SAN MATEO COUNTY **Inter-Departmental Correspondence**

DATE: March 7, 2001

TO: Honorable Board of Supervisors

Supervisor Mike Nevin Supervisor Jerry Hıll FROM:

Emergency Communications Enhancements to County Fire SUBJECT:

RECOMMENDATIONS

1. Accept the Telecommunications Needs Assessment Report for communications improvements to all County Fire Stations

- 2. Approve three of the four recommendations in the Report as follows.
 - Installation of station alerting systems
 - Expansion of the existing radio system coverage to the south coast area
 - Expansion of the alphanumeric paging system to the south coast area
- 3. Approve an Appropriation Transfer Request (ATR) transferring \$76,910 from Proposition 172 funds to Public Safety Communications for the acquisition and installation of system upgrades.

BACKGROUND

In an effort to improve the accuracy and speed of notification and dispatch services in the County Fire/CDF areas, representatives from the County and CDF career and volunteer companies began meeting in August to identify problems and possible solutions. Through a series of meetings, an action plan was developed to resolve various operational and communication issues, as well as explore the feasibility and cost of a system redesign.

In order to explore the system redesign, a consultant, Daryl Jones of Telecommunications Engineering Associates (TEA), was hired to assess the state of telecommunications of the San Mateo County Fire Department and prepare a report on his findings. The purpose of the study was to determine the practicability and approximate cost to join County Fire dispatch operations with the mainstream system that serves the cities and fire districts. Incorporating County Fire into the existing countywide fire dispatch system will meet the objective of improving response times to the public

DISCUSSION

We are requesting that the Board approve three of the four recommendations in the TEA Report as follows:

1. Installation of a uniform station alerting system at all County Fire Stations

The proposed station alerting system, which is currently used by all fire stations in the County, will be connected directly to the County's computer aided dispatch (CAD) system. This configuration will provide a means for rapid, automated pre-alerting of County fire stations. As soon as the County dispatcher enters the call in CAD, firefighters at the fire station hear a voice dispatch over a PA system and receive a hard copy record of incident information prior to leaving the station.

2. Expansion of the existing radio system coverage to the south coast area.

The fire departments that serve the southern areas of the County, except for the south coast, operate on a shared fire dispatch channel known as Control-1. We recommend that this radio system be enhanced to provide coverage in the rural areas of La Honda, Loma Mar and Pescadero. This would provide the County Fire Department with communication that is fully integrated with the mainstream fire radio systems. As a result, firefighters will receive a voice dispatch directly from the County dispatcher over their voice-activated pager device for the duration of the incident, which includes all voice broadcasts of updated call information.

Implementation of this recommendation will require an application to the FCC to add an additional base station at the County's new radio site near the Hiker's Hut in Sam McDonald Park, as well as three additional receivers to be placed at La Honda Fire Station, the Sam McDonald Park radio site and Station 59 in Pescadero or the County's Pigeon Point radio site. The final design will be a cooperative effort with the Information Services Department.

3. Expansion of the alphanumeric paging system to the south coast area.

The fire protection agencies in San Mateo County currently use alphanumeric pagers that are integrated with the computer aided dispatch system for initial and supplementary notification of calls The alphanumeric paging system provides an important level of redundancy for communication in emergencies. The paging network is operated by a commercial service provider under contract with the County. The current paging provider does not provide coverage in the La Honda, Loma Mar or Pescadero areas.

Since the County is currently conducting an RFP process for a provider for paging services, we are recommending that the Information Services Department incorporate this requirement into its evaluation and contract negotiations process.

The fourth recommendation is to reassign VHF frequencies and procure new radio systems to better serve the south coast area. We are not recommending implementation of the fourth recommendation at this time, but that it be brought back to the Board as the County radio/microwave project nears completion.

FISCAL IMPACT

The cost of the improvements for each recommendation is listed below.

1. Installation of station alerting systems

•	One time acquisition cost	\$76,910
•	Annual cost	\$10,750
	Subtotal	\$87,660

We are requesting that \$76,910 be transferred to the EPS budget from Prop 172 funds for FY 2000-01, as the station alerting system will be installed by June 30, 2001. The \$10,750 annual cost will be discussed during contract negotiations with CDF.

2. Expansion of existing radio system coverage to south coast

•	One time acquisition cost	\$61,500
•	Annual cost	<u>\$6,600</u>
	Subtotal	\$68,100

We are requesting that \$61,500 be included as part of the EPS budget for FY 2001-02. Again, the \$6,600 annual cost will be discussed during contract negotiations with CDF.

3. Expansion of the alphanumeric paging system to the south coast area

The cost of this recommendation will be handled through the RFP process being managed by Information Services Department and will be brought to the board back in May or June 2001.

cc: Mary Welch
Jaime Young
Marcia Raines
Luther Perry
Chief Steve Wert



I. BACKGROUND

The San Mateo County Fire Department serves unincorporated, rural areas of the County that is not in the jurisdiction of a fire protection district. The California Department of Forestry (CDF) administers County Fire operations and provides dispatching services on a contractual basis. The workforce is a combination of career and volunteer firefighters.

A unified, enhanced 911 telephone system serves the County. Fire dispatching for most of the densely populated areas is centralized at the San Mateo County Public Safety Communications Center (SMCPSC), in Redwood City The County Fire stations in rural areas are dispatched by CDF There are inefficiencies in the current system, resulting in unwanted delays

Our firm has been commissioned by the County to conduct a feasibility and needs assessment study to determine the practicality and approximate cost to join County Fire dispatch operations with the mainstream system that serves the incorporated cities and fire districts. Closer integration of the dispatch system with the point where emergency calls for service are received will improve response times.

II. THE EXISTING FIRE DISPATCH SYSTEM

The CDF radio system and dispatch center in Felton are traditional forestry service operations. They are designed primarily to support infrequent, potentially large-scale wildland fires over a large geographic area. CDF has not invested in communications technology and dispatcher training to the same degree that the County has. As a result, there is a wide disparity in the service level for initial notification of firefighters in rural areas compared to the more populated areas of the County

The mainstream dispatch system provided by SMCPSC includes a fully automated redundant station alerting system with printers in the fire stations, alphanumeric pager notification, and a mobile status terminal system to improve the accuracy of record keeping. This technology could benefit the rural areas of the County

The following problems were identified with the current County Fire system

• There are unacceptable inefficiencies between the time when a 911 call is first received and when County Fire responders receive notification of the incident.



• CDF/Felton dispatchers do not always select the radio transmitter that is optimum for the area where the incident is located when initially dispatching the call. Due to the wide-area design of the CDF radio system, it is incumbent on the dispatcher to manually select the most appropriate radio transmitter site for the location of the incident. This is one of the reasons for slow notifications, in addition to the level of dispatch training

The County Fire stations are:

•	Station-17	San Mateo	(career)
•	Station-18	Emerald Lake	(career)
•	Station-53	Sheriff's Honor Camp	(volunteer)
•	Station-54	Middleton Tract	(volunteer)
•	Station-55	Loma Mar	(volunteer)
•	Station-56	Kings Mountain	(volunteer)
•	Station-57	La Honda	(volunteer)
•	Station-58	Skylonda	(career)
•	Station-59	Pescadero	(career)

Station-17 and Station-18 currently participate in the FireNet-Six JPA and are notified by SMCPSC and the CDF communications center in Felton, with CDF having responsibility for incident command and control. They already benefit from the modern systems and technology that serve the cities and fire districts in San Mateo County. The other County Fire stations are notified only by CDF from Felton. 911 telephone calls are transferred to CDF, or information is relayed by SMCPSC.

III. <u>ISSUES & ASSUMPTIONS</u>

The following issues and assumptions were identified during our meetings with fire personnel and the San Mateo County Public Safety Communications Center (SMCPSC) staff.

- System design changes must not disrupt or negate the working relationship between County Fire and CDF CDF is contractually responsible for dispatching County Fire incidents Design changes should enhance the notification process, but not shift the "Command and Control" responsibility away from CDF.
- It is not practical for the San Mateo County Public Safety Communications Center (SMCPSC) to directly dispatch calls to County Fire on the current CDF



radio system. The existing CDF radio system also covers other counties and control of the channel must remain with CDF Radio coverage for a fire dispatch radio channel that is currently used by SMCPSC will need to be extended to the La Honda and south coast area.

- Career and volunteer firefighters would benefit from prompt notification of incidents via alphanumeric pager Pager printers in fire apparatus would provide a hardcopy record of the dispatch information. Alphanumeric pager coverage from commercial paging companies is marginal or non-existent in many rural parts of the County. The County will need to contract with the paging company for enhanced coverage.
- All County fire stations could benefit from Zetron Model-6/26 equipment in the same manner as Station-17 and Station-18 currently do
- Volunteer and career firefighters would benefit from direct notification of incidents from SMCPSC on fire radio pagers (Pager activation should occur in less than one minute from when the 911 call is initially received by the dispatcher.)

IV. PROJECT REQUIREMENTS

Develop a system to improve response time of County Fire by reducing the time between receipt of the initial telephone call and notification of firefighters

Integrate the dispatch of all County Fire apparatus with the County's mainstream fire dispatch system

V. COMMUNITY BENEFIT

The recommendations made in this report have the following benefits to the community and fire personnel.

- Faster response to emergency incidents
- More accurate response
- More reliable and timely information updates for responders
- Improved communication for multi-jurisdictional incidents



VI. RECOMMENDATION

We have developed four recommendations for communications improvement. We recommend that Recommendation-1 through Recommendation-3 proceed concurrently.

County Fire Station-17 and Station-18 remain unchanged and continue to participate in the FireNet-Six JPA on the Control-1 radio system.

Consideration should be given to immediately establishing dual notification for Station-56 (Kings Mountain). This Station and most of its volunteers are located within the existing coverage area of the Control-1 radio system. There would be immediate benefit if the Kings Mountain firefighters were notified by fire radio pager on Control-1.

Recommendation-1 – Zetron Station Alerting System

Almost all of the fire stations in the County, except the rural County Fire stations, currently use the Zetron Model 6/26 fire station alerting system. We recommend that this equipment be installed in all County Fire Stations except the Honor Camp and Middleton Tract. Stations 17 and 18 already have the equipment, so five new Zetron Model-6 units will be needed. The call volume for the Honor Camp and Middleton Tract is so low that the new equipment is probably not needed.

This equipment will be connected directly to the County's computer aided dispatch (CAD) system and will automatically be activated immediately upon receipt of a 911 call for an incident in the respective station's response area. Information about the incident will still be sent to CDF in Felton via the existing County CAD terminal and printer, and dispatched using current procedures. The Zetron equipment will provide a means for rapid, automated pre-alerting of occupied fire stations.

The Zetron station alerting system will include a printer at each fire station so that the responding crew will have a hardcopy record of the incident information that can be taken to the call.

The system includes a pushbutton switch for each apparatus at the fire station that can be used to electronically notify the San Mateo County communications center that the crew is responding to the incident. This will improve the accuracy of response time record keeping.



Recommendation-2 - Extend Control-1 Radio System Coverage

The fire departments that serve the southern areas of the County, except for the south coast, operate on a shared fire dispatch channel known as Control-1 We recommend that this radio system be enhanced to provide coverage in the rural areas of La Honda, Loma Mar and Pescadero. This would provide the County Fire Department with communication that is fully integrated with the mainstream fire radio systems. It would allow improved communication with Woodside Fire and Half Moon Bay Fire, which will improve coordination during multi-jurisdictional incidents.

County firefighters frequently carry voice pagers, known as Motorola Minitors, that are activated by tones for notification of calls. Firefighters currently use the pagers on the CDF radio channel when in the La Honda area because of inadequate coverage on Control-1. Enhancements to the Control-1 system would improve coverage so that Minitor pagers could be activated directly by the County communications center.

It is very difficult to provide good coverage for radios in the La Honda and southern coastal areas of San Mateo County due to the topography. It is possible to accomplish excellent coverage in areas with flat terrain using a single base station. Unfortunately, our terrain doesn't allow for this simplicity. We must use much more complex and expensive technology.

The La Honda Fire Department holds an FCC radio license (WPEE207) to operate its own radio base station on 154.235 MHz. This frequency can probably be used in the La Honda area to extend coverage of the Control-1 radio system. We recommend that a new radio base station be installed at the La Honda Fire Station that operates on this frequency and be connected to the San Mateo County communications center by using a dedicated telephone circuit. This will allow fire volunteers who carry voice pagers to receive notifications directly from the County communications center.

The base station at the La Honda fire station will not provide adequate coverage in the Loma Mar or Pescadero area. We recommend that an application be made to the FCC to add an additional base station at the County's new radio site near Hiker's Hut in Sam McDonald Park. The license application will probably require a significant amount of work and there is some uncertainty as to when the license would be granted.



We estimate that three additional receivers will be required on the Control-1 system. One of these would be a stand-alone voting receiver located at Station-59 in Pescadero or at the County's Pigeon Point radio site. The remaining two receivers would be part of the base stations that also contain transmitters These will probably be installed at the County's new radio site in Sam McDonald Park and at the La Honda Fire Station.

Recommendation-3 - Extend Alphanumeric Paging System Coverage

The fire protection agencies in San Mateo County currently use alphanumeric pagers that are integrated with the computer aided dispatch system for supplementary notification of calls. The paging network is operated by a commercial service provider and does not belong to the County. It does not provide coverage in the La Honda, Loma Mar or Pescadero areas.

Extending coverage requires the private paging company to add radio transmitters in the rural areas. The County will need to negotiate the terms and costs with the paging company. Pager coverage in the rural areas would benefit all County employees who live or work in these areas, as well as other paging company subscribers. CDF Felton can also use the system to communicate with their units

An added benefit of alphanumeric pagers is that confidential information, such as gate combination lock codes, can be sent without compromising security by broadcasting the information over the voice radio.

Several fire departments in the County have installed small printers in fire apparatus that work with the alphanumeric pagers. A printout of the call is automatically recorded as soon as the incident is assigned

Costs will be determined by negotiation with the paging company. The cost to the County could be very low if the paging company believes that the coverage improvement will add value to their overall business, or as much as \$100,000 if the County pays the entire cost of the upgrade



Recommendation-4 - Reassign Frequencies and Procure New Radio Systems

The County is procuring a new UHF trunked radio system that will serve many groups of users including the County Public Works Department and the Parks and Recreation Division. The Public Works Department and Parks and Recreation Division currently have VHF radio systems that operate on frequencies that are compatible with the fire radio systems

We recommend that the radio frequencies currently used for the Public Works Department and Parks and Recreation Division be reassigned to the fire service when the transition to the new radio UHF trunked radio system is complete.

Specifically, one of the channels could be for County Fire Department operations and the other could be used as a shared resource for all fire departments that operate in the County

Costs cannot be accurately estimated until a needs assessment study is conducted and a preliminary system design is prepared.

VII. PRELIMINARY COST ESTIMATE

The following table depicts the preliminary cost summary for equipment and technology necessary for County Fire to participate in the SMCPSC dispatch system. The costs will be refined when a detailed system design is prepared. Design and engineering costs are included

Item	Acquisition Total	Annual Costs
Recommendation-1 – Zetron Station Alerting System	\$76,900	\$10,750
Recommendation-2 - Control-1 Radio System extension	\$61,500	\$6,600
Recommendation-3 – Extend alphanumeric paging coverage	\$0 - \$100,000 (?)	(?)
Recommendation-4 – Countywide Fire VHF radio system	\$80,000 - \$250,000	(?)

VIII. REUSE OF EXISTING EQUIPMENT

We conducted an inventory of the existing base station radio equipment that is being used by County Fire in an effort to determine what items could be incorporated into



the mainstream radio system. Most of the equipment is very old and in poor condition. We did not find any radio base station equipment that could be reassigned

The existing radio base stations belong to CDF and are used for other essential responsibilities, in addition to County Fire operations.

IX. SUMMARY

It is possible to greatly improve the speed and accuracy of initial notification for County firefighters by creating a direct path of communications between them and the County's 911 dispatch center. This can be done by extending the technology that is currently used by the mainstream fire service in San Mateo County to the rural areas Our recommended plan includes the following four elements and will result in a significant improvement to public service

- Recommendation-1 Install Zetron station alerting system
- Recommendation-2 Extend Control-1 radio system coverage
- Recommendation-3 Extend alphanumeric paging system coverage
- Recommendation-4 Reassign VHF frequencies and construct new radio systems.

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Common Equipment (Comm Center)	Qty	Cost Each	Cost Total	instali Each	install Total	Sales Tax	Acquisition Total	Annual Recurring
Zetron Model 26	2	\$3,100	\$6,200	\$500	\$1,000	\$496	\$7,696	\$840
Telephone circuit line amplifier	1	\$550	\$550 \$6,750	\$200	\$200 \$1,200	\$44 \$540	\$794 \$8,490	\$72 \$912
Typical Fire Station	Qty	Cost Each	Cost Total	install Each	install Total	Sales Tax	Acquisition Total	Annual Recurring
VHF base station radio with DTMF decoder	1	\$1,000	\$1,000	\$500	\$500	\$80	\$1,580	\$144
SAM 1 Relay timer module	1	\$350	\$350	\$200	\$200	\$28	\$578	\$144
Outdoor VHF antenna and coaxial cable	1	\$850	\$850	\$750	\$750	\$68	\$1,668	\$0
Zetron Model 6 station transponder	1	\$2,750	\$2,750	\$600	\$600	\$220	\$3,570	\$240
Uninterruptable power system for Model 6	2	\$250	\$500	\$50	\$100	\$40	\$640	\$96
Basic PA system with 6 speakers	1	\$1,200	\$1,200	\$1,600	\$1,600	\$96	\$2,896	\$144
Telephone circuit for station alerting	1	\$0	\$0	\$880	\$880	\$0	\$880	\$1,200
_			\$6,650		\$4,630	\$532	\$11,812	\$1,968
Summary			Cost		Install	Sales	Acquisition	Annual
			Total		Total	Tax	Total	Recurring
Common Equipment (Comm Center)			\$6,750		\$1,200	\$540	\$8,490	\$912
Station 55 (Loma Mar)			\$6,650		\$4,630	\$532	\$11,812	\$1,968
Station 56 (Kings Mountain)			\$6,650		\$4,630	\$532	\$11,812	\$1,968
Station 57 (La Honda)			\$6,650		\$4,630	\$532	\$11,812	\$1,968
Station 58 (Skylonda)			\$6,650		\$4,630	\$532	\$11,812	\$1,968
Station 59 (Pescadero)			\$6,650		\$4,630	\$532	\$11,812	\$1,968
Station 58 (Skylonda) PA improvements			\$2,500		\$2,500	\$200	\$5,200	\$0
Station 59 (Pescadero) PA improvements			\$2,000		\$2,000	\$160	\$4,160	\$0
			\$44,500		\$28,850	\$3,560	\$76,910	\$10,752

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Single Transmitter and Receiver (Part 1)	Qty	Cost Each	Cost Total	Labor Each	Labor Total	Sales Tax	Acquisition Total	Annual Recurring
Motorola MTR 2000 VHF base station	1	\$8,750	\$8,750	\$1,200	\$1,200	\$700	\$10,650	\$1,320
VHF base station antenna	1	\$750	\$750	\$750	\$750	\$60	\$1,560	\$0
Antenna mounting brackets and hardware	1	\$600	\$600	\$750	\$750	\$48	\$1,398	\$0
Coaxial cable line kit	1	\$500	\$500	\$600	\$600	\$40	\$1,140	\$0
Dedicated 4W telco circuit (Stn 57)	1	\$0	\$0	\$1,392	\$1,392	\$0	\$1,392	\$1,632
Design, engineering and bid spec prep	1	\$0	\$0	\$1,500	\$1,500	\$0	\$1,500	\$0
FCC license preparation	1	\$0	\$0	\$1,500	\$1,500	\$0	\$1,500	\$0
=			\$10,600	· · · · · · · · · · · · · · · · · · ·	\$7,692	\$848	\$19,140	\$2,952
Additional Transmitter and Receivers (Part 2)	Qty	Cost Each	Cost Total	Labor Each	Labor Total	Sales Tax	Acquisition Total	Annual Recurring
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Motorola MTR 2000 VHF base station	1	\$8,750	\$8,750	\$1,200	\$1,200	\$700	\$10,650	\$1,320
Motorola MTR 2000 VHF receiver	1	\$4,500	\$4,500	\$1,200	\$1,200	\$360	\$6,060	\$360
VHF base station antenna	2	\$750	\$1,500	\$750	\$1,500	\$120	\$3,120	\$0
Antenna mounting brackets and hardware	2	\$600	\$1,200	\$750	\$1,500	\$96	\$2,796	\$0
Coaxial cable line kit	2	\$500	\$1,000	\$600	\$1,200	\$80	\$2,280	\$0
Motorola Digitac channel expansion	1	\$4,200	\$4,200	\$500	\$500 \$4,000	\$336	\$5,036	\$150
Control 1 reconfiguration	1	\$200	\$200	\$1,200	\$1,200	\$16	\$1,416 \$4,800	\$0 \$430
Telephone line amplifiers	2 1	\$600 \$400	\$1,200	\$300	\$600 \$800	\$96	\$1,896	\$120
Transmitter site select system	1	\$400 \$0	\$400	\$800	\$800	\$32	\$1,232 \$4,202	\$80
Dedicated 4W telco circuit (Pescadero)	1	\$0 \$0	\$0 \$0	\$1,392 \$2,000	\$1,392 \$2,000	\$0 \$0	\$1,392 \$3,000	\$1,632
Design, engineering and bid spec prep	1	\$0 \$0	\$0 \$0	\$3,000 \$3,500	\$3,000 \$3,500	\$0 \$0	\$3,000 \$3,500	\$0 \$0
FCC license preparation			\$22,950	ψ3,300	\$17,592	\$1,836	\$42,378	\$3,662
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Summary			Cost Total		Labor Total	Sales Tax	Acquisition Total	Annual Recurring
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Single transmitter and receiver			\$10,600		\$7,692	\$848	\$19,140	\$2,952
Additional transmitter and receivers			\$22,950		\$17,592	\$1,836	\$42,378	\$3,662
			\$33,550		\$25,284	\$2,684	\$61,518	\$6,614

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EMPLOYEE AND PUBLIC SERVICES

ATR/AER FORM

Controller's ATR Number

Department: Employee & Public Services
Division: Public Safety Communications

Type of Transaction: ATR X AER

Status of Transaction: x One-Time On-Going

Title: Acquisition & Installation of System Upgrades

Justification:

To transfer funds from proposition 172 funds to Public Safety Communications for the

acquisition & installation of system upgrades

To BP: 17310 Total 76.910

From BP: 17310 Total: 76 910

Net Change 0

From:		<u>Sub-Object</u>	Account Description	<u>Transfer An</u>	nour	<u>nt</u>
	17310	1851	State Aid-Public Safety		\$	(76 910)
То:				Total	\$	(76 910)
	17310	5856	Contract Special Program svcs			76 910
			Total		\$	76 910
			Appropriatio	n Total		0
			Revenue To	tal		0
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