

CAL
OES

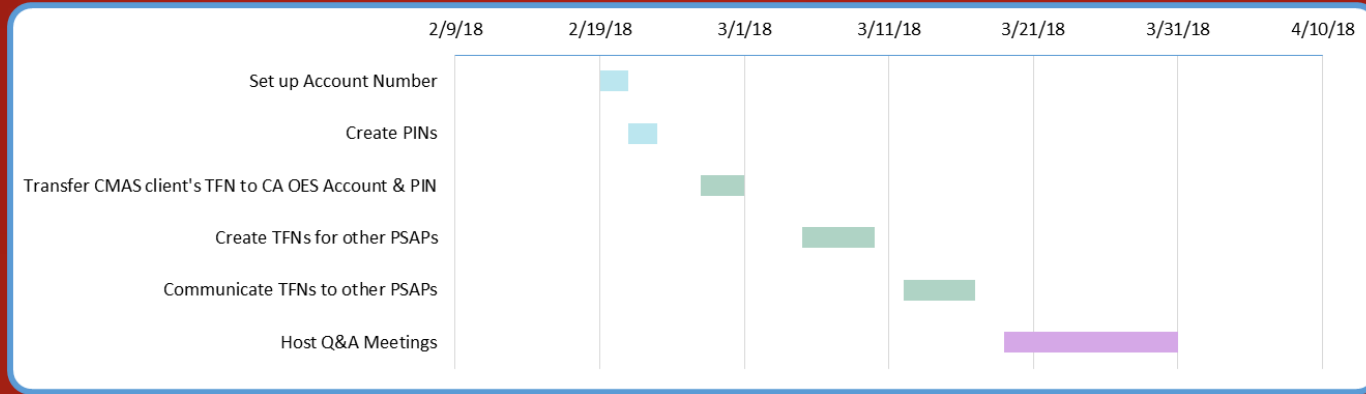
T R A N S I T I O N



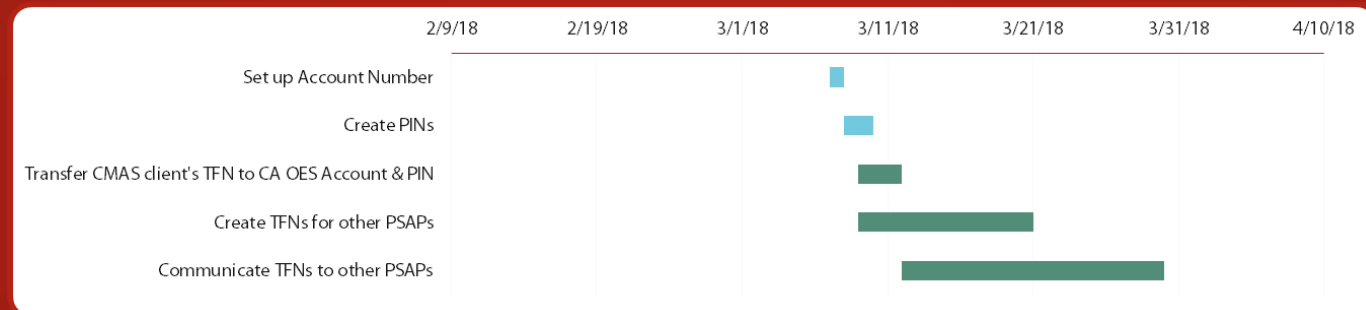
Michael Bernard

Implementation Timeline

Plan



Actual



End of March Status (15 business days to switch)

PSAP Status	# of PSAPs	Percentage
Yes/Switch	372	85%
Declined Switch	6	1%
Pending	61	14%
Grand Total	439	

Current Status (Last update 4/17)

PSAP Status	# of PSAPS	Percentage
Yes/Switch	424	97%
Declined Switch	9	2%
Pending	6	1%
Grand Total	439	

Usage Stats

PSAP Status	# of PSAPS	Percentage
# of PSAPS using the Service	300	
# of PSAPS with no usage	139	
Grand Total	439	

Usage States	Total	Column1
# of Languages	68	
ASA (Sec)	6	



PHONE INTERPRETATION FOR CAL OES

Communicate with your non-English speaking callers in seconds
Voiance supports hundreds of languages and operates 24/7/365.

LEARN HOW IT WORKS

24/7 Voiance Client Support
1-800-481-3289
support@voiance.com

9-1-1 interpretation is one of the most demanding forms of interpretation. Voiance is a division of CyraCom International, Inc., which has dedicated significant amounts of time to train interpreters for 9-1-1 conversations, including the use of client-provided recorded 9-1-1 calls. In addition to 120 hours of initial training, our dedicated 9-1-1 interpreters receive ongoing training and skills development on critical topics for emergency services.



Training & Support

Voiance provides training and support materials that can be useful to individual call takers, managers, and directors of organizations. These tools cover access instructions, best practices, and more, as well as videos about Voiance and the interpretation process, and account management and reporting support.

FOR CALL TAKERS

FOR MANAGEMENT



Questions & Feedback

Feedback from our clients is an important part of our service. You have the ability to submit questions and feedback directly to us through the following link.

GET HELP



Setup & Connection Process

We make connection to interpreters fast and easy. After your 1-800 number is setup, simply follow the three steps listed on the interpreter Access Instructions, available for download below. To request a 1-800 number for your agency, please submit the below form.



Non-Emergency Services

Voiance also offers language services under the CA NABPO contract for non-emergency services at very attractive pricing.

CONTACT US