

THE PUBLIC SAFETY COMMUNICATIONS OFFICE

8005

(No.40 November 2016)

GENERAL

8005.1

(No.40 November 2016)

The California Government Code requires that the Office of Emergency Services oversees State communications activities, and that responsibility is specifically delegated to the Public Safety Communications Office (PSC). PSC exists to ensure that state public safety agencies are provided the necessary telecommunications services to meet their operational requirements in the most cost effective and efficient manner. Their primary objective is to provide engineering, installation, maintenance and management of telecommunications systems, equipment and services at the lowest cost to the state.

It is essential that every TCO develop a good working relationship with the PSC area supervisors and local radio / microwave technicians who are assigned to support his / her unit. These people comprise a technical support network invaluable to the TCO and should be consulted whenever their expertise is needed. They will advise you as to the proper protocol for requesting repair, project planning assistance, and so forth. Use them! Typically, the CAL FIRE Telecommunications Manager is the department's liaison with the PSC Sacramento Headquarters staff and engineers.

PUBLIC SAFETY COMMUNICATIONS OFFICE ENGINEERS

8005.2

(No.40 November 2016)

Radio engineers at PSC headquarters are grouped into sections, with each section responsible for a group of affiliated state agencies. The Resources engineering section contains the "CAL FIRE Unit." These are the people who take your completed TDe-207 Telecommunications Work Authorization form, after approval by the CAL FIRE Telecommunications Manager, and devise a technical solution to your problem or project.

In general, the CAL FIRE unit engineers are responsible for engineering analysis, design, installation, and modification. They are in constant communication with the CAL FIRE Telecommunications Manager and with appropriate field TCOs regarding pending and in-progress projects or services. They work closely with the Office of Procurement to ensure that appropriate, cost-effective equipment is acquired.

PUBLIC SAFETY COMMUNICATIONS OFFICE AREA SUPERVISORS

8005.3

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The state is divided into twelve radio maintenance areas. Each area encompasses a specific amount of territory and generally includes all or part of several counties. The exception is Area 3, which encompasses Sacramento and its immediate vicinity. Located within each area are several radio maintenance shops whose purpose is to provide technical support to the various state and local government agencies that operate telecommunications systems. See the "PSC Radio Maintenance Areas and Shop Locations" map [{see Exhibit}](#).

The PSC Area Supervisor is responsible for overall management of the shops and technical personnel in his / her assigned area. The CAL FIRE regional TCO should establish a cooperative working arrangement with each Area Supervisor whose territory covers part of that region. The CAL FIRE unit TCO should become acquainted with and work closely with the Area Supervisor(s) responsible for the unit.

It is important to realize that CAL FIRE is only one of PSC's client-agencies. It is the responsibility of the Area Supervisor to juggle work priorities and deploy technicians to cover a multitude of installation and repair jobs, each one important to the respective agency. The Area Supervisor can be a friend and ally, *if* you take the time to communicate your needs and problems. It is good operating practice to invite Area Supervisors to ECC staff meetings where communications issues will be on the agenda.

PUBLIC SAFETY COMMUNICATIONS OFFICE RADIO TECHNICIANS

8005.4

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Radio technicians are assigned to the network of maintenance shops throughout the state. They perform installation, modification, maintenance and repair of state-owned radio and microwave systems and equipment. In some cases, they also service other agency equipment, under contract. Each shop is equipped with an answering machine that will tell you what to do if the technicians are away and unable to answer the telephone. Each TCO and ECC should have a current copy of the PSC telephone directory, which covers all radio shops and Area Supervisors' offices, headquarters engineering staff as well as the PSC 24-hour Emergency Contact number at the Sacramento Microwave Center at (916) 657-9999.

Your local technicians are another valuable resource in your TCO learning process. A new ECC Chief, for example, must soon develop an in-depth understanding of the unit's basic communications system, including the dispatch console, headquarters and fire station equipment, local and remote base stations, mobile radio inventory, repeater coverage, tower & vault locations, etc. There is no better way to learn these things than

by asking local radio shop personnel for help. Keep in mind that the TDe-207s you write for installation and / or modification must be submitted through proper channels, be approved by the senior TCO, and be processed through PSC's engineering section before they arrive back at the shop. This is a time-consuming process. Repair, especially of an emergency nature, is a different matter. Normally, the local radio technicians will be able to respond immediately. If there is undue delay, or if contact cannot be established, do not hesitate to call your local CAL FIRE TSA and the Area PSC Supervisor for assistance.

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[\(see Forms or Forms Samples\)](#)