

DISCUSSION OF PERSONNEL MATTERS (Gov’t Code §54957): - 0- matters

CONFERENCE WITH CITY’S LABOR NEGOTIATOR (Gov’t Code §54957.6): -1 matters

City Negotiators: City Manager Jack Wayt, Employee Organizations: unrepresented management/confidential employees (City employees who are not members of bargaining units).

CONFERENCE WITH REAL PROPERTY NEGOTIATOR (Gov’t Code §54956.8): - 0- matter

SPECIAL MATTERS: - 0- matter
AGENDA
EL SEGUNDO CITY COUNCIL
COUNCIL CHAMBERS - 350 Main Street

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REGULAR MEETING OF THE EL SEGUNDO CITY COUNCIL
TUESDAY, AUGUST 18, 2009 - 7:00 P.M.

Next Resolution # 4611
Next Ordinance # 1432

7:00 P.M. SESSION

CALL TO ORDER

INVOCATION – Father Alexei Smith, Russian Orthodox Church

PLEDGE OF ALLEGIANCE – Council Member Carl Jacobson
PRESENTATIONS

ROLL CALL

PUBLIC COMMUNICATIONS – (Related to City Business Only – 5 minute limit per person, 30 minute limit total) Individuals who have received value of $50 or more to communicate to the City Council on behalf of another, and employees speaking on behalf of their employer, must so identify themselves prior to addressing the City Council. Failure to do so shall be a misdemeanor and punishable by a fine of $250. While all comments are welcome, the Brown Act does not allow Council to take action on any item not on the agenda. The Council will respond to comments after Public Communications is closed.

A. PROCEDURAL MOTIONS

   Consideration of a motion to read all ordinances and resolutions on the Agenda by title only.

   Recommendation – Approval.

B. SPECIAL ORDERS OF BUSINESS (PUBLIC HEARING)

C. UNFINISHED BUSINESS

D. REPORTS OF COMMITTEES, COMMISSIONS AND BOARDS

E. CONSENT AGENDA

   All items listed are to be adopted by one motion without discussion and passed unanimously. If a call for discussion of an item is made, the item(s) will be considered individually under the next heading of business.
1. Warrant Numbers 2573018 to 2573244 on Register No. 21 in the total amount of $1,521,936.97 and Wire Transfers from 07/24/09 through 08/06/09 in the total amount of $2,017,380.66.
Recommendation – Approve Warrant Demand Register and authorize staff to release. Ratify: Payroll and Employee Benefit checks; checks released early due to contracts or agreement; emergency disbursements and/or adjustments; and wire transfers.

Recommendation – Approval.

3. Consideration and possible action regarding the acceptance of the Brett Field and Softball Field Lighting at 339 Sheldon St. – Project No. PW 08-15. (Fiscal Impact: $291,384.96)
Recommendation – (1) Accept the work as complete; (2) Authorize the City Clerk to file a Notice of Completion in the County Recorder’s Office; (3) Alternatively, discuss and take other action related to this item.

4. Consideration and possible action to approve plans and specification and to authorize staff to solicit bids for the installation of a storm drain infiltration structure adjacent to 1815 Maple Avenue. Project No. PW 09-12 (Fiscal Impact: $40,000.00)
Recommendation – (1) Approve plans and specifications; (2) Authorize staff to solicit bids for the storm drain and infiltration structure; (3) Alternatively, discuss and take other action related to this item.

5. Consideration and possible action to engage in cooperative purchasing with the National Joint Powers Alliance (NJPA) Contract #011707 to purchase modular ergonomic office furniture and storage; waive purchasing procedures and authorize purchase of furnishings for EOC/training room from Tangram Interiors for the new Fire Station #2 project. (Fiscal Impact: $110,000.00)
Recommendation – (1) Pursuant to El Segundo Municipal Code § 1-7-11 authorize the City Manager to join into the National Joint Powers Alliance (NJPA), competitively solicited Contract #011707, for furniture with Steelcase (manufacturer); (2) Waive purchasing bid procedures pursuant to El Segundo Municipal Code § 1-7-10 and authorize the City Manager to purchase furnishings from authorized distributor/installers Tangram Interiors, in a total amount not to exceed $110,000.00; (3) Alternatively, discuss and take other action related to this item.
6. Consideration and possible action regarding approval of a Professional Services Agreement between the City of El Segundo and independent contractor Ella Sotelo to provide services as the Los Angeles 9-1-1 County Coordinator. (Fiscal Impact: None)

   Recommendation – (1) Authorize the City Manager to execute a Professional Services Agreement approved by the City Attorney with independent contractor Ella Sotelo to provide services as the Los Angeles 9-1-1 County Coordinator; (2) Approve appropriations in an amount not to exceed $170,000 per year for services provided by the Los Angeles 9-1-1 County Coordinator as set forth in Exhibit “A”; (3) Authorize the City Manager to execute extension options in the Professional Services Agreement; (4) Authorize the Manager of the Communications Center to approve invoices for payment, State of California Reimbursement Claim Support Document (TD-290A), and State of California Reimbursement Claim (TD-290) forms; (5) Alternatively, discuss and take other action related to this item.

7. Consideration and possible action regarding award of contract to Big West Construction Corporation for construction related to Group 37 (22 homes) of the City's Residential Sound Insulation Program. (RSI 09-14). (Fiscal Impact: $685,582)

   Recommendation – (1) Award a contract to Big West Construction Corporation for construction related to Group 37 of the Residential Sound Insulation Program; (2) Authorize the City Manager to execute a contract in a form approved by the City Attorney; (3) Alternatively discuss and take other action related to this item.

8. Consideration and possible action regarding obtaining a special permit from the City Council to approve Chekesha Palmer, a sole proprietor doing business as Smallchek Enterprises, to peddle ice cream, miscellaneous packaged snacks, and small toys while driving an ice cream truck in the City. (Fiscal Impact: None)

   Recommendation – (1) Authorize approval of the permit and issue a business license; (2) Alternatively, discuss and take other action related to this item.

CALL ITEMS FROM CONSENT AGENDA
F. NEW BUSINESS

9. Consideration and possible action to receive and file the FY 2009-2010 Preliminary Operating Budget. (Fiscal Impact: None)
Recommendation – (1) Receive and file the FY 2009-2010 Preliminary Operating Budget; (2) Publish announcements of the key budget dates: a) Public Hearing September 1, 2009, 7:00 p.m. and b) Continued Public Hearing and Adoption September 15, 2009, 7:00 p.m.; (3) Alternatively, discuss and take other action related to this item

G. REPORTS – CITY MANAGER

H. REPORTS – CITY ATTORNEY

I. REPORTS – CITY CLERK

J. REPORTS – CITY TREASURER

K. REPORTS – CITY COUNCIL MEMBERS

Council Member Brann –

Council Member Fisher –

Council Member Jacobson –

Mayor Pro Tem Busch –

Mayor McDowell –
PUBLIC COMMUNICATIONS – (Related to City Business Only – 5 minute limit per person, 30 minute limit total) Individuals who have receive value of $50 or more to communicate to the City Council on behalf of another, and employees speaking on behalf of their employer, must so identify themselves prior to addressing the City Council. Failure to do so shall be a misdemeanor and punishable by a fine of $250. While all comments are welcome, the Brown Act does not allow Council to take action on any item not on the agenda. The Council will respond to comments after Public Communications is closed.

MEMORIALS –

CLOSED SESSION

The City Council may move into a closed session pursuant to applicable law, including the Brown Act (Government Code Section §54960, et seq.) for the purposes of conferring with the City’s Real Property Negotiator; and/or conferring with the City Attorney on potential and/or existing litigation; and/or discussing matters covered under Government Code Section §54957 (Personnel); and/or conferring with the City’s Labor Negotiators.

REPORT OF ACTION TAKEN IN CLOSED SESSION (if required)

ADJOURNMENT

POSTED:

DATE: Aug. 12, 2009

TIME: 3:45 p.m.

NAME: [Signature]
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<td>104</td>
<td>TRAFFIC SAFETY FUND</td>
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<td>106</td>
<td>STATE GAS TAX FUND</td>
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<td>108</td>
<td>ASSOCIATED RECREATION ACTIVITIES FUND</td>
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<td>109</td>
<td>ASSET FORFEITURE FUND</td>
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<tr>
<td>111</td>
<td>COMM. DEVEL. BLOCK GRANT</td>
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<td>122</td>
<td>L.A.W.A. FUND</td>
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<td>708</td>
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<td>TOTAL WARRANTS</td>
<td>$1,521,936.97</td>
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STATE OF CALIFORNIA
COUNTY OF LOS ANGELES

I certify as to the accuracy of the Demands and the availability of fund for payment thereof.

For Approval: Regular checks held for City council authorization to release.

CODES:

R = Computer generated checks for all non-emergency/urgency payments for materials, supplies and services in support of City Operations

Void Checks Due to Alignment: N/A

For Ratification:

A = Payroll and employee benefit checks

Void Checks Due to Incorrect Check Date:

B - F = Computer generated Early Release disbursements and/or adjustments approved by the City Manager. Such as: payments for utility services, petty cash and employee travel expense reimbursements, various refunds, contract employee services consistent with current contractual agreements, instances where prompt payment discounts can be obtained or late payment penalties can be avoided or when a situation arises that the City Manager approves.

H = Handwritten Early Release disbursements and/or adjustments approved by the City Manager.

Void Checks Due to Computer Software Error:

NOTES

Finance Director: [Signature] Date: 8/6/09

City Manager: [Signature] Date: [Signature] Date: [Signature]
CITY OF EL SEGUNDO
PAYMENTS BY WIRE TRANSFER
07/24/09 THROUGH 08/6/09

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<th>Amount</th>
<th>Description</th>
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<td>UBOC</td>
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<td>8/5/09</td>
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<td>7/24-8/06/09</td>
<td>Workers Comp Activity</td>
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<td>SCRMA checks issued</td>
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**DATE OF RATIFICATION: 8/18/09**

**TOTAL PAYMENTS BY WIRE:**

| Amount       | 2,017,380.66 |

Certified as to the accuracy of the wire transfers by:

Deputy/City Treasurer

Director of Finance

City Manager

Information on actual expenditures is available in the City Treasurer's Office of the City of El Segundo.
REGULAR MEETING OF THE EL SEGUNDO CITY COUNCIL
TUESDAY, AUGUST 4, 2009 – 5:00 P.M.

5:00 P.M. SESSION

CALL TO ORDER – Mayor McDowell at 5:00 p.m.

ROLL CALL

Mayor McDowell         - Present
Mayor Pro Tem Busch    - Present
Council Member Brann   - Present
Council Member Fisher  - Present
Council Member Jacobson- Present

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SPECIAL ORDER OF BUSINESS:

1. Appointment of Jack Wayt (City Manager) to represent the City as labor negotiators of unrepresented executive management employees.

MOTION by Mayor Pro Tem Busch, SECONDED by Council Member Fisher to appoint Jack Wayt, City Manager, to represent the City as labor negotiators of unrepresented executive management employees. MOTION PASSED BY UNANIMOUS VOICE VOTE. 5/0

Mark Hensley, City Attorney, stated that the Council would be meeting in closed session pursuant to items identified on the agenda and that the Government Code §54956.9(b) item related to a Firefighters’ Association grievance regarding medical benefits.

CLOSED SESSION:
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CONFERENCE WITH LEGAL COUNSEL – EXISTING LITIGATION (Gov’t Code §54956.9(a) -1- matter
Adam Garancovsky vs. City of El Segundo, LASC Case No. AHM0121594.

CONFERENCE WITH LEGAL COUNSEL – ANTICIPATED LITIGATION
Significant exposure to litigation pursuant to Government Code §54956.9(b): -1- potential case (no further public statement is required at this time); Initiation of litigation pursuant to Government Code §54956.9(c): -0- matter.

DISCUSSION OF PERSONNEL MATTERS (Gov't Code §54957): - 0- matters

CONFERENCE WITH CITY’S LABOR NEGOTIATOR (Gov't Code §54957.6): -1- matters
Unrepresented executive management (Police Chief; Human Resources Director).
City’s Representative: Jack Wayt.

CONFERENCE WITH REAL PROPERTY NEGOTIATOR (Gov't Code §54956.8): - 0- matter

SPECIAL MATTERS: - 0- matter

Council recessed at 6:50 p.m.
REGULAR MEETING OF THE EL SEGUNDO CITY COUNCIL
TUESDAY, AUGUST 4, 2009 - 7:00 P.M.

7:00 P.M. SESSION

CALL TO ORDER – Mayor McDowell at 7:00 p.m.

INVOCATION – Justin Beck, Calvary Chapel

PLEDGE OF ALLEGIANCE – Council Member Bill Fisher

PRESENTATIONS – No ceremonial presentations

ROLL CALL

Mayor McDowell - Present
Mayor Pro Tem Busch - Present
Council Member Brann - Present
Council Member Fisher - Present
Council Member Jacobson - Present

PRESENTATIONS –

a. Presentation from Beach Cities Transit Update, Line 109 – Gwendolyn Parker, Beach Cities Transit Representative

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Liz Garnholtz, Resident, spoke regarding the PERS system, legacy costs, and overspending.

Dennis Short, Resident, spoke about putting wood chips in the Dog Park, and asked Council Member Fisher about helping him find computers to donate to a small town in Mexico.

A. PROCEDURAL MOTIONS

Consideration of a motion to read all ordinances and resolutions on the Agenda by title only.
MOTION by Council Member Brann, SECONDED by Council Member Jacobson to read all ordinances and resolutions on the Agenda by title only. MOTION PASSED BY UNANIMOUS VOICE VOTE. 5/0

B. SPECIAL ORDERS OF BUSINESS (PUBLIC HEARING)

1. Consideration and possible action to open a Public Hearing and adopt Resolution finding the City to be in conformance with the annual Congestion Management Program (CMP) and adopting the annual CMP Local Development Report, in accordance with California Government Code Section 65089. (Fiscal Impact: None)

Mayor McDowell stated this is the time and place hereto fixed for a Public Hearing regarding adoption of a Resolution finding the City to be in conformance with the annual Congestion Management Program (CMP) and adopting the annual CMP Local Development Report, in accordance with California Government Code Section 65089. Clerk Mortensen stated that proper notice was completed and no written communication had been received by City Clerk's Office.

Greg Carpenter, Planning and Building Safety Director, gave a report.

MOTION by Council Member Jacobson, SECONDED by Council Member Fisher to close the public hearing. MOTION PASSED BY UNANIMOUS VOICE VOTE. 5/0

MOTION by Mayor Pro Tem Busch, SECONDED by Council Member Brann to adopt Resolution No. 4608 finding the City to be in compliance with the Congestion Management Program (CMP) and adopting the Local Development Report pursuant to Government Code § 65089. MOTION PASSED BY UNANIMOUS VOICE VOTE. 5/0

2. Consideration and possible action to conduct a Public Hearing on the operating and capital outlay requests up to $25,000 in the existing Citizens Option for Public Safety (COPS) Supplement Law Enforcement Services Fund (SLESF) account by the Chief of Police. The grant requires that expenditures will be utilized to supplement “front line law enforcement” (includes hiring officers, funding special enforcement details, and purchasing equipment). (Fiscal Impact: $25,000 from COPS grant fund)

Mayor McDowell stated this is the time and place hereto fixed for Hearing on the operating and capital outlay requests up to $25,000 in the existing Citizens Option for Public Safety (COPS) Supplement Law Enforcement Services Fund (SLESF) account by the Chief of Police. The grant requires that expenditures will be utilized to supplement “front line law enforcement” (includes hiring officers, funding special enforcement details, and purchasing equipment). Clerk Mortensen stated that proper notice was completed and no written communication had been received by City Clerk's Office.

MINUTES OF THE REGULAR CITY COUNCIL MEETING
AUGUST 4, 2009
PAGE NO. 4
Bob Turnbull, Captain, gave a report.

MOTION by Mayor Pro Tem Busch, SECONDED by Council Member Jacobson to close the public hearing. MOTION PASSED BY UNANIMOUS VOICE VOTE. 5/0

MOTION by Council Member Brann, SECONDED by Council Member Fisher to adopt Resolution No. 4609 providing for the implementation of the Citizens Option for Public Safety (COPS) Program. MOTION PASSED BY UNANIMOUS VOICE VOTE. 5/0

C. UNFINISHED BUSINESS

3. Consideration and possible action regarding 1) Adoption of a Resolution providing a Designated Retirement Period for Government Code Section 20903, Two Years Additional Service Credit and 2) Certification of Compliance with Government Code Section 20903. (Fiscal Impact: N/A)

Bob Hyland, Director of Human Resources, gave a report.

MOTION by Mayor Pro Tem Busch, SECONDED by Mayor McDowell to adopt Resolution No. 4607 providing a designated retirement period for Section 20903, two years additional service credit and certify compliance with Government Code Section 20903. MOTION PASSED BY THE FOLLOWING VOICE VOTE: AYES: MAYOR MCDOWELL, MAYOR PRO TEM BUSCH, COUNCIL MEMBERS BRANN AND FISHER; NOS: NONE; ABSENT: NONE; ABSTAIN: COUNCIL MEMBER JACOBSON. 4/0/1

D. REPORTS OF COMMITTEES, COMMISSIONS AND BOARDS

4. Consideration and possible action regarding a recommendation by the Investment Advisory Committee to adopt the City’s Investment Policy. (Fiscal Impact: None)

Ralph Lanphere, City Treasurer, gave a report.

MOTION by Mayor Pro Tem Busch, SECONDED by Council Member Fisher to adopt the City’s Investment Policy as submitted. MOTION PASSED BY UNANIMOUS VOICE VOTE. 5/0

E. CONSENT AGENDA
All items listed are to be adopted by one motion without discussion and passed unanimously. If a call for discussion of an item is made, the item(s) will be considered individually under the next heading of business.

5. Approved Warrant Numbers 2572791 to 2573017 on Register No. 20 in the total amount of $3,781,844.57 and Wire Transfers from 07/10/09 through 07/23/09 in the total amount of $7,670,489.72. Authorized staff to release. Ratified: Payroll
and Employee Benefit checks; checks released early due to contracts or agreement; emergency disbursements and/or adjustments; and wire transfers.


7. Received and filed report without objecting to a new Alcoholic Beverage Control (ABC) license for on-site sale and on-site consumption of alcohol (Type 41 – On-Sale Beer and Wine) at a new restaurant located at 400 North Sepulveda Boulevard (Rubio’s Fresh Mexican Grill), EA No. 840 for AUP No. 09-05. Applicant: Jimmy Comerford/Rubio’s Fresh Mexican Grill. (Fiscal Impact: N/A)

8. Awarded standard Public Works Contract No. 3970 to the lowest responsible bidder, International Pavement Solutions, Inc., for rehabilitation of Sycamore Park Playground (southeast corner of Sycamore Avenue and California Street) Approved Capital Improvement Project. Project No. PW-09-07 (Fiscal Impact: $106,006.00) Authorized the City Manager to execute the Contract in a form approved by the City Attorney with International Pavement Solutions, Inc., in the amount of $106,006.00.

9. PULLED FOR DISCUSSION BY MAYOR PRO TEM BUSCH

10. PULLED FOR DISCUSSION BY COUNCIL MEMBER JACOBSON

11. PULLED FOR DISCUSSION BY COUNCIL MEMBER JACOBSON

12. Authorized a change to the existing Contract No. 3971 with Wyle Laboratories, Inc., awarded a contract extension to Wyle Laboratories, Inc. for Design and Testing Services, and adopted of a minor amendment to homeowner agreements (requiring property owners to reimburse the City $100 for expenses incurred for failing to disclose significant code violations and/or unfinished, ongoing or pending construction related to the Residential Sound Insulation (RSI) Program. (Fiscal Impact: $1,201,000) Authorized the City Manager to execute the contract extension in a form approved by the City Attorney.

13. COUNCIL CONSENSUS TO PULL THIS ITEM - Consideration and possible action regarding approval of a Third Amendment and Restated Joint Powers Agreement “South Bay Cities Council of Governments” (a Joint Powers Authority). (Fiscal Impact: None)

14. Adopted Resolution No. 4610 regarding the revision of Resolution No. 4601 updating the employer’s contribution under the Public Employees’ Medical and Hospital Care Act for El Segundo Fire Fighters’ Association. The revision is to correct a clerical error made on the original resolution and staff report. (Fiscal Impact: Included in adopted budget)
MOTION by Council Member Brann, SECONDED by Council Member Fisher to approve Consent Agenda Items 5, 6, 7, 8, 12, and 14. MOTION PASSED BY UNANIMOUS VOICE VOTE. 5/0

CALL ITEMS FROM CONSENT AGENDA

9. Consideration and possible action authorizing the City Manager to enter into a funding agreement with the County of Los Angeles for the El Segundo Beach Lifeguard Station Project (Fiscal Impact: $1.7 million grant from the County of Los Angeles).

MOTION by Mayor Pro Tem Busch, SECONDED by Council Member Fisher to authorize the City Manager to enter into Funding Agreement No. 3972 with the County of Los Angeles for the El Segundo Beach Lifeguard Station Project (Fiscal Impact: $1.7 million grant from the County of Los Angeles). MOTION PASSED BY UNANIMOUS VOICE VOTE. 5/0  I think Jacobson abstained on this

10. Consideration and possible action to authorize the City Manager to execute five (5) year contract, in a form approved by the City Attorney, with Nationwide Environmental Services for street sweeping services city wide (Fiscal Impact: $139,237.62 for fiscal year 2009-2010).

MOTION by Council Member Jacobson, SECONDED by Council Member Fisher to authorize the City Manager to execute five (5) year contract extension, in a form approved by the City Attorney, with Nationwide Environmental Services for street sweeping services city wide. MOTION PASSED BY UNANIMOUS VOICE VOTE. 5/0

11. Consideration and possible action regarding the acceptance of the Wayfinding Signage Project various locations citywide – Project No. PW 08-17. (Fiscal Impact: $109,574.05)

Council Member Jacobson spoke regarding the placement of the sign poles in the sidewalk and requested that in the future the poles be placed closer to the street with the signs cantilevered.

MOTION by Mayor Pro Tem Busch, SECONDED by Council Member Brann to accept as complete the Wayfinding Signage Project various locations citywide. Authorized the City Clerk to file a Notice of Completion in the County Recorder's Office. MOTION PASSED BY UNANIMOUS VOICE VOTE. 5/0

F. NEW BUSINESS

15. Consideration and possible action to review the water rate study, direct staff to commence the Proposition 218 protest procedures regarding potential increases to the City's water rates for FY 2009-2010 through FY 2014-2015 and set a Public Hearing to consider an ordinance increasing water rates and fees. (Fiscal
Impact: $20,000 for the ballot mailing, Potential Fiscal Impact: Approximately $3,840,000 loss in water revenue in FY 2009-2010)

Dana Greenwood, Public Works Director, introduced Zeki Kayiran, AKM Consulting Engineers.

Mr. Kayiran presented the water rate study and proposed potable water rate increases.

Council consensus to postpone this item until revised rate tables are prepared with additional incentivizing tiers. Water rate increase protest ballot to be revised to delete the check box, and include language that states the ballot must be complete to be valid.

16. Consideration and possible action regarding a staff analysis of potential revenue impacts to the City due to the recently passed State budget. (Fiscal Impact: General Fund ($1,024,446) State Gas Tax Fund ($276,818)

Deborah Cullen, Finance Director, gave a report.

Council consensus to receive and file report.

G. REPORTS – CITY MANAGER - NONE

H. REPORTS – CITY ATTORNEY - NONE

I. REPORTS – CITY CLERK - NONE

J. REPORTS – CITY TREASURER - NONE

K. REPORTS – CITY COUNCIL MEMBERS

Council Member Brann – Spoke regarding the many City services available to the public.

Council Member Fisher – NONE

Council Member Jacobson – Spoke regarding the Police Association Car Show on August 22, 2009.

Mayor Pro Tem Busch – Spoke regarding the upcoming Recreation Park drama “Singing in the Rain.”

Mayor McDowell – Spoke regarding scheduling an upcoming “Star Party.”

PUBLIC COMMUNICATIONS – (Related to City Business Only – 5 minute limit per person, 30 minute limit total) Individuals who have receive value of $50 or more to communicate to the City Council on behalf of another, and employees speaking on behalf of their employer, must so identify themselves prior to addressing the City
Council. Failure to do so shall be a misdemeanor and punishable by a fine of $250. While all comments are welcome, the Brown Act does not allow Council to take action on any item not on the agenda. The Council will respond to comments after Public Communications is closed.

Liz Garnholz, resident, spoke regarding street sweeping services, water protest ballot, wastewater treatment and security at the proposed Lifeguard Station.

Gail Church, resident, spoke in favor of additional tiers in the water rate tables.

MEMORIALS – NONE

CLOSED SESSION – NONE

ADJOURNMENT at 9:00 p.m.

______________________________
Cindy Mortesen, City Clerk
EL SEGUNDO CITY COUNCIL
AGENDA STATEMENT

AGENDA DESCRIPTION:
Consideration and possible action regarding the acceptance of the Brett Field and Softball Field Lighting at 339 Sheldon St. – Project No. PW 08-15. (Fiscal Impact: $291,384.96)

RECOMMENDED COUNCIL ACTION:
Recommendation – (1) Accept the work as complete; (2) Authorize the City Clerk to file a Notice of Completion in the County Recorder’s Office; and (3) Alternatively, discuss and take other action related to this item.

ATTACHED SUPPORTING DOCUMENTS:
Notice of Completion

FISCAL IMPACT: Included in Adopted Budget

Amount Budgeted: $291,384.96
Additional Appropriation: No
Account Number(s): 301-400-8202-8995

ORIGINATED BY: Dan Garcia, Assistant City Engineer
REVIEWED BY: Dana Greenwood, Public Works Director
APPROVED BY: Jack Wayt, City Manager

BACKGROUND AND DISCUSSION:
On January 20, 2009 City Council awarded Ace Electric, Inc. a contract for $288,000.00 to replace the field lighting at Brett and the Softball Fields for more energy efficient Musco lighting. A change order was approved on July 20, 2009 to add the additional ½ cent sales tax implemented in California for Measure R that was approved by voters. This change order was for $2,092. An additional change order was approved on August 3, 2009 for $1,292.96 to accommodate a repair on the lighting at Stevenson Field caused by a fly-ball while the construction equipment and lighting experts were on site during this project’s construction. The total of the project is $291,384.96.

On July 13, 2009, staff inspected the completed project and recommends accepting the project as complete. A notice of completion will be filed with the Los Angeles County Recorder’s Office if the City Council concurs.
NOTICE OF COMPLETION OF CONSTRUCTION PROJECT

Project Name: Brett Field and Softball Field Lighting Upgrades

Project No.: PW 08-15

Notice is hereby given pursuant to State of California Civil Code Section 3093 et seq that:

1. The undersigned is an officer of the owner of the interest stated below in the property hereinafter described.

2. The full name of the owner is: City of El Segundo

3. The full address of the owner is: City Hall, 350 Main Street, El Segundo, CA, 90245

4. The nature of the interest of the owner is: Public Park

5. A work of improvement on the property hereinafter described was field reviewed by the City Engineer on July 13, 2009. The work done was: Brett and Softball Field Lighting Upgrades at Recreation Park.

6. On August 18, 2009, City Council of the City of El Segundo accepted the work of this contract as being complete and directed the recording of this Notice of Completion in the Office of the County Recorder.

7. The name of the Contractor for such work of improvement was: Ace Electric, Inc.

8. The property on which said work of improvement was completed is in the City of El Segundo, County of Los Angeles, State of California, and is described as follows: Public Park.

9. The street address of said property is: 339 Sheldon Street

Dated: ____________________________

Dana Greenwood
Public Works Director

VERIFICATION

I, the undersigned, say: I am the Public Works Director of the City El Segundo, the declarant of the foregoing Notice of Completion; I have read said Notice of Completion and know the contents thereof; the same is true of my own knowledge.

I declare under penalty of perjury the foregoing is true and correct.

Executed on _________________, 2009 at El Segundo, California.

Dana Greenwood
Public Works Director

Notice of Completion PW 08-17
EL SEGUNDO CITY COUNCIL
AGENDA STATEMENT

MEETING DATE: August 18, 2009
AGENDA HEADING: Consent Agenda

AGENDA DESCRIPTION:
Consideration and possible action to approve plans and specification and to authorize
staff to solicit bids for the installation of a storm drain and infiltration structure adjacent
to 1815 Maple Avenue. Project No. PW 09-12 (Fiscal Impact: $40,000.00)

RECOMMENDED COUNCIL ACTION:
Recommendation – (1) Approve plans and specifications; (2) Authorize staff to solicit
bids for the storm drain and infiltration structure; and (3) Alternatively discuss and take
other action related to this item.

ATTACHED SUPPORTING DOCUMENTS:
Maple at Nash Storm Drain Plan

FISCAL IMPACT: Included in Adopted Budget
Amount Budgeted: $40,000.00
Additional Appropriation: N/A
Account Number(s): 301-400-8203-8959

ORIGINATED BY: Dan Garcia, Assistant City Engineer
REVIEWED BY: Dana Greenwood, Public Works Director
APPROVED BY: Jack Wayt, City Manager

BACKGROUND AND DISCUSSION:
The CIPAC 2008/2009 Final Report recommended implementing this project this fiscal year.
The original project included street improvements and the installation of a storm drain and
CIPAC recommended partially funding the project. After an adjacent private project
implemented this Best Management Practice design on a private project, staff evaluated the
technology and is recommending that this technology be employed in the public street to address
the existing ponding problem at this location.

By installing a 36-inch diameter percolation well forty feet deep to intercept the localized low
flow water that collects on the north side of Maple Avenue, this design will provide a cost
effective interim solution that addresses this problem that has been persisting at this location for
some time. Eventually, when funds become available, a more comprehensive improvement can
be recommended that includes reconstruction of the pavement, curb, gutter and potentially a
second percolation well to provide additional percolation capacity. This project will only address
the immediate problem of ponding water on this part of Maple Avenue using the available
allotted funds for this project.
CONC. APRON

GALVANIZED TRAFFIC-RATED GRATE BOLTED DOWN PER BROOKS

FLOGARD PLUS FGP-24F CATCH BASIN FILTER
NO. 2424T24 BROOKS CATCH BASIN

4" FREEBOARD
6" CONCRETE

8" SCHEDULE 80 PVC
(NON-PERFORATED)

5' SAND FILL
CAP

8" PERFORATED
SCHEDULE 80 PVC

GEOTEXTILE FILTER
FABRIC

VARIER PER GEOTECH
FIELD ENGINEER
20' MIN.

1" CRUSHED GRAVEL

20'

3' - DIAMETER CORED HOLE

CATCH BASIN W/ 3' - DIAMETER CORED HOLE DETAIL
NOT TO SCALE
AGENDA DESCRIPTION:

Consideration and possible action to engage in cooperative purchasing with the National Joint Powers Alliance (NJPA) Contract #011707 to purchase modular ergonomic office furniture and storage; waive purchasing procedures and authorize purchase of furnishings for EOC/training room from Tangram Interiors for the new Fire Station #2 project. (Fiscal Impact: $110,000.00)

RECOMMENDED COUNCIL ACTION:

Recommendation - (1) Pursuant to El Segundo Municipal Code § 1-7-11 authorize the City Manager to join into the National Joint Powers Alliance (NJPA), competitively solicited Contract #011707, for furniture with Steelcase (manufacturer); (2) Waive purchasing bid procedures pursuant to El Segundo Municipal Code § 1-7-10 and authorize the City Manager to purchase furnishings from authorized distributor/installers Tangram Interiors, in a total amount not to exceed $110,000.00; (3) Alternatively, discuss and take other action related to this item.

ATTACHED SUPPORTING DOCUMENTS:

None

FISCAL IMPACT: Included in Adopted Budget

<table>
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<td>Additional Appropriation:</td>
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<tr>
<td>Account Number(s):</td>
<td>301-400-8201-8999 (Fire Station #2)</td>
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ORIGINATED BY: Mark Harrison, Captain
REVIEWED BY: Kevin S. Smith, Fire Chief
APPROVED BY: Jack Wayt, City Manager

BACKGROUND AND DISCUSSION:

In mid-2000, a Council sub-committee was formed that included a Council Member, the City Manager and two department heads working with Chelsea Design Group, to establish design and color standards for future City Hall improvements. Office furniture finishes were among the areas established. The office furniture colors and patterns selected by the sub-committee and approved by the City Council are manufactured by Steelcase and has been the standard replacement furniture throughout City Hall and by the Fire Department at Station 1 since creation of the standard in FY 2000-2001.

Currently, the building of new Fire Station #2 is in underway as part of the City's approved Capital Improvement Program budget. A portion of this project includes the need to procure five (5) modular ergonomic workstations and storage for two offices. Additionally, the Emergency Operations Center/training room requires tables, seating, and other visual aid work tools. Both
areas will require furniture to accommodate their functional uses. The furniture installation in these areas will be performed by Tangram Interiors once the construction has been completed by Gonzales Construction, Inc.

To complete this portion of the outfitting of the Fire Station #2 project, staff recommends approval of use of the NJPA contract and issuance of purchase orders to Tangram Interiors in an amount not to exceed $110,000.
AGENDA DESCRIPTION:

Consideration and possible action regarding approval of a Professional Services Agreement between the City of El Segundo and independent contractor Ella Sotelo to provide services as the Los Angeles 9-1-1 County Coordinator. (Fiscal Impact: None.)

RECOMMENDED COUNCIL ACTION:

1. Authorize the City Manager to execute a Professional Services Agreement approved by the City Attorney with independent contractor Ella Sotelo to provide services as the Los Angeles 9-1-1 County Coordinator.
2. Approve appropriations in an amount not to exceed $170,000 per year for services provided by the Los Angeles 9-1-1 County Coordinator as set forth in Exhibit “A.”
3. Authorize the City Manager to execute extension options in the Professional Services Agreement.
4. Authorize the Manager of the Communications Center to approve invoices for payment, State of California Reimbursement Claim Support Document (TD-290A), and State of California Reimbursement Claim (TD-290) forms.
5. Alternatively, discuss and take other action related to this item.

ATTACHED SUPPORTING DOCUMENTS:

Scope of Services (Exhibit A)
State of California 9-1-1 Operations Manual, Chapter VIII – County Coordinator and MSAG Responsibilities (Exhibit A-1)
Schedule of Rates (Exhibit B)
State of California 9-1-1 Operations Manual, Chapter III – Funding (Exhibit B-1)
State of California 9-1-1 County Coordinator Reimbursement Letter (Exhibit C)

FISCAL IMPACT: None at this time.

Amount Budgeted: $0.00
Additional Appropriation: Not to exceed $170,000. Total compensation for such services of the 9-1-1 County Coordinator will be fully reimbursed by the State of California 9-1-1 Emergency Communications Office.
Account Number(s): 001-400-3101-6214

ORIGINATED BY: Max Phipps, Captain
REVIEWED BY: David Cummings, Chief of Police
APPROVED BY: Jack Wayt, City Manager

BACKGROUND AND DISCUSSION:

The State of California has deemed it vital that each county in California have an individual designated as the 9-1-1 County Coordinator and provides a funding source to staff such
positions. Some of the duties related to the 9-1-1 County Coordinator position are maintaining the integrity of the 9-1-1 Master Street Address Guide (MSAG), disseminating information in a uniform and timely manner to all Public Safety Answering Points (PSAPs), coordinating between local telephone service providers, and assisting with the implementation and routing decisions related to wireless 9-1-1 calls.

The State of California funds 9-1-1 County Coordinator positions and reimburses a sponsoring agency up to $170,000 per year for approved travel, mileage and the Coordinator’s salary. The Professional Services Agreement approved by the City Attorney provides that funding for the 9-1-1 County Coordinator position is derived solely from the State of California’s budget allocation to the Office of the Chief Information Officer, Public Safety Communications Division, 9-1-1 Emergency Communications Office. And further, the City is not obligated, under any circumstances, to pay contractor in the event the City cannot be reimbursed by the State of California.

The Los Angeles 9-1-1 County Coordinator works as an independent contractor through a host city and furnishes all labor, supplies, materials, equipment, printing, vehicles, transportation, and home office space. The duties of the 9-1-1 County Coordinator require travel throughout the county, and therefore, the Coordinator maintains a home-office as a base of operations.

In 2001, the State of California certified Ms. Ella Sotelo, a retired member of the Pacific Bell 9-1-1 team, as Los Angeles County 9-1-1 Coordinator. The State 9-1-1 Emergency Communications Office (911 Office) reimbursement process does not provide a mechanism to directly reimburse an individual. Therefore, Ms. Sotelo is obligated to secure a public safety agency to provide an administrative funding mechanism through which the State reimburses for program expenditures. Since November 2005, the El Segundo Police Department has sponsored Ms. Sotelo as an independent contractor and desires to continue that relationship.

The existing 9-1-1 network infrastructure was designed decades ago. Over the years, the network has evolved to a complex and very costly patchwork of technology solutions added to the old original infrastructure. The 9-1-1 Office recognizes the need for a statewide 9-1-1 network strategy that incorporates emerging technologies with a more flexible, sophisticated, and cost effective 9-1-1 network in California. The State 9-1-1 Office has undertaken the E9-1-1 Next Generation Network Services Project (NG9-1-1) to redefine and advance future emergency communication services.

The Los Angeles County 9-1-1 Coordinator will be directly involved in assisting Public Safety Answering Points within the county during the development and implementation phases of NG9-1-1 and future projects impacting the 9-1-1 system. Staff of the Police Department believes the City will benefit by developing a professional relationship with the 9-1-1 Coordinator, and therefore recommends the City continue to sponsor Ms. Sotelo as the Los Angeles County 9-1-1 Coordinator.
EXHIBIT A
Scope of Services

A. The CONTRACTOR will serve as the Los Angeles 9-1-1 County Coordinator. CONTRACTOR must perform the duties set forth in the State of California, Office of the Chief Information Officer, Public Safety Communications Division, 9-1-1 Emergency Communication Office Operations Manual, Chapter VIII, County Coordinator and MSAG Responsibilities. Chapter VIII of the 9-1-1 Operations Manual, is attached hereto as Exhibit A-1 and incorporated herein by this reference. The specific duties to be performed by the CONTRACTOR include, without limitation, the following:

1. Act as a central point of contact for the phone companies and the State 9-1-1 Office.
2. Act as liaison between the telephone companies and Public Safety Answering Points (PSAP) within the county on issues related to call routing and jurisdictional boundaries.
3. Prepare Emergency Service Numbers (ESN) assignments for jurisdictions within the county.
4. Distribute ESN assignments to PSAPs in the county.
5. Arbitrate and resolve ESN boundary assignment problems between PSAPs.
6. Assign default ESNs on 9-1-1 trunk groups for telephone companies.
7. Annually review Master Street Address Guide (MSAG) printout for accuracy and/or changes.
8. Correct ESN assignments on the MSAG printout.
9. Conduct training sessions for the PSAP staff (i.e., MSAG reconciliation and MSAG change request form procedures).
10. Make copies of the MSAG or MSAG discrepancy list and distribute the list to each jurisdiction within the county.
11. Collect MSAG change forms from the PSAPs and monitor their reconciliation effort.
12. Review the MSAG change documents for accuracy and acquire the proper signatures.
13. Update MSAG changes received from PSAPs through the MSAG maintenance database.
14. Interface with the telephone companies for Automatic Location Identification (ALI) updates, inserts, changes, deletions and trouble reports involving misrouted calls.
15. Conduct periodic countywide meetings for county PSAP representatives to discuss items such as operational needs, MSAG, State policies and procedures, county policies and procedures, a telephone company’s network or equipment changes, etc.
16. Work with the State 9-1-1 Office staff, the California Highway Patrol (CHP) and PSAPs, in the routing of wireless 9-1-1 calls.
EXHIBIT B
SCHEDULE OF RATES

A. CITY shall compensate CONTRACTOR for satisfactory performance of services rendered and expenses incurred under this Agreement. Compensation for services rendered will be based on the actual hours worked by CONTRACTOR at the hourly rates set forth below, in an amount not to exceed One Hundred Fifty Thousand Dollars ($170,000) for the first contact year.

The maximum amount of compensation, hourly and expense rates for any extension(s) thereafter shall be specified in a properly executed and authorized written amendment to this Agreement.

B. The maximum amount of compensation or the rate of compensation may be increased by written amendment to the Agreement at any time during the Agreement period should the CITY receive notification, in writing, from the State of California that the annual reimbursement commitment to the CITY has been increased.

Hourly Rates:

A. For the initial twelve (12) month period of this Agreement, the rate of compensation to CONTRACTOR shall be Fifty-Eight Dollars ($59.00) per hour. This hourly rate is inclusive of all overhead costs. If CONTRACTOR works less than one whole hour, compensation will be prorated in quarter-hour increments.

B. For the second twelve (12) month extension option, the rate of compensation to CONTRACTOR shall be Fifty-Nine Dollars ($60.00) per hour. This hourly rate is inclusive of all overhead costs. If CONTRACTOR works less than one whole hour, compensation will be prorated in quarter-hour increments.

C. For the third twelve (12) month extension option, the rate of compensation to CONTRACTOR shall be Sixty Dollars ($61.00) per hour. This hourly rate is inclusive of all overhead costs. If CONTRACTOR works less than one whole hour, compensation will be prorated in quarter-hour increments.

D. For the forth twelve (12) month extension option, the rate of compensation to CONTRACTOR shall be Sixty-One Dollars ($62.00) per hour. This hourly rate is inclusive of all overhead costs. If CONTRACTOR works less than one whole hour, compensation will be prorated in quarter-hour increments.

E. For the fifth twelve (12) month extension option, the rate of compensation to CONTRACTOR shall be Sixty-Two Dollars ($63.00) per hour. This hourly rate is inclusive of all overhead costs. If CONTRACTOR works less than one whole hour, compensation will be prorated in quarter-hour increments.
Reimbursable Expenses:

A. Mileage Rates:

CONTRACTOR shall be reimbursed for the direct costs of mileage for travel necessary to perform the duties under this Agreement. Mileage will be reimbursed at a cents-per-mile rate in an amount equal to the annual standard car mileage allowance as determined by the Internal Revenue Service ("IRS"). The current rate set by the IRS is $0.55 per mile, effective November 24, 2008.

B. Travel Rates:

CONTRACTOR shall be reimbursed for direct costs of transportation, lodging, meals, and incidental expenses to undertake necessary out-of-town travel and/or overnight travel.

1. The class of air travel shall be limited to standard coach. The lack of seating on flights is justification only in the event that the travel had to be undertaken on very short notice through no fault of CONTRACTOR.

2. Meals and associated tips shall be limited to sixty-four dollars ($64.00) per day. (El Segundo Revised Per Diem Reimbursable Rate, effective October 1, 2008.)

C. Other Rates:

1. Conference registration fees, and incidental expenses related to 9-1-1 County Coordinator business, and, annual membership dues to the National Emergency Number Association ("NENA") shall be reimbursed as outlined in pages 4 – 6 of the State of California, Office of the Chief Information Officer, Public Safety Communications Division, 911 Emergency Communications Office, 9-1-1 Operations Manual, Chapter III, Funding. Chapter III of the 9-1-1 Operations Manual, is attached hereto as Exhibit B-1 and incorporated herein by this reference.

Disallowed Expenses:

A. Should the State of California disallow any of the expenses submitted and refuse to provide reimbursement, CITY will in turn disallow payment for those same expenses to CONSULTANT. Immediately following notification of payment refusal from the State, the disallowed expenses will be withheld by CITY from the next payment to CONSULTANT.
GOAL OF THE 9-1-1 OFFICE

VITAL ROLE OF THE 9-1-1 COUNTY COORDINATOR

MSAG

SHAPE FILES FOR ESN ASSIGNMENT

TWO PRINCIPAL FUNCTIONS OF THE 9-1-1 COUNTY COORDINATOR
  Coordination of ESN Assignments For 9-1-1 Call Delivery
  Coordination of 9-1-1 Related Activities To PSAPs

9-1-1 COUNTY COORDINATOR INTERACTION

9-1-1 COUNTY COORDINATOR TRAINING

9-1-1 COUNTY COORDINATOR REIMBURSEMENT
9-1-1 OPERATIONS MANUAL
Chapter VIII, 9-1-1 County Coordinator

GOAL OF THE 9-1-1 OFFICE
The California 9-1-1 Emergency Communications Office (9-1-1 Office) administers California’s statewide 9-1-1 program pursuant to Government Code Sections 53100 et seq. The 9-1-1 Office, in concert with all public safety agencies in the state, is dedicated to providing residents and visitors the best emergency services possible. With a population approaching 40 million, the universality of 9-1-1 in California is imperative. That is, the accessibility of 9-1-1 services from every corner of the state, from any communications device, by anyone in California is essential. The goal of the 9-1-1 Office is to enable public safety answering points (PSAPs) to provide the fastest, most reliable, and cost-effective access to emergency services for any 9-1-1 caller in California.

VITAL ROLE OF THE 9-1-1 COUNTY COORDINATOR
Given the population and geographic dimensions of California, it is imperative that there be an individual in each county designated as the 9-1-1 County Coordinator with the primary role of coordinating the activities identified in this chapter that effectively facilitate accurate 9-1-1 call routing throughout their county. Streamlining an accurate flow of 9-1-1 related information by means of an assigned 9-1-1 County Coordinator in performing as one central contact for ESN assignment and 9-1-1 services coordination results in an impact to each county that may be measured by the fact that, ultimately, lives will be saved as these activities contribute directly to providing fast and reliable access to emergency services for any 9-1-1 caller in each county.

Historically, the 9-1-1 County Coordinator’s main focus and principal activities were associated with maintaining information in the Master Street Address Guide (MSAG) designed to provide accurate 9-1-1 call routing of wireline calls. Emerging technologies (wireless and Internet for example) have expanded the scope of these activities to include coordinating efforts with wireline database providers, wireless service providers (WSPs), wireless database providers, and various Voice Over Internet Protocol (VoIP) providers on behalf of the county’s PSAPs.

The 9-1-1 Office recognizes the essential role of the 9-1-1 County Coordinator in maintaining the integrity of 9-1-1 caller information for accurate 9-1-1 call routing and performing as a central contact point to PSAPs in their county to coordinate the 9-1-1 related activities as described in this chapter. For most counties, performance of reimbursable tasks (as defined in this chapter) may be accomplished as a part of their regular job, while various tasks may also be delegated to other individuals. While one person is designated the 9-1-1 County Coordinator, tasks (MSAG, shape file maintenance, wireless system maintenance, etc.) may be performed by other county or contracted individuals as directed by the designated 9-1-1 County Coordinator. Tasks performed by a 9-1-1 Office approved 9-1-1 regional coordinator (for special projects), on behalf of multiple counties, are reimbursable as 9-1-1 County Coordinator duties. The 9-1-1 Office provides reimbursement for these activities as detailed in this Chapter and Chapter III, Funding, of the State of California 9-1-1 Operations Manual.
9-1-1 OPERATIONS MANUAL
Chapter VIII, 9-1-1 County Coordinator

MSAG
The Master Street Address Guide (MSAG) is the information nucleus of the E9-1-1 system for proper delivery of 9-1-1 calls that contains various database tables that catalog caller information. Currently, there are MSAG database tables for three types of 9-1-1 call delivery, which includes wireline, wireless, and VoIP. These tables store emergency service number (ESN) information as provided by the 9-1-1 County Coordinator or their designee. An accurate ESN assignment ensures the proper routing of a 9-1-1 call to the designated emergency agency responder with Automatic Number Identification (ANI) and Automatic Location Identification (ALI) provided to the 9-1-1 call taker. Currently, there are three types of MSAG database tables with distinctive records for data entry by the 9-1-1 County Coordinator, as follows.

1. A **wireline** MSAG record contains street names, house number ranges, and communities (postal and local, when different). Each range of house numbers on a street within jurisdictional boundaries is assigned an ESN by the 9-1-1 County Coordinator. Telephone number records contain a service address that is submitted to the MSAG for validation and appropriate ESN assignment. The 9-1-1 County Coordinator interacts directly with the wireline database providers (AT&T and Verizon) to maintain the accuracy of the MSAG.

2. The **wireless** MSAG record consists of the PSAP name, “wireless” to indicate the type of call, the community name, and the wireless ESN. The 9-1-1 County Coordinator interacts with the 9-1-1 Office, AT&T, Verizon, the California Highway Patrol, the Wireless Database Providers, and Wireless Services Providers (WSPs) to develop the information in these tables for initial deployment of wireless calls directly to PSAPs. The 9-1-1 County Coordinator interacts directly with WSPs and their database representative to maintain the accuracy of the wireless MSAG following initial deployment. (NOTE: In the first stages of statewide wireless deployment, Regional Wireless Coordinators worked on behalf of multiple 9-1-1 County Coordinators performing these activities.)

3. The **VoIP** MSAG record consists of the PSAP name, “VoIP” to indicate the type of call, the community name, and the wireline ESN (designated by the 9-1-1 County Coordinator). The wireline database providers (AT&T and Verizon) are responsible for building the VoIP shell records in the MSAG.

As a result of various conditions in California (active population growth requiring new housing, the evolving business climate, emerging technologies, and the dynamics of rural annexation), regular maintenance is required to maintain an accurate MSAG.

SHAPE FILES FOR ESN ASSIGNMENTS
Shape files are a tool to depict ESN boundaries as an electronic map for a county. Shape files contain polygon shapes of jurisdictions, the PSAP name, and the appropriate ESN information. The 9-1-1 County Coordinator, or their designee, is responsible for confirming the accuracy of ESN assignments as depicted in a shape file.
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TWO PRINCIPAL FUNCTIONS OF THE 9-1-1 COUNTY COORDINATOR
The 9-1-1 County Coordinator and/or their designee(s) is essential to maintaining the integrity of accurate 9-1-1 call routing throughout their county in two principal functions: coordination of ESN assignments for 9-1-1 call delivery and coordination of 9-1-1 related activities to PSAPs.

1) The following activities are essential to successful coordination of ESN assignments for 9-1-1 call delivery (wireline, wireless, VoIP and other emerging technologies that impact 9-1-1 call delivery) to PSAPs in their county and are reimbursable by the 9-1-1 Office as outlined in this Chapter and according to the funding policies and procedures outlined in Chapter III, Funding:
   a. perform as a central point of contact for the 9-1-1 database providers and the PSAPs within the county on issues related to accurate call routing and jurisdictional boundaries;
   b. receive new plans from local addressing authorities for ESN assignment and make appropriate changes in the MSAG, as necessary;
   c. prepare the ESN assignment for the jurisdictions within the county, as needed;
   d. distribute ESN assignments to the PSAPs in the county;
   e. arbitrate and resolve ESN boundary assignment problems between PSAPs and counties;
   f. assign default ESN assignments on 9-1-1 trunk groups for database providers;
   g. make and distribute copies of the MSAG, if needed, to each PSAP for possible discrepancy review and correction;
   h. collect misroute and ALI discrepancy change forms from the PSAPs, forward them to the 9-1-1 database providers, and monitor reconciliation effort with database providers;
   i. review the MSAG change documents for accuracy;
   j. forward MSAG change forms received from the PSAPs to the MSAG maintenance unit of the database providers within two working days of receipt;
   k. interface with the appropriate database providers for ongoing MSAG and shape file updates, inserts, changes, deletions and trouble reports involving misrouted calls in a timely manner; and,
   l. participate in 9-1-1 related special projects (i.e., process development and implementation, new technology testing, PSAP polling, training, etc.) where reimbursement may be considered on a case-by-case basis (9-1-1 Office pre-approval required for reimbursement).

2) The following activities are essential to successful coordination of 9-1-1 related activities to PSAPs (wireline, wireless, VoIP and other emerging technologies that impact 9-1-1 call delivery) in each county and are reimbursable by the 9-1-1 Office as outlined in this Chapter and according to the funding policies and procedures outlined in Chapter III, Funding:
   a. confirm accurate PSAP address information for email and US Postal Service mail in the county and report this information to the 9-1-1 Office, as requested;
   b. notify 9-1-1 Office of new PSAP Manager assignments with their contact information;
   c. maintain an up-to-date PSAP email distribution list for the county;
   d. forward 9-1-1 Office announcements, memos, letters via email to county PSAPs, when requested;
   e. process TD-280s for 9-1-1 network
      • TD-280A for CLEC services (refer to Chapter IX, Competitive Local Exchange Carrier, at http://wwwdocuments.dgs.ca.gov/td/911/td-280A.doc)
      • TD-280W for wireless services;
   f. perform as a coordinator between PSAPs, carriers, service providers, and the 9-1-1 Office for 9-1-1 related activities pre-approved by the 9-1-1 Office (for example: process development and implementation, new technology testing, PSAP polling, training);
   g. perform as a coordinator of escalations and follow-up for wireline, wireless, and VoIP misroutes, ALI discrepancies, and correction to customer information;
   h. attend 9-1-1 related meetings (9-1-1 Office pre-approval required for reimbursement);
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i. attend CALNENA quarterly meetings and annual conference;

j. cell sector mapping;

k. wireless maintenance testing; and,

l. conduct 9-1-1 related countywide meetings at least twice a year that are attended by PSAP representatives to discuss various 9-1-1 related topics (9-1-1 Office pre-approval required for reimbursement). The 9-1-1 Office may pre-approve the 9-1-1 County Coordinator’s set up of conference bridge services to accommodate the busy schedules of participants that cannot justify the time away from their regular duties for travel, but recognize the benefits of participating in these countywide meetings.

9-1-1 COUNTY COORDINATOR INTERACTION

To effectively perform the tasks identified in this Chapter, the 9-1-1 County Coordinator is encouraged to interact routinely with fellow 9-1-1 County Coordinators. In addition, County Coordinators may interact with the following entities (in alphabetic order):

- 9-1-1 Office (California 9-1-1 Emergency Communications Office)
- Competitive Local Exchange Carriers (CLECs)-see Chapter IX, Competitive Local Exchange Carriers
- Database providers for 9-1-1 wireline services (AT&T and/or Verizon)
- Database providers for 9-1-1 wireless services (Intrado and TCS)
- Emergency Services Gateway (ESGW) providers
- Federal Communications Commission (FCC)
- Incumbent Local Exchange Carriers (ILECs)
- Local county addressing authorities
- National Emergency Number Association (NENA)/CALNENA (California Chapter)
- Public Safety Answering Points (PSAPs)
- Voice Positioning Centers (VPCs) that maintain VoIP databases (HBF, Intrado, and TCS)
- Wireless Service Providers (WSPs)

9-1-1 COUNTY COORDINATOR TRAINING

Training for the 9-1-1 County Coordinator is provided by various stakeholders, including the E9-1-1 database providers, the 9-1-1 Office and experienced 9-1-1 County Coordinators. The database providers for wireline services have a process by which changes are made to the MSAG and will train a 9-1-1 County Coordinator, as needed. The 9-1-1 Office is available to provide assistance with reimbursement policies and procedures. Peer-to-peer 9-1-1 County Coordinator training is highly recommended as it has proven most effective in providing new 9-1-1 County Coordinators with a well-rounded understanding of the tasks involved in performing 9-1-1 County Coordinator related activities.

In a collaborative effort, these various entities (experienced 9-1-1 County Coordinators, database providers, and the State 9-1-1 Office) have collected information useful to a new 9-1-1 County Coordinator as well as seasoned Coordinators and have agreed to coordinate training to individual 9-1-1 County Coordinators or groups. The information is collected from the participating entities (mentioned above) by the 9-1-1 Office and provided in a binder provided by the State that is designed to be a desk tool for the 9-1-1 County Coordinator. The informational binder and training is provided to the 9-1-1 County Coordinators, upon request to the 9-1-1 Office.

9-1-1 COUNTY COORDINATOR REIMBURSEMENT

It is the policy of the 9-1-1 Office to reimburse 9-1-1 County Coordinators for documented costs directly associated with activities identified in this Chapter and according to the funding policies and procedures as outlined in Chapter III, Funding. Chapter III is included on the 9-1-1 Office website and may be reached at: http://www.documents.dgs.ca.gov/td/911/Chapter3.pdf
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The administration of funding for equipment and services related to the answering of 9-1-1 calls is based upon laws passed by the California State Legislature. Most of the pertinent code sections relating to the reimbursement of 9-1-1 equipment and services can be found in the California Revenue and Taxation Code Sections 41001 – 41176. In essence, the laws indicate that the State of California, Department of General Services, Telecommunications Division, California 9-1-1 Emergency Communications Office (9-1-1 Office), shall manage the State Emergency Telephone Number Account and reimburse agencies for equipment and services necessary for the delivery and answering of 9-1-1 calls in the State of California. Section 41138 also provides authority to public agencies to obtain equipment from any vendor; however, reimbursable costs cannot exceed those that have been approved by the 9-1-1 Office.

The goal of the 9-1-1 Office 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. The objective of this chapter is to provide definition of the 9-1-1 Office funding policies that support this goal. For further clarification of these funding policies and procedures, please contact 9-1-1 Office staff as indicated below.

Need More Information?
The entire Revenue and Taxation Code, as well as applicable sections of the Government Code, are included in the appendix of the State of California 9-1-1 Operations Manual. The manual and other 9-1-1 Office documents can be found on the 9-1-1 Office website, as follows:

www.td.dgs.ca.gov/services/911

To view the 9-1-1 Operations Manual upon reaching the 9-1-1 Office homepage, scroll down and select "9-1-1 Operations Manual".

How To Communicate With Us
A complete list of 9-1-1 Office staff including agency consultant assignment areas, email addresses and telephone numbers may be viewed at our website address noted above. To view this list upon reaching the Department of General Services (DGS) Telecommunications Division homepage, scroll down (if necessary) and select "California 9-1-1 Emergency Communications Office", scroll down and select "9-1-1 Staff Organization List". Or, you may reach our office at the following telephone numbers:

Telephone: (916) 657-9207
FAX: (916) 657-9882

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

State of California, Department of General Services
Telecommunications Division
California 9-1-1 Emergency Communications Office
601 Sequoia Pacific Boulevard, MS-911
Sacramento, CA 95811-0231
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“NEW” PUBLIC SAFETY ANSWERING POINT FUNDING POLICY
To be newly recognized as a funded public safety answering point (PSAP) and receive 9-1-1 Office funding as a “new” PSAP, an agency must meet the funding criteria detailed below. Upon approval by the 9-1-1 Office, start-up funding will be provided as defined below and as outlined throughout this chapter. (Note: The 9-1-1 Office encourages public agencies to consider PSAP consolidation, when appropriate, to most effectively use PSAP and 9-1-1 Office resources.)

Funding Criteria
The requesting agency 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 to the 9-1-1 Office with the following:
   a. description of the current 9-1-1 call processing procedures for the agency’s jurisdiction;
   b. confirm the requesting agency will be staffed with 9-1-1 call taker(s) and commit to answer 9-1-1 calls 24 hours per day, every day of the year, for at least five (5) years;
   c. proposed benefits of funding by the 9-1-1 Office to improve emergency response to 9-1-1 callers in their jurisdiction with supporting documentation, such as emergency incident reports; and,
   d. commitment that the PSAP (when requesting agency is law enforcement) will support the redistribution of wireless 9-1-1 calls from the California Highway Patrol (CHP) to the requesting agency’s PSAP by agreeing to accept wireless calls directly as a primary PSAP. (Fire and emergency medical response agencies receive these calls via transfer as secondary PSAPs.)

3. Complete an EMERGENCY NUMBER SYSTEM PLAN/AGREEMENT (TD-280, Rev. 2/08) with signatures from participating PSAPs that agree to send/receive 9-1-1 calls to/from the requesting agency; and, signatures of the Sheriff, or Police Chief, or Fire Chief, and Finance Officer to acknowledge financial penalties that will be imposed by the 9-1-1 Office if the 5-year commitment is not met.
   a. Subsequent to a detailed review of the documentation requested in criteria 1 and 2 above, the TD-280 form will be initiated by the 9-1-1 Office consultant who will insert projected “start-up” costs under “9-1-1 Office 5-Year Funding Plan Costs”.
   b. The TD-280 with “start up” costs provided will then be sent to the requesting agency as "pending approval" until the form is completed by the PSAP and returned to the 9-1-1 Office for final approval and a funding commitment.

Approved “Start-Up” Funding
Initial 9-1-1 Office “start up” funding for an approved “new” PSAP will be based on an evaluation of the requesting agency’s documented projected 9-1-1 call volume. Approved “new” PSAPs with an estimated 9-1-1 monthly call volume of 800 or less will be funded as a 2-position “Standard System” as defined in Chapter III, based on the selected vendor’s contracted price quote, and the associated tariffed network facilities (9-1-1 lines/trunks, ANI/ALI, and alternate answer).

III.3
AGENCY 9-1-1 EXPENSES FUNDING POLICY

With changing technology, new legislation, and an ongoing effort by all agencies for continued improvement to California’s 9-1-1 network, the 9-1-1 Office recognizes that 9-1-1 County Coordinators, 9-1-1 Regional Coordinators, and PSAPs dedicate considerable resources to support effective response to 9-1-1 callers in their community. It is the policy of the 9-1-1 Office to reimburse for documented costs directly associated with this effort.

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 9-1-1 Office before the expense is incurred are noted. Agencies may request reimbursement for these expenses by following the reimbursement claim process provided at the end of this chapter.

A. 9-1-1 County Coordinator and 9-1-1 Regional Coordinator efforts related to coordination of ESN assignments for 9-1-1 call delivery as detailed in Chapter VIII of this manual are reimbursable.

B. 9-1-1 County Coordinator and 9-1-1 Regional Coordinator efforts related to coordination of 9-1-1 related activities to PSAPs as detailed in Chapter VIII of this manual are reimbursable.

NOTE for A & B: Reimbursement for contracted services, in lieu of reimbursement for the 9-1-1 County Coordinator’s performance of these activities and 9-1-1 Regional Coordinator’s performance of these activities, requires prior written approval from the 9-1-1 Office. The agency shall use their local procurement process when selecting a provider to perform 9-1-1 Coordinator activities. The request for prior approval shall include a cover letter on agency letterhead and a copy of the entire contractor’s bid. The proposed contract and/or the request letter must provide a description of 9-1-1 activities to be performed and the objectives that must be met by the contractor. The 9-1-1 Office will review the request and respond in writing to the requesting agency with a COMMITMENT TO FUND (TD-288) form identifying contracted services eligible for reimbursement from the 9-1-1 Office. Once reimbursement for a contractor is approved, agencies may request reimbursement for these expenses by following the reimbursement claim process provided at the end of this chapter.

C. 9-1-1 system certified upgrade or replacement - time spent on activities related to the procurement of 9-1-1 customer premise equipment (CPE) that has been approved for funding by the 9-1-1 Office.

D. Training (PRE-APPROVAL REQUIRED) - time spent to travel to/from and attend specifically defined 9-1-1 training that is pre-approved by the 9-1-1 Office and held within the State of California. Documentation including a class agenda with a sign-in sheet showing the signatures of attendees or a certificate of completion must be provided to confirm attendance.

E. Special meetings/projects (PRE-APPROVAL REQUIRED) - time spent to travel to/from location and documented attendance at an advisory or project meeting requested by the 9-1-1 Office. Documentation including a dated meeting agenda on agency letterhead and a sign-in sheet showing the signatures of attendees must be provided to confirm attendance.

F. Countywide PSAP Manager’s meeting (PRE-APPROVAL REQUIRED) - time spent to travel to/from the meeting location and documented attendance. Documentation including a dated meeting agenda on agency letterhead and a sign-in sheet showing the signatures of attendees must be provided to confirm attendance.

G. CALNENA Annual Allotment (CAA) - each PSAP and the 9-1-1 County Coordinators may be reimbursed up to $3000 per fiscal year (July 1 through June 30) for attendance at CALNENA
sponsored activities within that fiscal year. Reimbursement may include time spent to travel to/from the meeting location and documented attendance, as well as items listed below. There is no limit to the number of individuals (employed by, or contracted with, the public agency) or the number of CALNENA sponsored events that may qualify for reimbursement within the CAA of $3000. Agencies must follow their own travel policies and be prepared to provide the 9-1-1 Office a copy of the agency policy. However, if no policy exists the State of California, Department of Personnel Administration (DPA), travel policy will be applied. PRE-APPROVAL IS NOT REQUIRED for use of the CAA for CALNENA sponsored events; however, the requirements for reimbursement as defined in this Chapter must be adhered to in order to qualify for reimbursement from the 9-1-1 Office.

W. **Wireless Related Activities** – All activities associated with deployment of wireless E9-1-1, including, but not limited to: wireless routing, meetings, database, scheduling, testing, cutovers, presentations, training, and escalations.
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9-1-1 Expenses Eligible For Reimbursement
The following items associated with 9-1-1 expenses eligible for reimbursement may require pre-approval (with exception of CALNENA sponsored events where the CALNENA Annual Allotment will be used):

A. WAGES - Designated PSAP Managers, designated 9-1-1 County Coordinators, designated 9-1-1 Regional Coordinators, and PSAP designated individuals may be reimbursed documented wages (straight time salary and benefits).

B. MILEAGE – Mileage may be reimbursed for documented mileage incurred while traveling to pre-approved training and meetings. The rate of reimbursement will be based on the agency’s current documented policy for mileage reimbursement. If no policy is provided, the State of California, DPA mileage reimbursement rates will be applied.

C. TRANSPORTATION – Transportation may be reimbursed for documented (receipts required) transportation costs (air, railway, bus, rental car, tolls, and parking) incurred while traveling to attend pre-approved training and meetings. The rate of reimbursement will be based on the agency’s current documented policy for transportation reimbursement. If no policy is provided, the State of California, DPA transportation reimbursement rates will be applied.

D. LODGING – Lodging may be reimbursed for documented (receipts required) lodging expenses incurred while traveling to attend pre-approved training or pre-approved meetings. The rate of reimbursement will be based on the agency’s current documented policy for lodging reimbursement. If no policy is provided, the State of California, DPA lodging reimbursement rate will be applied.

E. MEALS - Meals may be reimbursed for meal expenses incurred while performing reimbursable activities as defined in this chapter. The rate of reimbursement will be based on the agency’s current documented policy for reimbursement of meals. If no policy is provided, the State of California, DPA reimbursement rates for meals will be applied.

F. MEMBERSHIP - Annual membership to the National Emergency Number Association (NENA), California Chapter (CALNENA) may be reimbursed by the 9-1-1 Office within the limits of the CALNENA Annual Allotment (defined in this chapter). A current membership number must be provided when requesting reimbursement.

G. REGISTRATION - Reimbursement for the cost of registration to attend the annual CALNENA Conference and Trade Show and CALNENA quarterly meetings may be funded by the 9-1-1 Office within the limits of the CALNENA Annual Allotment (defined in this chapter).

H. INCIDENTAL EXPENSES - Expenditures related to the performance of reimbursable activities (for example, printing costs for the dissemination of 9-1-1 related information to PSAPs by the 9-1-1 County Coordinator) may be funded by the 9-1-1 Office.
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EDUCATION FUNDING POLICY
Funding by the 9-1-1 Office for public education materials and/or services for use in selected advertising campaigns or community awareness events that is specifically focused on the proper use of 9-1-1 may be available from the 9-1-1 Office. Pre-approval is required for all education funding requests and each request will be evaluated on a case-by-case basis. The written request to the 9-1-1 Office for funding pre-approval must include:

1. a detailed description of the educational product and/or services provided and how they address the proper use of 9-1-1;
2. a detailed list of costs for which the PSAP is seeking reimbursement; and,
3. a plan for presentation of the material (for example, a community safety day, booth at local fair, or school events with a listing of schools and classes).

Unless purchases are made using a State contract, such as the California Multiple Award Schedule (CMAS), a master purchase agreement (MPA), or a master service agreement (MSA) where the 9-1-1 Office may pay directly, all funding must be based on the Reimbursement Claim Process, Network and Other 9-1-1 Services/CPE, outlined in this chapter.

The 9-1-1 Office does not fund general crime or safety education material.
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9-1-1 NETWORK SERVICES FUNDING POLICY
Every telecommunications carrier offering local voice network (wireline and wireless) service in California is required by the California Public Utilities Commission (CPUC) to provide customer access to 9-1-1. Therefore, it is the policy of the 9-1-1 Office to provide cost recovery funding to telecommunications carriers for delivery of wireline and wireless 9-1-1 services 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 9-1-1 Office; 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, State 9-1-1 Office consultant, equipment contractor, and network provider(s).

Eligible PSAP Network Services
The following items are eligible for 9-1-1 Office funding as stipulated. PSAPs must use either the 9-1-1 Network and Other 9-1-1 Services/CPE, Reimbursement Claim Process or the Direct Funding Process, as indicated in parentheses () after each item below. Funding processes are outlined at the end of this chapter.

10-Digit Emergency Lines - Unlisted (Reimbursement Claim Process)
The 9-1-1 Office does not mandate or fund the publication of 10-digit emergency numbers. PSAPs may request reimbursement for two unlisted 10-digit emergency lines. These lines shall be used to answer transferred 9-1-1 wireline or wireless calls only. Calls answered on these lines shall be answered in a similar manner and with the same priority as 9-1-1 lines. Any previously 9-1-1 Office-funded personal communications systems (PCS) or wireless 9-1-1 telephone lines will be considered the non-published 10-digit emergency lines. Funding includes installation, monthly service, taxes, caller ID feature (where available), and telephone system line cards (new systems only). If call traffic on these lines exceeds capacity, the 9-1-1 Office may fund additional lines after verification of call traffic.

9-1-1 Telephone Lines/9-1-1 Trunks (Direct Funding Process)
The 9-1-1 Office will fund the number of 9-1-1 telephone lines necessary to answer emergency calls at a P.01 grade of service (no more than one busy per 100 call attempts during a normal busy hour). No less than two telephone lines per routing tandem will be funded at each PSAP. Funding will include installation charges, monthly service, mileage charges and toll charges associated with the answering and transferring of 9-1-1 calls. Additional justification must be included in requests with excessive mileage (more than 50 miles) to connect a PSAP to a tandem switch. Installation and monthly service for pre-approved relocated services will be funded, however the overlap in billing for two locations is limited to a maximum of one month.

ALI Dial Backup Circuit (Direct Funding Process)
The purpose of the automatic location identification (ALI) dial backup circuit is to restore the ALI database connection should the primary ALI retrieval circuit fail. An analog telephone line and associated equipment (modem and cabling) will be funded. Funding for the analog telephone line will include installation, equipment, toll and monthly service. Installation and monthly service for pre-approved relocated services will be funded, however the overlap in billing for two locations is limited to a maximum of one month.
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ALI Retrieval Circuits (Direct Funding Process)
One digital ALI retrieval circuit with two virtual channels and the equipment necessary to connect this circuit to the PSAP CPE will be funded per PSAP. Funding will include installation, equipment and monthly service. Installation and monthly service for pre-approved relocated services will be funded, however the overlap in billing for two locations is limited to a maximum of one month.

Alternate Answer Circuits (Direct Funding Process)
Requests for new alternate answer circuits will be funded by the 9-1-1 Office to provide an expedient method to reroute 9-1-1 calls to the nearest appropriate PSAP in the event a PSAP’s 9-1-1 telephone system fails or the communications center is evacuated. Where feasible, alternate routing of calls must be to an answer point that already has direct connectivity to the same tandem switch. If a PSAP answers 9-1-1 calls from two or more tandems, the 9-1-1 Office may fund additional alternate routing circuits necessary to deliver calls to more than one local PSAP. A letter of authorization from the PSAP agreeing to answer rerouted calls must accompany any request for alternate answer funding. These circuits shall not be used to reroute 9-1-1 call traffic for the purpose of sharing call workload with other PSAPs. Changes to existing alternate answer configurations may be funded when caused by circumstances beyond the control of the PSAP or when the PSAP location is moved; however, the overlap in billing for two locations is limited to a maximum of one month.

CPE Maintenance Telephone Line (Direct Funding Process)
One analog telephone line for remote maintenance of customer premises equipment by a contractor will be funded. Funding will include installation, equipment and monthly service.

Foreign Language Interpretation Services (Contact 9-1-1 Office Consultant)
The 9-1-1 Office will reimburse PSAPs for 9-1-1 foreign language interpretation services that meet the requirement as outlined in Chapter VII, Foreign Language Interpretation.

Management Information System (Contact 9-1-1 Office Consultant)
A 9-1-1 network management information system (MIS) is the collection and display of 9-1-1 call traffic statistics for the production of call traffic reports. The collection and display of 9-1-1 call traffic statistics via a network MIS is funded by the 9-1-1 Office. Funding includes the data network telephone lines, data processing, and archiving of collected data. This data is available for viewing by any PSAP with access to the Internet. PSAPs without access to the Internet can receive paper copies of various statistical reports from their 9-1-1 Office consultant. Connection to CARSNET (Verizon network) or FRNIS (AT&T network) for the production of call traffic reports is required by the 9-1-1 Office to determine annual customer premise equipment (CPE) allotment amounts for each PSAP. To ensure State funding, it is the responsibility of the PSAP to verify with the network provider (AT&T or Verizon) that their MIS connection is actively working.
CUSTOMER PREMISE EQUIPMENT (CPE) FUNDING POLICY

It is the policy of the 9-1-1 Office to ensure high quality and best value for agencies in the procurement and maintenance of 9-1-1 customer premise equipment (CPE) and services. To accomplish this, the 9-1-1 Office staff will advise and support PSAPs in their efforts to procure 9-1-1 CPE that maximizes the ability of PSAP personnel to efficiently and effectively answer and direct 9-1-1 calls. To receive 9-1-1 Office funding, the PSAP must follow the funding process for the reimbursement or direct funding as outlined in this chapter (refer to FUNDING PROCESSES FOR SERVICES & EQUIPMENT, 9-1-1 System CPE Replacement or Certified Upgrade).

9-1-1 System CPE Defined

Includes all equipment and systems used within the PSAP 9-1-1 call taker work area (including the 9-1-1 equipment room/closet) to answer 9-1-1 calls. This includes, but is not limited to, 9-1-1 call taker telephony computers, controllers, servers, cabling, and/or ancillary systems, services, and products associated with the delivery of a 9-1-1 call.

Master Purchase Agreement (MPA) For 9-1-1 CPE

The State of California offers a Master Purchase Agreement (MPA) that provides PSAPs an effective procurement method for system replacement or certified upgrade (where the existing CPE is certified to function, as new, for an additional five years) of their 9-1-1 system CPE and services. 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 equipment by soliciting price offers from different providers on the MPA contract, thus increasing the buying power of their annual allotment. The MPA is located on our 9-1-1 Office website (a link is provided in the Introduction of this chapter).

Use of the MPA is not mandatory; however, it offers direct funding by the 9-1-1 Office to the contractor. PSAPs may use their local procurement processes and receive funding on a reimbursement basis.

CPE Funding Allotment

In order to provide funding in an equitable manner throughout the State, the 9-1-1 Office has established a CPE funding allotment calculation that is based on each PSAP’s volume of 9-1-1 calls using the CPE Provisioning Policy (provided in this chapter), the median prices obtained from the CPE contract for a standard system, and the PSAP’s 9-1-1 call taker staffing commitment. The CPE funding allotment for each PSAP is designed to permit the PSAP to accrue funding, on an annual basis, toward their next replacement of a complete 9-1-1 system or certified upgrade (where the existing CPE is certified to function, as new, for an additional five years). Upon receipt of a PSAP’s request for CPE funding, the 9-1-1 Office consultant will perform a 9-1-1 call traffic analysis and calculate an annual CPE allotment eligibility amount.

For clarification, the CPE allotment eligibility amount stops accruing upon installation of the 9-1-1 system replacement or certified upgrade for which it was intended. Upon request by the PSAP for their next system replacement or certified upgrade, the 9-1-1 Office will perform a new call volume traffic analysis and calculate a new CPE allotment eligibility amount with a new accrual beginning the first January after the last 9-1-1 system replacement or certified upgrade.
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In an effort to provide flexibility to the PSAP for 9-1-1 related funding, PSAPs may request use of the CPE allotment for a special purchase before system replacement or certified upgrade. Items that may be eligible for funding are listed in the Standard 9-1-1 System items and the Service/Equipment Approval List For Residual Funds provided in this chapter. However, when it is time to replace or upgrade the PSAP’s 9-1-1 system CPE, for which this annual CPE allotment is designed to fund, the agency may be required to provide local funding if the remaining CPE allotment funds are insufficient at that time.

For 9-1-1 Office budgeting purposes and to allow the PSAP adequate time to evaluate various 9-1-1 system CPE contractors, PSAPs should submit their request for 9-1-1 system CPE replacement or certified upgrade and their plan for use of any residual funds to the 9-1-1 Office at least 12 to 18 months before planned installation.

Residual Funds
If the final cost for complete 9-1-1 system CPE replacement or certified upgrade is less than the PSAP’s CPE funding allotment eligibility amount, the remaining amount is referred to as residual funds. These residual funds may be used for the purchase of additional 9-1-1 Office approved equipment and services as detailed in the Service/Equipment Approval List For Residual Funds provided in this chapter. Planning and subsequent request for use of these residual funds must take place when the PSAP prepares and submits their purchase order (PO) package in accordance with the Funding Process for 9-1-1 System Replacement or Certified Upgrade as outlined in this chapter. All quotes and/or purchase orders for use of residual funds must be submitted to the 9-1-1 Office by the last State recognized business day of the calendar year in which the system replacement or certified upgrade was installed. (For further clarification of this requirement, please contact your assigned 9-1-1 Office consultant.)

CPE System Maintenance After Five Years
Five years after installation of a 9-1-1 CPE system (which includes one year of system warranty and four years of system maintenance), PSAPs may choose to enter into an agreement with a CPE contractor for additional maintenance. Maintenance agreements are not automatic and 9-1-1 Office funding requires pre-approval at least two months prior to the expiration of the “existing” agreement. Maintenance costs that are directly billed to, or reimbursed by, the 9-1-1 Office will be deducted from the PSAP’s CPE allotment. Contact your 9-1-1 Office Consultant to determine the appropriate steps required for pre-approval and subsequent funding by the 9-1-1 Office.

CPE Replacement Parts and Equipment Repairs
Funding will be provided for replacement parts and equipment repairs caused by normal use of the equipment. PSAPs will not be required to submit for prior funding approval of replacement parts when immediate replacement is necessary to restore normal operation of the CPE. 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. 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 9-1-1 Office will review and may approve funding requests for replacement parts and equipment repairs. All requests for funding replacement parts and equipment repairs for reasons other than those caused by normal use will be evaluated on a case-by-case basis.
Standard 9-1-1 System

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

Standard 9-1-1 Call Taker Position – Intelligent Workstation (IWS), including:
1. Full Telephony Computer
2. 19" LCD Monitor
3. Mouse
4. Standard Keyboard
5. Keypad Dialer (if no phone set)
6. Phone Set (only if necessary for computer telephony integration)
7. Keyboard Arbitrator
8. Instant Recall Recorder
9. Uninterruptible Power Supply (UPS) For Call Taker Positions - fifteen (15) minutes
10. Automatic TDD/TTY Capability

Turnkey call processing system, including:
11. Two (2) UPS (one is redundant) serving all backroom equipment - fifteen (15) minutes (each)
12. Printer for ANI/ALI printing
13. Training for 9-1-1 call taker(s) and 9-1-1 call taker supervisor(s)
14. Enhanced CAMA trunks
15. Capability for third party contractor to remotely collect real time ANI/ALI/Call Detail Record Data via a frame relay connection
16. Cabling
17. Dynamic ANI/ALI output interface to PSAP provided for CAD, GIS, MIS, etc.
Service/Equipment Approval List For Residual Funds
A PSAP may request pre-approval from the 9-1-1 Office to use residual funds from their CPE funding allotment (in accordance with requirements outlined in the CPE FUNDING POLICY, CPE Funding 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 communication center's 9-1-1 call taker work area (including the 9-1-1 equipment room/closet) and in direct support of the delivery of 9-1-1 calls to the 9-1-1 call taker. Documentation must be provided to describe how the service/equipment will meet this requirement. Facility modifications and GIS related equipment must include justification, project plan, and floor plans. All requests must include a detailed itemization of costs.

Funding for the items below must be requested at the time of system replacement or certified upgrade in a concise plan for use of all CPE allotment funds and in accordance with the funding processes outlined in this chapter. A 9-1-1 Office CPE ALLOTMENT SPENDING PLAN (TD-285) form must be completed and submitted to the 9-1-1 Office before a COMMITMENT TO FUND (TD-288) form can be prepared. The TD-285 form is provided on the 9-1-1 Office website and, when in Chapter III on the website, the form may be downloaded from the following link:


1. Additional items from “Standard 9-1-1 System” as defined on previous page (III.12)
2. Automatic call distribution
3. Call Traffic Study
4. Computer memory/storage additions for 9-1-1 call taker telephony computer
5. Facility modifications necessary to accommodate 9-1-1 call taker workstations
6. Furniture - call taker workstation and chair
7. Geographical Information System (GIS) services, software, and equipment
8. Headsets
9. Logging recorder for 9-1-1 calls
10. Maintenance (extended CPE maintenance beyond the 5 year contract terms)
11. Management Information System (MIS) software and computer solely for 9-1-1 call management information collection and reports
12. Move or removal of 9-1-1 intelligent workstation (IWS)
13. Moves, add and changes (MAC) to features of 9-1-1 call taker telephony computer
14. TDD/TTY testing (per NENA recommended standard)
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CPE PROVISIONING POLICY

It is the policy of the 9-1-1 Office 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 9-1-1 Office accesses a PSAP’s 9-1-1 trunk/line call volume statistics via an Internet based management information system (MIS). PSAP connection to a State contracted MIS for the production of call traffic reports is required by the 9-1-1 Office to determine a PSAP’s 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 a State contracted MIS jeopardize their eligibility for funding from the 9-1-1 Office. To confirm appropriate connection, PSAPs should contact their assigned 9-1-1 Office consultant.

CPE Funding Level Calculations

The 9-1-1 Office has established CPE funding allotment amounts at various funding levels that are based on the quantity of 9-1-1 calls, including up to 20% of 9-1-1 calls that are abandoned before they are answered, and emergency 9-1-1 calls transferred to the PSAP by the use of non-published emergency lines. These 9-1-1 calls transferred to non-published lines may be added in the calculation for FUNDING LEVEL ONE, TWO, THREE, and FIVE with the stipulation that the PSAP can offer documentation supporting the status of these 9-1-1 transferred calls in a formal report with statistics collected from an alternate MIS that monitors the traffic electronically or computer aided dispatch (CAD) incident reports. (FUNDING LEVEL FOUR accounts for transferred 9-1-1 calls in the formula provided.) All funding level calculations for PSAPs with a call volume of over 1200 calls per month will be performed using the calculations for funding level four (typical busy hour) AND funding level five (typical busy month). The calculation that provides the highest CPE funding amount for the PSAP will be applied.

1. **FUNDING LEVEL ONE** - PSAPs that answer 1 to 300 emergency calls per month.
   Established PSAPs that answer 300 or less 9-1-1 calls and emergency 7-digit 9-1-1 transfer calls, including up to 20% of total 9-1-1 calls that are abandoned before they are answered during the typical busy MONTH, may be “grandfathered” at a minimum level of funding.
   Continued funding for “grandfathered” systems will be assessed on a case-by-case basis as each system is due for replacement or certified upgrade.

2. **FUNDING LEVEL TWO** - PSAPs that answer 301 to 800 emergency calls per month.
   The CPE provisioning determination for this level is based on the total volume of 9-1-1 calls and emergency 7-digit 9-1-1 transfer calls answered at the PSAP, including up to 20% of total 9-1-1 calls that are abandoned before they are answered during the typical busy MONTH. The typical busy month will be based on selection of the three highest call volume months over the previous 18 months, adding the total of the three selected months, then dividing the total by three.

3. **FUNDING LEVEL THREE** - PSAPs that answer 801 to 1200 emergency calls per month.
   The CPE provisioning determination for this level is based on the total volume of 9-1-1 calls and emergency 7-digit 9-1-1 transfer calls answered at the PSAP, including up to 20% of total 9-1-1 calls that are abandoned before they are answered during the typical busy MONTH. The typical busy month will be based on selection of the three highest call volume months over the previous 18 months, adding the total of the three selected months, then dividing the total by three.
4. **FUNDING LEVEL FOUR** – PSAPs that answer over 1200 emergency calls per month. The CPE provisioning determination for this level is based on the volume of 9-1-1 calls and emergency 7-digit 9-1-1 transfer calls answered at the PSAP, including up to 20% of total 9-1-1 calls that are abandoned before they are answered during the typical busy HOUR. The 9-1-1 Office will use the following formula to determine the CPE provisioning level and funding allotment amount based on the typical busy hour.

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

- **E** = estimated 9-1-1 call volume during busy hour measured in Erlangs (one Erlang equates to one hour of call traffic)
- **N** = number (or quantity) of 9-1-1 calls answered during typical busy hour, including up to 20% abandoned calls
- **X2** = the N is doubled to account for emergency 7-digit 9-1-1 transfer calls
- **T** = time (estimated average 9-1-1 call duration during typical busy hour)
- **+60** = call wrap-up time added to each counted call
- **/3600** = divided by number of seconds in one hour

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

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<td>5.16</td>
<td>5.88</td>
<td>6.61</td>
<td>7.35</td>
<td>8.11</td>
</tr>
</tbody>
</table>

Example: Where a PSAP that answers an average of fifty (50) 9-1-1 calls during their typical busiest hours and the average call time for these calls 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 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 1200 9-1-1 calls per month. As an alternative to funding level four, that is based on the PSAP's typical busy hour, 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 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 highest call volume months over the previous 18 months, adding the total of the three selected months, then dividing the total by three. The 9-1-1 Office will use the following formula, based on the typical busy month, to determine the CPE provisioning level and funding allotment amount for PSAPs with over 1200 9-1-1 calls during a typical busy month.

**TYPICAL BUSY MONTH FORMULA:**  \[ P = \frac{(A/1000) + (B/2000)}{1000} \]

- **P** = CPE provisioning level
- **A** = total answered 9-1-1 calls for the averaged typical busy month
- **1000** = divided by 1000
- **B** = total abandoned 9-1-1 calls (up to 20% of total) during the averaged typical busy month
- **2000** = divided by 2000

Example: Where a PSAP averages 12,300 calls per month over a selected three months, this number would be divided by 1000 to equal 12.3. Where the average number of abandoned calls during the same selected months is 2100, this number would be divided by 2000 to equal 1.05. The CPE provisioning level for this PSAP totals 13.35, which would be rounded up to 14.
GEOGRAPHIC INFORMATION SYSTEM (GIS) FUNDING POLICY

In accordance with Federal Communications Commission (FCC) Order 94-102, the 9-1-1 Office has launched a project to implement enhanced 9-1-1 services for wireless telephone users throughout California. A major emphasis of this project is the redistribution of Statewide wireless 9-1-1 call volumes to local PSAPs from the California Highway Patrol (CHP) communications centers that handle an overwhelming number of wireless 9-1-1 calls. As an incentive for PSAP participation in this project that will significantly improve 9-1-1 wireless caller response time, the 9-1-1 Office will provide participating PSAPs a one-time allotment for costs associated with implementation of a GIS. Primary PSAPs that agree to answer wireless 9-1-1 calls directly or secondary PSAPs that receive transferred wireless calls through the 9-1-1 network may request GIS funding by following the GIS Reimbursement Claim Process or the GIS Direct Funding Process outlined at the end of this chapter.

GIS Funding Allotment

PSAPs approved for GIS funding will be provided a GIS allotment in accordance with the procedures provided in this chapter. The GIS funding allotment is based on the PSAP’s 9-1-1 call volume statistics as determined by the CPE provisioning formulas outlined in this chapter. The one-time GIS allotment may be used in current and future years.

Authorized Use of GIS Allotment Funds

PSAPs may use their GIS funding allotment for software, hardware and services necessary to provide the 9-1-1 call taker with GIS mapping to be used for the display of Wireless Phase II latitude and longitude of the person that has dialed 9-1-1. GIS expenditures submitted for funding must include a GIS plan identifying the scope (task and/or item elements with a description of how the mapping requirement will be met), schedule and resources (itemization of proposed costs). PSAPs may use their GIS funding allotment for the following GIS related expenditures. The 9-1-1 Office will examine funding requests for GIS related items not listed below on a case-by-case basis.

01. Aerial photographs
02. Application interface device
03. CAD integration
04. Computer
05. Computer hardware upgrades
06. Computer software upgrades
07. Computer software used to create/manipulate map datasets
08. Consulting services for GIS
09. Datasets (commercial map datasets where, as a minimum, the dataset must have road centerlines and street address names and ranges)
10. Map maintenance
11. Map data conversion and installation
12. Monitors
13. Personnel time to build and maintain the PSAP portion of the GIS database, including
   A. creation of new map dataset road centerlines using aerial photographs and/or global positioning system (GPS) assisted data collection;
   B. creation of public safety related map layers;
   C. training; and,
   D. verification of map dataset accuracy. Activities may include:
      a. verification/correction of spatial street centerline data;
      b. verification/correction of street address ranges, street names and spellings; and,
      c. comparison, verification/correction of map dataset and/or Master Street Address Guide (MSAG).
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FUNDING PROCESSES FOR SERVICES AND EQUIPMENT
Public safety answering points (PSAPs) requesting 9-1-1 Office funds may use the reimbursement process or the direct funding process.

Reimbursement
The reimbursement funding process provides the PSAP a vehicle to be compensated for 9-1-1 related expenses that are pre-approved for funding by the 9-1-1 Office. Refer to AGENCY 9-1-1 EXPENSES 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 (TD-290) form to the 9-1-1 Office.

Direct Funding
With prior approval from the 9-1-1 Office, the direct funding process allows the PSAP to order equipment and services and have all invoices sent directly to the 9-1-1 Office. Direct funding requires a State of California procurement method, such as a State master contract and/or California Multiple Award Schedule (CMAS).

FUNDING PROCESSES (Step-By-Step)
In accordance with the funding policies provided in this chapter, four categories of services and equipment (CPE, GIS, Network and Other 9-1-1 Services/CPE, and Agency 9-1-1 Expenses) are provided on the following pages with detailed funding processes for reimbursement and direct funding. PSAP Managers are encouraged to contact their 9-1-1 Office consultant for assistance with these processes.
FUNDING PROCESS - 9-1-1 System CPE Replacement or Certified Upgrade

9-1-1 System CPE Reimbursement Claim Process
In accordance with the CPE FUNDING POLICY outlined in this chapter, PSAPs requesting reimbursement for a complete 9-1-1 system CPE replacement or certified upgrade (where the existing CPE is certified to function, as new, for an additional five years) may use the following CPE Reimbursement Claim Process.

1. PSAP Requests Funding
The PSAP writes a letter to the 9-1-1 Office requesting a complete system replacement or certified upgrade. For budgeting purposes, the initial request to upgrade or replace 9-1-1 equipment must be submitted to the 9-1-1 Office at least twelve months (18 months if feasible) in advance of the anticipated installation date. The letter shall include:
   A. an overview of requirements;
   B. the PSAP’s planned number of staffed 9-1-1 call taker positions;
   C. the procurement process PSAP plans on using to obtain equipment and services (i.e., PSAP will perform a competitive bid or PSAP plans to use the DGS CPE Contract);
   D. the desired installation date; and,
   E. the name of the PSAP’s finance administrator with authority to approve agency spending.

2. 9-1-1 Office Issues “Pre-Authorization Letter”
If the PSAP request meets the funding requirements outlined in this chapter, a “pre-authorization letter” will be sent to the PSAP within eight weeks of the date the funding request letter was received by the 9-1-1 Office and will detail the approved CPE allotment amount. The pre-authorization letter will also detail the steps the PSAP must follow to obtain final purchase approval from the 9-1-1 Office. If the PSAP funding request letter does not meet the funding requirements, the assigned 9-1-1 Office consultant will contact the PSAP for further information within two weeks of the date the funding request letter was received by the 9-1-1 Office.

3. PSAP Chooses 9-1-1 System from the DGS 9-1-1 CPE MPA or Prepares Bid Specifications
Once pre-authorization is obtained from the 9-1-1 Office, the PSAP may choose to use the current State 9-1-1 CPE master purchase agreement (MPA) or they may choose to use their PSAP’s competitive bid procurement process. PSAPs are encouraged to examine the functional differences of available 9-1-1 systems, determine each contractor’s ability to provide different services, and obtain multiple price offers from contractors for systems with matching configurations and functionality needed by the PSAP.

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

4. PSAP Submits a Statement of Work (SOW) or a Bid Response
Once the PSAP has selected a 9-1-1 system and has prepared a SOW or the PSAP has prepared bid responses for a complete system replacement, the PSAP must submit a funding request to the 9-1-1 Office with the following documentation:
   A. Statement of Work with an itemization of all system replacement costs or bid specification
   B. Completed 9-1-1 Office CPE ALLOTMENT SPENDING PLAN (TD-285) form. The TD-285 form is provided on the 9-1-1 Office website and, when in Chapter III on the website, the form may be downloaded from the following link:

5. **9-1-1 Office Issues a Commitment To Fund**
   If the PSAP request meets 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 four weeks of the date the funding request was received by the 9-1-1 Office. If the PSAP letter does not meet the funding requirements, the assigned 9-1-1 Office consultant will contact the PSAP for further information within two weeks of the date the funding request was received by the 9-1-1 Office.

6. **The PSAP Purchases the 9-1-1 System CPE**
   The PSAP uses their procurement process to purchase the system and authorizes the contractor to provide and install the equipment according to the conditions of their contract.

7. **Contractor Invoices the PSAP**
   Upon satisfactory installation of equipment or service, the contractor will invoice the PSAP.

8. **PSAP Submits Claim For Reimbursement**
   Upon payment of the invoice, the PSAP may submit a Reimbursement Claim (TD-290) form to the 9-1-1 Office, including the previously approved TD-288 with appropriate 9-1-1 Office tracking number, a document confirming the PSAP’s acceptance date of the system, and copies of paid invoices with proof of payment (e.g. copy of cancelled check).

9. **9-1-1 Office Reviews, Approves, and Reimburses PSAP**
   Upon receipt of a complete and accurate TD-290 with appropriate documentation, the 9-1-1 Office will review and approve the request within two weeks. The claim will be forwarded to the Department of General Services, Office of Fiscal Services, for payment processing. This final payment process may take up to 90 days.
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9-1-1 System CPE Direct Funding Process
In accordance with the CPE FUNDING POLICY outlined in this chapter, PSAPs are required to follow the procedures below when seeking State funding for a complete 9-1-1 system replacement or certified upgrade where the PSAP uses a CMAS contract or current DGS 9-1-1 CPE MPA and invoices will be sent by the contractor to the 9-1-1 Office for direct payment. PSAPs must follow their own procurement processes when issuing a purchase order to procure 9-1-1 systems.

1. PSAP Requests Funding
   The PSAP writes a letter to the 9-1-1 Office requesting a complete system replacement or certified upgrade. For budgeting purposes, the initial request to upgrade or replace 9-1-1 equipment must be submitted to the 9-1-1 Office at least twelve months (18 months if feasible) in advance of the anticipated installation date. The letter shall include:
   A. an overview of requirements;
   B. the PSAP’s planned number of staffed 9-1-1 call taker positions;
   C. the PSAP’s choice of State procurement method (CMAS or current DGS 9-1-1 CPE MPA);
   D. the desired installation date; and,
   E. the name of the PSAP’s finance administrator with authority to approve agency spending.

2. 9-1-1 Office Issues “Pre-Authorization Letter”
   If the PSAP request meets the funding requirements outlined in this chapter, a “pre-authorization letter” will be sent to the PSAP within eight weeks of the date the funding request letter was received by the 9-1-1 Office and will detail the approved allotment amount. The pre-authorization letter will also detail the steps the PSAP must follow to obtain final purchase approval from the 9-1-1 Office. If the PSAP funding request letter does not meet the funding requirements, the assigned 9-1-1 Office consultant will contact the PSAP for further information within two weeks of the date the funding request letter was received by the 9-1-1 Office.

3. PSAP Chooses 9-1-1 System
   Once pre-authorization is obtained from the 9-1-1 Office, the PSAP is encouraged to examine the functional differences of available 9-1-1 systems, determine each contractor’s ability to provide different services, and obtain multiple price offers from contractors for systems with identical configurations and functionality needed by the PSAP.

   Prices on the MPA contract 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 in this chapter) by obtaining price offers from different contractors.

   The PSAP is strongly encouraged to follow the steps listed below to choose a system.
   A. Examine different CPE systems/contractors and obtain price offers (a detailed breakdown of equipment, installation and maintenance costs) for systems with identical configurations.
   B. Document a comparative analysis of systems evaluated.
   C. Document selected system and why it was chosen.
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4. Contractor Prepares Statement Of Work (SOW)
The selected contractor prepares a SOW detailing all deliverables for this installation. Please refer to STATEMENT OF WORK at the end of this chapter. This document is important because it insures that both the PSAP and the contractor agree on the elements necessary to meet the needs of the PSAP. The PSAP may use the 9-1-1 Office website to compare price quotes against current maximum contract prices for each CPE contract provider.

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

5. PSAP Prepares and Submits a Purchase Order (PO) Package
The 9-1-1 Office will assist the PSAP, as needed, in preparing a PO package. The PO document shall serve as the legally binding procurement instrument between the PSAP agency and the contractor. The PO package must include the following information.
A. SOW
B. Itemized list of all system elements
C. Unsigned PO, which must include:
   a. the “ship to” address where the system will be installed;
   b. the “bill to” address of the 9-1-1 Office for all applicable system elements approved for funding;
   c. a statement on the front of the PO stating, “The purchase, installation, and maintenance of items identified in this purchase order shall comply exclusively with the terms and conditions of (current 9-1-1 CPE MPA or CMAS contract number) and the attached STATEMENT OF WORK.”
   d. a summary of costs on the PO document for the standard system replacement or certified upgrade including equipment, installation, training, maintenance, and taxes;
   e. a summary of costs on the PO document, in addition to the standard system, for other items on the contract the PSAP requests to purchase at the same time (list CPE allotment items separately from GIS allotment items);
   f. an attached cost table referencing a complete breakdown of all costs by item, and,
D. Completed CPE ALLOTMENT SPENDING PLAN (TD-285) form. The TD-285 form is provided on the 9-1-1 Office website and, when in Chapter III on the website, the form may be downloaded from the following link:

6. 9-1-1 Office Issues a Commitment To Fund
The 9-1-1 Office will review the PO package. If the PSAP’s PO package meets 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 four weeks of the date the 9-1-1 Office received a complete and accurate PO package. If the PSAP’s PO package does not meet the funding requirements, the assigned 9-1-1 Office consultant will contact the PSAP for further information within two weeks of the date the 9-1-1 Office received the PO package.

7. PSAP Authorizes Contractor To Proceed With Installation
Upon receipt of the approved TD-288, the PSAP may then sign the PO and authorize the contractor to proceed with installation. The PSAP and the contractor should closely examine the schedule included in the SOW prior to signing the document. The PSAP must provide the contractor the signed PO.
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 9-1-1 Service and Equipment System Acceptance and Authorization (TD-284) form to the 9-1-1 Office so that payment can be rendered to the contractor.

9. **Contractor Invoicing**
   Upon satisfactory installation of equipment or service, the contractor may invoice the 9-1-1 Office. When invoicing the 9-1-1 Office, 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 9-1-1 Office on the TD-288 form.
FUNDING PROCESS - Geographic Information System (GIS)

In accordance with the GIS FUNDING POLICY outlined in this chapter, PSAPs requesting funding for GIS may use the Reimbursement Process or the Direct Funding Process. Both methods require specific preliminary information outlined below that is necessary to determine GIS funding eligibility.

GIS Reimbursement Claim Process

1. PSAP Requests GIS Funding
   The PSAP prepares and submits to the 9-1-1 Office a GIS funding request letter that must include the following information, as a minimum.
   A. The PSAP's planned number of staffed 9-1-1 call taker positions.
   B. A commitment from the PSAP to answer wireless 9-1-1 calls in their jurisdiction when the service becomes available.

2. 9-1-1 Office Issues “GIS Funding Eligibility Letter”
   If the PSAP requests the GIS funding requirements outlined in this chapter, a “GIS funding eligibility letter” will be sent to the PSAP within two weeks of the date the funding request letter was received by the 9-1-1 Office. This letter will detail the amount of GIS funds that the PSAP may be eligible to receive, pending 9-1-1 Office approval of the PSAP’s GIS spending plan. This letter will also detail the steps the PSAP must follow to obtain final purchase approval from the 9-1-1 Office. If the PSAP GIS funding request letter does not meet the GIS funding requirements, the assigned 9-1-1 Office consultant will contact the PSAP for further information within two weeks of the date the GIS funding request letter was received by the 9-1-1 Office.

3. PSAP Prepares and Submits a GIS Spending Plan
   The PSAP completes and submits to the 9-1-1 Office the 9-1-1 Office GIS Spending Plan document that must include the following information, as a minimum.
   A. The procurement process the PSAP plans on using, if necessary, to obtain equipment and/or services (i.e., competitive bid, State contract).
   B. A general overview of planned GIS activities (scope) with a description of the PSAP’s current status of GIS deployment and a description of how the mapping requirement will be met then tested;
   C. A schedule for implementation (for example, anticipated dates for wireless 9-1-1 call delivery, demonstrated multi-jurisdictional planning, map dataset completion, hardware, software installation and training); and,
   D. An outline of resources (including costs) needed to accomplish GIS activities (CPE, consulting, personnel time).

NOTE: The GIS Spending Plan document is provided on the 9-1-1 Office website and, when in Chapter III on the website, the form may be downloaded from the following link:
http://www.documents.dgs.ca.gov/td/911/GISspendingplanguide.doc

4. 9-1-1 Office Issues a Commitment To Fund
   The 9-1-1 Office will review the GIS spending plan. If the PSAP spending plan meets 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 four weeks of the date the 9-1-1 Office received a complete and accurate GIS spending plan. If the PSAP’s spending plan does not meet the funding requirements, the assigned 9-1-1 Office consultant will contact the PSAP for further information within two weeks of the date the 9-1-1 Office received a complete and accurate GIS spending plan.
5. **PSAP Purchases GIS and/or Related Components**
The PSAP uses their procurement process to purchase the GIS and/or related GIS components and authorizes the contractor to provide and install the equipment according to the conditions of their contract. The 9-1-1 Office strongly recommends that a statement of work (SOW) and a system acceptance plan be included in this process. (Please refer to *STATEMENT OF WORK* in this chapter.)

6. **Contractor Invoices the PSAP**
Upon satisfactory installation of equipment or service, the contractor will invoice the PSAP.

7. **PSAP Submits Claim For Reimbursement**
Upon payment of the invoice, the PSAP may submit a Reimbursement Claim (TD-290) form to the 9-1-1 Office, including the previously approved TD-288 with appropriate 9-1-1 Office tracking number and copies of paid invoices with proof of payment.

8. **9-1-1 Office Reviews, Approves, and Reimburses PSAP**
Upon receipt of a complete and accurate TD-290 with appropriate documentation, the 9-1-1 Office will review and approve the claim within two weeks. The claim will be forwarded to the Department of General Services, Office of Fiscal Services, for payment processing. This final payment process may take up to 90 days.
GIS Direct Funding Process

In accordance with the GIS FUNDING POLICY outlined in this chapter, PSAPs may seek funding from the 9-1-1 Office for GIS. PSAPs requesting invoices for approved GIS CPE/Services to be sent by the contractor directly to the 9-1-1 Office for payment are required to follow the procedures below. PSAPs are also required to follow their own procurement processes when issuing purchase orders needed to procure a GIS.

1. **PSAP Requests GIS Funding**
   The PSAP prepares and submits to the 9-1-1 Office a GIS funding request letter that must include the following information, as a minimum.
   
   A. The PSAP's planned number of staffed 9-1-1 call taker positions.
   B. A commitment from the PSAP to answer wireless 9-1-1 calls in their jurisdiction when the service becomes available.

2. **9-1-1 Office Issues “GIS Funding Eligibility Letter”**
   If the PSAP request meets the GIS funding requirements outlined in this chapter, a “GIS funding eligibility letter” will be sent to the PSAP within two weeks of the date the funding request letter was received by the 9-1-1 Office. This letter will detail the amount of GIS funds that the PSAP may be eligible to receive, pending 9-1-1 Office approval of the PSAP's GIS spending plan. This letter will also detail the steps the PSAP must follow to obtain final purchase approval from the 9-1-1 Office. If the PSAP funding request letter does not meet the GIS funding requirements, the assigned 9-1-1 Office consultant will contact the PSAP for further information within two weeks of the date the funding request letter was received by the 9-1-1 Office.

3. **PSAP Prepares and Submits a GIS Spending Plan**
   The PSAP completes and submits to the 9-1-1 Office the 9-1-1 Office GIS Spending Plan document that must include the following information, as a minimum.
   
   A. The PSAP choice of State procurement method (CMAS or MPA).
   B. A general overview of planned GIS activities (scope) with a description of the PSAP's current status of GIS deployment and a description of how the mapping requirement will be met then tested;
   C. A schedule for implementation (for example, anticipated dates for wireless 9-1-1 call delivery, demonstrated multi-jurisdictional planning, map dataset completion, hardware, software installation and training); and,
   D. An outline of resources (including costs) needed to accomplish GIS activities (CPE, consulting, personnel time).

   NOTE: The GIS Spending Plan document is provided on the 9-1-1 Office website and, when in Chapter III on the website, the form may be downloaded from the following link: http://www.documents.dgs.ca.gov/tld/911/GISspendingplanguide.doc.

4. **PSAP Chooses Contracted GIS Equipment or Services**
   Once pre-authorization is obtained from the 9-1-1 Office, the PSAP is strongly encouraged to follow the steps listed below to choose a system.
   
   A. Examine different GIS systems/contractors and obtain price offers (a detailed breakdown of equipment, installation and maintenance costs) for systems with identical configurations.
   B. Document a comparative analysis of the systems evaluated.
   C. Document the selected system and describe why it was chosen.
5. **PSAP Prepares And Submits A GIS PO Package**
The 9-1-1 Office will assist the PSAP, as needed, in preparing a GIS PO package. The PO document shall serve as the legally binding procurement instrument between the PSAP and the contractor. The PO package shall include the following information.

A. **SOW**
B. **Copy of pre-authorization letter**
C. **Itemized list of all system elements**

D. **Unsigned PO, which must include:**
   a. the "ship to" address where the system or GIS components will be installed,
   b. the "bill to" address of the 9-1-1 Office (for all applicable system elements approved for funding);
   c. a statement on the front of the PO stating, "The purchase, installation, and maintenance of items identified in this purchase order shall comply exclusively with the terms and conditions of (current DGS 9-1-1 CPE MPA or CMAS contract number) and the attached Statement of Work."
   d. a summary of all costs for items which the PSAP intends to purchase with GIS allotment funds, including equipment, installation, training, maintenance, services, and taxes with an attached cost table referencing a complete breakdown of costs. (GIS allotment items and CPE allotment items must be listed separately, if applicable.)

6. **9-1-1 Office issues a Commitment To Fund**
The 9-1-1 Office will review the GIS PO package. If the PSAP's PO package meets 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 four weeks of the date the 9-1-1 Office received a complete and accurate PO package. If the PSAP's PO package does not meet the funding requirements, the assigned 9-1-1 Office consultant will contact the PSAP for further information within two weeks of the date the 9-1-1 Office received the PO package.

7. **PSAP Authorizes Contractor To Proceed With Installation**
Upon receipt of the approved TD-288, the PSAP may then sign the PO and authorize the contractor to proceed with installation. The PSAP should closely examine the schedule included in the SOW prior to signing the PO. The PSAP must provide the Contractor the signed PO.

8. **Contractor Invoices the 9-1-1 Office**
Upon satisfactory installation of equipment or service, the contractor may invoice the 9-1-1 Office. When invoicing the 9-1-1 Office, 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 9-1-1 Office on the TD-288 form.
FUNDING PROCESS – 9-1-1 Network and Other 9-1-1 Services/CPE

Reimbursement Claim Process – 9-1-1 Network and Other 9-1-1 Services/CPE
In accordance with the EDUCATION FUNDING POLICY, 9-1-1 NETWORK SERVICES FUNDING POLICY, and CPE FUNDING POLICY outlined in this chapter, PSAPs requesting reimbursement funding for 9-1-1 network services and other 9-1-1 services and/or CPE (not GIS or system replacement), may use the following Reimbursement Claim Process.

1. PSAP Requests Funding
   The PSAP writes a letter to the 9-1-1 Office requesting the 9-1-1 service and/or equipment. The letter must include:
   A. an overview of requirements with associated costs;
   B. PSAP’s planned number of staffed 9-1-1 call taker positions (if CPE funding allotment is to be used);
   C. procurement process PSAP plans on using to obtain equipment and services (i.e., competitive bid, noncompetitive bid, tariff, or State contract);
   D. desired installation date; and,
   F. the name of the PSAP’s finance administrator with authority to approve agency spending.

2. 9-1-1 Office Issues a Commitment To Fund
   If the PSAP funding request letter meets the requirements outlined in this chapter, a COMMITMENT TO FUND (TD-288) form detailing the approved amount will be sent to the PSAP within two weeks of the date the letter was received by the 9-1-1 Office. If the PSAP letter does not meet the funding requirements, the assigned 9-1-1 Office consultant will contact the PSAP for further information within two weeks of the date the letter was received by the 9-1-1 Office.

3. The PSAP Purchases 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 For Reimbursement
   Upon payment of the invoice, the PSAP may submit a Reimbursement Claim (TD-290) form to the 9-1-1 Office, including the previously approved TD-288 with appropriate 9-1-1 Office tracking number and copies of paid invoices with proof of payment (e.g. cancelled check).

6. Review, Approval, and Reimbursement
   Upon receipt of a complete and accurate TD-290 with appropriate documentation, the 9-1-1 Office will review and approve the request within two weeks. The claim will be forwarded to the Department of General Services, Office of Fiscal Services, for payment processing. This final payment process may take up to 90 days.

NOTE: Coordination for system moves and/or system replacement that impact network services must be coordinated with all stakeholders including the PSAP manager, State 9-1-1 Office consultant, equipment contractor; and network provider(s).
9-1-1 OPERATIONS MANUAL
Chapter III – Funding

Direct Funding Process – 9-1-1 Network and Other 9-1-1 Services/CPE
In accordance with the EDUCATION FUNDING POLICY, 9-1-1 NETWORK SERVICES FUNDING POLICY, and CPE FUNDING POLICY outlined in this chapter, PSAPs requesting 9-1-1 Office funding where invoices will be sent by the contractor directly to the 9-1-1 Office for payment by means of a State contract or tariff are required to follow the procedures below.

1. PSAP Requests Funding
   The PSAP writes a letter to the 9-1-1 Office requesting the 9-1-1 service and/or equipment. The letter must include:
   A. an overview of requirements, and/or a list of items covered in the agreement, with associated costs;
   B. the PSAP’s planned number of staffed 9-1-1 call taker positions (if the State CPE funding allotment is to be used);
   C. the desired installation date and/or terms of the agreement;
   D. name of the PSAP’s finance administrator with authority to approve agency spending; and,
   E. the PSAP’s choice of State procurement method (CMAS, MPA) or tariff. When using a State CMAS contract or current DGS 9-1-1 CPE MPA, the PSAP must include a PO for the total amount of the contract with the following information:
      a. the “ship to” address where the service will be provided or the CPE will be installed;
      b. the “bill to” address of the 9-1-1 Office; and,
      c. a statement on the front of the PO stating, “The purchase, installation, and maintenance of items identified in this purchase order shall comply exclusively with the terms and conditions of (current DGS 9-1-1 CPE MPA or CMAS contract number).”

2. 9-1-1 Office Issues a Commitment To Fund
   If the PSAP request meets 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 weeks of the date the letter was received by the 9-1-1 Office. If the PSAP funding request letter does not meet the funding requirements, the assigned 9-1-1 Office consultant will contact the PSAP for further information within two weeks of the date the letter was received by the 9-1-1 Office.

3. The PSAP Authorizes Vendor To Provide Equipment and/or Service
   Upon receipt of an approved TD-288, the PSAP may authorize the contractor to provide and install the equipment/services according to the conditions of the contract or tariff.

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

4. Contractor Invoices the 9-1-1 Office
   Upon satisfactory installation of equipment or service, the contractor may invoice the 9-1-1 Office. When invoicing the 9-1-1 Office, 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 9-1-1 Office on the TD-288 form.
9-1-1 OPERATIONS MANUAL
Chapter III – Funding

FUNDING PROCESS - Agency 9-1-1 Expenses

PSAPs requesting funding for expenses, as defined in the AGENCY 9-1-1 EXPENSES FUNDING POLICY provided in this chapter, must use the following Reimbursement Claim Process. Where pre-approval by the 9-1-1 Office is required, you must begin with step “1” below. Otherwise, you may begin with step “3” below.

Reimbursement Claim Process – Agency 9-1-1 Expenses

1. PSAP Requests Funding Approval
   The PSAP submits a letter with appropriate attachments, if required, to the 9-1-1 Office requesting pre-approval for reimbursement of 9-1-1 services and/or expenses.

2. 9-1-1 Office 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 9-1-1 Office to the PSAP within two weeks from the date the 9-1-1 Office received the funding request letter. If the PSAP funding request letter does not meet the funding requirements, the assigned 9-1-1 Office consultant will contact the PSAP for further information within one week from the date the 9-1-1 Office received the funding request letter.

3. PSAP Submits Claim For Reimbursement
   The PSAP may submit a Reimbursement Claim (TD-290) form to the 9-1-1 Office in accordance with the requirements of the AGENCY 9-1-1 EXPENSES FUNDING POLICY, outlined in this chapter, and 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 ninety (90) calendar days after the close of the fiscal year in which funds have been expended;

   B. **Where pre-approval is required**, the previously approved TD-288 with appropriate 9-1-1 Office tracking number and related documentation (receipts and membership information) must be included; and,

   C. **PSAPs claiming reimbursement for wages** must complete a REIMBURSEMENT CLAIM SUPPORT DOCUMENT (TD-290A) line items A, B, C, D, E, F, G, and/or W corresponding to items A, B, C, D, E, F, G, and/or W as outlined in the AGENCY 9-1-1 EXPENSES FUNDING POLICY (defined in this Chapter) 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 W.) The TD-290A form is provided on the 9-1-1 Office website and, when in Chapter III on the website, the form may be downloaded from the following link: http://www.documents.dgs.ca.gov/td/911/TD-290A.xls.

4. 9-1-1 Office Reviews, Approves, and Reimburses PSAP
   A complete and accurate TD-290 with appropriate documentation will be reviewed and approved for payment by the 9-1-1 Office within two weeks. The claim will be forwarded to the Department of General Services, Office of Fiscal Services, for payment processing. This final payment process may take up to 90 days.
9-1-1 OPERATIONS MANUAL
Chapter III – Funding

STATEMENT OF WORK (SOW)

Every installation of 9-1-1 equipment is different due to the unique needs of each PSAP. A statement of work (SOW) is recommended for all installation of 9-1-1 CPE and is required for use of the current Department of General Services (DGS) CPE contract. Therefore, prior to the commencement of any installation of a 9-1-1 system funded by the 9-1-1 Office, 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 SOW must include the following information, as a minimum.

1. Project Contact Information - List of all project contact information (including name, telephone number, pager number, FAX number, and e-mail addresses) for the contractor project manager; sales representative (if different), installation contact, network provider contact, 9-1-1 Office consultant, PSAP project representative(s), and other identified project stakeholders.

2. Roles & Responsibilities – Identify the roles and responsibilities of each individual listed in number “1” above.

3. Floor Plans - Detailed floor plans identifying the planned location of all equipment to be installed and corresponding workstation outlets.

4. Facility Modifications Required – Contractor will describe, and provide specifications for, all facility modifications necessary to accommodate the new system. Arrangements for all modifications not performed by the contractor must be performed by the PSAP.

5. Cost Itemization - A detailed list of all costs (including quantity, make/model of all hardware, installed software and version(s), training, installation, and maintenance).

6. System Interfaces - The contractor shall list all equipment or systems that must be interfaced or integrated into the 9-1-1 system. The contractor and any third party contractors must agree on the interface specifications. Upon agreement, the costs, specifications, and responsibilities of the contractor will be documented in the SOW.

7. Circuitry – Identify quantity/type of telephone trunks, lines, and other circuits that will be connected to the system. Identify network provider service support and planning requirements.

8. System Programming - Complete programming records showing each telephone/intelligent workstation, station/line features, system speed dial numbers, agent profiles, supervisor profiles, ACD programming and any other adjustable software parameter necessary to meet the specific needs of a PSAP.

9. System Growth Capability – An explanation of configured system capacities and additional components needed to expand beyond current configuration.

10. Maintenance Facility – The name, city location, and telephone number of the primary and backup maintenance technician(s) responsible for on-site maintenance issues. The contractor will detail the capabilities of its maintenance facility to provide remote or on-site service, as needed.

11. Installation Schedule - Include equipment order date; equipment delivery date; network provider planning meeting date(s) and/or network termination support date(s); programming freeze date; equipment installation date; training date(s); and planned system in-service date.

12. Acceptance Testing - Complete SYSTEM ACCEPTANCE AND AUTHORIZATION FORM (TD-284). When in Chapter III on the website, the form may be downloaded from the following link: http://www.documents.dgs.ca.gov/td/911/TD-284.doc
August 4, 2009

Max Phipps, Captain
El Segundo Police Department
348 Main Street
El Segundo, CA 90245

Dear Captain Phipps:

The California 9-1-1 Emergency Communications Office (State 9-1-1 Office) reimburses public agencies for costs associated with 9-1-1 County Coordinator responsibilities, including staff salary, in accordance with policy and procedures detailed in Chapter III, Funding and Chapter VIII, County Coordinator and Master Street Addressing Guide (MSAG) Responsibilities in the State of California 9-1-1 Operations Manual.

The State 9-1-1 Office will reimburse the El Segundo Police Department for all approved and documented hours spent by Ella Sotelo in performing the duties and activities as outlined in Chapter VIII of the 9-1-1 Operations Manual. Chapters III and VIII are available online at http://www.cio.ca.gov/PSCD/Publications/911/911OpeaManul+.htm.

If you have any questions or need guidance through this process, please feel free to contact me at carolyn.brown@state.ca.gov or (916) 657-9183.

Sincerely,

Carolyn Brown, Unit Supervisor
9-1-1 Fiscal Administration Unit
California 9-1-1 Emergency Communications Office

CB:ja

cc: David Cummings, Chief of Police
    Andrew Mattson, 9-1-1 Consultant, 9-1-1 Office
AGENDA DESCRIPTION:
Consideration and possible action regarding award of contract to Big West Construction Corporation for construction related to Group 37 (22 homes) of the City's Residential Sound Insulation Program. (RSI 09-14).
(Fiscal impact: $685,582)

RECOMMENDED COUNCIL ACTION:
1. Award a contract to Big West Construction Corporation for construction related to Group 37 of the Residential Sound Insulation Program
2. Authorize the City Manager to execute a contract in a form approved by the City Attorney; and/or
3. Alternatively discuss and take other action related to this item.

ATTACHED SUPPORTING DOCUMENTS:
1. Pages 1-4 of the Bidder’s Proposal and Statement submitted by Big West Construction, Inc.

FISCAL IMPACT: Included in Adopted Budget

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ORIGINATED BY: James S. O’Neill, Program Manager
REVIEWED BY: Greg Carpenter, Director of Planning & Building Safety
APPROVED BY: Jack Wayt, City Manager

BACKGROUND AND DISCUSSION:
On July 28, 2009 the City Clerk’s office opened sealed bids for Group 37 (RSI 09-14) of the City’s Residential Sound Insulation (RSI) Program. The result of the bid opening was as follows:

1. Big West Construction, Inc. ........................................ $623,502.00
2. Tron Construction, Inc. .......................................... $654,686.00
3. Sam Boo Construction ................................................. $688,500.00
4. S&L Specialty Contracting, Inc. .................................... $714,300.00

The Bid from Big West Construction, Inc. (Big West) was reviewed by City staff and found to be responsive. Although the Disadvantage Business Enterprise (DBE) goal of 11% was not met, documentation of a “Good Faith Effort” was included with the Bid.

The amount requested for the contract is $685,852 which represents the Total Bid amount and an additional 10% for potential change orders related to unforeseen conditions.
As the City Council is aware, eighty percent (80%) of costs associated with the Residential Sound Insulation Program are covered by federal grant funding from the Federal Aviation Administration (FAA). This remains a funding source until those funds identified in the Grant Implementation Plan to the City of Los Angeles are exhausted. Remaining expenses, except for elective “Owner Upgrades” selected by property owners, are paid for by funding received as part of the settlement agreement with LAWA.

To date, the City’s RSI Program has completed work at 921 homes, representing Groups 1-29.
BIDDER'S PROPOSAL AND STATEMENT

Project Number RSI 09-14
"Residential Sound Insulation Program – Group 37"

To the Mayor and City Council
City of El Segundo
350 Main St.
El Segundo, CA 90245

The undersigned declares that he/she has examined the Contract Documents, including without limitation the "Instructions to Bidders" and the "Conditions of the Contract," and otherwise satisfied himself/herself as to the nature and location of the Work, and is fully informed as to all conditions and matters which can in any way affect the Work or its cost, and agrees to the following:

To perform all Work in strict conformity with the requirements of the Contract Documents and at the following lump sum price:

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$3,000 $
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<tr>
<th>Upgrade</th>
<th>37.11 1107 E. Walnut Ave.</th>
<th>37.12 205 W. Maple Ave.</th>
<th>37.13 729 W. Oak Ave</th>
<th>37.14 516 W. Sycamore Ave.</th>
<th>37.15 929 McCarthy Ct.</th>
<th>37.16 226 W. Sycamore Ave.</th>
<th>37.17 607 W. Maple Ave.</th>
<th>37.18 770 W. Imperial Ave.</th>
<th>37.19 821 Sheldon St.</th>
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<tr>
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<td>Air Conditioning Upgrade</td>
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<tr>
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<td>Window grids for Windows 9 &amp; 10</td>
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<td>Door A Upgrade</td>
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<td>Door B Upgrade</td>
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<tr>
<td>Door C Upgrade</td>
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</table>
**City of El Segundo**  
**Residential Sound Insulation Program**

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<td>37.21</td>
<td>845 Maryland St.</td>
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<td>RSI Improvements $22,397</td>
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<td>Window Casing Upgrade $100</td>
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<td>Window 13 Upgrade $500</td>
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<td>Air Conditioning Upgrade $3,000</td>
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<tr>
<td></td>
<td>Window 5 Upgrade $500</td>
</tr>
</tbody>
</table>

**Total Bid (Contract Sum)**

*Six Hundred Twenty Three Thousand Five Hundred Two Dollars*

$(623,502.00)$

*In case of discrepancy between the words and figures, the words must prevail.*

**Notices:**

- Illegible Bids must be disqualified
- If the Total Bid does not equal the total of the Schedule of Values, it is grounds for rejection of the Bid or rescinding a Notice of Award.
- Inconsistencies between the Schedule of Values and the Plans for each Home are grounds for rejection of the Bid

If awarded the Contract for the Work, the undersigned hereby agrees to execute the Contract within ten (10) calendar days as required by the Contract Documents (See Section 00 51 00).

Bid Security, which must not be less than ten percent (10%) of the Total Bid (Contract Sum), is enclosed as a guarantee that the undersigned will enter into a Contract if awarded to the undersigned. Bidder further agrees that in the event Bidder fails to execute the Contract in accordance with the requirements of the Contract Documents after being awarded the Contract, Bidder will be liable for and forfeit to the City the amount of the difference between the amount
AGENDA DESCRIPTION:

Consideration and possible action regarding obtaining a special permit from the City Council to approve Chekesha Palmer, a sole proprietor doing business as Smallchek Enterprises, to peddle ice cream, miscellaneous packaged snacks, and small toys while driving an ice cream truck in the City. (Fiscal Impact: none)

RECOMMENDED COUNCIL ACTION:

1) Authorize approval of the permit and issue a business license.
2) Alternatively, discuss and take other action related to this item.

ATTACHED SUPPORTING DOCUMENTS:

FISCAL IMPACT: None

Amount Budgeted: $0
Additional Appropriation: N/A
Account Number(s):

ORIGINATED BY: Steve Jones, Business Services Manager
REVIEWED BY: Deborah Cullen, Director of Finance
APPROVED BY: Jack Wayt, City Manager

BACKGROUND AND DISCUSSION:

A business license registration application was submitted on July 30, 2009 for Chekesha Palmer to peddle ice cream and pre-packaged snacks from her ice cream truck within the City of El Segundo. This requires a special permit from the City Council to do so.

The Police Records Supervisor, Emma Johnson, performed a background check on Chekesha Palmer. Ms. Palmer has been confirmed to have a current public health operating permit, possesses a valid California driver’s license, a current vehicle registration and insurance, and has no outstanding warrants. In addition, the business has no Internal Revenue Service holds and there have been no violations.
AGENDA DESCRIPTION:
Consideration and possible action to receive and file the FY 2009-2010 Preliminary Operating Budget. (Fiscal Impact: None)

RECOMMENDED COUNCIL ACTION:
1) Receive and file the FY 2009-2010 Preliminary Operating Budget
2) Publish announcements of the key budget dates:
   a) Public Hearing September 1, 2009, 7:00 p.m.
   b) Continued Public Hearing and Adoption September 15, 2009, 7:00 p.m.

ATTACHED SUPPORTING DOCUMENTS:

FISCAL IMPACT: None

Amount Budgeted: $0
Additional Appropriation: N/A
Account Number(s): 

ORIGINATED BY: Deborah Cullen, Director of Finance
REVIEWED BY: 
APPROVED BY: Jack Wayt, City Manager

BACKGROUND AND DISCUSSION:
Initial planning for the FY 2009-2010 budget started in early April. Staff identified an approximate budget gap of $5.9 million and two SPS were held to identify a series of options for balancing the FY 2009-2010 budget deficit. Additionally, once the State passed its budget and suspended Proposition 1A the City was burdened with an additional $1 million budget reduction.
At the Strategic Planning Session, many options were discussed and the following items were approved by Council to be included in the FY 2009-2010 budget:

Shortfall:  $   (5,972,342)
            $  500,000 Transfer from Workers Compensation Fund
            $  750,000 Transfer from General Liability Fund
            $  730,500 Transfer from Equipment Replacement Fund (unallocated funds)
            $ 1,094,620 Transfer 10% of fund balance from Equipment Replacement Fund
Subtotal:  $   (2,897,222)
            $  500,000 Portion of Fire Station #2 Contingency Designation from Economic Uncertainty Fund
Subtotal:  $   (2,397,222)
            $  155,100 Fund Equipment Replacement charges @ 90%
Subtotal:  $   (2,242,122)
            $  260,000 Appropriate excess of 20% - Current @ 22% in Unres/Undesig.
Subtotal:  $   (1,982,122)
            $  400,000 Run short 1 position in Fire (reduction of overtime)
Subtotal:  $   (1,582,122)
Adjusted Shortfall:  $   (382,122)
State Budget Impact $   (1,024,000) General Fund Impact
Shortfall $   (1,406,122)

Council directed the City Manager to work with staff to bridge the adjusted shortfall plus any State impact with an emphasis on protecting the current workforce and minimal impact on services. The following options have been included in the Preliminary Budget to cover the additional $1.4 million gap:

EXPENDITURE SAVINGS:

<table>
<thead>
<tr>
<th>DEPARTMENT</th>
<th>PROPOSED SAVINGS</th>
<th>NON-PERSONNEL</th>
<th>SALARIES &amp; BENEFITS</th>
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<td>CITY CLERK</td>
<td>$10,200</td>
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<tr>
<td>CITY TREASURER</td>
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<td>CITY MANAGER</td>
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<td>FINANCE</td>
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<td>TRANSFERS OUT (CDBG)</td>
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**Total:** $1,463,041  791,197  671,844
The Preliminary Budget includes General Fund Expenditures of $63.3 million offset by General Fund Revenues of $63.3 million.

The initial budget deficit was the result of expenditures increasing by $2,521,411 or 4.15% to last year’s adopted budget and $5,872,650 or 10.23% increase to the yearend estimate. Revenues are projected to decreases by $3.8 million or 6.7% to last year’s Adopted Budget and $1.9 or 3.4% to the yearend estimate (net of transfers).

The following assumptions are included in the General Fund budget:

- Salary Increases – 2% to 5% depending on bargaining units; $1,905,200
- Workers’ Compensation – 24.4% increase in rates -- $301,900
- Health Benefits – 3.67% increase in rates -- $322,000
- PERS Pension Contribution – 5.2% combination of increase in rates and salaries -- $1,356,300
- Equipment Replacement Costs – Funded at 90% -- $1,472,000
- Annual OPEB Payment – Funded at 100% -- $2,205,050
- ESUSD Funding - $250,000 cash payment & continue funding crossing guard contract of $80,000 and in-kind contributions ($1,000,000 estimated for FY 09/10)
- Capital Funding -- $500,000
- ETRC Fund $175,000
- Reclassifications – 3 positions proposed to move from Supervisory to Management; Fiscal Impact: $30,000

The following are key contributors to the $3.8 million or 6.7% decrease in General Fund revenues compared to the FY 08/09 Adopted Budget:

- Business License Tax -- $500,000 decrease
- Transient Occupancy Tax (TOT) – $410,000 decrease
- Cogenerated Electric Tax -- $650,000 decrease
- Interest Income -- $800,000 decrease
- Building and Safety Fees -- $775,000 decrease

Revisions to this FY 2009-2010 Preliminary Budget will be submitted to Council and included in the final budget adoption on September 15, 2009.