Subject: Contract with Avalon 9-1-1 Solutions for County 9-1-1 Coordination Support

Department: Information Systems

Contact: Weedy Hannibal Phone: 530.552.3276

Meeting Date Requested: April 14, 2020

Regular Agenda □ Consent Agenda ✗

Department Summary: (Information provided in this section will be included on the agenda. Attach explanatory memorandum and other background as necessary).

A Request for Proposal was issued on December 3, 2019 for 9-1-1 County Coordinator responsibilities. One response was received, and the Department of Information Systems recommends a contract with Avalon 9-1-1 Solutions, which is qualified and meets all of the County's criteria. County Coordinator responsibilities are a required function in support of the County's 9-1-1 Dispatch services and are funded through the State Emergency Number Account (SETNA). The contract allows for a maximum of 38 service hours per month at $78.13/hour ($2,969/month) and the term is upon execution through March 31, 2025 not-to-exceed $178,136.

Fiscal Impact:

No additional costs to the General Fund as services are fully funded by the State.

Personnel Impact:

None.

Action Requested:

Approve Contract and authorize the Chair to sign.

Administrative Office Review: Kevin Taggart, Management Analyst, Principal
STANDARD CONTRACT
Greater than $25,000.00

This Contract, dated as of the last date executed by the County of Butte is between the County of Butte, a political subdivision of the State of California, hereinafter referred to as “County”, and the Contractor indicated in the variable information table below, hereinafter referred to as “Contractor.”

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<tr>
<th>VARIABLE INFORMATION TABLE</th>
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<td>Not-to-Exceed Price</td>
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<td>Contractor Contact Information</td>
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WHEREAS, County, through the County Department identified above, desires to have work described in the Attachment III - Scope of Work performed; and

WHEREAS, Contractor possesses the necessary qualifications to perform the work described herein.

NOW THEREFORE BE IT AGREED between the parties to this Contract that this Contract is subject to the provisions contained in the following attachments, which are made a part of this Contract. Should there be any conflicts between this Contract and the attachments that are incorporated herein, precedence shall first be given to the provisions of this Contract followed by the attachments, in descending order, as indicated below:

- Attachment I – Terms and Conditions
- Attachment II – Insurance Requirements for Most Contracts
- Attachment III – Scope of Work

By signature below, the department head or his or her deputy certifies that no unauthorized alterations have been made to the Attachment I – “Terms and Conditions” and/or the Attachment II – “Insurance Requirements for Most Contracts”.

Typed or Printed Name __________________________ Signature __________________________ Date ______________

This Contract and the above listed Attachments represent the entire undertaking between the parties.

COUNTY

Steve Lambert Date
Chair, Butte County Board of Supervisors

REVIEWED FOR CONTRACT POLICY COMPLIANCE
General Services Contracts Division

By __________________________ Date ______________

CONTRACTOR

L.J. Nielsen, CEO Date
Avalon 9-1-1, LLC

REVIEWED AS TO FORM
BRUCE S. ALPERT
Butte County Counsel

By __________________________ Date ______________
ATTACHMENT I
TERMS AND CONDITIONS

1. **Scope of Work.** The work to be undertaken is identified in the attached “Attachment III – Scope of Work” which is made a part of this Contract.

2. **Reimbursement.** The work shall be performed for the Fixed price, Annual price, Monthly price or Hourly rate as indicated above in the variable information table, but shall not exceed the Not-to-Exceed Price if included in the variable information table. Reasonable expenses are authorized in addition to the Hourly Rate if both the Hourly Rate block and the block authorizing Reasonable Expenses are checked in the variable information table. Payment shall be made after the Project Manager or designee reviews and approves the work and after submittal of an invoice by the Contractor.

3. **County Project Manager.** The County project manager or designee for this undertaking who will receive payment invoices and answer questions related to the coordination of this undertaking is identified above in the variable information table.

4. **Independent Contractor.** Contractor is an independent contractor, working under his/her own supervision and direction and is not a representative or employee of County. Contractor agrees to file tax returns and pay all applicable taxes on amounts paid pursuant to this Contract.

5. **Confidentiality and Ownership.** The COUNTY retains the exclusive right of ownership to the work, products, inventions and confidential information produced for the COUNTY by the CONTRACTOR, and the CONTRACTOR shall not disclose any information, whether developed by the CONTRACTOR or given to the CONTRACTOR by the COUNTY. The parties agree that the COUNTY will own the work, products, inventions or information produced by the CONTRACTOR pursuant to this Contract.

6. **Termination.** This Contract may be terminated by either the County or Contractor by a thirty day written notice. Authorized costs incurred by the Contractor will be reimbursed up to the date of termination. Notwithstanding anything stated to the contrary herein, this Contract shall expire on the Completion Date indicated in the above Variable Information Table unless the Completion Date is modified by written amendment to this Contract.

7. **Indemnification.** Contractor agrees to accept responsibility for loss or damage to any person or entity, and to defend, indemnify, hold harmless and release the County, its officers, agents and employees from and against any and all actions, claims, damages, disabilities or expenses that may be asserted by any person or entity, including Contractor, to the extent arising out of or in connection with the negligent acts or omissions or willful misconduct in the performance by Contractor hereunder, whether or not there is concurrent negligence on the part of the County, but excluding liability due to the active negligence or willful misconduct of the County. This indemnification obligation is not limited in any way by any limitation on the amount or type of damages or compensation payable to or for Contractor or its agents under worker’s compensation acts, disability benefit acts, or other employee benefits acts. Contractor shall be liable to County for any loss of or damage to County property arising out of or in connection with Contractor’s negligence or willful misconduct.

8. **Insurance Requirements.** Contractor shall procure and maintain for the duration of this Contract, insurance against claims for injuries to persons or damages to property which may arise from, or be in connection with the performance of the Work hereunder by Contractor, Contractor’s agents, representatives, employees and subcontractors. At the very least, Contractor shall maintain the insurance coverages, limits of coverage, and other insurance requirements as described in Attachment II to this Contract.
9. **Changes to the Contract.** Changes to this Contract may only be approved by written amendment to this Contract.

10. **Contractor's Standard of Care.** County has relied upon the professional ability and training of the Contractor as a material inducement to enter into this Contract. Contractor hereby warrants that all of Contractor's work will be performed in accordance with generally accepted and applicable professional practices and standards as well as the requirements of applicable Federal, State and local laws, it being understood that acceptance of Contractor's work by County shall not operate as a waiver or release.

11. **Termination for Exceeding Maximum Level of Expenditures.** Contracts exceeding the monetary limits delegated to the Purchasing Agent, or authorized deputies, are not valid unless duly executed by the Chair of the Board of Supervisors. If this Contract was executed for the County of Butte by the Purchasing Agent, or authorized deputy, this Contract shall automatically terminate on the date that the provision of services or personal property or incurring of expenses, the cumulative total of which, exceeds the amount prescribed by Government Code Section 25502.5 for personal services contracts or the amount prescribed by Public Contract Code Section 22032 (b) for public works contracts.

12. **Termination for Exceeding Maximum Term.** Contracts exceeding the five-year term delegated to the Purchasing Agent, or authorized deputies, are not valid unless duly executed by the Chair of the Board of Supervisors. If this Contract was executed for the County of Butte by the Purchasing Agent, or authorized deputy, this Contract shall automatically terminate on the date that the term exceeds five years. Amendments to this Contract, or new Contracts for essentially the same purpose, shall not be valid beyond the five-year limitation unless duly executed by the Chair of the Board of Supervisors.

13. **Compliance with Laws.** Contractor shall comply with all Federal, State and local laws, rules and regulations including, without limitation, any nondiscrimination laws.

14. **Applicable Law and Forum.** This Contract shall be construed and interpreted according to California law and any action to enforce the terms of this Contract for the breach thereof shall be brought and tried in the County of Butte.

15. **Contradictions in Terms and Conditions.** In the event of any contradictions in the terms and/or conditions of this Contract, these Attachment I TERMS AND CONDITIONS shall prevail.

16. **No Delegation or Assignment.** Contractor shall not delegate, transfer or assign its duties or rights under this Agreement, either in whole or in part, directly or indirectly, by acquisition, asset sale, merger, change of control, operation of law or otherwise, without the prior written consent of County and any prohibited delegation or assignment shall render the contract in breach. Upon consent to any delegation, transfer or assignment, the parties will enter into an amendment to reflect the transfer and successor to Provider. County will not be obligated to make payment under the Agreement until such time that the amendment is entered into.
ATTACHMENT II
INSURANCE REQUIREMENTS FOR MOST CONTRACTS
Not for Professional Services or Construction Contracts

*Please provide a copy of Attachment II to your insurance agent.

Contractor shall procure and maintain for the duration of this contract, insurance against claims for injuries to persons or damages to property that may arise from or be in connection with the performance of the work hereunder by Contractor, Contractor’s agents, representatives, employees and subcontractors. Before the commencement of work Contractor shall submit Certificates of Insurance and Endorsements evidencing that Contractor has obtained the following forms of coverage:

A. MINIMUM SCOPE AND LIMITS OF INSURANCE - Coverage shall be at least as broad as:

1) **Commercial General Liability (CGL):** Insurance Services Office (ISO) Form CG 00 01 covering CGL on an “occurrence” basis, including products and completed operations, property damage, bodily injury and personal & advertising injury with limits no less than $1,000,000 per occurrence. If a general aggregate limit applies, either the general aggregate limit shall apply separately to this project/location (ISO CG 25 03 or 25 04) or the general aggregate limit shall be twice the required occurrence limit.

2) **Automobile Liability:** ISO’s Commercial Automobile Liability coverage form CA 00 01.
   1. Commercial Automobile Liability: Covering any auto (Code 1) for corporate/business owned vehicles, or if Contractor has no owned autos, covering hired (Code 8) and non-owned autos (Code 9), with limits no less than $1,000,000 per accident for bodily injury and property damage.
   2. If no transportation services of any type are provided, and use of a motor vehicle is strictly limited to travel to and from work or work sites, evidence of Personal Auto Policy coverage with limits no less than $100,000 per person, $300,000 each accident, $50,000 property damage may be provided in lieu of Commercial Automobile Liability Insurance.

3) **Workers’ Compensation Insurance:** As required by the State of California, with Statutory Limits and Employer’s Liability Insurance with limit of no less than $1,000,000 per accident for bodily injury and disease. *(Not required if Contractor provides written verification he or she has no employees.)*

If Contractor maintains broader coverage and/or higher limits than the minimums shown above, the County requires and shall be entitled to the broader coverage and/or higher limits maintained by Contractor. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to the County.

B. OTHER INSURANCE PROVISIONS - The insurance policies are to contain, or be endorsed to contain, the following provisions:

1) The County of Butte, its officers, officials, employees and volunteers are to be covered as additional insureds on the CGL and Commercial Auto policies with respect to liability arising out of work or operations performed by or on behalf of the Contractor, including materials, parts or equipment furnished in connection with such work or operations. General Liability coverage can be provided in the form of an endorsement to Contractor’s insurance (at least as broad as ISO Form CG 20 10 11 85 or both CG 20 10, CG 20 26, CG 20 33, or CG 20 38 and CG 20 37 forms if later revisions used).

2) For any claims related to this contract, Contractors insurance coverage shall be primary insurance coverage at least as broad as ISO Form CG 20 01 04 13 as respects the County, its officers, officials, employees and volunteers. Any insurance or self-insurance maintained by the County, its officers, officials, employees and volunteers shall be excess of Contractor’s insurance and shall
3) Each insurance policy required above shall state that coverage shall not be canceled, except with notice to the County.

C. WAIVER OF SUBROGATION: Contractor hereby grants to County a waiver of any right to subrogation which any insurer of said Contractor may acquire against the County by virtue of the payment of any loss under such insurance. Contractor agrees to obtain any endorsement that may be necessary to affect this waiver of subrogation, but this provision applies regardless of whether or not the County has received a waiver of subrogation endorsement from the insurer.

The Workers’ Compensation policy shall be endorsed with a waiver of subrogation in favor of the County for all work performed by the Contractor, its employees, agents and subcontractors.

D. SELF-INSURED RETENTION: Self-insured retentions must be declared to and approved by the County. The County may require Contractor to purchase coverage with a lower retention or provide proof of ability to pay losses and related investigations, claim administration, and defense expenses within the retention. The policy language shall provide, or be endorsed to provide, that the self-insured retention may be satisfied by either the named insured or County.

E. ACCEPTABILITY OF INSURERS: Insurance is to be placed with insurers authorized to conduct business in the state with a current A.M. Best’s rating of no less than A:VII, unless otherwise acceptable to the County.

F. VERIFICATION OF COVERAGE: Contractor shall furnish County with original certificates of insurance including all required amendatory endorsements (or copies of the applicable policy language affecting coverage required by this clause) and a copy of the Declarations and Endorsement Page of the CGL policy listing all policy endorsements before work begins. However, failure to obtain the required documents prior to the work beginning shall not waive the Contractor’s obligation to provide them. The County reserves the right to require complete, certified copies of all required insurance policies, including endorsements required by these specifications, at any time.

G. SPECIAL RISKS OR CIRCUMSTANCES: County reserves the right to modify these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other special circumstances.

H. SUBCONTRACTORS: Contractor shall include all subcontractors as insured under its policies or require all subcontractors to be insured under their own policies. If subcontractors are insured under their own policies, they shall be subject to all the requirements stated herein, including providing the County certificates of insurance and endorsements before beginning work under this contract.
ATTACHMENT III
SCOPE OF WORK

CONTRACTOR RESPONSIBILITY

Contractor shall perform the duties set forth in the State of California, Department of General Services, Telecommunications Division, 9-1-1 Emergency Communications Office, 9-1-1 Operations Manual, Chapter VIII. Said specifications are attached as Exhibit B and incorporated herein by reference. County Coordinator tasks are reimbursed to the County from the State SETNA (State Emergency Telephone Number Act) as designated for this purpose and indicated in Exhibit B.

Contractor Tasks:

1. **Central Point of Contact:**
   a. Act as a central point of contact for the 9-1-1 database providers and the State 9-1-1 Office.
   b. 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.
   c. Interface with the telephone companies for Automatic Location Identification (ALI) updates, inserts, changes, deletions and trouble reports involving misrouted calls.

2. **MSAG Maintenance:**
   a. Make copies of the MSAG or MSAG discrepancy list and distribute the list to each jurisdiction within the county.
   b. Collect MSAG change forms from the PSAPs and monitor their reconciliation effort.
   c. Review the MSAG change documents for accuracy and acquire the proper signatures.
   d. Update MSAG changes received from PSAPs through the MSAG maintenance database.
   e. Annually review Master Street Address Guide (MSAG) printout for accuracy and/or changes.

3. **ESN Maintenance:**
   a. Prepare Emergency Service Numbers (ESN) assignments for jurisdictions within the county.
   b. Distribute ESN assignments to PSAPs in the county.
   c. Arbitrate and resolve ESN boundary assignment problems between PSAPs.
   d. Assign default ESNs on 9-1-1 trunk groups for telephone companies.
   e. Correct ESN assignments on the MSAG printout.

4. **Meetings and Training:**
   a. 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.
   b. Conduct training sessions for the PSAP staff (i.e., MSAG reconciliation and MSAG change request form procedures).

5. **New Technology Implementation:**
   a. Work with the State 9-1-1 Program Office staff, the California Highway Patrol (CHP) and PSAPs, in the routing of wireless 9-1-1 calls.
   b. 9-1-1 system certified upgrade or replacements.
   c. Implementation of text to 9-1-1.
   d. Implementation of NG911 technologies.
Contractor Compensation:

Contractor shall be compensated as follows:

RATE: $78.13 per hour

MAXIMUM HOURS PER MONTH: 38

MAXIMUM COMPENSATION: $178,136.40 over 5 year term

Payments shall be made to Contractor in accordance with Exhibit A, Payment Schedule, attached hereto, and by this reference incorporated herein.

1. Contractor shall provide Reimbursement Claim (TDe-290) or current State of California reporting/claim form, mentioned here by reference only. An itemization of approved/pre-approved 9-1-1 activities by date must be included on the Reimbursement Claim Support Document (TDe290a) mentioned here by reference only, for monthly reporting of events and resolution, MSAG and ESN maintenance, Meetings and Trainings, and new technology implementation activities.
2. Contractor shall submit a TDe-290 and TDe-290a or current State of California reporting/claim form, mentioned here by reference only, with accompanying Contractor’s invoice for hours worked within each month.
3. Contractor shall provide claim forms and invoice electronically to whannibal@buttecounty.net and AStanhope@buttecounty.net. County shall pay for work upon presentation of invoices as delineated in Exhibit A, Payment Schedule, hereby attached and incorporated herein.

Contractor Points of Contact:

The following individual(s), together or individually, are authorized to make representations for the organization:

1. LJ Nielsen, 291 Vista Creek Circle, Sacramento, CA 95835, (916) 600-3356
2. Cheri Lynn Eklund, 640 7th St., West Sacramento, CA, 95605, (925) 453-1837

COUNTY RESPONSIBILITY

1. Provide a Single Point of Contact (SPOC) as the primary interface for Contractor. County Information Systems, Program Manager, shall be point of contact.
2. Provide coordination of appropriate personnel for conference calls and provide information reasonably requested by Contractor.
3. Participate in meetings and arrange other relevant personnel are reasonably available for such meetings.
4. Invoicing shall be processed in a timely manner after review and acceptance by County Program Manager.
## EXHIBIT A
### PAYMENT SCHEDULE

County shall pay for work upon presentation of invoices for deliverables as delineated in Attachment III, Scope of Work.

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Exhibit B

State of California
9-1-1 OPERATIONS MANUAL
CHAPTER VIII, 9-1-1 COUNTY COORDINATOR

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GOAL OF THE CA 9-1-1 BRANCH
The California 9-1-1 Emergency Communications Branch (CA 9-1-1 Branch) administers California's statewide 9-1-1 program, pursuant to Government Code Sections 53100 et seq. The CA 9-1-1 Branch, 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 CA 9-1-1 Branch 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 performing as one central contact for Emergency Service number (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, Voice over Internet Protocol (VoIP) and Text-to-9-1-1 for example) have expanded the scope of these activities to include coordinating efforts with wireline database providers, Wireless Service Providers (WSPs), wireless database providers, Text-to-9-1-1 Service Providers, and various Voice Over Internet Protocol (VoIP) providers on behalf of the county's PSAPs.

The CA 9-1-1 Branch 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 CA 9-1-1 Branch approved 9-1-1 regional coordinator (for special projects), on behalf of multiple counties, are reimbursable as 9-1-1 County Coordinator duties. The CA 9-1-1 Branch provides reimbursement for these activities as detailed in this Chapter and Chapter III, Funding, of the State of California 9-1-1 Operations Manual.
MASTER STREET ADDRESS GUIDE (MSAG)

The Master Street Address Guide (MSAG) is the information nucleus of the Enhanced 9-1-1 (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 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 Frontier) 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 CA 9-1-1 Branch, AT&T, Frontier, the California Highway Patrol (CHP), the Wireless Database Providers, and 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 VoIP ESN (designated by the 9-1-1 County Coordinator). The wireline database providers (AT&T and Frontier) are responsible for building the VoIP shelf 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. This includes shape file maps utilized for routing Text-to-9-1-1.
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.

Coordination of ESN assignments for 9-1-1 call delivery

1. The following activities are essential to successful coordination of ESN assignments for 9-1-1 call delivery (wireline, wireless, VoIP, Text-to-9-1-1, and other emerging technologies that impact 9-1-1 call delivery) to PSAPs in their county and are reimbursable by the CA 9-1-1 Branch 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. coordinate shapefile review, discrepancy resolution, and approval, including CHP as applicable, and submit to appropriate parties and the CA 9-1-1 Branch;
   g. assign default ESN assignments on 9-1-1 trunk groups for database providers;
   h. make and distribute copies of the MSAG, if needed, to each PSAP for possible discrepancy review and correction;
   i. 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;
   j. review the MSAG change documents for accuracy;
   k. forward MSAG change forms received from the PSAPs to the MSAG maintenance unit of the database providers within two working days of receipt;
   l. 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;
   m. perform an annual review of wireless sector routing within the county.

Coordination of 9-1-1 related activities to PSAPs

2. 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 (CA 9-1-1 Branch pre-approval required for reimbursement). The following activities are essential to successful coordination of 9-1-1 related activities to PSAPs (wireline, wireless, VoIP, Text-to-9-1-1, and other emerging technologies that impact 9-1-1 call delivery) in each county and are reimbursable by the CA 9-1-1 Branch 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 CA 9-1-1 Branch, as requested;
   b. notify CA 9-1-1 Branch of new PSAP Manager assignments with their contact data.
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CHAPTER VIII – 9-1-1 COUNTY COORDINATOR

information;
c. maintain an up-to-date PSAP email distribution list for the county;
d. forward CA 9-1-1 Branch announcements, mcmos, lcctcrs via email to county PSAPs, when requested;
e. process TD-280s for 9-1-1 network. Current forms can be found on the CA 9-1-1 Branch website at:


- TD-280A for CLEC services
- TD-280UW for wireless services;
f. perform as a coordinator between PSAPs, carriers, service providers, and the CA 9-1-1 Branch for 9-1-1 related activities pre-approved by the CA 9-1-1 Branch (for example: process development and implementation, new technology testing, PSAP polling, training);
g. perform as a coordinator of escalation and follow-up wireline, wireless, and VoIP misspells, ALI discrepancies, and correction to customer information;
h. attend 9-1-1 related meetings (CA 9-1-1 Branch pre-approval required for reimbursement);
i. attend CALNEA quarterly meetings and annual conference;
j. cell sector mapping;
k. coordinate wireless maintenance testing;
l. facilitate FCC registration for Text-to-9-1-1 deployment;
m. coordinate training and testing for county Text-to-9-1-1 deployment; and,
n. 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 (CA 9-1-1 Branch pre-approval required for reimbursement). The CA 9-1-1 Branch 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):
- CA 9-1-1 Branch
- Competitive Local Exchange Carriers (CLECs)—see Chapter IX, Competitive Local Exchange Carriers
- Database providers for 9-1-1 wireline services (AT&T and/or Frontier)
- Database providers for 9-1-1 wireless service (West [Intrado] and Comtech [TCS])
- Emergency Services Gateway (ESGW) providers
- Federal Communications Commission (FCC)
- Incumbent Local Exchange Carriers (ILECs)
- Local county addressing authorities