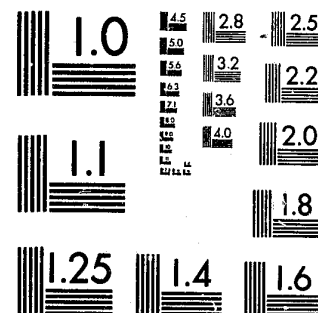


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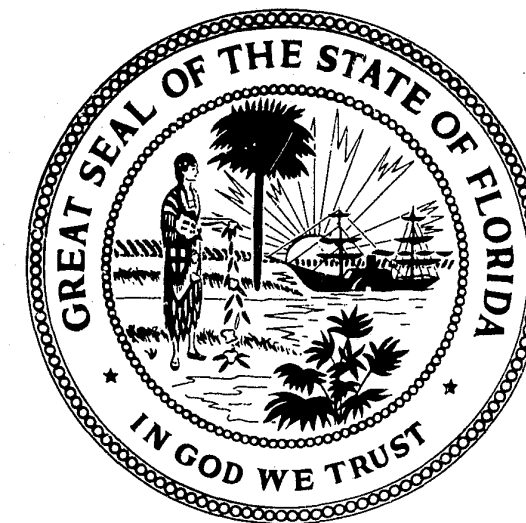
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## STATE OF FLORIDA



911 EMERGENCY TELEPHONE

NUMBER PLAN

Department of General Services  
Division of Communications  
Tallahassee, Florida

July 1976

Rev. 6-79

67090

447

68330

# STATE OF FLORIDA



## 911 EMERGENCY TELEPHONE

### NUMBER PLAN

Department of General Services  
Division of Communications  
Tallahassee, Florida

NCJRS

JUN 16 1980

ACQUISITIONS

Rev. 6-79

387

#### FOREWORD

The State of Florida embarked on the development of a cohesive statewide emergency telephone number 911 plan with the passage of the Florida Emergency Telephone Act of 1974 (Florida Statute 365.171). The purpose of establishing the emergency telephone number system statewide is to provide the citizens of the State with rapid direct access to public safety agencies by dialing the telephone number "911" with the objective of reducing the response time to situations requiring public safety emergency services. In fulfilling this requirement the emergency telephone number 911 system becomes an essential integrated part of the total delivery system for public safety emergency services but does not replace the existing emergency service delivery system.

The intent of this plan is to provide a means by which local agencies can establish their emergency 911 systems such that they are consistent with and are an integrated part of the total statewide emergency telephone number system. This enables maximum benefits to be derived from the local 911 system while retaining the benefits of the total statewide 911 system.

The plan is written on a system level basis and is not intended to cover all aspects of the 911 system. It specifically addresses each of the items delineated in Section 4 of the Florida Emergency Telephone Act of 1974. Telecommunication systems and operating requirements are identified and established for specific 911 answering centers. Details such as center layouts, furniture types, human engineering aspects and other items relevant to the technical operation of the 911 center are left to the discretion of the local operating 911 agency. Primary emphasis is on identification of the system operating configuration requirements and the required interface with local telephone companies, public safety agencies, and other 911 centers and agencies in contiguous 911 system operating areas.

The approach taken in the establishment of this plan was one of working very closely with local officials and agencies in the establishment of 911 systems in their respective areas thereby maximizing benefits derived by the local citizens. The Plan is a culmination of considerable effort by personnel of the Division of Communications, Department of General Services, in conjunction with significant effort and contributions by many other people and organizations. These people and organizations include city and county elected and appointed officials, city and county administrators, state officials in many departments and divisions, telephone company representatives, the Florida Legislature, private citizens, and many others. The large number of people who contributed to the plan precludes individual acknowledgement but does validate the enthusiasm for 911 in the State.

As you read and use this plan, I respectfully request that the above facts and observations be kept in mind and considered in evaluating the recommendations herein as they apply to your organization, to local citizens, and to the State of Florida.

*Donald R. Allen*  
Donald R. Allen, Director  
Division of Communications

*Lawrence R. Danello*  
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911 Program Manager

## TABLE OF CONTENTS

	Page
FOREWORD . . . . .	iii
1.0 INTRODUCTION . . . . .	1-3
1.1 Legislation Amending the 911 Law . . . . .	1-3
1.2 Initiating the Planning Process . . . . .	1-4
1.3 Background . . . . .	1-4
1.4 Planning Concepts . . . . .	1-6
2.0 OVERVIEW OF 911 IN FLORIDA . . . . .	2-3
2.1 Public Benefits . . . . .	2-3
2.2 The Local Government View . . . . .	2-8
2.3 Interlocal and Mutual Aid Agreements . . . . .	2-11
2.4 911 Viewed as a State Policy Issue . . . . .	2-15
3.0 911 SYSTEM OPERATING DESCRIPTION AND REQUIREMENTS . . . . .	3-3
3.1 Definition of Area to be Served . . . . .	3-3
3.2 Description of Operational Methods . . . . .	3-3
3.3 Technical and Operational Standards . . . . .	3-8
3.4 911 System Design . . . . .	3-10
3.5 Personnel Requirements . . . . .	3-25
3.6 Types of Telephone Terminal Answering Equipment . . . . .	3-26
3.7 Other Equipment . . . . .	3-28
3.8 Optional 911 System Features . . . . .	3-29
4.0 SELECTIVE ROUTING . . . . .	4-3
4.1 Alameda County, California Project . . . . .	4-3
4.2 Dade County and Selective Routing . . . . .	4-5
5.0 CONCEPTUAL DESIGN OF STATEWIDE SYSTEMS . . . . .	5-3
5.1 SRI 911 System Alternates . . . . .	5-3
5.2 Single County System and Rational for Selection . . . . .	5-4
6.0 ORGANIZATIONAL AND MANAGEMENT REQUIREMENTS . . . . .	6-3
6.1 Importance of Requirements . . . . .	6-3
6.2 Organizational Requirements and Policy . . . . .	6-3
6.3 System Management Structures and Policies . . . . .	6-5
6.4 Training Policies . . . . .	6-9
6.5 Publicity and Educational Policies . . . . .	6-9
7.0 FUNDING AND COST . . . . .	7-3
7.1 Subvention as a State Policy . . . . .	7-3
7.2 State Implementation Funding for 911 . . . . .	7-4

# TABLE OF CONTENTS (continued)

	Page
7.3 Local Financing . . . . .	7-4
7.4 Total 911 Implementation Cost Projections . . . . .	7-5
7.5 State Funding Formula and Distribution Policy . . . . .	7-5
8.0 STATEWIDE IMPLEMENTATION SCHEDULE . . . . .	8-3
9.0 RULES AND REGULATIONS . . . . .	9-3
10.0 INDIVIDUAL COUNTY 911 SYSTEM PLANS . . . . .	10-3
10.1 Alachua County . . . . .	10-5
10.2 Baker County . . . . .	10-13
10.3 Bay County . . . . .	10-18
10.4 Bradford County . . . . .	10-24
10.5 Brevard County . . . . .	10-31
10.6 Broward County . . . . .	10-41
10.7 Calhoun County . . . . .	10-48
10.8 Charlotte County . . . . .	10-54
10.9 Citrus County . . . . .	10-61
10.10 Clay County . . . . .	10-68
10.11 Collier County . . . . .	10-75
10.12 Columbia County . . . . .	10-82
10.13 Dade County . . . . .	10-88
10.14 De Soto County . . . . .	10-100
10.15 Dixie County . . . . .	10-106
10.16 Duval County . . . . .	10-111
10.17 Escambia County . . . . .	10-122
10.18 Flagler County . . . . .	10-129
10.19 Franklin County . . . . .	10-134
10.20 Gadsden County . . . . .	10-139
10.21 Gilchrist County . . . . .	10-145
10.22 Glades County . . . . .	10-151
10.23 Gulf County . . . . .	10-157
10.24 Hamilton County . . . . .	10-162
10.25 Hardee County . . . . .	10-167
10.26 Hendry County . . . . .	10-173
10.27 Hernando County . . . . .	10-180
10.28 Highlands County . . . . .	10-186
10.29 Hillsborough County . . . . .	10-193
10.30 Holmes County . . . . .	10-201
10.31 Indian River County . . . . .	10-207
10.32 Jackson County . . . . .	10-212
10.33 Jefferson County . . . . .	10-218
10.34 Lafayette County . . . . .	10-224
10.35 Lake County . . . . .	10-229
10.36 Lee County . . . . .	10-235
10.37 Leon County . . . . .	10-244
10.38 Levy County . . . . .	10-250
10.39 Liberty County . . . . .	10-257
10.40 Madison County . . . . .	10-262

# TABLE OF CONTENTS (continued)

	Page
10.41 Manatee County . . . . .	10-268
10.42 Marion County . . . . .	10-275
10.43 Martin County . . . . .	10-282
10.44 Monroe County . . . . .	10-288
10.45 Nassau County . . . . .	10-296
10.46 Okaloosa County . . . . .	10-302
10.47 Okeechobee County . . . . .	10-309
10.48 Orange County . . . . .	10-315
10.49 Osceola County . . . . .	10-322
10.50 Palm Beach County . . . . .	10-328
10.51 Pasco County . . . . .	10-335
10.52 Pinellas County . . . . .	10-343
10.53 Polk County . . . . .	10-352
10.54 Putnam County . . . . .	10-359
10.55 St. Johns County . . . . .	10-367
10.56 St. Lucie County . . . . .	10-374
10.57 Santa Rosa County . . . . .	10-379
10.58 Sarasota County . . . . .	10-384
10.59 Seminole County . . . . .	10-392
10.60 Sumter County . . . . .	10-398
10.61 Suwannee County . . . . .	10-404
10.62 Taylor County . . . . .	10-410
10.63 Union County . . . . .	10-416
10.64 Volusia County . . . . .	10-421
10.65 Wakulla County . . . . .	10-429
10.66 Walton County . . . . .	10-434
10.67 Washington County . . . . .	10-440
APPENDIX 1.0 - FLORIDA EMERGENCY TELEPHONE ACT OF 1974 AND AMENDING LEGISLATION . . . . .	A1-3
APPENDIX 2.0 - MUTUAL AID AND INTERLOCAL AGREEMENTS . . . . .	A2-1
APPENDIX 3.0 - CALL VOLUME CONSIDERATIONS IN A 911 EMERGENCY ANSWERING CENTER . . . . .	A3-1
APPENDIX 4.0 - OPERATOR STAFFING STUDY . . . . .	A4-1
APPENDIX 5.0 - NUMBER OF 911 BUSY HOUR OPERATORS . . . . .	A5-1
APPENDIX 6.0 - CHAPTER 163, FLORIDA STATUTES INTERGOVERNMENTAL PROGRAMS . . . . .	A6-1
APPENDIX 7.0 - RULES OF THE DIVISION OF COMMUNICATIONS, CHAPTER 13C-15, 911 EMERGENCY TELEPHONE NUMBER SYSTEM . . . . .	A7-1



## 1.0 INTRODUCTION

This plan is the culmination of considerable effort and dedication by many people to make the universal emergency telephone number "911" a reality in the State of Florida. The program was initiated with the passage of the Florida Emergency Telephone Act in 1974 (State Statute 365.171; See Appendix 1.0). This act mandated that the Division of Communications of the Department of General Services implement the 911 emergency telephone number throughout the State. Division of Communications personnel, Florida telephone industry personnel, and other assisting personnel, have traveled thousands of miles and spent hundreds of hours informing and assisting local officials and agencies regarding 911, and the required obligations of the 911 law.

### 1.1 LEGISLATION AMENDING THE 911 LAW

Important amendments and additions were made to the basic 911 law during the spring session of the Florida Legislature in 1976. Passage of House Bill 3451 amended section (4)(e) of the 911 law in the following manner:

S365.171(4)(e)--A firm implementation schedule, which shall include the installation of the "911" system in a local community within 24 months after the designated agency of the local government gives a firm order to the telephone utility for a 911 system. The public agency designated in the plan shall order such a system within 6 months after publication date of the plan if the public agency is in receipt of funds appropriated by the Legislature for the implementation and maintenance of the 911 system.

The underlined portion represents the additions to the law. A section 2 was also added to the law by House Bill 3451 and it reads as follows:

Section 2. Any jurisdiction which has utilized local funding as of July 1, 1976, to begin implementation of the state plan as set forth in s365.171, Florida Statutes, shall be eligible for at least a partial reimbursement of their direct costs when and if state funds are available for such reimbursement.

The effect of the above changes removes the state mandate on counties insofar as it would impose a hardship on local entities in financing a 911 system. These amendments permit a public agency to defer their 911 system until such time that the State provides funding and if such funding is provided, reimburses those agencies at least partially that acted in good faith prior to July 1, 1976. It does not, however, prevent a public agency from proceeding with their 911 system.

The Legislature in the 1976 session allocated \$527,016 of federal grant funds through the Governor's Highway Safety Commission and the Bureau of Criminal Justice Planning and Assistance to those agencies that proceed with 911. These funds will be used to reimburse the public agency for those costs associated with the implementation of their 911 system. Additional funds allocated by the Legislature in 1977 amounted to \$322,000 and in 1978 totaled \$621,000 including \$300,000 from State General Revenue.

Other legislation introduced and passed in the 1976 session was House Bill 3760 which exempts Columbia, Dixie, Gilchrist, Hamilton, Lafayette, and Suwannee Counties from mandatory compliance with the provisions of the Florida Emergency Telephone Act of 1974. These counties are included in the plan in the event that they decide to proceed with the implementation of their 911 systems. A copy of this legislative bill is included in Appendix 1.0.

## 1.2 INITIATING THE PLANNING PROCESS

In order to initiate the 911 planning process, committees were formed, comprised primarily of local representatives of public safety agencies. These committees assimilated data from Division of Communications studies, telephone industry proposals, and other areas to make final decisions concerning 911 system configurations for their own particular requirements. It is the Division's philosophy, that given the facts, local entities, through their 911 committees, can of their own accord and with the Division's approval, determine the best 911 system for their citizens.

Getting local entities to agree on a 911 system configuration is not always an easy task. The question "What does it cost?" initiated many question and answer sessions in meetings throughout the State. In addition to finance, other understandable obstacles had to be overcome. Among these are rivalry among local agencies, local government resistance against a state mandate, and even the state of the economy. All of these issues had to be resolved. Literally hundreds of meetings have been held by state personnel, local government agencies, and 911 planning committees to resolve regional, local and technical issues.

Indeed, the 911 program could not have reached the present level of achievement without the splendid functioning of the local 911 planning committees. One meaningful by-product of the 911 planning committee is that many public safety agencies realize they have many problems in common and can work together to achieve satisfactory solutions. 911 committee members are to be congratulated for their support and efforts on behalf of citizens in their communities.

## 1.3 BACKGROUND

On December 27, 1973, the State of Florida, Division of Communications, Department of General Services, awarded a contract to the Stanford Research Institute (SRI) of Menlo Park, California, to form a system concept study for implementing the Universal Emergency Telephone Number, "911", throughout the State of Florida. The report, delivered in August, 1974, formed the basis of 911 planning in the State of Florida.

Because of the increased 911 experience by the Division and the desires of local officials, some of the recommendations made by the SRI study have not been incorporated into the overall state plan. The State used information from other sources in addition to the SRI study. Much effort regarding 911 has been conducted on a national basis. It might be helpful to briefly review the development of 911 on a national basis.

### 1.3.1 Review of the National 911 Experience

The idea for a single universal telephone number did not originate in this country. The first nationwide emergency telephone number system available to citizens was instituted in Great Britain over 35 years ago. Sweden, Denmark, and several other European countries have recognized the need for a single nationwide emergency number and have had their telephone number systems operational for many years.

Impetus for a nationwide emergency telephone number did not gain momentum in this country until 1957 when the National Association of Fire Chiefs advocated a single nationwide number for reporting fires. After studying the problem from both an economical impact and time point of view, the American Telephone and Telegraph Company announced on January 12, 1968 that the digits 911 would be made available for emergency telephone service in its serving area. Other telephone companies soon followed suit by providing 911 in their serving areas too.

Further emphasis was given to the adoption of 911 from the federal level when in March 1973, the President issued a national policy statement which recognized the benefits of 911, encouraged its quick adoption, and provided for the establishment of a Federal Information Center on 911. Additionally, the Federal Emergency Medical Service Act of 1973, which allocates grant funds for improvement of emergency medical service, contains a provision that requires 911 or definitive plans for 911 implementation prior to release of the grant funds. The Federal Law Enforcement Assistance Administration (LEAA) has, of course, also stressed and supported 911 via their grant allocation program. The National League of Cities has also issued a policy statement endorsing the 911 emergency number concept.

### 1.3.2 Development of a 911 Concept in Florida

The Florida Legislature was the second state legislative body to pass a meaningful 911 law. Although California was the first state to take such action, the law passed in Florida is somewhat stronger. Other states which have passed statewide 911 laws include Louisiana, Illinois, Georgia, Minnesota, Pennsylvania, and Wisconsin. A number of other states have passed resolutions encouraging the implementation of 911.

In looking at the development of 911 throughout the United States, one thing becomes apparent. Even though 911 has been endorsed for use nationwide, its actual implementation has not been uniform. If 911 is to efficiently serve the public, then a strong concerted effort to implement it becomes necessary. The desirability of using statutory authority to implement 911 becomes apparent.

State laws to implement 911 are necessary for numerous reasons. First, experience has shown that implementation of 911 systems generally is accomplished in a "pocket" fashion and only where cooperative efforts among emergency service agencies in the same local government have been achieved. The major impetus for 911 in these communities has usually been the courage and persistence of elected officials. These "pocket" systems, however, can

create a problem for the citizens within a state and particularly in Florida where tourism, travel and new residency situations are predominant factors. Since 911 implementation must be accomplished on a telephone company central office boundary basis, which almost never aligns with jurisdictional or political boundaries, the citizen will be confused over the existence or non-existence of 911 service when commuting from different locales. Technical standards and system interface problems also need to be established to create cooperative efforts and uniformity of service. Additionally, a state law will tend to overcome the reluctance of certain public safety agencies who, due to lack of knowledge, political reasons, or other reasons, fear the implementation of 911 even though the citizens will be better served by the system.

Of the systems that have been installed, it has been found that emergency service agency officials who have implemented 911 identify more with the citizen's needs than with the agency's needs and more citizen awareness and involvement results. We believe that this pattern will be repeated in Florida and that results of 911 will be closer identification with the citizen's problems by emergency service officials and better cooperation by the citizens in emergency situations.

#### 1.4 PLANNING CONCEPTS

To carry out the provisions of the 911 law, the Division of Communications chose to develop the required statewide plan by a continual process of information exchange with the local entities of the State. This process was accomplished to the maximum practical extent prior to publication of the plan. Final results from this technique should be more meaningful and agreeable to the local public agencies who will have the responsibility for the operation of the developed 911 systems. This basic concept of interaction between the state and local entities underlies the planning approach utilized in the preparation of the statewide plan.

##### 1.4.1 Approach Utilized

The SRI concept study was distributed to city and county officials throughout Florida in August, 1974. Comments on the study were solicited from local officials so that they could be considered in the overall effort of publishing the statewide plan.

To assist local agencies in initiating their own planning toward 911 an "Interim Planning Guide" was developed by the Division and distributed throughout Florida in September, 1974.

The guidelines contained in this document were designed to give direction to interested public agencies and indicate the way in which they could best provide inputs for the final state plan. In addition to containing an overview of 911, the law mandating 911, and preliminary technical and operational standards, the local planning process was explicitly depicted.

Fundamental to the planning process was formation of a 911 planning committee. The role of the committee will be discussed next.

##### 1.4.1.1 Local Committee Participation

The planning guideline recommends the following as step one for local 911 planning:

- (1) Form a 911 Planning Committee composed of law enforcement, fire protection, emergency medical, civil defense, Florida Highway Patrol, local elected officials and telephone companies serving the area.

This first step was the most critical for the majority of the communities within the state. The Division supplied the necessary engineering and planning expertise to aid local committees in formulating the optimum 911 system but preferred not to dictate the requirements for the local area. Therefore, it was imperative that local public agency representatives should take the initiative in either forming or acting as a catalyst to form the required local planning committee to accomplish the mandate of the 911 law.

The function of the local planning committees was essential to the success of the 911 program in the State of Florida. Indeed, most committees have done a commendable job in the choice of alternatives for their citizens. The committee, through its chairman, was in constant communications with Division of Communications personnel during critical decision making periods. Whenever possible, the Division of Communications engineering personnel would attend committee and official local agency meetings to answer questions, clarify technical matters and generally offer assistance where needed. The committee then made the critical choices, with the approval of the Division of Communications, in the area of technical configurations, center locations and required cost that is incorporated in this plan.

##### 1.4.1.2 Division of Communications Interaction

The Division of Communications, through its engineering staff, worked as closely as possible with the local 911 committees. Division engineering personnel also interfaced directly with public safety agencies in the local areas to clarify points on the operation of the 911 system.

Often, the 911 committee would request telephone call volume and staffing studies to aid in determining the magnitude of a local agency's 911 system. Division of Communications engineers, using norms based on nationally gathered data, would determine the volume of calls each 911 center would receive during

both the average and busy hour periods and determine operator staffing needs. Generally, Division engineers aided in the preparation of several 911 system alternatives for a 911 committee to present to the telephone company for pricing considerations. The telephone company would submit a proposal to the 911 committee including both recurring and non-recurring costs for each 911 system under consideration. Again, the Division of Communications engineer would aid the 911 committee in examining the telephone company's proposals, and make recommendations when appropriate. It is at this point that the Division personnel and the 911 planning committee had to weigh the facts available and make decisions that were in the best interests of the 911 serving community.

#### 1.4.2 Telephone Industry and Public Service Commission Coordination

The development of the statewide plan would have been impossible without the cooperation of the 19 involved telephone companies that comprise the telephone industry in the State of Florida. Vista-Florida Telephone System, a private system, which is one of 20 total companies in the state, was not involved. Figure 1.4-1 illustrates the 20 operating telephone companies in Florida and their associated boundaries. It was the telephone company that responded to their respective counties requests for proposals with system configurations and costs. Telephone marketing personnel often traveled with Division of Communications personnel to attend county commission meetings, 911 committee meetings, and other important meetings. The local telephone marketing representative would give a presentation of the telephone company proposal, including the system alternatives with their associated costs. This permitted the responsible local agency to make intelligent decisions for the best 911 system based on cost and performance considerations that would be optimum for their citizens.

The Florida Public Service Commission (PSC) was also tasked by the 911 law to make important contributions to the coordination of the private and public sections in implementing of 911. The PSC has been very instrumental in seeing that equitable rate distributions were imposed on Florida citizens which are served by border state telephone companies. Section 8 of s.365.171 also tasks the PSC to establish rules to encourage "coin free" dialing of 911. The PSC has also worked in other areas to ensure the smooth implementation of 911 in the State of Florida.

PSC Docket No. 74189-Rule (RA) Order No. 7132 addresses itself to several important areas concerning 911. The first concerns the requirement of a telephone intercept when the 7-digit number, replaced by "911", is dialed. The second is the above reference coin free dialing provisions. The docket provides that telephone utilities make the necessary modifications to have "coin free" dialing within five years from now. The last item is that after implementation of 911 within an exchange, the number "911" shall be listed on the inside front cover of the telephone directory, as the only emergency number for contacting local and state agencies for emergency service.

The Florida Telephone Industry and the Public Service Commission will continue to play a vital role in the coming years as 911 is implemented throughout the State.

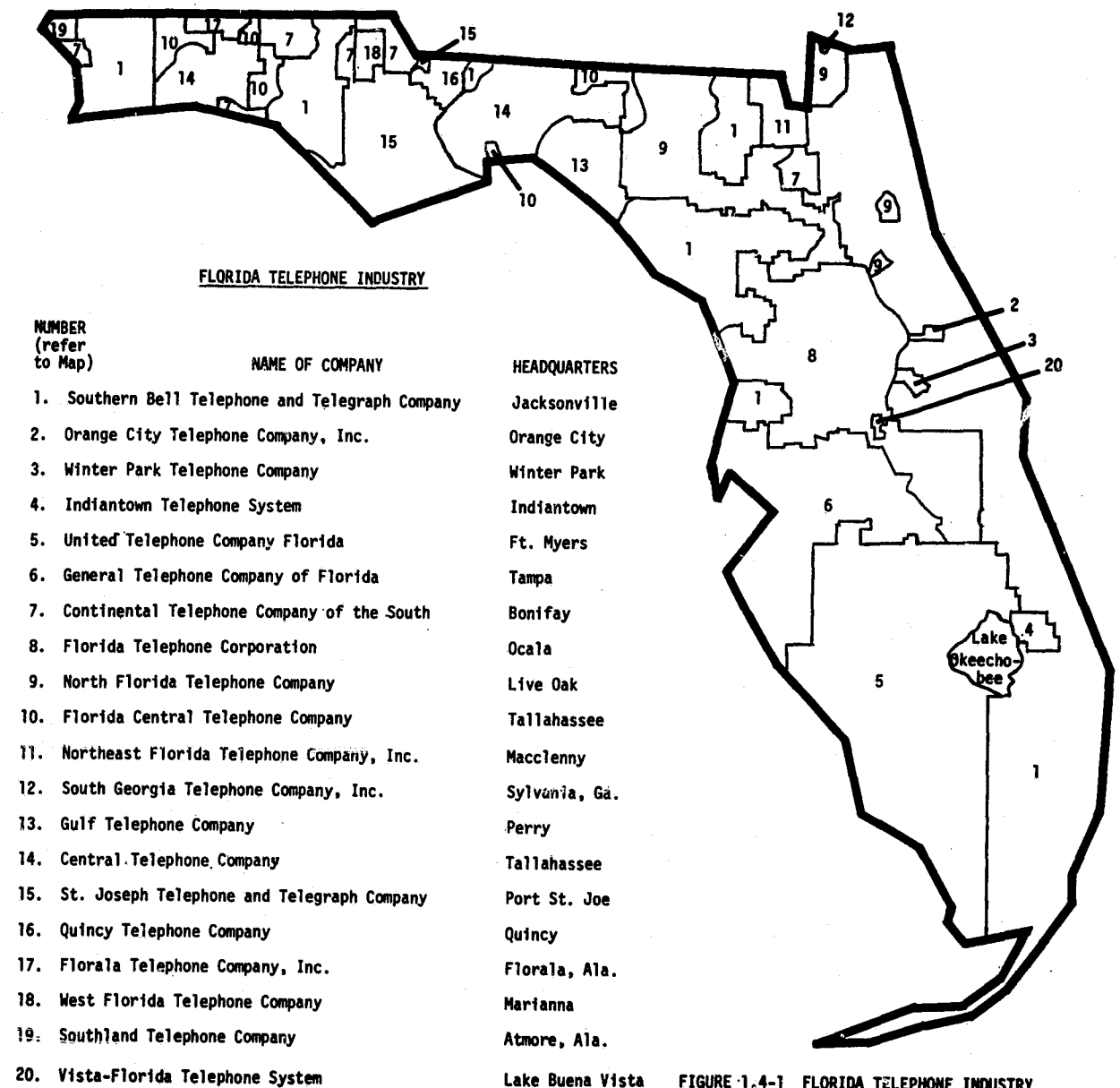


FIGURE 1.4-1 FLORIDA TELEPHONE INDUSTRY

## 2.0 OVERVIEW OF 911 IN FLORIDA

This section explores 911 benefits to the public, the view of local governments in planning for 911, and the State role in the formulation of policies as they relate to the current evolvement of 911 in Florida.

Although 911 never rose to the level of a controversial issue statewide, the need for such a system was none the less questioned by some. Some still attack what they feel are alleged benefits of 911. Some still decry the overall costs associated with a 911 system statewide. However, few can argue with the benefits of 911 from the citizen's viewpoint. In an area and time of rising social tensions, it is reassuring to the public that 911 accesses them to whatever assistance is required; not just locally, but eventually most in Florida. Certainly it will increase that intangible called "peace of mind".

In this section we will examine what we feel are tangible benefits that the public as recipients realize in a fully operational 911 system.

The second area of discussion features the local government view as it concerns considerations of effective 911 planning. Here the problems local governmental units encounter in planning a 911 system are examined and solutions for these problems presented. The need for intergovernmental cooperation due to the function 911 is also examined.

The last area presented is 911 as a State Policy Issue. Here the role of the State as a policy maker in carrying out the mandate given it by the legislature is discussed (See Section 1.0 for recent changes in the 911 law). The State, in particular, had to assume the initiative in many cases to get some reluctant counties to move forward in implementing 911.

The State then is in the role of synthesizing the public, local government and their own needs and desires into a viable 911 system acceptable to all. It is in this context that the State role manifests itself in the writing of this plan.

### 2.1 PUBLIC BENEFITS

The implementation of 911 benefits the public at large and the community in particular by providing for rapid, reliable and convenient access to emergency service agencies. The most significant benefit is the reduction in response time for obtaining assistance from these agencies.

The following is by no means a complete list of all the advantages of 911, but it does present some of the more important ones.

- (1) Promotes citizen involvement. The increased ease of reporting emergencies by 911 create greater awareness and acceptance of public agencies and a heightened sense of citizen responsibility
- (2) Only one number to remember. An individual, depending on locale, is often presented a myriad of telephone numbers accessing him to public safety agencies. In addition, an individual reporting an emergency situation is under severe emotional stress and has difficulty remembering different emergency numbers for the type of aid required. With 911, he



has only one 3-digit number to remember, regardless of political, jurisdictional boundaries on the type of aid required.

- (3) An easy number to remember. Whether you call it nine-one-one, or nine-eleven, it can be memorized and retained easily. It is advisable to refrain from referring to the number as nine-eleven to minimize the confusion of school age children who may attempt to locate a non-existent eleven on the telephone dial or push button.
- (4) An easy number to dial. This permits faster access to emergency services. A simple number like 911 permits use by children, the aged, blind people, and the placing of calls in the dark.
- (5) Special benefit to travelers and new residents. Travelers are unfamiliar with individual emergency numbers, therefore, a simple number for all emergency services is very beneficial to them.
- (6) Calls received by trained personnel. The 911 calls are received by trained personnel who can screen out non-emergency calls. These operators are also capable of obtaining required information from people in a highly emotional state.
- (7) Threatening calls. Enables tracing of bomb threat, prank and other similar calls. Also permits the tracing of calls for help from individuals who cannot speak. (If required equipment is available in the local area).
- (8) Promotes cooperation. The 911 system promotes cooperation between public safety agencies.
- (9) Pay phone emergency call. Enables the use of pay phones for emergency call reporting without coins.
- (10) Reduction in response time. This is the area where the public benefits the most. We will now describe what this response time reduction means by comparing the 911 system with the current system of 7-digit numbers for each emergency service.

#### 2.1.1 Response Time of Current Emergency Service Systems

Figure 2.1-1 shows the current emergency service system from the point of view of the public (the citizen). The citizen in need of emergency service who does not know the proper 7-digit telephone number for the emergency service he thinks he needs must either dial "0" and ask the telephone company operator for that agency or look in the telephone directory and find the number. The emergency service agency dispatches service to the citizen only after it has screened the call to determine the type of problem and its priority with respect to agency policy and available resources.

Many emergency service agencies keep accurate records of their response time in order to manage their resources more effectively for the public benefit. These agencies estimate response time, as shown in Figure 2.1-1 from the time of citizen contact with them through delivery of the service. This

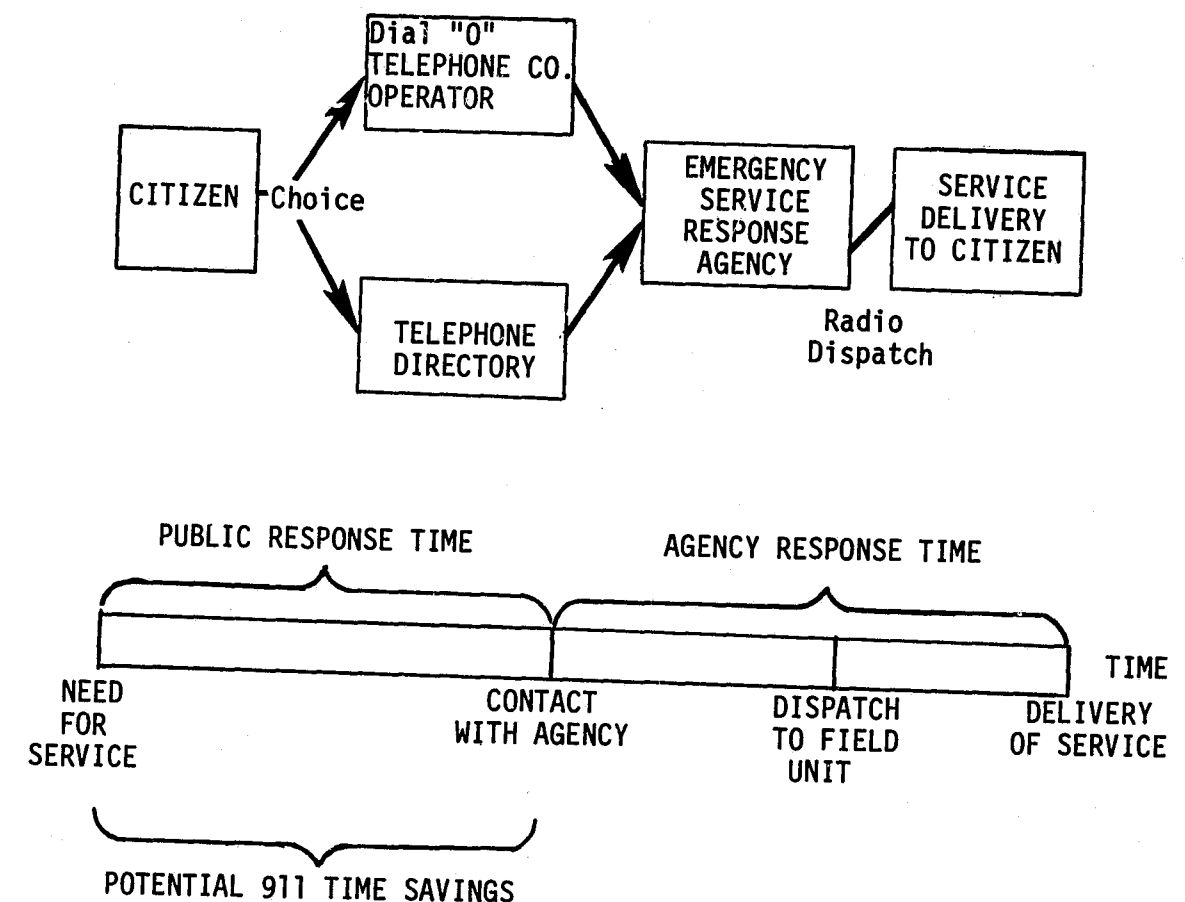


FIGURE 2.1-1 CURRENT EMERGENCY SERVICE SYSTEM

time from contact to delivery we call agency response time. Public response time, which has never been measured, is the time from when the citizen in need of services decides to call to the time when he has contacted the proper agency. The total response time from subjective estimate of need to delivery of service is the sum of the public and agency response time.

The duration of public response time depends on the knowledge of both the citizen and others. If, for example, the citizen lives in a community where a municipal utility provides telephone stickers that give police, fire, and medical emergency numbers, and if these numbers have been posted on the telephone, the time is likely to be short. Or, if the telephone directory is near the telephone and the proper emergency numbers for his community have been entered in the space provided on the back of the front cover, the time will also be short. Some citizens even memorize the proper numbers; for them the time will indeed be short.

For the others--those who have not recorded the emergency numbers or memorized them--two choices are available, as shown in Figure 2.1-1. They can dial "0" and ask the telephone company operator for the agency, or they can use the telephone directory, if one is available.



Experience across the nation has shown that dialing the operator has certain disadvantages that will increase in the future. First, as telephone companies consolidate their operations and increasingly automate their equipment, there will be fewer operators and fewer local offices. The fewer operators will first take longer to reach, which increases the ringing and the response times. When finally contacted, the operators, who service people in more communities now than in the past, may not have the full knowledge of the particular emergency service institutions in the citizen's area. The smaller number of operators covering a larger area will have less training for emergency situations; their main function will be handling toll calls. An example of this problem was presented at an American Telephone and Telegraph Company conference in Chicago in July, 1975. It was pointed out that without the 911 number, downstate New York Traffic Services Position System (TSPS) operators had 3,500 emergency numbers to choose from. Here in Florida certain telephone exchanges in Jacksonville are answered in Cocoa or Melbourne. During "Speed-week" Daytona calls are handled by Gainesville or Cocoa. In Panama City, coin telephone calls are handled by operators in Pensacola. Presently telephone calls originating in Perry are handled by operators in Live Oak. These are just a few examples of the effect the consolidation of operators will have in Florida. The net result is that dialing the telephone company operator will be increasingly time consuming and frustrating to the citizen in need of emergency service.

If the telephone directory is available, the citizen then faces the fact that he is not sure which agency provides the needed service. Not all citizens know, for example, that in a particular community the fire department performs rescue and emergency medical services; some think these are provided by the police. This is especially true for many visitors to Florida who base their choice of agencies on their knowledge of how emergencies are handled in their home communities. Even when the citizen feels confident he knows the correct agency, he must look up the number. In most metropolitan areas of Florida, there are literally tens of 7-digit emergency numbers. If the citizen has made a mistake and called the wrong agency, he must be directly transferred or, worse, be referred to the correct agency after he has explained the emergency problem to a sympathetic operator in the wrong public safety agency.

Summarizing then, the public response time is variable and may be lengthy. In any case, it is not measured by the emergency service agency; some agencies feel (at least implicitly) that it is the public's responsibility to take the necessary steps to make the public response time short.

In the Stanford Research Institute (SRI) study performed for the Division of Communications, two surveys were cited that provided estimates for reduced response time. One survey conducted in Orange County, Florida during June, 1974; another in Santa Clara County, California in December, 1973 yielded the following conclusions:

- (1) Many citizens call the wrong agency and many calls are misdirected. Typically, between 24 and 40 percent of calls must be transferred to at least two agencies.
- (2) Considerably less than half the citizens have recorded their numbers for convenient use in emergencies.

- (3) Considerably less than half the citizens know their emergency 7-digit numbers.

- (4) The maximum possible time that could be saved by 911 ranges from 1.5 to 4 minutes, depending on the particular agency (law enforcement, fire, or medical).

#### 2.1.2 Economic Benefits of 911

Although 911 will eventually produce calculable cost benefits, at present, no systematic and comprehensive cost benefit analysis based on the impact of 911 has been performed. Indeed it does not appear feasible that one could translate reduced response time into potential cost savings.

Such an analysis would be difficult, if not impossible, to perform. Estimating the economic impact would require a detailed citizen survey in each community. This would be quite time consuming and expensive; further, the value of the results would be perishable as the community changes, because of public orientation toward the emergency service institutions and of subsequent agency attempts to educate the public. It is the translation of response time reduction into economic savings that is difficult. The difficulty arises because of the diffuse and intricate consequences that are spillouts of a reduction in response time for the entire State of Florida.

Reduction in response time would certainly have the effect of an increased arrest rate. The Task Force report on Science and Technology of the President's Commission on Law Enforcement and the Administration of Justice in 1967 showed dramatic increases in the arrest rate when response time is reduced below about 5 minutes. It cannot be determined if an increased arrest rate will lead to a marked reduction in criminal activity. Consequently, it is difficult to assess economic benefits until long term trends are established. By being able to respond and render aid quicker, Emergency Medical Services will probably save additional lives. No economic value can be placed on a human life.

There is one area where potential economic benefits are calculable. The SRI study prepared for the Division of Communications performed an analysis that provides a plausible savings in reduced insurance premiums and uninsured losses with the expectation of reduced response time. The derivation of these calculations are presented in appendix C of the SRI study. A summation of the findings is as follows: a one (1) minute reduction of response time would result in a average residential building fire loss reduction of 11 percent and an average non-residential or non-building loss of only 2 percent yielding an annual savings to Florida of \$5.2 million. Using the more pessimistic assumption of only 30 seconds reduction in response time, which results in a reduction of 7 percent in residential losses and no savings from other fire types, yielding a minimum estimated savings to Florida of \$1.7 million. The SRI study further concludes that savings as high as \$16 million are not unrealistic. Even though these figures do not include savings from law enforcement or Emergency Medical Services, it can be concluded that 911 stands a good chance of paying for itself.

## 2.2 THE LOCAL GOVERNMENT VIEW

If the benefits and potential cost savings are substantiated, why hasn't 911 taken this country by storm? Why would the State of Florida find resistance and in some instances even opposition to 911 implementation in the State? The reasons are largely institutional and in some instances even reflect the economic uncertainty of our time.

Institutional reasons are varied and often complex. The one most often faced is the loss of autonomy as a political entity or public agency. By instituting 911 they feel they are surrendering something. This seems particularly true among rival law enforcement agencies. In many cases it almost seems that the public good is lost sight of in deference to agency autonomy. Obviously, there has to be a meeting of the minds. More often than not when reminded that 911 is for the entire State, and is meant to serve all the public then this sense of political or agency preservation can be suppressed or even neutralized. Once these differences are resolved, one of the basic planning problems of 911 implementation, boundary mismatch, can be addressed.

### 2.2.1 Effects of the Boundary Mismatch Problem

We have selected Dade County for a graphic presentation of the boundary mismatch problem. This choice was made for three important reasons:

- (1) Dade County is highly fragmented, particularly in terms of telephone exchanges.
- (2) Dade County has a long history of both public and official desire for 911, coupled with much confusion and misunderstanding. Our example may help clarify the situation.
- (3) Dade County does not have telephone exchange overlap with adjacent counties and can be considered by itself.

Figure 2.2-1 indicates by various overlaps the extent of the boundary mismatch in this particular county. Table 2.2-1 presents the problem in terms of the number of Dade County citizens affected by incongruent telephone exchange and city boundaries.

In this example 911 serving area, five law enforcement agencies provide the emergency dispatch function. The heavy solid border indicates the geographic areas served by four city police departments; emergency calls for the remaining area are served by the Dade County Public Safety Department. The dashed lines show the approximate Southern Bell Telephone and Telegraph Company exchange boundaries. Notice the boundary mismatch between the political entities and the telephone exchange boundaries. The area enclosed by the narrow solid line focuses on a portion of the Greater Miami area and indicates the areas of mismatch and how the mismatch produces a 911 problem (i.e., where citizens would, on dialing 911, be connected to a public safety agency other than their own). This mismatch is greatly simplified in this presentation. If the fire district boundaries and the informal emergency medical service zones are added to the map, the problem is magnified considerable.

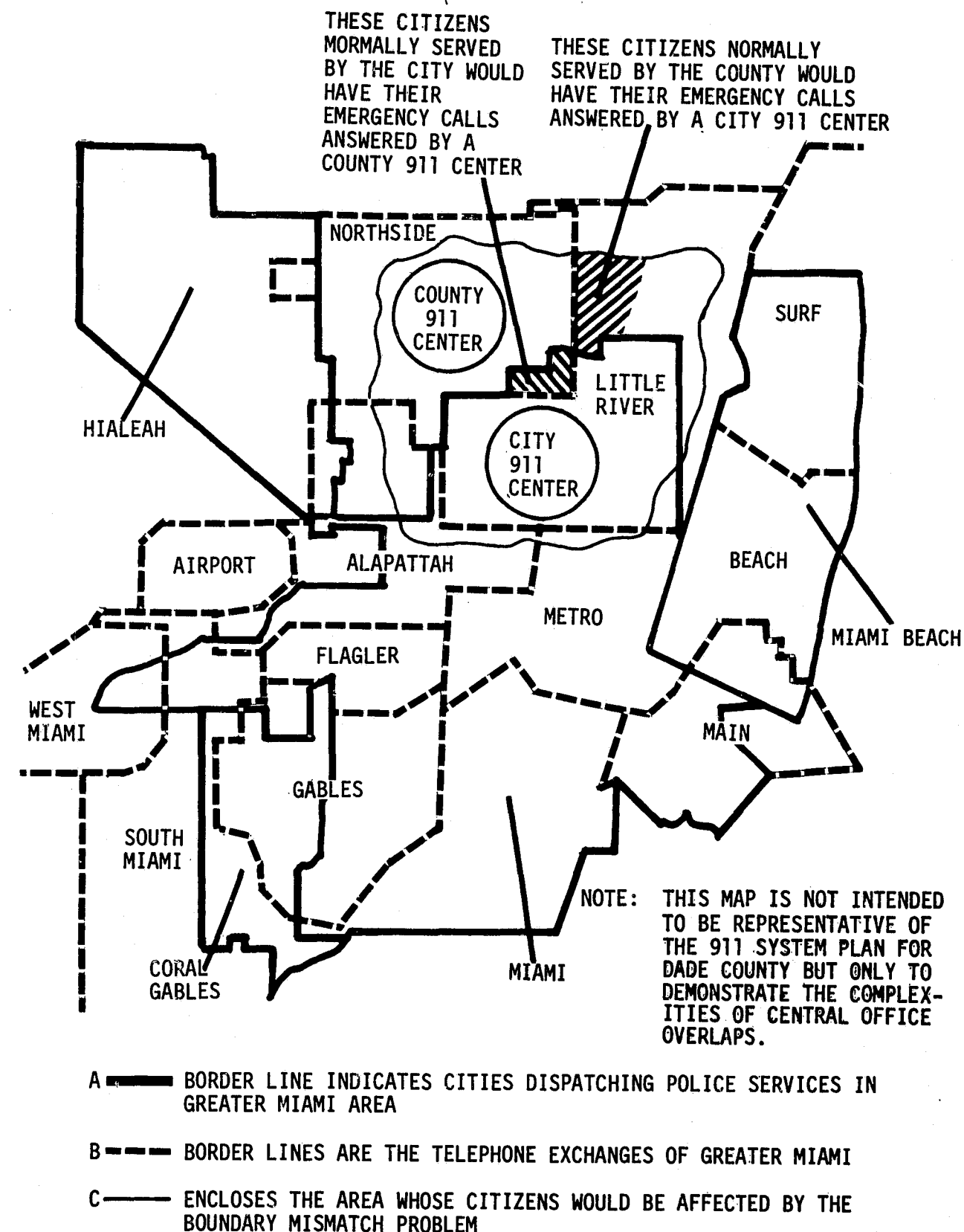


Figure 2.2-1

Table 2.2-1

## NUMBER OF CITIZENS\* AFFECTED BY BOUNDARY MISMATCH PROBLEM

Central Offices of Greater Miami	Total in Exchange	Miami	Citizens in Exchange Residing in+			
			Miami Beach	Hialeah	Coral Gables	Areas Served by Dade County
South Miami	84,000	13,000	--	--	22,000	49,000
Gables	101,000	50,000	--	--	51,000	--
West Miami	17,000	5,000	--	--	--	12,000
Allapattah	76,000	43,000	--	3,000	--	30,000
Northside	74,000	8,000	--	3,000	--	63,000
Little River	88,000	52,000	--	--	--	28,000
Surfside	40,000	--	30,000	--	--	10,000
Miami Beach	54,000	13,000	41,000	--	--	--
Main	13,000	--	13,000	--	--	--
Flagler, Metro (Biscayne)	201,000	201,000	--	--	--	--

\*Approximate numbers.

+In the four cities, law enforcement services are provided and dispatched by the appropriate city police department.

The telephone exchange local jurisdiction mismatch problem is massive when viewed from a statewide perspective. One hundred telephone company central offices (approximately 25 percent of the total) have service area boundaries that extend over county lines (nearly all cross a city, fire district, or emergency medical boundary). Of these 100 central offices, 85 have a two-county overlap, 13 have a three-county overlap, and two have a four-county overlap.

Such boundary mismatch problems are common to 911 planning and are not unsolvable. They can be minimized, if not totally overcome, by:

- (1) Various degrees of consolidation of 911 centers and emergency service dispatch centers.
- (2) Existing or new across jurisdictional boundary aid agreements.
- (3) Central office boundary realignment.
- (4) Central office class marking.
- (5) Selective call routing.
- (6) Computer-assisted, or manual caller location and responsible agency retrieval.
- (7) High levels of intergovernmental and interagency cooperation.

## 2.2.2 Changes in the Roles and Operations of Public Safety Agencies

Another policy area that should be considered are the changes in the roles and operations of local public safety agencies. It is possible that 911 will result in a higher volume of total calls than previously experienced by all of the participating public safety agencies. Some of the operational 911 systems not only experienced a significant increase in volume when the system went into operation, but continued to increase after operation. This is attributed to 911 as a method to overcome the reluctance to become involved in calling law enforcement agencies.

A second change in the public safety role and operation is the possible re-assignment of jurisdictional boundaries to ensure that primary and back-up emergency services are available to all citizens in the 911 system area.

A third change is that some of the public safety agencies can possibly have a cost savings thru the removal of some of their public access telephone lines. This will only be possible if their emergency calls are transferred to them from the 911 center over dedicated transfer lines.

A fourth change in the public safety role and operation is the need for more detailed and explicit cooperation among agencies in handling 911 calls. This increased cooperation must be effected in two areas: intraagency cooperation within the same jurisdiction and interagency cooperation between jurisdictions in the same 911 answering center area. Explicit interagency policies and operational procedures among law enforcement, fire and emergency medical services, must be resolved to provide the most rapid and comprehensive emergency assistance to citizens; and explicit and sometimes detailed interagency mutual aid agreements, call transfer procedures, and so one, must also be resolved. Subsection 2.3 examines interlocal and mutual aid agreements and how they are used in the 911 planning process.

## 2.3 INTERLOCAL AND MUTUAL AID AGREEMENTS

## 2.3.1 Interlocal Agreements for Call Handling

As was noted in Subsection 2.2, boundary mismatch problems can present stumbling blocks for completing the 911 planning process. There is, however, an effective way of handling these type of problems by virtue of the Florida Interlocal Cooperation Act of 1969, Section 163.01, Florida Statutes (See copy in Appendix 6.0). The act provides for allowing political entities to enter into agreements over items that would provide mutual benefit to each other. Thus the problem of telephone central office boundary overlap can be solved by an interlocal agreement.

The problem stems from the fact that a telephone company establishes its central office boundaries to maximize efficiency of its system irrespective of political boundaries. This can cause the type of problem that is shown in Figure 2.3-1. In this illustration, when the telephone company established its central office boundaries for its serving area, a portion of central office two is in county B. This causes a problem for both counties A and B in planning a 911 system. Which county will the residents in central office two call for 911 assistance? The Division of Communications has adhered to the following guidelines for resolving this issue.

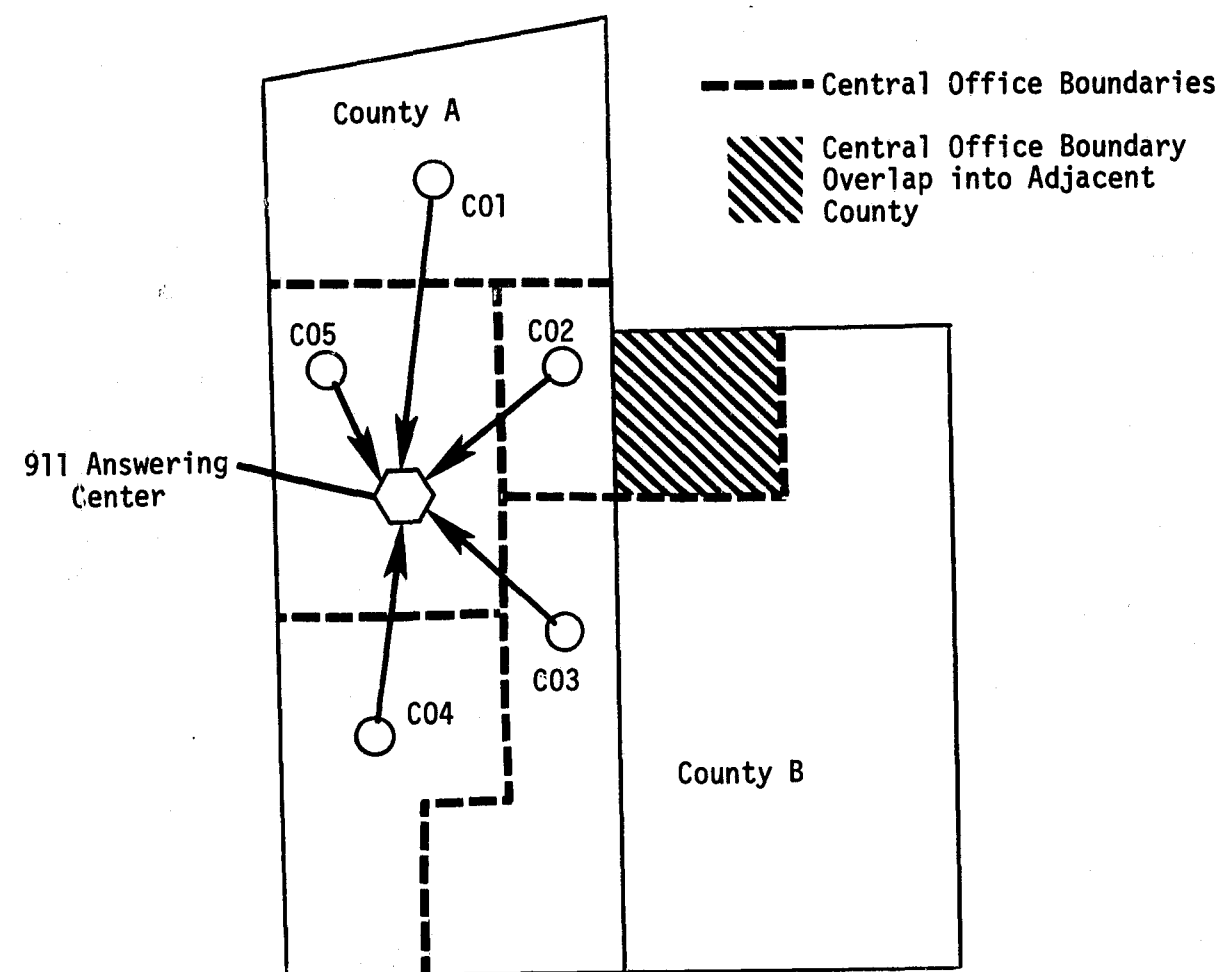


Figure 2.3-1 CENTRAL OFFICE ADJACENT COUNTY BOUNDARY OVERLAP

Those central offices which serve citizens in two counties will be directed to the answering center serving the majority of citizens affected. If the majority of citizens in central office two live in county A, their emergency calls will be directed to the 911 answering center in county A or vice versa if the majority live in county B. In Figure 2.3-1, we have decided that the majority of the residents live in county A and all central office two calls would be received at the 911 answering center there.

It must also be realized that more than one overlap could occur between counties. Using the majority of citizens served criteria, conditions may arise where two or more counties would reciprocally be handling calls for adjacent county citizens.

This brings up the next hurdle to overcome; that of getting county A and B to resolve how calls will be handled by county A so that safety agencies in county B can respond to their citizens' calls. Obviously, the two counties have discussed the options available to them.

First and foremost, county B has to decide the level of service it wants to give to these citizens. The methods of call handling are discussed in detail in Section 3.0 of this plan. However, here are some brief descriptions of call handling options between two adjacent counties.

- (1) Call Transfer via a Dedicated Line. In this method the citizen in county B calling the 911 center in county A is transferred via a dedicated line and talks directly to the 911 answering center or proper agency in county B.
- (2) Dial-Out Transfer. The 911 answering center in county A dials a 7-digit number (foreign exchange circuit if available) for the 911 center in county B or to the proper safety agency in county B and connects the citizen directly. A toll call should be chargeable to county B.
- (3) Call Relay Method. In this method, the 911 operator in county A notes the citizen's complaint and relays the complaint via a 7-digit number or by radio to the Sheriff's Office of county B. The Sheriff's Office then dispatches the proper agency. This again could involve a toll call chargeable to county B.

The Division of Communications has emphasized that to prevent the caller from becoming confused, the caller should not be allowed to talk to more than two people, the 911 answering person, and the answering person at the proper agency. Methods 1 and 2 would transfer a call to another 911 answering center only if it: (a) serves as dispatch center for the proper safety agency, (b) if the 911 center has prepatched the incoming circuit to the proper agency's circuit, or (c) the 911 center will relay the call to the required agency. In order to directly transfer the citizen's call as in method 1, one or more dedicated lines are needed. These are costly and consideration must be given to less costly systems. In method 2, the caller talks directly to the 911 center (if it is the dispatch center) or directly to the public safety agency dispatch center.

If it is not necessary that the proper agency talk directly to the caller, or if the call volume is low and the cost to allow the citizen in the boundary overlap areas to talk direct to his agencies excessive, the call relay method can be utilized.

County A and B must also formulate contingency plans to keep communications open if the standard method chosen should for some reason fail. Generally, this is accomplished using radio communications.

All the above methods involve some degree of cost for establishing the communications link from 911 answering centers in county A to county B. Since the service is for the citizens of county B, then rightfully the burden of cost should fall on them. This generally involves another area of agreement; that being cost sharing pro rata or cost reimbursement to county A.

In summary, central office boundary mismatch problems can most easily be handled by interlocal agreements between counties addressing the following specifics:

- (1) Both parties must agree on who will handle the mismatched population's emergency calls while adhering to Division of Communications guidelines.
- (2) Agree on the method of call handling.
- (3) Agree on a contingency method for call handling.
- (4) Agree on cost burden for recurring and non-recurring costs and the distribution of these costs.

This method of agreement allows a fully operational 911 system to be made available to the citizens of two or more counties regardless of central office boundaries. The need for political agencies to cooperate in finding solutions to common problems is becoming increasingly evident. Appendix 2.0 contains a model interlocal agreement for reference.

Another problem area in 911 planning caused by contiguous jurisdictional boundaries can be solved by another type of interlocal agreement called a mutual aid agreement.

#### 2.3.2 Mutual Aid Agreements

Of prime importance when considering the public safety agencies being served by a single 911 answering center is the possibility of a citizen's call being misdirected.

Referring back to the previously detailed Dade County example, one can see that the overlapping of jurisdictional and central office boundaries is in many cases rather severe. This indicates the need for 911 operator familiarity with the area served and proper screening of incoming calls. Despite advanced screening techniques and accuracy of maps or other manual location techniques, misdirected calls can and do occur. It therefore becomes paramount for the effective operation of 911 in Florida, that when a citizen dials 911, aid must not be delayed or denied by a misdirected call.

As a preventative measure, this portion of the plan directs itself to the use of mutual aid agreements to ensure aid to the citizen in the event of a misdirected call. A misdirected call is defined as a call resulting in a dispatch of a public safety agency to a jurisdictional area other than where the call originated. Generally, the dispatch goes to a public safety agency having boundaries coincident with the area of the originating call because the 911 center did not identify the proper jurisdictional area associated with the address.

Specifically, all parties having contiguous boundaries in a 911 answering area should be asked to sign a mutual aid agreement. This also applies to boundary overlaps between counties as this agreement requests agencies in the 911 answering area, as well as those in the county, to respond to a dispatch as a result of a misdirected call that requires they enter a contiguous jurisdictional area.

Although we are concerned here with the assurance of a citizen being rendered aid due to misdirected calls, it should not preclude agencies from exploring

other areas of cooperation that could be included in a mutual aid agreement.

A model of a mutual aid agreement for misdirected calls is included in Appendix 2.0.

A handbook on interlocal agreements has been prepared for the Department of Community Affairs, Division of Technical Assistance in Tallahassee for parties interested in further exploration of interlocal agreements, including mutual aid agreements for other areas of cooperation. The Department of Community Affairs can be contacted for availability of copies. In addition, a copy of the 1969 Florida Interlocal Cooperation Act is included in Appendix 6.

The models in Appendix 2.0 meet all legal requirements for which they are intended. However, counties are encouraged to educate themselves on interlocal and mutual aid agreements and devise their own in order to meet local requirements.

#### 2.4 911 VIEWED AS A STATE POLICY ISSUE

As mentioned in the first portion of this section, the role of the State in 911 implementation--specifically, in the preparation of this plan required by the Emergency Telephone System Act of 1974--is to balance the need of the public for rapid and comprehensive emergency services against the financial and organizational capabilities and limitations of local governments.

Particularly in the urban/suburban areas, the State was the catalyst in achieving what the various local governments, left to their own initiative would probably not achieve, at least in the near future or, not at all.

In the formative period of 911 in Florida, the State through its Division of Communications took a very active role at the local level. Many trips were made throughout the State by Division of Communications personnel to give lectures, slide presentations, and perform studies to show the feasibilities of various 911 system alternatives. The gathering of facts for presentation to local governments, permitted intelligent decisions to be made concerning 911 for citizens of the State. This plan is therefore a compilation of those decisions and the State's role in arriving at those decisions.



### 3.0 911 SYSTEM OPERATING DESCRIPTION AND REQUIREMENTS

The design of a 911 system configuration includes the specification of the area to be served, operational methods, operational and technical standards, system sizing requirements, telephone system requirements, 911 answering center location and personnel requirements. These subjects are discussed in this section.

#### 3.1 DEFINITION OF AREA TO BE SERVED

It is important from a systems standpoint to define the area to be served by a 911 system. This definition is especially important in light of the occurrence of radically different central office boundaries as they coincide with jurisdictional boundaries (See Section 2).

Because of the problems encountered with overlaps, telephone company communication consultants must have specific guidelines to design a system for a designated population area. These design parameters are supplied by the Division of Communications engineers after thorough deliberation concerning the problem.

Since the largest jurisdictional system unit is the county, and intracounty jurisdictional overlaps can be solved by interlocal agreements, the following approach is utilized. The following rule was instituted as a criteria for system design: When central office boundaries overlap into adjacent counties, calls will be directed to the answering center serving the majority of citizens affected. The "majority of citizens affected" rule frees the system designer to optimize the design within a specified 911 serving area. (See Appendix 3.0 for call volume considerations in overlapping areas between 911 centers.) The following information definitizes the remaining 911 system operating description and system requirements.

#### 3.2 DESCRIPTION OF OPERATIONAL METHODS

The objectives of a 911 emergency service communications system are to make it as easy as possible for a citizen to contact the proper emergency service agency and to minimize the response time required for a citizen to receive emergency service. The 911 system does this by simplifying the role of the citizen (that is, by reducing the number of decisions he must make) and increasing the responsibility of the public safety communications system.

The primary function of the 911 emergency answering center is to facilitate the flow of information between the citizen and the responding agency. The 911 center answers emergency calls and selects the proper agency. This is performed by an answering operator who determines which public safety agency should respond to the citizen's problem. Determination of the proper agency by the 911 answering personnel essentially entails obtaining as rapidly as possible the location and the nature of the problem.

The manner in which the information is routed to the agency varies with the jurisdictional, operational, and organizational requirements of the area being served. The four basic operational methods are direct dispatch, call transfer, call relay, and call referral. Most 911 systems comprise a combination of several of these methods to accommodate variations in the levels of cooperation,



centralization, and consolidation between and within the participating agencies in the system, as well as boundary mismatch problems with adjacent 911 systems.

Figure 3.2-1 illustrates the information flow for each of the operational methods.

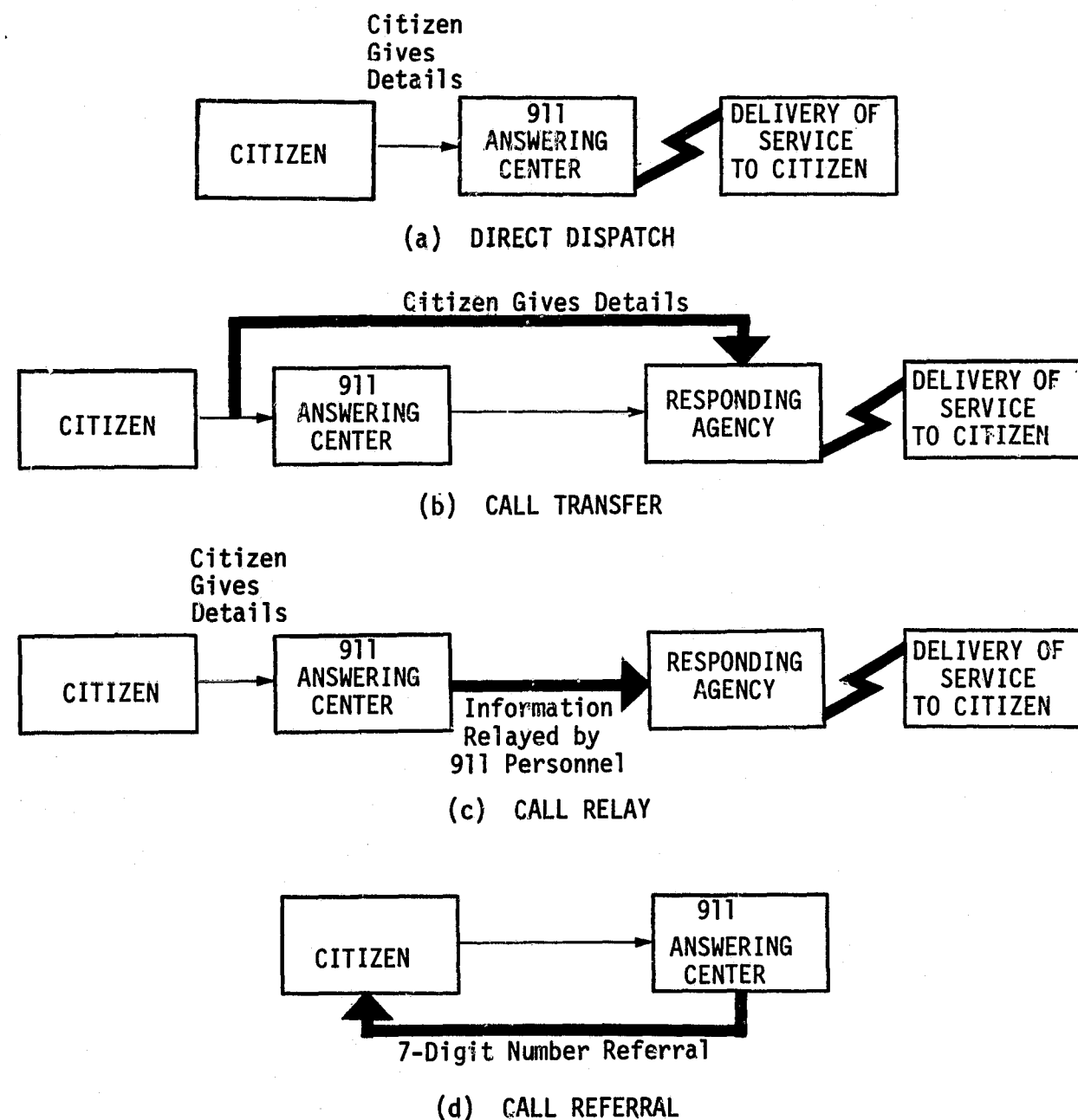


Figure 3.2-1 911 OPERATIONAL METHODS

### 3.2.1 Direct Dispatch

All emergency calls that come into a 911 answering center which has the authority and responsibility to dispatch emergency vehicles for the required public safety agency are handled in a direct dispatch method. The person answering the call also performs as a complaint writer, and upon determining that the required public safety agency can be dispatched from the answering center, obtains and conveys the necessary information to the dispatcher by either a complaint card or by means of a computer-aided digital data transmission system using an electronic keyboard and readout. For small 911 emergency systems, the person answering the call may also perform the dispatching function. Calls handled by the direct dispatch method minimize the response time for a citizen to contact either the complaint writer or the dispatcher of the proper public safety agency. In summary, the public safety agency which has the "911" center located in its facilities generally uses the direct dispatch method.

### 3.2.2 Call Transfer

All emergency calls that come into a 911 answering center for a public safety agency remotely located from the answering center are handled in a call transfer method. After the answering operator has determined the proper agency, the caller is then transferred and placed in contact with the agency's complaint writer or dispatcher. The answering operator remains on the line until the agency answers and the correctness of the transfer is ascertained. The transfer is routed to the public safety agency over a dedicated transfer line connecting the answering center's telephone answering equipment directly with the agency's telephone equipment.

A variation of the call transfer method is the seven-digit call transfer method. This method transfers the caller to the proper public safety agency over his seven-digit emergency number, as opposed to a transfer over a direct line. This method is only used where the expected call volume may not be large enough to warrant the cost of a dedicated transfer line, but the agency feels that it is still necessary to speak directly to the citizen. A typical application would be the Florida Division of Forestry and an existing foreign exchange line.

The response time of the call transfer method is lengthened compared with the direct dispatch method because the caller must talk to an additional person before he is in contact with either the complaint writer or the dispatcher of the proper agency.

### 3.2.3 Call Relay

The call relay, like the call transfer, is used to convey information to a remotely located agency; however, the information rather than the caller is transferred to the proper agency.

The information can be relayed by voice using the agency's existing seven-digit emergency number, or hot line or point-to-point radio system if such capabilities already exist. The information can also be relayed by digital data transmission using an electronic keyboard or cathode ray tube (CRT) display. However, proper operation of the call relay method requires that

explicit call answering policies be established with the participating agencies to ensure that the essential information is obtained from the caller.

This method is well suited for use with agencies that are not expected to have a large enough call volume to warrant the cost of a dedicated transfer line, and where the agency feels that it is not necessary to speak directly to the citizen.

The call relay method can also be used if the caller is too emotionally distressed to be transferred. In this case, the 911 answering operator would obtain as many details as possible about the emergency and relay the information to the appropriate agency.

The overall response time of a voice relayed call is longer than any other call handling method. However, the response time of a digital data transmission relayed call is shorter than a transferred call.

### 3.2.4 Call Referral

Non-emergency and administrative calls that enter a 911 center may be handled by the call referral method. The 911 answering center operator gives the citizen the seven digit number or refers the citizen to the telephone directory.

In any operational public safety call receiving center, i.e., 911 answering center, cooperative dispatch center, public safety agency department, etc., only a certain portion of all calls demand immediate response. The remainder are administrative or of a non-emergency nature and can be quickly referred. Based upon the ratio of emergency to non-emergency calls experienced by Florida law enforcement agencies, it is estimated that only 50% of all calls received by the answering center are handled to completion on the 911 system. The remaining calls are referred to the correct number or to the telephone directory to keep the 911 emergency system (operator and lines) free to handle true emergency calls.

It is recognized that in the smaller operational public safety call receiving centers, such as in the Sheriff's Department in the less populated counties, the treatment of administrative and non-emergency calls is given somewhat more personalized attention. It is further recognized that the additional responsibility of 911 operations do not change existing procedures and therefore, the call referral handling method has little application in these situations.

### 3.2.5 Examples of Operational Methods

As a first example, let us consider how these operational methods are used in a case where a countywide 911 answering center is collocated with a sheriff's radio dispatch facility and where all 911 calls received that are not for the sheriff's office are handled by the call transfer method. This type of operation is called a call transfer/direct dispatch system.

Incoming emergency calls that are for the sheriff's office are handled by the direct dispatch method. If an incoming call is not for the sheriff's office but is for any fire protection agency, emergency medical agency, or other law enforcement agency within the service boundary of this 911 system, the 911

operator obtains enough information from the caller to determine the type of emergency service required and the agency that should supply the service, and connects the caller by private line directly to the correct dispatch center. The caller then gives the complete details of the emergency to the dispatch center that has the responsibility of providing the required assistance. The dispatch center decides how to deploy its resources.

If the caller is too emotionally distressed to be transferred, the 911 operator obtains as many details as possible about the emergency and relays this information in to the appropriate radio dispatch center. This procedure uses the call relay method as a backup mode of operation. This same method is used if the caller hangs up before he is transferred. In these two instances, an individual operator position recorder is of great benefit.

The agencies being served by each 911 center must determine among themselves what types of calls they consider as emergency calls. If a call that is not considered an emergency enters the 911 center, the caller is given the correct seven-digit number to call to make his report or complaint. This procedure uses the call referral method.

As a second example, let us assume that instead of the call transfer method the call relay method is used in conjunction with the direct dispatch method. Let us further assume that voice relay is used (rather than digital data relay). The only difference between this example and the previous example is, then, in how emergency calls not destined for the sheriff's office are handled.

When a 911 call enters that is not for the sheriff's office, the 911 operator obtains the required information (predetermined by the participating public safety agencies) from the caller and, by contact with the correct dispatch agency by radio or over their seven-digit emergency number, tells the dispatcher the details of the emergency. The local dispatching agency then decides how to respond to the caller's emergency.

Call referral is used as described in the first example.

As a third example, let us assume the same situation as that in the second example except that the call relay method uses digital data transmission (rather than voice relay).

In this method of operation, as the 911 operator obtains the required details from the caller, she types the necessary information on an electronic keyboard attached to a CRT. At the same time, a computer determines (on the basis of programming and data files) which dispatch center should receive the information (this will be the dispatch center responsible for responding to this particular request for service). The computer determines which is the proper agency before the caller has completed his call and displays on the CRT the code for that agency. When the operator has finished talking with the caller, she enters the agency code on the keyboard, pushes the "send" button, and the computer automatically routes and transmits the call information over a private line to the correct dispatch center. This method requires that the dispatch centers also have one or more CRT's (the number required depends on their busy-hour call volume) to receive the digital information. We recommend that in this type of operation, the radio dispatcher be the receiver of the emergency call information rather than some other individual, as is now done

in many dispatch centers. Since the 911 center relays all the available required information, routing it through a third individual accomplishes nothing but an increase in response time.

This type of operational system also has call transfer capability for special types of emergency calls or for use in the event of failure of digital or electronic equipment, and uses call referral as necessary.

In any one of the three examples presented above, if, because of telephone boundary/jurisdictional overlap, a call enters the 911 center that should have gone to an adjoining area's 911 center, it can be handled in one of two basic ways. The caller's information can be relayed by private two-way tie lines to the 911 center that handles the dispatch center responsible for providing the requested service, or contact can be made by radio or seven-digit emergency private lines directly with the correct dispatch center. The latter case, because of increased telephone line cost, is used only if very few agencies are involved in the overlap. The decision of whether the correct dispatch center should be contacted directly is, of course, made jointly by the agencies involved.

In all these examples we have assumed that a large number of the calls are being handled by the direct dispatch method of operation because of the 911 center/s being collocated with (in these examples) a sheriff's office dispatch center. If the 911 center is not collocated with any public safety dispatch center, then all 911 calls are handled by either the call transfer method or the call relay method, backed up by call referral.

### 3.3 TECHNICAL AND OPERATIONAL STANDARDS

To ensure a uniform and high level of service to citizens and visitors throughout Florida, all 911 systems within the state must meet the mandatory minimum standards discussed in this section. Waivers to certain of these standards may be granted when sufficient evidence is presented to the Division of Communications showing that such waivers are in the public's interest.

#### 3.3.1 Technical Standards

The following technical standards must be complied with in the design of all 911 systems:

- (1) All public safety agencies, i.e., law enforcement, fire protection, emergency medical, and rescue agencies within the boundaries of the 911 system must be considered in the 911 system.
- (2) The 911 answering center shall be located at the public safety agency receiving the greatest number of calls.
- (3) When a telephone company central office serves citizens in two counties, calls shall be routed to the answering center serving the majority of citizens affected.
- (4) A sufficient number of incoming 911 lines shall be provided between the telephone company's central offices

and the 911 answering center to supply a P.01 grade of service or better (one busy in 100 attempts during the average busy hour)

- (5) If direct trunking (as opposed to tandem trunking) is used, there shall be a minimum of two 911 lines between the 911 center and each of the central offices.
- (6) There shall be minimum of two incoming lines from the serving central office of each tandem network.
- (7) If tandem trunking is used the grade of service provided over the interoffice trunks shall be at least the same level as exists for the Direct Distance Dialing network.
- (8) Enough answering positions and operators shall be provided such that during the average busiest hour of the day a minimum of 90% of the calls shall be answered within 10 seconds (two or three rings).
- (9) Each answering position shall have access to all incoming 911 lines, outgoing private dedicated lines, tie-lines, and dial-out lines.
- (10) Each answering position shall be equipped with an instant playback type of recorder to record each incoming 911 call.
- (11) The 911 operator shall receive both an audible and a visual indication of the incoming 911 call.
- (12) Public safety radio dispatch centers not collocated with the 911 answering center shall be connected to the 911 center by private lines wherever conditions warrant.
- (13) Private lines shall be provided between the 911 center and each connected agency in sufficient quantity to be compatible with traffic volume and the number of operators at the connected agency. If dial-out lines are used, the quantity shall be compatible with the total traffic volume of all agencies receiving transfer calls by this method.
- (14) The 911 center shall be connected by private lines to each adjacent 911 center wherever central office boundaries overlap county lines. Alternately for minor overlaps, intercity radio may be used.
- (15) The telephone company operators shall have dedicated lines or other means of connecting the operator or citizen with the 911 center.
- (16) The 911 center shall have standby emergency electrical power capability for use in the event of commercial power failure.

- (17) The 911 center shall have a logging magnetic tape recorder equipped to record the data and time of receipt of each call.
- (18) The 911 center shall have sufficient building security to minimize the possibility of intentional disruption of operations.
- (19) All exposed 911 circuit facilities into the 911 center shall be protected and marked to prevent accidental contact or tampering.
- (20) Maintenance personnel shall not interrupt or alter circuits and equipment at a central office or in the 911 center of the 911 system until permission is obtained from the 911 center supervisor.
- (21) When an automatic call distributor (ACD) is used to terminate 911 calls, the recorded announcement option shall be used.

### 3.3.2 Operational Standards

The following operational standards must be complied with in all 911 systems:

- (1) 911 calls shall be answered at the complaint writer or dispatcher position, or additional positions as required, of the public safety agency where the 911 answering center is located.
- (2) The 911 operator shall be dedicated to answering 911 calls and perform as a complaint writer. Other simultaneous functions such as radio dispatcher, clerk, or jailer can be performed if Technical Standard 8 can be met.
- (3) The 911 answering center shall operate 24 hours a day, seven days a week.
- (4) The caller must never be permitted to talk with more than two people, the 911 operator answering the caller, and the complaint writer or dispatcher at the required safety agency.
- (5) The only published emergency number shall be "911".
- (6) Service measurements on the 911 lines shall be made periodically to determine if the required grade of service is being maintained.

## 3.4 911 SYSTEM DESIGN

### 3.4.1 General Design Approach

The method employed in the design of a 911 system can be described by a 911 system model augmented by associated supporting studies and the required

inputs. The resultant outputs then determine the 911 system costs. Figure 3.4-1 shows the associated supporting studies, the inputs, and the resultant outputs of the design model. The inputs fall into four categories; traffic estimates, operational methods, performance requirements, and communications network information. The outputs are the sizing requirements for each cost component of the system and fall into three categories; telephone system equipment, additional safety agency personnel requirements, and other equipment requirements.

The inputs are obtained from telephone company personnel, and the 911 planning committee representing each local government that will plan the 911 system. Where inputs are not obtainable, data from related studies and analysis are used. The telephone equipment outputs are obtained by both the telephone company and the Division of Communications working in close association. The telephone equipment costs are determined by the telephone company and forwarded to the local government as a telephone system proposal. The remaining costs are determined by the Division of Communications.

### 3.4.2 Overall 911 System Design Model

The 911 system design model consists of a set of functional relationships between the design criteria and the sizing requirements, as indicated in Figure 3.4-1. The number of operator positions for a 911 center are a function of answering operator grade of service, busy hour call volume, and average call length. The number of incoming 911 trunks required is also a function of 911 busy hour call volume, and call length, plus the specified telephone grade of service. Requirements for outgoing lines (transfer lines, dial-out lines, tie-lines) are computed like those for incoming trunks, substituting the appropriate safety agency dispatch center busy hour call volume for total 911 busy hour call volume and taking into account the number of complaint takers available at the safety agency. The type of telephone terminal equipment required for the center is a function of the number of operator positions, number of incoming trunks, and number of outgoing lines. And finally, the number of telephone recorder connectors is a function of the number of incoming trunks or answering positions.

The total number of personnel required by the safety agency where the 911 center is located to staff the 911 operator and supervisor positions is a function of the number of answering positions and the expected call volume loading over the three 8-hour shifts. The number of additional personnel required by the safety agency is a function of the additional 911 call volume load placed upon the agency.

### 3.4.3 Performance Standards & Requirements

There are a number of performance standards and requirements that determine the system size. They are discussed in this subsection.

#### 3.4.3.1 Operator Grade of Service

The maximum number of answering positions and operators to answer and handle 911 calls is computed on the basis of the busy hour call volume and a particular grade of service. The grade of service is the probability of a caller having to wait more than a certain length of time because the operator is busy

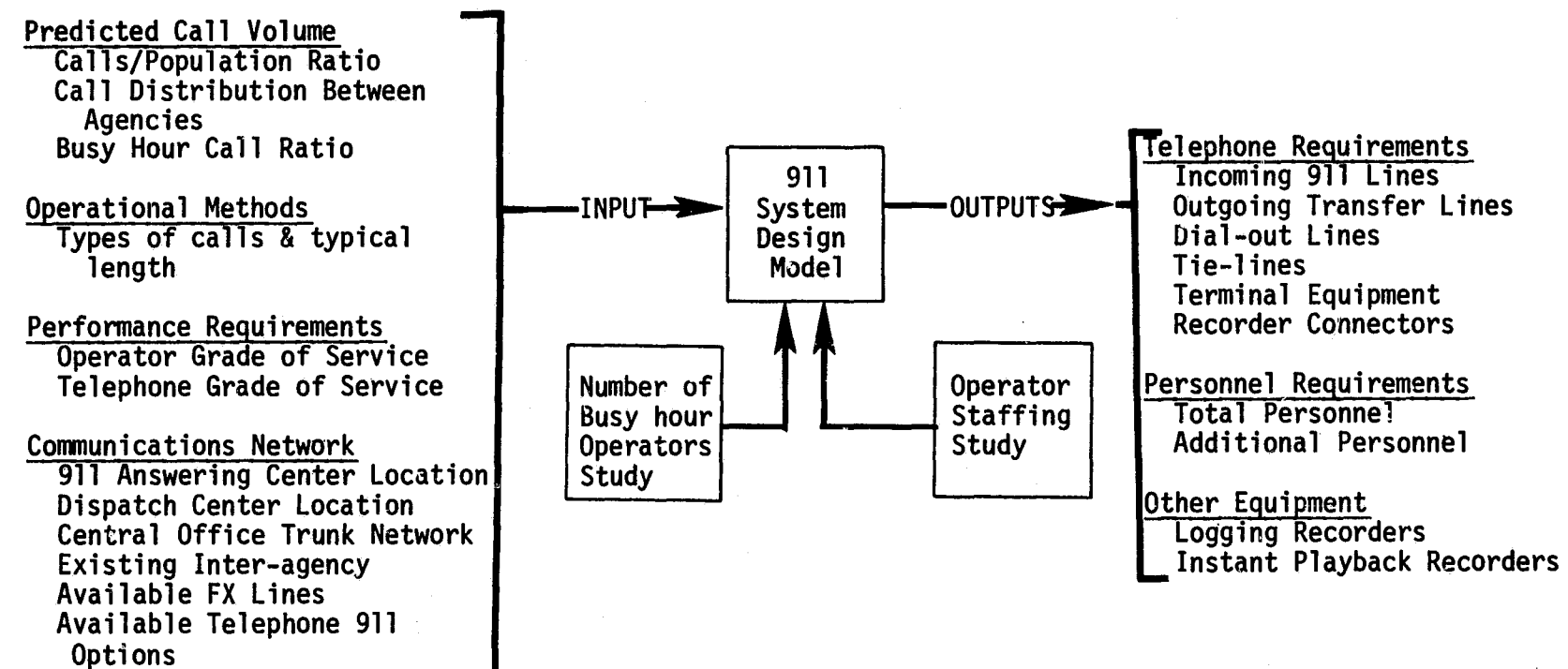


Figure 3.4-1 INPUTS &amp; OUTPUTS FOR A 911 SYSTEM DESIGN MODEL

answering and handling another call. It is expressed as a decimal and is associated with a ringdown time. In the design of the 911 systems presented in this plan, the grade of service probability that a caller will have to wait more than a 10 seconds ringdown time is 0.1 (10%). Another way of specifying this grade of service is that 90 percent of all the callers will have their call answered during a ringdown time of 10 seconds or less.

#### 3.4.3.2 Telephone Grade of Service

The number of required telephone lines (incoming 911 lines, transfer lines, dial-out lines, and tie-lines) is computed on the basis of a particular grade of service. Grade of service, expressed in a technical sense, is the probability of a call being blocked by busy trunks. It is expressed as a decimal fraction and usually means the busy-hour probability. In designs of the 911 systems presented in this plan, we have used a busy-hour grade-of-service probability of a call being blocked of 0.01 (sometimes written P01). This means that no more than one call out of 100 during the busy hour should receive a busy signal. In its application to a citizen seeking help, this grade (or level) of service means that it is highly unlikely that he will receive a busy signal when he dials 911.

#### 3.4.3.3 Ringdown Time

The length of time that a phone rings before it is answered is called ringdown time. This factor affects both the number of telephone lines and the number of operators required, particularly the latter. We have based our telephone line and operator calculations on a ringdown time of 10 seconds. Given the normal telephone company standard that each ring is two seconds long followed by a four-second pause, a 10-second ringdown time is equivalent to two rings.

#### 3.4.3.4 Call Volume

The quantity of calls expected to be handled by the 911 answering center during a 24-hour period is called call volume data. Call volume data is related to the population within the area served by the 911 answering center. An area with a larger population generally has a larger incidence of crime and therefore has a larger volume of calls per capita. Similarly, an area with high tourism also has a larger volume of calls per capita. Division of Communication Engineers have taken crime and tourism into consideration in determining call volume and the resultant effect in additional operator staffing.

The derivation of the call volume to population ratios used is discussed in Appendix 3.0. These ratios together with the estimated 911 calls some typical county 911 systems will handle per day are presented in Figure 3.4-2.

#### 3.4.3.5 Call Length

Call length varies with many factors, such as the type of emergency service, the service policies and techniques of the agency being contact, and the individual characteristics of the calling party. Based on discussions with public safety agency personnel, telephone company personnel, and experimentation, an average call length for each of the operational call handling methods discussed in subsection 3.2 was established. These call lengths are detailed



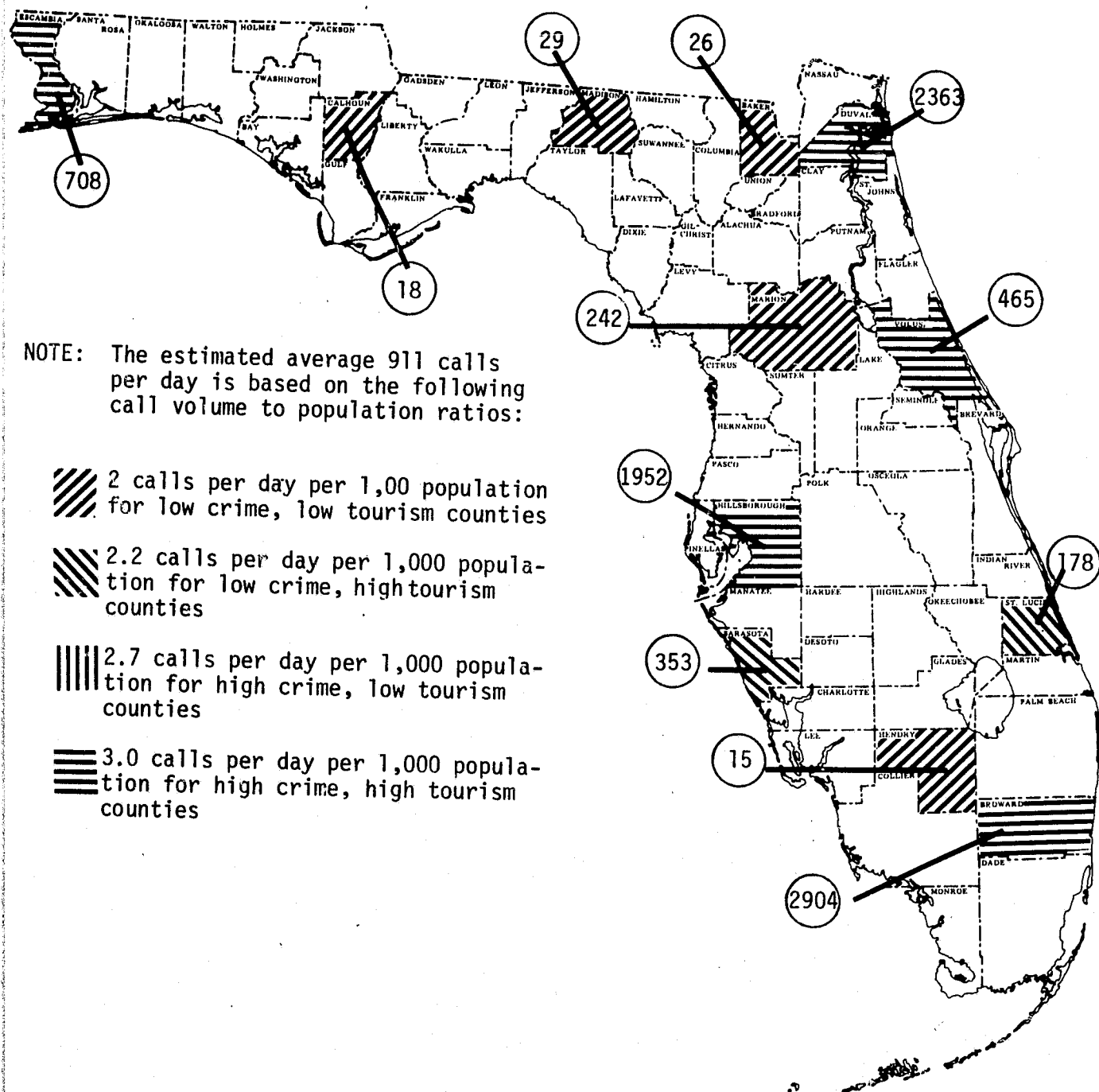


Figure 3.4-2 ESTIMATED AVERAGE 911 CALLS PER DAY FOR SOME TYPICAL COUNTIES

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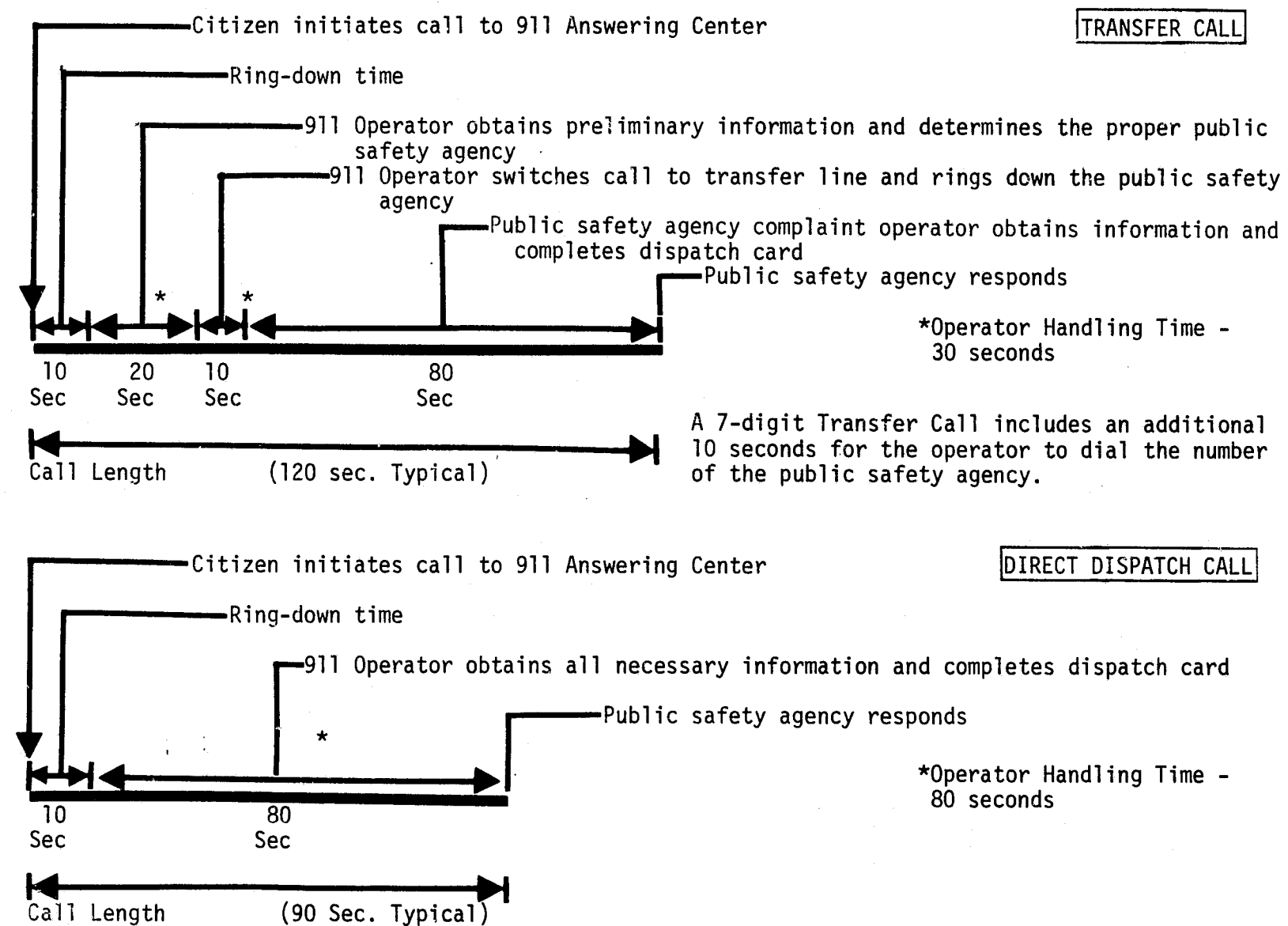
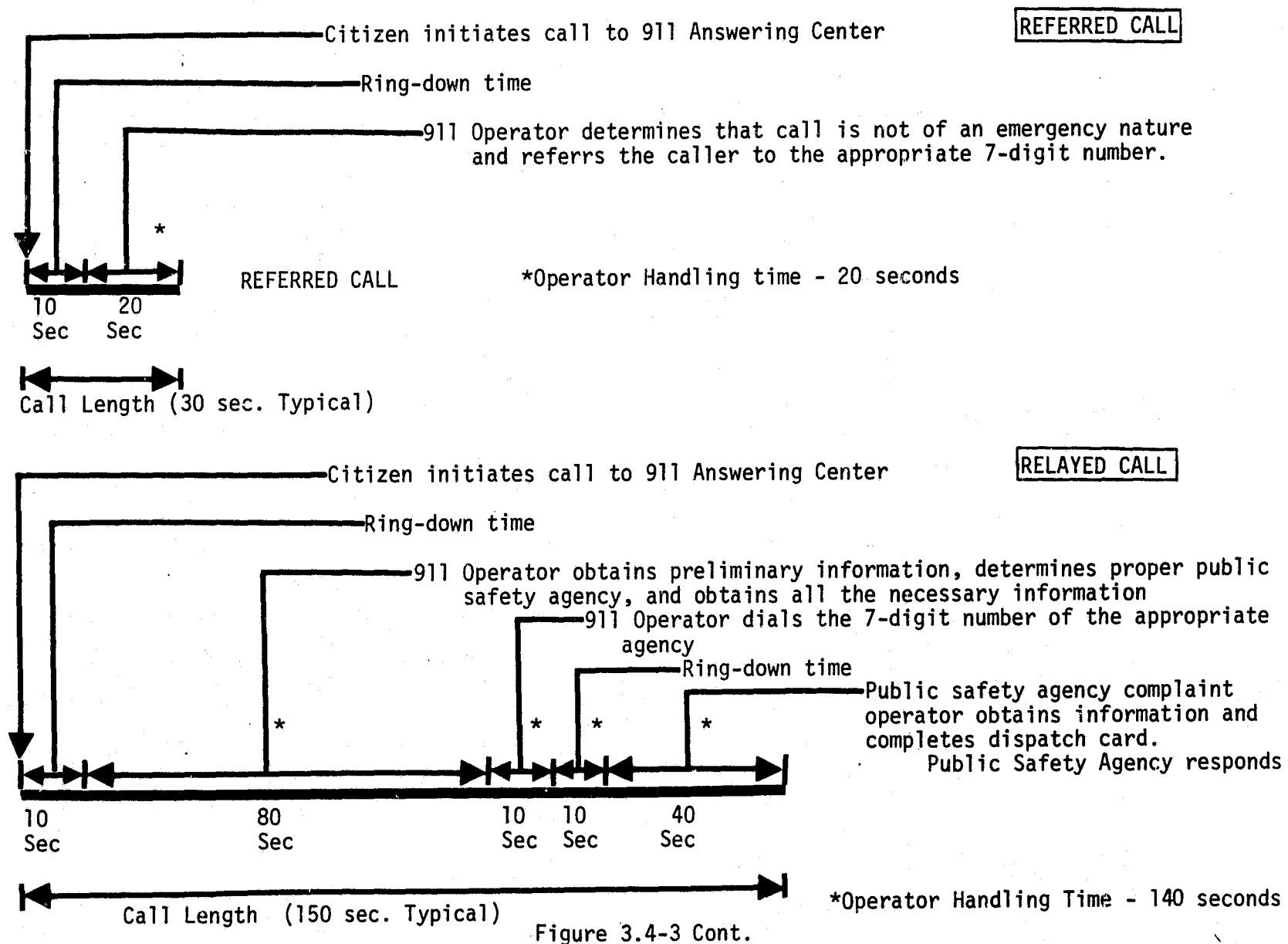


Figure 3.4-3 CALL LENGTH



in Figure 3.4-3. The related time for the 911 operator to handle the call and the time the incoming 911 trunk is utilized is further established from the call lengths for the various call handling methods. A summary of these related processing times is shown in Table 3.4-1.

Call Method	Call Length	Incoming 911 Line Holding Time	Operator Handling Time
Direct Dispatch	90 sec.	90	80*
Call Transfer	120	120	30
7-Digit Call Transfer	130	130	40
Call Relay	150	90	140
Call Referral	30	30	20

\* 90 seconds if the operator also performs the dispatching function.

Table 3.4-1 SUMMARY OF CALL PROCESSING TIME

#### 3.4.4 Telephone System Requirements and Costs

##### 3.4.4.1 Telephone System Requirements

A 911 system has the following seven primary telephone components:

- (1) Incoming 911 trunks (or lines) from the telephone central office to the 911 center.
- (2) Outgoing private lines from the 911 center to dispatch agencies and to other 911 centers.
- (3) Terminal answering equipment.
- (4) Dial-out lines to access the 7-digit telephone number of the dispatch agencies.
- (5) Tie-lines (two-way) between 911 centers.
- (6) Telephone recorder connectors.
- (7) Optional service features and equipment.

The incoming 911 trunks can be provided using either tandem or direct trunking. In tandem trunking all 911 calls are routed by the telephone company in whatever manner it chooses to the telephone central office (CO) providing service to the 911 center, and the 911 center then leases the required number of

incoming trunks or lines between this serving CO and the 911 center to handle the estimated busy-hour call volume. In direct trunking the 911 center leases a sufficient number of incoming direct trunks or lines between each CO in the 911 service area and the 911 center. Direct trunking thus requires more lines than tandem trunking. Some systems may use both methods of trunking.

Direct trunking is more expensive than tandem trunking because of the greater number of telephone lines required, but direct trunking is a prerequisite for certain optional features that are discussed later. The available trunking networks are discussed with the 911 planning personnel for each county to assist their system decision.

Outgoing private lines are necessary to transfer callers reporting an emergency to the appropriate dispatch center or to another 911 center. The number of lines required depends primarily on the estimated volume of calls that the dispatch center will receive in its busy hour.

Tie-lines may also be necessary in some cases to connect adjacent 911 centers with each other where there is a two-way flow of information. The purpose of these lines is to provide the capability of transferring callers or relaying information when the caller is involved in a telephone boundary/jurisdictional overlap. These lines could also be used as coordination channels in the event of a common emergency affecting two adjacent 911 system areas. The exact number of these interconnecting lines depends primarily upon the expected call volume.

A variety of terminal equipment is available from Florida's telephone companies for use in 911 centers. Both key telephone equipment and switchboards (PBX's or PABX's) are suitable and a function of the system requirements.

Dial-out lines are necessary to relay the callers information to the appropriate agency (call relay method) or to transfer the caller to the appropriate agency over the agency's 7-digit telephone line (dial-out call transfer method). Dial-out lines are not required as part of the 911 system if the agency where the 911 center is located has such lines available.

Foreign exchange (FX) lines to agencies in another exchange area where Extended Area Service is not available has been considered in lieu of dedicated transfer lines where low call volume does not justify the cost of the transfer lines. Likewise, the use of FX lines for the agency where the 911 center is located has been considered to reduce the cost of dial-out transfer toll calls.

#### 3.4.4.2 Telephone System Costs

The cost of the 911 system for each county is based upon a proposal received from the local telephone company, and the decisions of the 911 planning personnel associated with the system if available.

#### 3.4.5 Detailed System Design

##### 3.4.5.1 Busy Hour Operator Positions/Total Staff

Figure 3.4-4 shows the flow diagram for determining the total number of required busy hour operator positions and the total staff for operating a 911

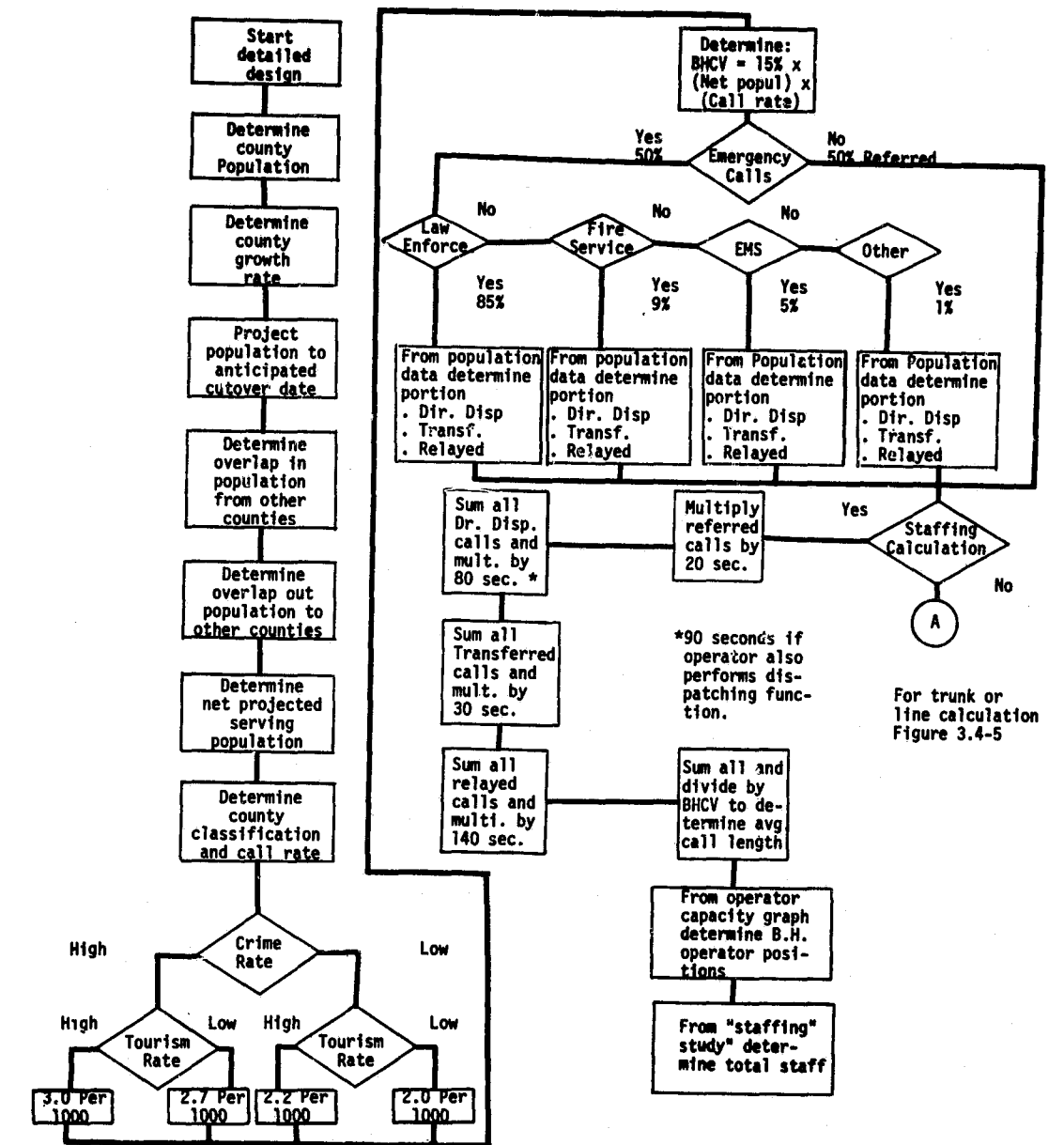


Figure 3.4-4 911 SYSTEM DESIGN FLOW DIAGRAM-BUSY HOUR POSITIONS-TOTAL STAFF

center around the clock, seven days per week. The flow diagram is discussed in the following paragraphs:

Basic parameters required for analyzing 911 requirements are the county's estimated population and recent rate of growth. Both of these figures are available from the document "Florida Estimates of Population" published by the Florida Department of Administration. The population must be projected to the anticipated date of 911 system cutover.

Adding to the projected county population will be additional population from adjacent counties resulting from telephone central office overlaps outside the county. Deducting from the serving population of the center, will be those citizens trunked to 911 centers in adjoining counties due to overlaps into the county. The net population considering the above, will be the serving population of the center. However, it should be remembered that a portion of the calls generated by those citizens trunked to an adjacent county, will be transferred or relayed back to the co-located public safety agencies of the 911 center and must be handled by the 911 line operators, and equipment. The quantity involved is usually negligible in impacting system design and has not been included in the flow chart.

The 67 counties in Florida have been classified into one of four types each having a corresponding total daily call volume (TDCV) rate per 1000 population as discussed in Appendix 3.0. The applicable call rate for the county in question must be determined. Busy Hour Call Volume (BHCV) for the center is determined from the following:

$$\text{BHCV} = 15\% \times \text{TDCV}$$

The TDCV and BHCV figures calculated above should be compared with actual county data whenever available. Marked discrepancies from the call rates indicated should be reviewed carefully to pinpoint why a particular county is deviating from state and national experience for comparable areas.

An important function of a 911 operator is to politely encourage the public to use the 911 lines only for truly emergency calls. However, in spite of all educational efforts a large fraction of the calls will be non-emergency and will be referred to a seven digit administrative number by the 911 operator. As high as 71% of all calls have been found to be non-emergency in existing 911 systems. The Division of Communications uses a conservative figure of 50% for such referred calls. In certain sparsely populated rural counties, referred calls are not considered because such counties tend to handle all calls in the same manner emergency or non-emergency.

The remaining 50% of all busy hour calls, the true emergency calls, are broken down percentagewise by agency type as shown in the flow diagram. A discussion of call distribution by type is discussed in Appendix 3.0. The total volume for each classification is determined from these percentage factors.

The number of busy hour calls direct dispatched at the 911 center is computed as a function of population within the jurisdiction of each public safety agency co-located with the 911 center. Likewise, the number of calls that must be transferred and relayed is determined.

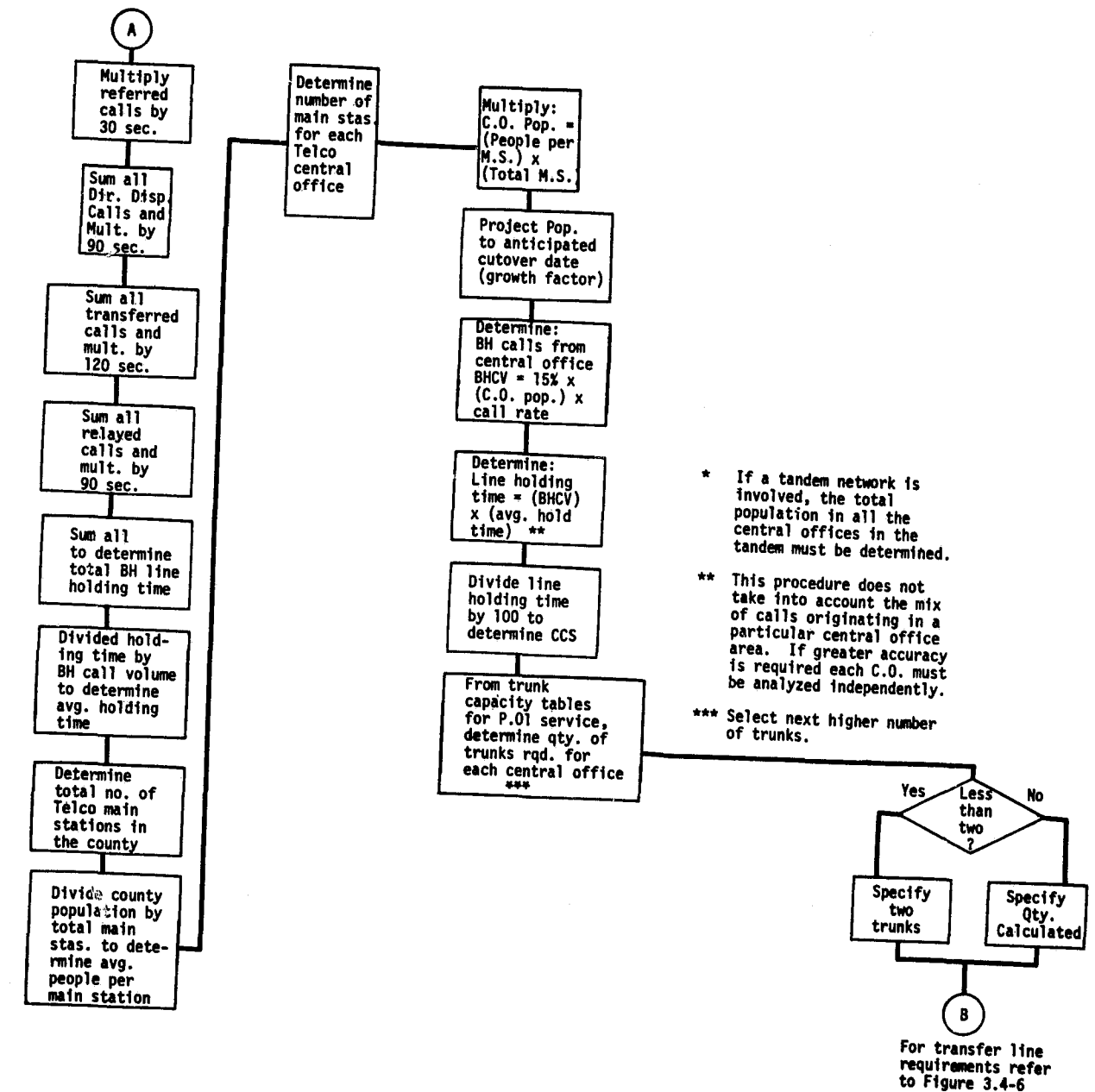


Figure 3.4-5 911 SYSTEM DESIGN FLOW DIAGRAM-INCOMING LINES OR TRUNKS

For a staffing calculation, each type of call is multiplied by the average operator handling time to determine the total. Referred calls average 20 seconds, direct dispatch calls average 80 seconds, transferred calls average 30 seconds and relayed calls average 140 seconds. The grand total of all types is summed to determine the total operator handling time. Incoming trunk or line holding time calculations also follow this basic procedure to this point with the flow chart of Figure 3.4-5 showing the line holding time procedure.

The total operator handling time determined above is divided by the busy hour call volume to determine the average call handling time. As discussed in Appendix 5.0, operator capacity tables or graphs are consulted to determine the number of busy hour operator positions required for the given number of calls of the above determined average holding time in order to assure that 90% of all calls are answered within ten seconds.

Tables are provided in the "Operator Staffing Study" Appendix 4.0 which give the total staff to man the center around the clock, seven days a week for the given number of busy hour operator positions.

#### 3.4.5.2 Incoming Lines or Trunks

Figure 3.4-5 shows the flow diagram for determining the required number of lines or trunks connected to each direct trunked central office or connected to the serving central office of a tandem network. The flow diagram is discussed in the following paragraphs.

From the staffing procedure of 3.4.5.1 the number of calls by type, i.e., referred, direct dispatched, transferred or relayed, is determined. The total for each type of call is multiplied by the average line holding time. Referred calls average 30 seconds, direct dispatched calls and relayed calls average 90 seconds, and transferred calls average 120 seconds. The grand total of all types is summed to determine the total line holding time. This figure is divided by the busy hour call volume to determine the average line holding time per call for the entire serving area of the 911 center. This figure is used in the following paragraphs to determine trunk or line requirements from each individual central office. For greater accuracy, the correspondence of particular public safety agency jurisdictions with particular central office boundaries could be evaluated to determine the mix of calls and the resultant total busy hour line holding time for each central office. The variation in crime rate for particular central office areas could also be taken into consideration. However, the average holding time per call per this procedure gives sufficient accuracy for planning for initial cutover for a 911 center. Fine tuning in terms of additions or deletions of lines can be accomplished as experience dictates after the center is in operation.

The population within the serving area of each central office, projected to the cutover date, must be determined. Consistent reliable data of this type has not been found to be readily available from the telephone industry. Consequently, main station data by central office has been used to estimate population. The total county population derived from the Department of Administration document is divided by the total number of main stations in the county as supplied by the telephone company to determine the average number of citizens per main station in the given county. The number of main stations in a particular central office is multiplied by this average figure to

determine an estimate of the population served by the central office and the resulting figure is projected to the anticipated 911 system cutover date.

Busy hour call volume from the particular central office is determined by multiplying the applicable call rate for the county times the estimated central office population and taking 15% of the result. The resulting call volume figure is multiplied by the average line holding time per call to determine the total busy hour holding time. This figure is divided by 100 to convert to CCS. From trunk capacity tables, the required number of lines is determined to assure P.01 service, i.e., one busy signal out of 100 busy hour calls. Of course, during the remainder of the day, the quality of service will be even better.

The required number of lines or trunks is determined per the foregoing for each central office. For any central office in which less than two trunks are indicated, a minimum of two trunks shall be specified.

#### 3.4.5.3 Transfer Lines

Figure 3.4-6 shows the flow diagram for determining the required number of transfer lines for each public safety agency to which calls are to be transferred. The flow diagram is discussed in the following paragraphs.

The population within the jurisdiction of each public safety agency is projected to the cutover date. As discussed previously, busy hour call volume for the jurisdiction is calculated by multiplying 15% times the population times the applicable call rate. Deducted from the results will be 50% of all calls which are referred by the 911 operator to an administrative 7-digit number. The remaining true emergency calls are multiplied by the applicable percentage figure for the particular type of emergency service to determine the agency's call volume. The call volume figure is multiplied by the average line holding time of 90 seconds to determine total line holding time.

The total line holding time determined above is divided by 100 to convert to CCS. By referring to the trunk capacity tables for P.01 service, the required number of transfer lines is determined.

If a particular public safety agency has a very low call volume coupled with significant telephone costs for the line, then other means of communicating with the agency should be considered. This is particularly true if substantial distances are involved. A dial out transfer arrangement may be employed, preferably using speed dialing, to transfer the caller directly to the agency using the existing telephone company switching network. The incurrence of several long distance calls per month in this manner may be much less costly than charges for a direct line. Alternately, it may be desirable to employ a call relay technique using radio or telephone communication.

Finally, in determining the number of transfer lines for a particular public safety agency, there is no point in providing more lines than the maximum number of complaint operators at the safety agency, i.e., the person at the agency cannot talk on more than one line at a time. If an additional call should arrive at the center destined for a given agency after all the agency's lines are occupied, the 911 operator can, (1) assist the calling party by

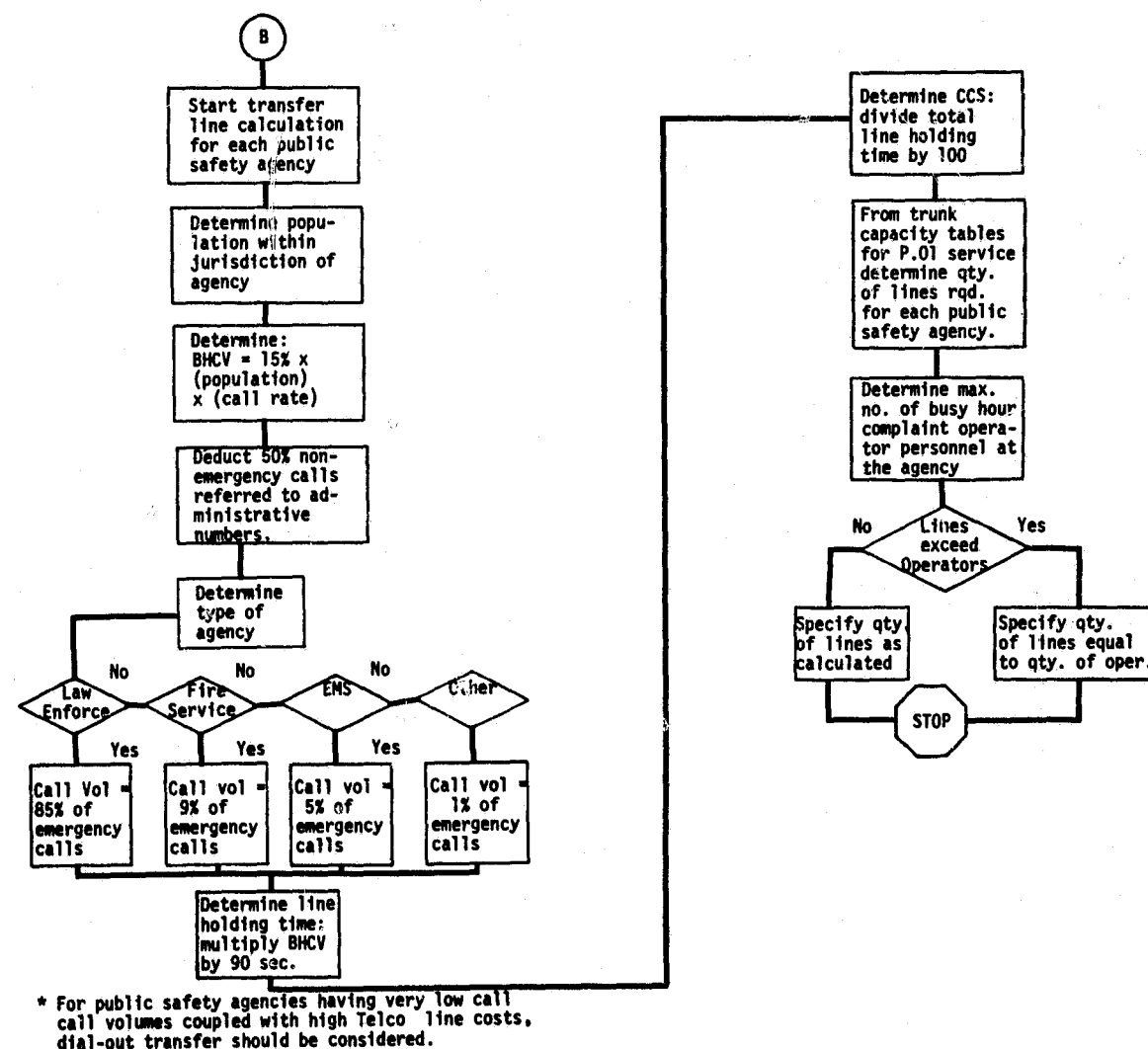


Figure 3.4-6 911 SYSTEM DESIGN FLOW DIAGRAM-TRANSFER LINES

recording initial information; (2) take an alternate course of action such as transferring the call to another similar agency operating under a mutual aid agreement; (3) break in on an existing call if necessary; or (4) can calm or instruct the caller pending freeing up of the remote agency's transfer lines and then immediately transfer the call.

### 3.5 PERSONNEL REQUIREMENTS

This requirement is defined as the required manpower loading to staff a 911 answering center 24 hours a day, 7 days a week, 52 weeks a year. Where necessary, the loading also includes supervisory personnel. The required manpower loading is a function of the required number of operator (busy hour) answering positions, and the expected distribution of the call volume over the daily work shifts (shift loading). The personnel requirements methodology and results for up to 10 answering positions are contained in a study performed by the Division of Communications entitled "Operator Staffing Study". (See Appendix 4.0). In summary, the staff loading can be obtained by multiplying the total three shift loading for one day by a factor of 1.61.

The number of personnel that the Division of Communications uses for operator staffing was at times at variance with the number local entities felt they should have. With the possibility of the State funding recurring costs of 911 a consideration, a method had to be adopted that would specify the number of operator personnel the State would fund. The philosophy used is that in the event of State subvention, only the additional operator load caused by the 911 system is considered for funding and not pre-existing positions in an agency prior to their becoming a 911 center. It would not be proper for the State to fund the cost of personnel already being funded locally.

To adhere to an equitable result, two procedures were instituted regarding additional personnel; one for large counties requiring about three or more 911 answering positions, and one for the smaller counties.

#### 3.5.1 Large County Personnel Determination

The following procedure is used to determine the 911 personnel requirements for large counties:

- (1) Determine the busy hour call volume of the 911 answering center based on serving population and the applicable call rate. This is designated call volume "A".
- (2) Determine the busy hour call volume of the affected public safety agency where the center is located based on the type of agency, population served and the applicable call rate. This is designated call volume "B".
- (3) Determine the additional call volume by calculating  $A - B = C$ .
- (4) Determine the average operator handling time for



the additional call volume "C" above and designate this "D".

- (5) Plot the busy hour positions for "C" calls at "D" seconds on the operator capacity curves. (See Appendix 5.0).  
Select the number of operators from the next higher curve.

### 3.5.2 Small County Personnel Determination

In the smaller counties, the public safety agency accepting the 911 answering duties will usually be the Sheriff's Department. As is usually the case, the person who answers the 911 calls is the existing radio dispatcher, who also performs other duties such as prisoner booking, clerk, and jailer. During the "non-business hours", the jailer may be the person to perform the 911 and dispatching duties. For this type of operation, the required additional personnel is determined by obtaining the difference between the required manpower loading to staff the 911 center, and the existing staff, plus any additional personnel to ensure that the operator grade of service performance will be met; such as separating the jailer or clerk duties from the 911 call handling--radio dispatching duty.

### 3.5.3 Resolution of Personnel Determination Differences

The results given by these procedures compensate the center for the additional work burden caused by 911. If for some reason the additional personnel requirement is contested by local officials, Division of Communications engineers are more than willing to reexamine the data and try to arrive at a satisfactory solution.

## 3.6 TYPES OF TELEPHONE TERMINAL ANSWERING EQUIPMENT

Briefly described in this subsection are the different types of telephone answering equipment that under the appropriate conditions of telephone requirements (number of incoming 911 lines, outgoing transfer lines, dial-out lines, tie-lines, and number of answering positions) are best suited for 911 answering centers. The different types can be grouped into two general categories: Key Systems, and Private Branch Exchange System (PBX) and Private Automatic Branch Exchange System (PABX) with or without Automatic Call Distributor (ACD). The equipment is discussed in increasing order of complexity and cost.

### 3.6.1 Key Systems

#### 3.6.1.1 Dialess Key Telephone Set

This is a telephone set without dial-out capability. A set is connected to each incoming 911 line. This method is suitable when the call transfer method is not required and no more than four incoming lines are required.

#### 3.6.1.2 Multi-Button Telephone Sets

This is the familiar multi-button business telephone set and is the most suitable method when the call transfer method is not required. In some instances the safety agency's existing multi-button set can be used if there are a sufficient number of unused buttons equal to the number of required

incoming 911 lines. In other instances it may be possible to change over some of the agency's existing lines to the required number of incoming 911 lines and use the agency's existing set. However, it is recommended that separate 911 sets be added to keep the 911 key system separate from the agency's existing key system. The agency's existing set can be used for the call relay method.

#### 3.6.1.3 Multi-Button, Multi-Appearance Telephone Sets

This method is used where there are a limited number of nearby safety agencies requiring their calls to be handled by the call transfer method. This requires the installation of an identical multi-button set at the 911 center and each of the participating safety agencies. With ring-only at the 911 center, the appropriate agency can be alerted to answer his phone by intercom signaling.

#### 3.6.1.4 Multi-Button Telepatcher Sets

This method is used where there are safety agencies requiring their calls to be handled by the call transfer method. This method has a limitation in the total number of incoming 911 lines and outgoing lines (transfer and dial-out lines) and the number of simultaneous transfer calls that can be in progress. This method can use either a special multi-button set with built-in patching capability, or a separate patcher unit and standard multi-button set. This method has a limitation on the number of answering positions.

#### 3.6.1.5 Multi-Line Key System

This method utilizes key system assemblies to provide call answering/call transfer capabilities to handle a set combination of incoming 911 lines and outgoing lines (transfer, dial-out, tie-lines) with no limitations of the number of simultaneous transfers that can be in progress. The total line capacity of the 911 system can be obtained in a 24, 48, 75, and 99 line grouping. A system is available where the number of incoming 911 lines cannot exceed 20 and the total number of outgoing lines cannot exceed 8. Three multi-line systems used in this plan are the Allen Tel GB 9900 Dispatch System, Bell Telephone 8A Key System, and the Plant Equipment Incorporated PEIX-II Key Telephone Dispatch System.

### 3.6.2 Private Branch Exchange (PBX)

#### 3.6.2.1 Cord Switchboard

This is the familiar switchboard utilizing cord pairs to patch or transfer the caller to the line connected to the appropriate agency. There is no limitation on the number of simultaneous transfer that can be in progress. It is still capable of providing fast and reliable semi-automatic operation. However, it is not too well suited where a large number of dial-out call transfers will occur, and it does take up more operator space than desk top PBX consoles. As many switchboards as there are answering positions can be utilized.

#### 3.6.2.2 Cordless Switchboard

This equipment is used where a small number of outgoing lines (transfer,

dial-out, tie-line) are used to handle a small call volume by the call transfer method. The appropriate agency is rung and the caller transferred in a semi-automatic manner by operating more than one button switch, however with some equipment this is done automatically with a single operation. This equipment may have limitations in the number of incoming lines, number of simultaneous transfers that can be in progress, and the number of answering positions. The equipment used in this plan are, Automatic Electric 20B, Automatic Electric 80A, North Electric ARD-561, and Stromberg Carlson E-120.

### 3.6.2.3 Automatic Switchboard (PABX)

This equipment is used where a large number of outgoing lines (transfer, dial-out, tie-line) are required to handle a large call volume by the call transfer method. The appropriate agency is rung and the caller transferred automatically by depressing a button associated with that safety agency. There is no limitation on the number of simultaneous transfers that can be in progress. As many PBX desk top consoles as there are answering positions can be utilized. The equipment used in the plan is the CEAC Emergency Call Answering System offered by the General Telephone Company. The CEAC equipment also includes the ACD function described in the next subsection.

### 3.6.3 Automatic Call Distributor (ACD)

This equipment is used where there is a requirement to handle a large call volume by a large number of answering positions. The purpose of the equipment is to distribute incoming calls to operators that are not busy thereby assuring that only one operator will answer the call and that the calls will not go unanswered. The equipment will intercept calls not answered within a programmed period with an announcement to reassure callers.

### 3.7 OTHER EQUIPMENT

The technical standards for all 911 systems required that all incoming 911 calls be tape recorded on a logging magnetic tape recorder equipped to record the data and time of receipt of each call. This standard implies that outgoing (transferred) calls can also be recorded. Many dispatch centers presently record incoming emergency calls. These audio recordings provide a record that can be used in the event of any litigation or any dispute between the 911 center and one of the radio dispatch centers that it serves on how and when a call was handled.

The technical standards also require that each 911 operator position be equipped with an instant playback magnetic recorder to record each incoming calls. This standard implies that each supervisory position also be equipped with a recorder if the position is capable of answering and handling 911 calls. This type of recorder automatically records both sides of every emergency call and provides the operator with an immediately accessible record of the call (without interrupting the master logging recorder) if the information must be repeated or reconfirmed but the citizen is no longer available to provide it.

There are two approaches to recording incoming 911 calls on a logging recorder; (1) record the entire conversation, that is, also record the transferred portion of the callers conversation with the appropriate safety agency answering/dispatcher, or (2) record only the callers conversation with the 911 operator.

The former approach is suitable if (1) all calls other than those handled as direct dispatch calls are relayed, (2) the safety agencies where the caller is transferred has their own logging recorder, (3) the recorded acceptance of the transferred call by the appropriate safety agency is satisfactory to the 911 center in the event of any litigation. The former approach is the least costly approach because a logging recorder channel is required for each 911 answering position instead of each incoming 911 lines.

In those cases where the 911 center is located with a safety agency that already has a recorder, or is or will be ordering a recorder of sufficient capacity, it has been so noted in the county plan and excluded in the system implementation cost summary.

### 3.8 OPTIONAL 911 SYSTEM FEATURES

There are a number of telephone service options that improve the performance of the 911 systems. Definitions of these optional features are presented in Table 3.8-1.

Because of the many possible combinations of terminating equipment, types of trunking, types and capabilities of telephone company central office equipment, and the like, most (all for some companies) of the optional features cannot be priced until a specific detailed request is made to the telephone company for a special assembly. The resultant costs and implementation time vary by telephone company and with the particular 911 system that employs the option. The resultant implementation costs requested for each option should be forwarded to the Division of Communications for consideration of payment by the State as part of the implementation cost of the 911 system.

A discussion of selective call routing is given in Section 4.0.

This Division agrees with the public safety community that coin-free dialing of 911 would be a valuable adjunct to 911 in Florida. It has the potential of allowing a large decrease in response time for emergency calls made from public pay stations. This is not, however, a feature that can be ordered from the telephone companies by local governments. The decision of whether to implement this feature can be made only by the Florida Public Service Commission (PSC). The Florida PSC thru Docket No. 74189-Rule (RA), Order No. 7132 has recently determined that the capability of coin-free dialing of 911 be provided by all Florida telephone companies.

At the present time, the following telephone companies have indicated that in some central office areas they will provide certain 911 system options at no additional charge. Therefore, these options have been included in each county 911 system plan where applicable. They are as follows:

- (1) Southern Bell Telephone and Telegraph Company - Called Party Hold, Forced Disconnect, and Idle Trunk Tone Application.

- (2) Florida Telephone Company - Called Party Hold and Forced Disconnect.
- (3) General Telephone Company - Recorded Announcement (which is a feature of their 911 switch)

The visual originating central office identification option will be provided at no additional charge by all of the telephone companies where direct trunking is employed.

TABLE 3.8-1  
911 TELEPHONE SERVICE OPTIONS

Option	Description
Called-party hold	Enables the 911 center to hold a connection through the local central office by remaining in an off-hook position. The connection is held regardless of the status of the originating party's switchhook. This feature would permit manual trace of the call. Available only when direct trunks (not tandem routing) are employed.
Ringback or callback	Enables the 911 operator to hold and ring the calling party after the connection has been broken by the calling party. This feature is usually limited to calls from 1- and 2-party lines. It also requires direct trunking and called-party hold as necessary prerequisites.
Idle trunk tone application	Enables the 911 operator to determine whether the calling party hung up before his call was answered. Independent of trunking network.
Switch-hook status	Enables the 911 operator to determine whether the caller is on the line but unable to speak, or has hung up. Requires direct trunking via metallic facilities.

Table 3.8-1 Cont.

Forced disconnect	Enables automatic release of 911 trunk on disconnect by the 911 center, independent of the calling party's switchhook. It is designed to enable the 911 center to avoid tieup or intentional jamming of the incoming 911 lines. The speed of disconnect depends on the type of central office switching equipment. Independent of trunking network.
Visual originating central office identification	The 911 operator's console has a separate lamp for each incoming 911 line. This allows identification of the telephone central office where the call originates. Not available when an automatic call distributor (ACD) or tandem trunking is used.
Audible originating exchange identification	The name of the central office from which the call originates automatically precedes each 911 call as a recorded announcement. This option can be employed where an ACD is used. Independent of trunking network.
Recorded announcement capability	Enables the 911 center to have any incoming calls that encounter a busy signal answered by a recorded message identifying the center or saying whatever is desired. The content of the recording would be controlled and changed as necessary by the 911 center. This option can be employed when an ACD is used.
Automatic number identification (ANI)	Central office equipment automatically determines the telephone number of the calling party and transmits it to the 911 center. Not available when tandem trunking is used.
Automatic location identification (ALI)	The address location from which a call is placed is identified electronically. Not available when tandem trunking is used.
Selective call routing	911 calls would automatically be routed to the proper jurisdiction, regardless of telephone company central office boundaries.
Coin-free dialing or no-coin dial tone	Permits coin station dialing and connection to the 911 center without the deposit of a coin.

#### 4.0 SELECTIVE ROUTING

Selective routing, when technically feasible in a given area, solves the central office boundary overlap problem common to most 911 systems. The problem of boundary overlap is caused by the misalignment of telephone company central office serving areas and jurisdictional boundaries of counties and public safety agencies. Selective routing allows a party to dial 911 and be connected with the answering agency having jurisdiction in the area of the originating call. By the use of selective routing, call transfers or call relays to other 911 answering centers or public safety agencies are avoided.

Figure 4.0-1 shows in simplified form what happens when 911 is dialed and the call goes through a telephone company central office overlapping four jurisdictional areas. Electronic Switching Systems (ESS) in the central office determine from the originating number the corresponding 911 center having jurisdiction and routes the call to that center. The 911 center is generally located within the chief law enforcement agency for that particular area. From the center all emergency services in the community are dispatched, or transferred, or relayed to other public safety agencies in the area.

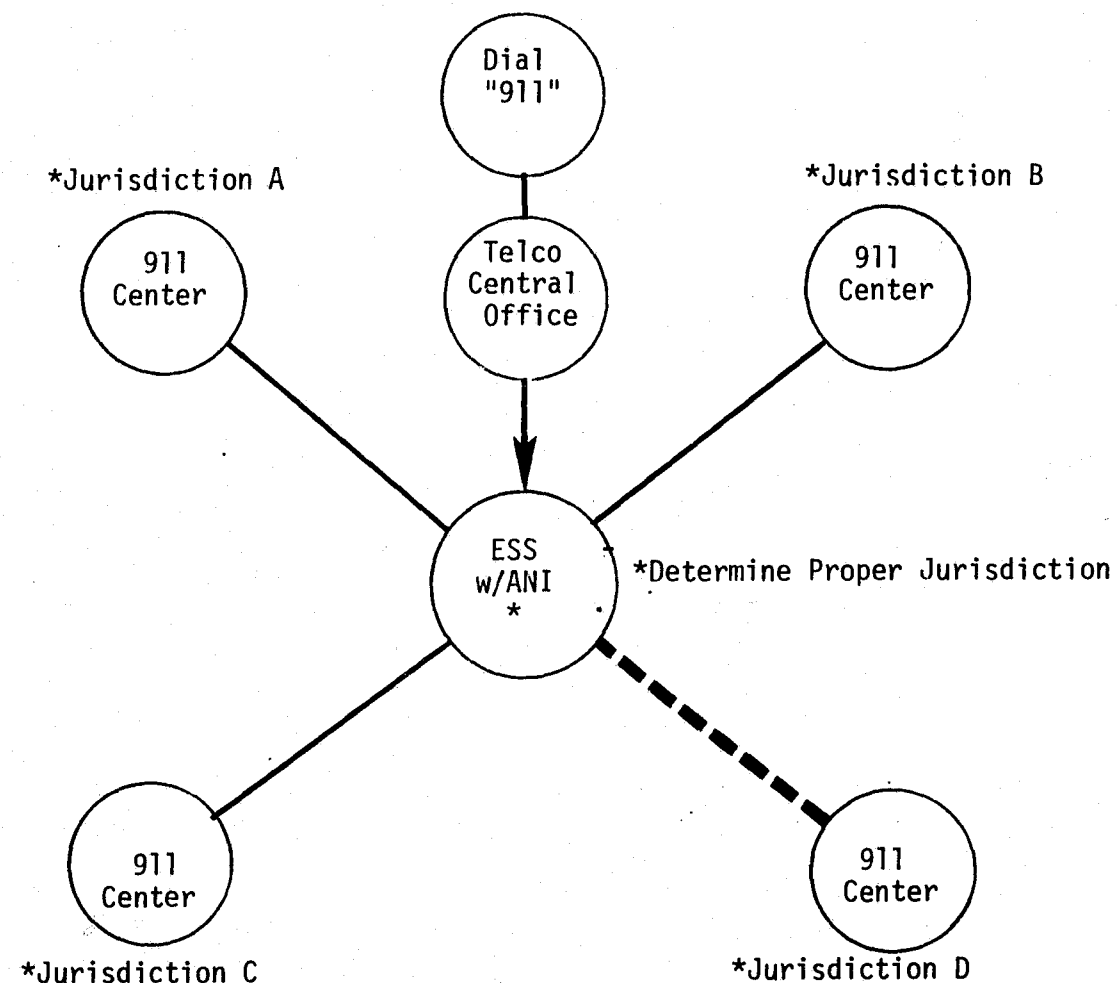
The applicability of selective routing for solving boundary overlap problems in a particular area is a function of several factors. First, selective routing is possible only with central offices having Electronic Switching Systems. It is not feasible to have this feature in the older crossbar and step by step systems. Second, selective routing is expensive. Third, an analysis is required of the particular central office areas, the public safety agency jurisdictional areas, the political situation, etc. to determine the cost-benefit ratios of the various approaches and the resulting optimum solution. For example, a county may find that consolidation of dispatching functions in cooperative dispatch centers may be a much more cost effective solution for intracounty problems than selective routing.

#### 4.1 ALAMEDA COUNTY, CALIFORNIA PROJECT

The Alameda County California, Project is a federally sponsored pilot study under the Law Enforcement Assistance Administration (LEAA) with the cooperation of American Telephone and Telegraph Company (AT&T). This project study was undertaken because of the difficulty in installing 911 in large metropolitan areas resulting from the boundary overlap problems discussed above. These problems are compounded in the typical large metropolitan areas composed of a large core city surrounded by many satellite municipalities, each having its own public safety organizations.

Alameda County, California, typifies many large metropolitan counties in the United States. Composed of 13 municipal areas covering 735 square miles with a population of over 1.25 million residents, Alameda County is beset with those problems many other metropolitan areas will encounter in implementing a 911 emergency number system.

The Alameda County project includes the installation and test of a prototype selective routing system to obtain baseline data and experience for application in other areas of the country.



NOTE: ESS = Electronic Switching System.  
 — — — Selectively Routed Call

Figure 4.0-1 SELECTIVE ROUTING

The project also tests two other advanced concepts relating to 911 -- Automatic Number Identification (ANI) and Automatic Location Identification (ALI). ANI displays the caller's telephone number at the 911 answering center. ALI displays the calling phone's location. These two features greatly enhance the capabilities of a 911 answering center.

There exists a possible legal problem associated with ANI and ALI. It must be legally determined whether ANI, or ANI used in conjunction with ALI, constitutes some form of an invasion of privacy. The problem stems from the fact that a surprising large percentage of subscribers (29% for Alameda County) have unlisted phone numbers. The legal determination will be addressed in the Alameda County project as well as in other parts of the country when selective routing with ANI and ALI are used.

The Alameda County project will take four years to complete. Initially, the implementation of 911 with selective routing will be in September, 1977. ANI will follow in six months for evaluation, followed by ALI nine months after that. It is expected that over \$2 million will be spent on the selective routing project. Of this, \$545,000 will be developmental costs which will be absorbed by the telephone company.

Hopefully, the project will resolve many technical issues and questions concerning selective routing and yield a solution for utilizing 911 in the large metropolitan areas of the country. However, time and technology have a way of changing things fast. The State of Florida has the real possibility of an operational 911 selective routing system in Dade County close to the time the Alameda County system is scheduled for cutover.

#### 4.2 DADE COUNTY AND SELECTIVE ROUTING

It is interesting, by way of background, that Dade County had considered 911 as a universal emergency telephone number as far back as April 1968. With the impetus provided by the State 911 law, Dade County was more than ready to actively work in implementing 911 for their citizenry. After forming a 911 planning committee, various system configurations were examined. The committee, composed of public safety representatives from the four major municipalities (Miami, Miami Beach, Coral Gables, Hialeah), the Dade League of Cities and Dade County, finally narrowed system selection down to the two following alternatives:

##### 4.2.1 One Single 911 Answering Center

The single center concept was considered for a variety of reasons. It was felt in order to provide optimum 911 service, consideration would have to be given to the construction of a single countywide communications center. This single center would provide flexibility plus allow each municipal area autonomy of its public safety agencies. The one drawback was cost. In order to have this combined data processing and communications center, a commitment would be required from Dade County residents of an estimated \$8,365,000.

##### 4.2.2 Five 911 Answering Centers

The other alternate under consideration was to have five 911 answering centers located in the cities of Miami, Miami Beach, Coral Gables, Hialeah, and in

Dade County. This system would involve the use of a selective routing concept that up to this time had not been tried anywhere in the country. Incoming 911 calls, through the use of Electronic Switching Systems, would be selectively routed to the proper jurisdiction and agencies serving that jurisdiction. The total cost, including relocation of the crime lab from Dade County's Public Safety Department to allow expansion of the communications center, is estimated at \$1,655,466.

#### 4.2.3 The Decision

While the single system concept had certain attractive features, especially for the long term, it did not have the support of the major municipalities. Also, with the economic situation having some bearing, the lower initial outlay of the five center system was bound to be attractive. Conversely, it also has a higher annual operating cost. After consideration by the 911 planning committee, the go-head was given to the five center selective routing concept. Although the Dade County installation will not have the sophisticated optional features (ANI and ALI), it still represents a technical step forward in implementing 911 in large metropolitan areas. Because it does not have ANI and ALI, it will not address itself to the ultimate legal issues that must be resolved.



## 5.0 CONCEPTUAL DESIGN OF STATEWIDE 911 SYSTEMS

In the study performed by the Stanford Research Institute (SRI), for the Division of Communications, essentially three alternatives were presented as conceptual designs for statewide 911 systems. The SRI in its examination of the alternatives combines ease of implementation with cost effectiveness as the criterion for selection of a final statewide system. The Division of Communications conclusions for final design selection for a statewide 911 system do not agree with SRI's conclusions. The reasons for this are discussed later.

The alternatives proposed by SRI and the rationale for selection are listed in the following in order to compare with the selections made by the Division. ✓

### 5.1 SRI 911 SYSTEM ALTERNATES

#### 5.1.1 Single County

The single county alternate was presented as a baseline statewide system concept in terms of cost and local system configuration. In this configuration each of the 67 counties has its own 911 answering center. Costs of each of these systems was presented in the SRI report on a non-recurring and recurring basis to arrive at the total operating costs for the statewide system.

#### 5.1.2 Maximum Multicounty

The maximum multicounty system presented by SRI comprises 40 local 911 systems: 15 multicounty systems serving 42 counties and 25 single county systems. This then is an attempt to get the least number of systems through maximum resource utilization to achieve economy of scale. According to SRI, this would be the most economical statewide system to operate. It would on the other hand be the most difficult to implement, requiring an inordinate amount of regional cooperation.

#### 5.1.3 Maximum Partial County

This configuration as proposed by SRI yields the greatest number of 911 systems and consequently is the most costly. In this system a total of 80 local 911 systems comprise this statewide 911 system alternative.

#### 5.1.4 SRI Recommended System Concept

The rationale of the recommended statewide system selection by the SRI was to combine ease of implementation with scale economies. This system would comprise 51 local 911 systems: 14 multicounty systems covering 39 counties, 15 partial county systems covering six counties, and 22 single county systems. By combining small rural counties, where the ability to pay is lower, into one system, scale economies can be realized. Partial county systems were recommended in urban areas. Here, economy of scale would be less but the ability to pay is higher. The SRI selection process for local configurations was applied and the resultant choice was made if it did not adversely affect the ease of implementation and operational benefits to the citizen. Illustrations of the above System Alternatives can be seen in the SRI report entitled "911 in Florida: A System Concept" as Figures 15-17 and 19.

## 5.2 SINGLE COUNTY SYSTEM AND RATIONALE FOR SELECTION

The statewide 911 system, selected by the Division of Communications for implementation, is essentially the single county alternative as illustrated in the SRI report with the exception of several counties which fit the SRI concept of partial county system configurations. (Present total is 75 911 systems).

In the early phases of the 911 planning process, local officials were informed of the 911 concept, the new state law, and the recommendations of the SRI, especially in those areas that would utilize multicounty groupings. The response to multicounty groupings was less than enthusiastic. Essentially, objections fell into three areas:

### (1) Loss of Autonomy

Officials feel that having the 911 center serving them located in another county would prevent them from having proper control over local law enforcement organizations. (The same objection also applies to municipal entities at the local levels). Additionally, they felt 911 operators in another county could not possibly be familiar with all localities involved. This would result in less than optimum service.

### (2) Regional Finance

Local officials did not feel cooperative finance of a "co-op" 911 center could be achieved on a large regional basis.

### (3) Intercounty Cooperation

County officials did not seem receptive to the undertaking of the large scale coordination that would be involved. Indeed many felt that in a cooperative effort of this type, some agencies would receive less than equitable treatment.

In implementing the 911 system, Division of Communications personnel knew they would encounter some opposition. Also, many local officials were not completely convinced of the merits of 911 in addition to having an unpopular system configuration imposed on them. (See Introduction for changes in the 911 law). It became apparent that the Division should consider an across the board method of implementation if the 911 program was to achieve a satisfactory state.

It was felt the only way that 911 could be presented to all the counties so that they would consider it to be on a fair and equitable basis was to implement it individually on a county by county basis. This way, counties would feel like they were treated individually with their individual problems taken into consideration. Additionally, with the formation of local 911 planning committees, each county would be directly included in the decision making process in deciding which system would best suit their own needs.

Using these considerations and others, the Division decided to treat each county individually. The Division performed studies, made evaluations and presented the facts to local 911 planning committees to let them decide upon

the alternatives themselves. Rarely has the Division of Communications disagreed with committee choices. On even rarer occasions, the Division has been asked to intercede over committee choices. When this has been the case, the Division has maintained that the needs of the public come first and functional considerations second. It was in the spirit of this philosophy that decisions on 911 system alternatives were made for the public.

## 6.0 ORGANIZATIONAL AND MANAGEMENT REQUIREMENTS

### 6.1 IMPORTANCE OF REQUIREMENTS

It is important to definitize the organizational and management requirements for a 911 system. Typically, the 911 system is an organizational unit fitting in the governmental hierarchy. It is this role as a public agency in an intergovernmental context that is considered when 911 is looked at organizationally. Obviously, 911 becomes a part of some governmental agency. Whether it becomes part of municipal or county government depends on local circumstances, such as municipal and county populations, predominant law enforcement agencies and the size of other public agencies.

Once the 911 system is organizationally established, then management requirements must be met. Management of course refers to the internal workings and operations of the 911 center to make it organizationally effective. As pointed out in the SRI study, management requirements are more or less "driven by" the organizational requirements.

### 6.2 ORGANIZATIONAL REQUIREMENTS AND POLICY

The three organizational requirements for 911 remain unchanged from the SRI study. The three organizational requirements are as follows:

- . Effectiveness of resource management
- . Maintenance of a high level of service to the public
- . Accountability to the state, the public service agencies served, and the public.

#### 6.2.1 Effectiveness of Resource Management

This area has been of particular importance to the Division of Communications in the approval of county proposals for their 911 systems. Primary concern is to minimize duplication of effort by consolidation of emergency telephone handling into the 911 system. This is generally accomplished by locating the 911 center in the agency handling the largest number of calls. This is, in nearly all cases, a law enforcement agency.

There have been problems when more than one agency is operationally competent to handle 911. Further complications have arisen when the obvious agency has shown reluctance to assume responsibility for the 911 center or other agencies have shown reluctance to let them have it. Some have even gone to a neutral site concept to solve conflicts. It appears now that all conflicts have been resolved to the reasonable satisfaction of local entities. There has been more than one instance when there was less than desirable use of available facilities. The Division in these instances had to exert a strong influence in order for local citizens to benefit from proper resource management.

Regardless of which agency has 911 or whether it is located on a neutral site, 911 must have the cooperation of all user agencies. In order to increase cooperation among agencies, they must feel they are vested in the 911 system. One method of accomplishing this is a user oriented board employing a consensual

process in the operation of 911. More about this is discussed later.

Lastly, 911 must have access to a revenue source that ensures its continuance at a high level of public service. This means it must have recourse for obtaining additional revenues for capital improvement and increased yearly operating costs if required.

#### 6.2.2 Maintenance of a High Level of Service to the Public

In our view, maintenance of a high level of service to the public means that the functional performance of the 911 organization must become professionalized. This means that the organization must have sufficient rigidities to resist changes created by the political climate in each local area. It also means that the organization must have the kind of structure that is oriented to the citizen's needs rather than to the needs of local government officials. These points of view are in fact equivalent; they lead to the conclusion that the 911 organization must have the characteristics of a bureaucracy, which is directly accountable to the public served.

#### 6.2.3 Accountability: Recommended Policy

In order for 911 to be considered a bureaucratic entity, there must be a line of accountability since it is in the public service. It is accountable to three distinct groups: the public, the state and the using agencies. The public is comprised of permanent residents (the taxpayers) and non-permanent residents (tourists). Accountability to the state already exists under statutory provisions in the 911 Act. Each county has had available proposals for the 911 system scrutinized by Division of Communications personnel as to whether or not it meets the minimum operational and technical standards called out in the Interim Planning Guide and this Plan. The public recourse is through their local elected officials who control the budgetary process and may be directly involved in determining the operational policies of 911.

Accountability to the agencies is of particular concern. The Division believes it is in the best interests of all concerned that in order to maintain a high level of service, a user board be established for each 911 answering center. The user board can be in the form of a broader based administrative committee of the type used in Pinellas County. Regardless of the representative base the board or committee should include representation from each of the public safety agency users. The duties and responsibilities of the committee or board are essentially the same as those delineated in Chapter 75-485, Laws of Florida, relating to Pinellas County. They are as follows:

- . Determine policies affecting operation;
- . Establish, control and maintain standards;
- . Provide for adequate training;
- . Determine procedures for resolving public and emergency operation grievances;
- . Resolve internal grievances by public agencies using 911.

By having a board or committee of this nature, many operational problems can be resolved. This is especially critical during the early operating period of 911 because of its being new to both the public and the using agencies.

#### 6.3 SYSTEM MANAGEMENT STRUCTURES AND POLICIES

As delineated in Section 5.0, the single county concept was chosen as the best alternative for implementation of 911 in the State of Florida. There are several counties that have more than one 911 answering center due to demographic, geographic and other considerations. These 911 centers organizationally may differ from each other. As stated previously, the organizational requirements more or less "drive" the management requirements and hence the management structure.

It should be pointed out that all the management structure block diagrams have integrated into them a user policy board or as in some actual cases, a committee with sufficient user representation. The board (committee) functions in accordance with the five duties as specified in subsection 6.2.3. In every case the individual agency head who carries out the administrative management of the 911 center also administers the policies as determined by the user board. Thus the board becomes an integral part of the management process. The important thing is that policy is determined by a consensual process. It is felt that this is a safeguard against single agency domination which could potentially lower the level of service to the public. Admittedly, the user policy board has certain limitations in the smaller rural counties where the bulk of public safety is controlled by the Sheriff's Office. Here the user policy board could exert undue influence, perhaps inhibiting efficient use of the 911 center. Obviously, care must be used in the composition of the board in this case, probably by diluting the influence of smaller using agencies with the addition of other local governmental officials.

Figure 6.3-1 shows the management structure of a single county 911 system with the Sheriff as administrator. This management structure is rather straightforward. The Sheriff has the administrative management function, the user board sets policy and the county is the fiscal agent. The county can also negotiate with other legislative bodies for equitable cost apportionment.

Shown in Figure 6.3-2 is the type of management structure typically found in large multijurisdictional urban areas. The police chief (or the largest law enforcement agency) is in charge of administrative management and he answers to the city administration who acts as fiscal agent. They negotiate with other entities for cost apportionment.

The user board has the same function but also acts in an advisory capacity to the city administration making policy reports when needed. Apportionment of cost is negotiated between the city administration and elected or appointed officials of other jurisdictions.

The management structure mandated by a legislative act for Pinellas County is shown in Figure 6.3-3. Manatee County is similar in structure. Pinellas County has two 911 centers. The south center is administered by the police chief of St. Petersburg, while the north center is administered by the county sheriff. The difference is that the actual management function is carried on by an administrative committee which reports directly to the county commission.

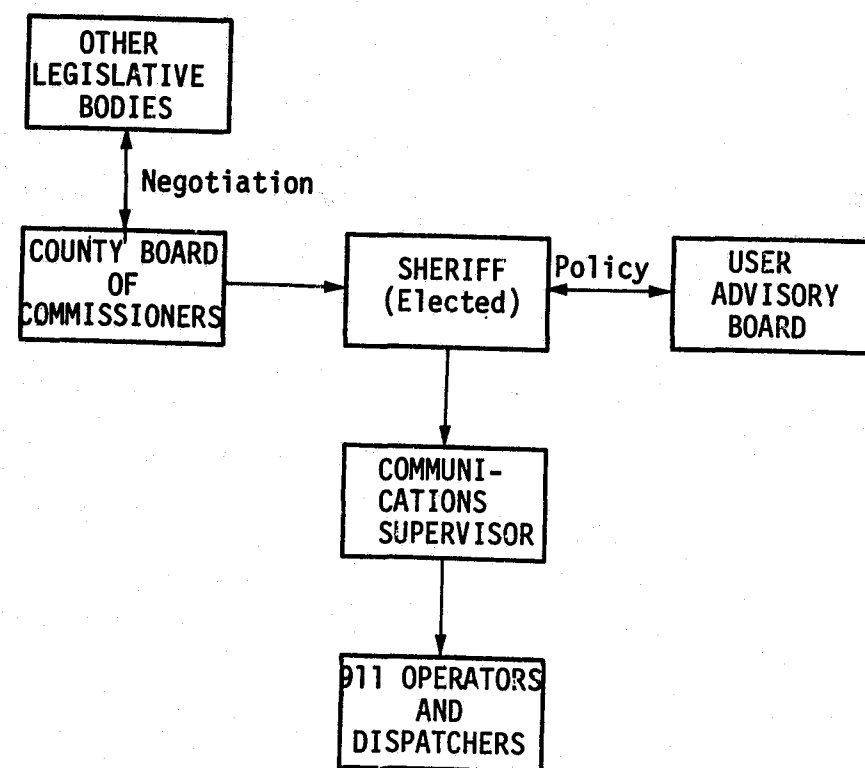


Figure 6.3-1 MANAGEMENT STRUCTURE FOR RURAL SINGLE-OR MULTI-COUNTY 911 SYSTEMS

The administrative committee also acts as a user board implementing call handling policy and public and user agency grievances. Other areas having single or multiple 911 systems could adopt this structure should they find it has advantages for their particular situation.

Figure 6.3-4 depicts a structure which places 911 operations under a wholly independent communications director answering directly to the county administration. He would also have his own budget for which he would negotiate directly with the county administration. This presupposes a consolidated form of government exists for this type of management structure to occur. In this situation, the sheriff is the chief law enforcement agency, but he is just another using agency as regards to the operation of the 911 center.

It is understood that not all counties rigidly fit the structures just described. However, the structure descriptions are useful to see how a 911 system should fit into the local governmental organization and how it should be managed.

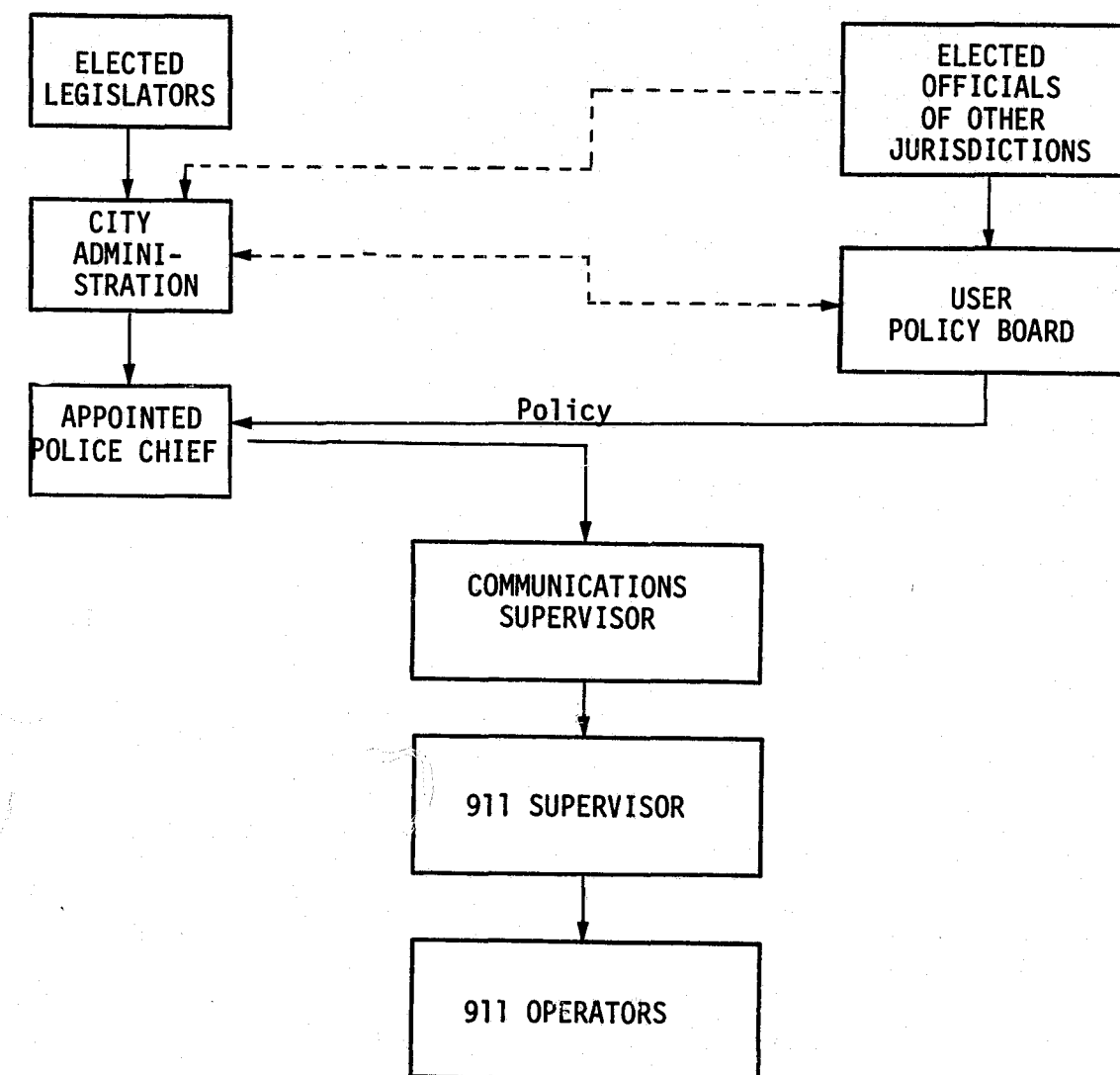


Figure 6.3-2 MANAGEMENT STRUCTURE FOR URBAN MULTIJURISDICTION 911 SYSTEMS--LAW ENFORCEMENT ORIENTATION

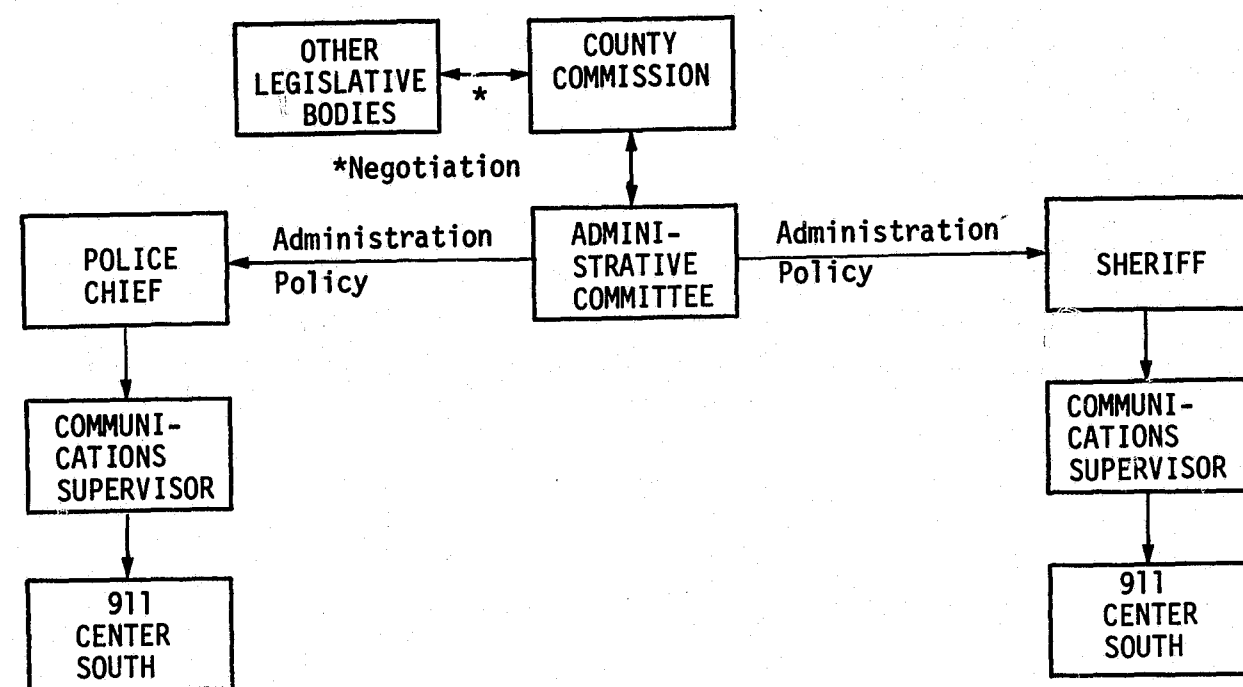


Figure 6.3-3 PINELLAS COUNTY 911 SYSTEMS MANAGEMENT STRUCTURE

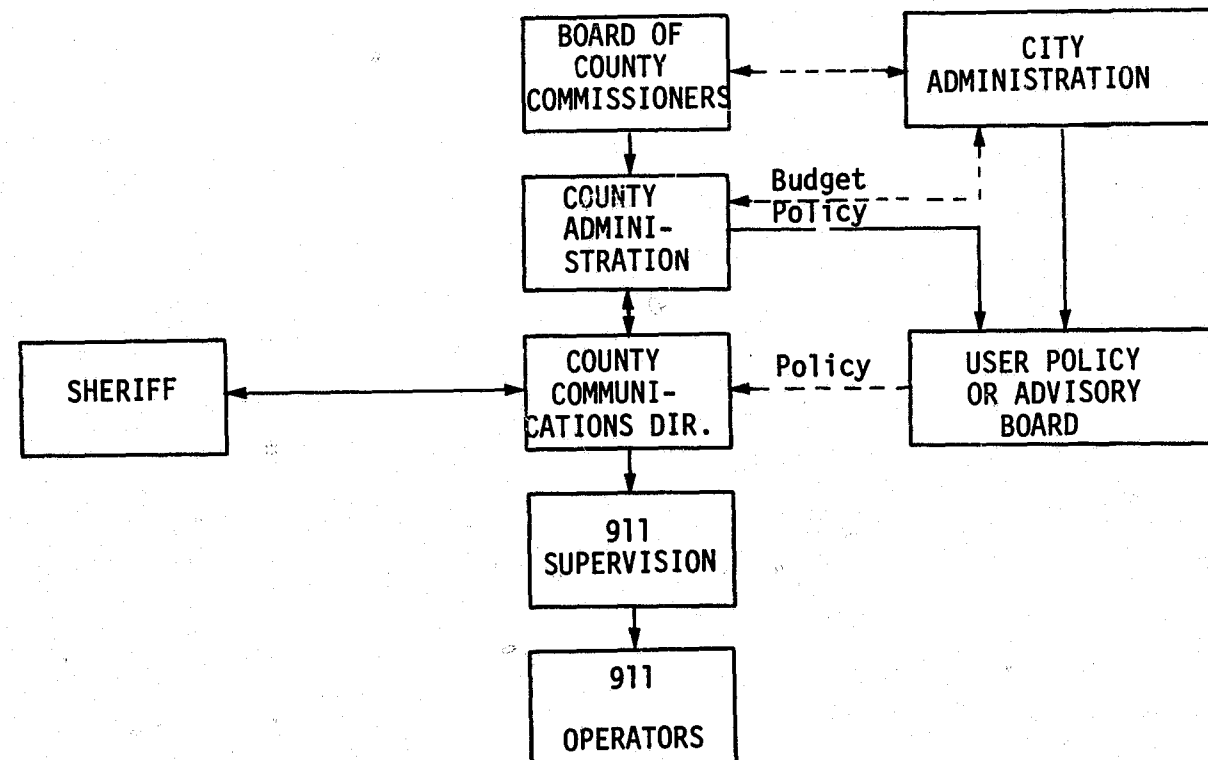


Figure 6.3-4 MANAGEMENT STRUCTURE FOR URBAN COUNTY 911 SYSTEM

## 6.4 TRAINING POLICIES

The importance of training in the operation of a 911 system cannot be over-emphasized. Having a trained operator dealing with a citizen in times of crises is important for public confidence in the 911 system. A trained operator is also more efficient in handling difficult situations. By being able to interrogate the distressed citizen in a proper manner, the operator is able to render service in a timely manner. This is true even when the 911 operator serves only in a switchboard capacity (such as call transfer operations).

Because of the need to ensure a high level of service to the public, uniform training procedures for operators is a must. What procedural differences that would exist from area to area must receive official exception from approved standards.

At present there is no uniform program of operator training offered either by the State or by professional public safety organizations. The Association of Public Safety Communications Officers (APCO) is currently undertaking a study to formulate standard training procedures for answering complaint operators and dispatchers. It appears likely that these training procedures will aid in making uniform training a part of the 911 answering centers and cooperative dispatch centers.

Until this is complete, answering personnel of 911 answering centers are expected to be proficient in at least these basics:

- (1) Uniform answering procedures.
- (2) Proper citizen interrogation for gathering complaint information.
- (3) Conveying exact and accurate information to dispatchers in agencies.
- (4) Knowledge of jurisdictional areas to preclude erroneous dispatch.

Until such time as training standards and procedures are implemented, 911 center personnel are expected to be as job proficient as possible in the above basics so that the level of service to the public is not compromised.

## 6.5 PUBLICITY AND EDUCATIONAL POLICIES

The success of 911 is in direct proportion to its utilization. For this reason the dissemination of information to the public of the existence and utilization of 911 is paramount. An effective program of educating the public must be undertaken both prior to and during the early phases of converting to the 911 system.

### 6.5.1 Available Publicity Methods

To test the effectiveness of increasing public awareness of 911, a pilot public educational program has been undertaken in Broward County. Telephone bill



inserts have been distributed to telephone subscribers. These inserts alert the subscribers to the availability of the new 911 system and details the intended usage. At present, 911 vehicle bumper stickers are being distributed to Broward County residents. Self-adhesive 911 stickers are also being distributed by the telephone company via the monthly billing cycle. These stickers will be placed on subscriber telephones for ready reference. When these distributions are complete, a survey will be conducted to ascertain the effectiveness of this information and other media in increasing telephone customer awareness of 911.

A number of publicity vehicles are available to inform the general public of 911. Some of these are offered free as a public service. They can be categorized as follows:

Local Newspapers: The cutover to a new 911 system is generally considered a newsworthy item. Many papers offer free public service ads.

Radio and Television: Generally the same as newspapers. Care must be given to the broadcast coverage area to prevent confusion to adjacent areas not served with 911.

Billboards: Are an effective way of informing travelers and newcomers about 911.

Miscellaneous: These types of vehicles are associated with organized publicity campaigns. Such methods include postal slugs, handouts, bumper stickers, bill inserts, small stickers, etc.

Most political entities are usually informed as to what publicity media are available to them and what the associated costs are. The investment in the 911 system by local government will only yield a full return when the serving public is fully informed as to its availability and usage.

## 7.0 FUNDING AND COST

In meeting with local officials regarding 911 throughout the state, two recurring questions arose most often--"How much does it cost?" and "Who's going to pay for it?". It is understandable that local officials would show considerable concern in this area. Indeed, they would be remiss in their duties to their citizenry if they did not display some concern.

Despite the desirability of 911, some counties may have a hardship imposed on them by the requirement that they install and maintain a 911 system or systems (some counties will have more than one 911 answering center). For these reasons, many feel it becomes desirable for some degree of state participation in the funding of 911.

### 7.1 SUBVENTION AS A STATE POLICY

Subvention by the State, in some manner, has generally been desired by local government, to relieve the added financial burden imposed by 911. The State-County-Municipal Task Force on 911 through their subcommittee on Finance, recommended the State finance all the costs associated with the implementation and operation of 911. The system study performed by the Stanford Research Institute (SRI) also recommended subvention by the state. The SRI's contention was that it should be on a share ratio with some degree of participation by local governments. They also recommended the four alternative methods detailed below of internally obtaining revenue for the state to subvent back to the counties.

#### 7.1.1 Direct User Charge

This method directly bills the caller for each 911 telephone call dialed. The SRI concluded it was a poor method of financing 911 due to the variance in cost of calls among counties and the difficulty the telephone companies would encounter in the collection of the additional charge. This method of financing also is considered to be regressive.

#### 7.1.2 Property Tax

This method has certain attractive features if combined with a statewide subvention plan. However, the disparity between the relative wealth of Florida counties is a stumbling block. Some counties would have to raise assessments by a relatively large amount while in others the increase would go unnoticed by taxpayers. The growth of this tax base is also tied to increases in new construction. State and local governments are generally experiencing the results of declining revenues as a result of being tied to a variable tax base.

#### 7.1.3 State General Fund

This method would finance 911 from the untrusted portions of the state general fund. The main source of income to the state for this fund is the 4% sales tax. Florida recently underwent a financial crisis due to the drop in revenues obtained from the sales tax. Even though this method of finance has certain desirable features, it could not be expected to find support among legislators

for continuing support of 911 at this time.

7.1.4 Telephone Excise Tax

This method is probably the most viable financial alternative currently available to Florida. In this method, the State would assume 1% of the federal excise tax which is currently being phased out. It would be collected only on intrastate telephone calls. The collected revenue would be placed in a trust fund for disbursement to the counties. It has been estimated that this method will produce enough revenue to pay for the installation and recurring cost for 911 statewide. Its main advantage is that it would not be a new tax.

This method leaves unresolved the question of how the State would subvent these funds. They could pay all the costs or utilize a share ratio (e.g., the State base being 80%) among the counties based on their ability to pay.

This method of funding 911 has failed to pass the legislature.

7.2 STATE IMPLEMENTATION FUNDING FOR 911

To date, the State legislature has provided no funding for paying the recurring costs of county 911 systems. However, funds have been appropriated to pay the installation costs of those counties electing to participate in the program and conform to the State 911 plan. The funding provided has been derived from three sources: the Bureau of Criminal Justice Planning and Assistance (BCJPA); the Governors Highway Safety Commission (GHSC); and State general revenue. These funds are as follows:

	BCJPA	GHSC	General Revenue	Total
1976 - 1977	\$139,254	\$402,290	\$15,472	\$527,016
1977 - 1978	81,000	232,000	77,000	390,000
1978 - 1979	<u>80,100</u>	<u>232,000</u>	<u>308,900</u>	<u>621,000</u>
			TOTAL	\$1,538,016

The counties which have already received funds or for which grants have been approved are listed in Table 7.4-1 with their respective dollar amounts from each of the three sources. A total of \$1,174,069 has been allocated to date, out of the \$1,538,016 which was made available over the three year period. As shown, the total estimated implementation cost is estimated to be \$4,070,961. This estimate is of course, subject to change as a result of inflation as well as from the future selection by local officials of more sophisticated and therefore, more costly 911 systems.

7.3 LOCAL FINANCING

Local financing of 911 has varying degrees of support throughout Florida. Those counties that can afford 911 by local financing prefer not to involve the State in the funding of 911, because of the additional administrative details that may be required. Counties that aren't as financially capable

prefer some degree of State participation if not the total assumption of the costs for 911 by the State.

Most of the source of local revenue is derived from the property tax base. The additional millage needed to locally finance 911 would vary considerably throughout the State. Some areas would only have to raise their millage a fraction of a percent while others would have an increase of several percent.

Again, this reflects back to the tax base and its ability to raise additional funds, not only for 911 but for any purpose. This brings us back to the original proposal of State subvention of having counties pay a share (through property tax increase) of the total 911 cost. Regardless of whether counties would pay fractional portions of the total cost of 911, most of the additional revenue for funding 911 would be from the local property tax base.

7.4 TOTAL 911 IMPLEMENTATION COST PROJECTIONS

Table 7.4-1 shows the non-recurring implementation cost detail by county for the various 911 systems.

Individual cost elements of the non-recurring cost fall into the three categories of recorder equipment, telephone equipment, and special options.

7.4.1 Telephone Equipment

Telephone equipment costs shown in column 1 include the installation charges for the call answering equipment and the 911 trunks. It also includes one time charges for all incoming and outgoing lines and special recorder connections. Column 2 lists telephone company Tier A charges for answering equipment where applicable.

7.4.2 Recorder Equipment

Costs for magnetic 24 hour logging recorders and instant playback recorders are included in columns 3,4,5, and 6.

7.4.3 Special Options

Several of the special 911 options have a corresponding installation charge and these are shown in columns 7 and 8. These options include emergency ringback, switchhook status, selective routing, automatic number identification and automatic location identification.

7.5 STATE FUNDING FORMULA AND DISTRIBUTION POLICY

If the sources of revenue cited in this section were collected by the State, they would temporarily be held by the State in the form of a revenue sharing trust fund. The revenue sharing trust funds were set up by the Revenue Sharing Act of 1972, Section 218:215 of the Florida Statutes. The method of apportionment of these trust funds is defined by Section 218:245, titled Revenue Sharing Apportionment. The portion which applies to counties is detailed below.

The apportionment factor for all eligible counties shall be composed of three equally weighted portions as follows:

- a. Each eligible county's percentage of the total population of all eligible counties in the State.
- b. Each eligible county's percentage of the total population of the State residing in unincorporated areas of all eligible counties.
- c. Each eligible county's percentage of total sales tax collections in all eligible counties during the preceeding year.

The Stanford Research Institute recommends a subvention formula based on the unequal ability to pay. Their formula is based on the following three objectives:

- (1) Compensation for the unequal fiscal positions of the local governments participating in a 911 system by aiding support of 911 recurring costs in proportion to the difficulty of the participating governments to finance the local share of 911 with their own revenues.
- (2) Encouragement of efficient and economical design and management of a 911 system by always requiring some local participation in finance of recurring costs.
- (3) Encouragement of regionalization of 911 where appropriate to provide both economies in operation and better emergency services for the public.

The formula apportions a given amount of Statewide support (80% was used) among the 911 systems in the State on the basis of population served and assessed valuation per capita. The fraction of State support is thus variable; a 911 system serving an area of high population and low assessed valuation per capita will receive maximum support and an area of low population and high assessed valuation will receive minimum support. The formula is presented in Appendix E of the Stanford Research Institute study entitled "911 in Florida: A System Concept". It is felt that this method of 911 funding would be difficult to obtain legislative approval as it departs from traditional methods of apportioning State funds to the counties.

This last method does not utilize a funding formula, but reimburses the county directly for installation (non-recurring) costs of its 911 systems.

In summary then, the State's method of distribution of funds for 911 depends on the method of funding used and could include an alternate funding distribution formula that is not already on the State statutes.

TABLE 7.4-1 911 IMPLEMENTATION COSTS

COUNTY	TELCO INSTALLATION COST	TIER A COST	LOGGING RECORDER		INSTANT PLAYBACK RECORDER		OPTIONS		TOTAL COST	FUNDING RECEIVED OR APPROVED				BALANCE NOT FUNDED
			QTY	COST	QTY	COST	TYPE	COST		LEAA	GHSC	GEN.REV.	TOTAL	
Alachua	833	-	1	11,273	2	1,650	-	-	13,756	-0-	-0-	13,756	13,756	-0-
Baker	100	-	1	10,030	1	1,103	-	-	11,233	5,213	5,441	579	11,233	-0-
Bay	745	-	1	10,525	2	2,000	(1) (2)	2,740	16,010	-0-	-0-	-0-	-0-	16,010
Bradford	401	-	1	10,525	1	1,000	-	-	11,926	-0-	-0-	-0-	-0-	11,926
Broward	2,041	10,826	1	10,525	4	4,000	-	-	27,392	-0-	-0-	-0-	-0-	27,392
Calhoun	12,397	-	Existing	-	Existing	-	-	-	12,397	-0-	-0-	12,397	12,397	-0-
Charlotte	65	-	1	10,525	1	1,000	-	-	11,590	-0-	-0-	-0-	-0-	11,590
Citrus	1,604	-	3	23,936	4	3,752	(3)	40,000	69,292	-0-	69,292	-0-	69,292	-0-
Clay	896	-	Existing	-	2	2,000	-	-	2,896	-0-	-0-	-0-	-0-	2,896
Collier	243	16,000	1	10,525	2	2,000	-	-	28,768	-0-	-0-	-0-	-0-	28,768
Columbia	801	-	1	11,008	4	3,666	-	-	15,474	-0-	15,474	-0-	15,474	-0-
Dade	272	-	1	10,525	1	1,000	-	-	11,797	-0-	-0-	-0-	-0-	11,797
DeSoto	556,637	-	Existing	-	2	2,000	(3) (4)	447,150	1,005,787	98,528	270,100	100,263	468,891	536,896
Dixie	134	-	Existing	-	1	1,000	-	-	1,134	-0-	-0-	-0-	-0-	1,134
Duval	159	-	1	10,525	2	2,000	-	-	12,684	-0-	-0-	-0-	-0-	12,684
County	7,182	106,628	1	23,000	6	6,000	(1) (2)	5,988	148,798	-0-	-0-	-0-	-0-	148,798
Jax Bch.	630	6,449	1	10,525	2	2,000	-	-	19,604	-0-	-0-	-0-	-0-	19,604
Total	-	-	-	-	-	-	-	-	168,402	-0-	-0-	-0-	-0-	168,402
Escambia	1,939	-	1	10,592	4	4,398	(1) (2)	8,875	25,804	-0-	25,804	-0-	25,804	-0-
Flagler	199	-	Existing	-	1	1,163	-	-	1,362	-0-	1,362	-0-	1,362	-0-
Franklin	135	-	1	10,525	1	1,000	-	-	11,660	-0-	-0-	-0-	-0-	11,660
Gadsden	-	-	-	-	-	-	-	-	-	-	-	-	-	-
County	250	-	1	11,123	2	2,326	-	-	13,699	-0-	-0-	-0-	-0-	-0-
Chattahoochee	163	-	1	10,790	1	1,163	-	-	12,116	-0-	25,815	-0-	25,815	-0-
Total	-	-	-	-	-	-	-	-	25,815	-0-	-0-	-0-	-0-	-0-
Gilchrist	159	-	1	10,525	2	2,000	-	-	12,684	-0-	-0-	-0-	-0-	12,684
Glades	105	-	1	8,309	1	898	-	-	9,312	5,185	3,550	577	9,312	-0-
Gulf	138	-	1	10,525	1	1,000	-	-	11,663	-0-	-0-	-0-	-0-	11,663

TABLE 7.4-1 (Continued) 911 IMPLEMENTATION COSTS

COUNTY	TELCO INSTALLATION COST	TIER A COST	LOGGING RECORDER		INSTANT PLAYBACK RECORDER		OPTIONS		TOTAL COST	FUNDING RECEIVED OR APPROVED				BALANCE NOT FUNDED
			QTY	COST	QTY	COST	TYPE	COST		LEAA	GHSC	GEN.REV.	TOTAL	
Hamilton	294	-	Existing		2	2,000	-	-	2,294	-0-	-0-	-0-	-0-	2,294
Hardee	439	-	Existing		3	2,338	-	-	2,777	-0-	2,777	-0-	2,777	-0-
Hendry	383	-	1	11,875	1	1,000	-	-	13,258	5,185	7,496	577	13,258	-0-
Hernando	809	10,035	Existing		2	2,096	-	-	12,910	-0-	2,900	10,000	12,900	10
Highlands	247	-	1	10,525	2	2,000	-	-	12,772	-0-	-0-	-0-	-0-	12,772
Hillsborough	4,408	151,552	1	10,525	7	7,000	-	-	173,485	-0-	21,933	151,552	173,485	-0-
Holmes	360	-	1	10,525	1	1,000	-	-	11,885	-0-	-0-	-0-	-0-	11,885
Indian River	769	16,000	1	10,525	2	2,000	-	-	29,294	-0-	-0-	-0-	-0-	29,294
Jackson	616	-	1	10,525	2	2,000	-	-	13,141	-0-	-0-	-0-	-0-	13,141
Jefferson	207	-	1	10,525	1	1,000	-	-	11,732	-0-	-0-	-0-	-0-	11,732
Lafayette	88	-	1	10,525	2	2,000	-	-	12,613	-0-	-0-	-0-	-0-	12,613
Lake	908	-	Existing		2	2,000	-	-	2,908	-0-	-0-	-0-	-0-	2,908
Lee	1,504	-	1	10,525	5	5,000	-	-	17,029	-0-	-0-	-0-	-0-	17,029
Leon	985	-	1	11,856	2	2,886	-	-	15,727	-0-	15,727	-0-	15,727	-0-
Levy	1,873	-	Existing		2	2,000	-	-	3,873	-0-	-0-	-0-	-0-	3,873
Liberty	59	-	1	10,525	1	1,000	-	-	11,584	-0-	-0-	-0-	-0-	11,584
Madison	45	-	1	10,525	Existing		-	-	10,570	-0-	-0-	-0-	-0-	10,570
Manatee	2,396	31,597	1	4,587	3	3,000	-	-	41,580	-0-	-0-	-0-	-0-	41,580
Marion	2,520	-	1	10,525	2	2,000	-	-	15,045	-0-	-0-	-0-	-0-	15,045
Martin	2,600	18,860	1	11,039	4	3,444	-	-	35,943	-0-	14,483	21,460	35,943	-0-
Monroe	(5)	-	3	26,205	3	2,970	-	-	29,175	5,185	23,413	577	29,175	-0-
Nassau	1,444	12,814	1	10,525	2	2,000	-	-	26,783	-0-	1,356	25,427	26,783	-0-
Ocala	820	-	Existing		3	3,000	-	-	3,820	-0-	-0-	-0-	-0-	3,820
Okeechobee	431	-	1	8,360	1	926	-	-	9,717	-0-	9,717	-0-	9,717	-0-
Orange	(7)	(7)	(7)	(7)	(7)	(7)	(3)(4)(6)	1,100,000	1,100,000	-0-	-0-	-0-	-0-	1,100,000
Osceola	867	-	1	10,525	1	1,000	-	-	12,392	-0-	-0-	-0-	-0-	12,392
Palm Beach	(8)	(8)	(8)	(8)	(8)	(8)	(3)	500,000	500,000	-0-	-0-	-0-	-0-	500,000
Pasco	16,288	-	1	10,525	3	3,000	-	-	29,813	-0-	-0-	-0-	-0-	29,813

TABLE 7.4-1 (Continued) 911 IMPLEMENTATION COSTS

COUNTY	TELCO INSTALLATION COST	TIER A COST	LOGGING RECORDER		INSTANT PLAYBACK RECORDER		OPTIONS		TOTAL COST	FUNDING RECEIVED OR APPROVED				BALANCE NOT FUNDED
			QTY	COST	QTY	COST	TYPE	COST		LEAA	GHSC	GEN.REV.	TOTAL	
Pinellas	30,794	-	2	21,050	17	17,672	(9)	87,860	157,376	79,074	68,896	8,786	156,756	620
Polk	23,708	-	1	10,525	3	3,000	-	-	37,233	-0-	-0-	-0-	-0-	37,233
Putnam	815	13,161	1	10,525	2	2,000	-	-	26,501	-0-	-0-	-0-	-0-	26,501
St. Johns	700	10,712	1	10,525	2	2,000	-	-	23,937	-0-	-0-	-0-	-0-	23,937
St. Lucie	861	-	Existing	-	Existing	-	-	-	861	-0-	-0-	861	861	-0-
Santa Rosa	5,373	-	1	10,038	2	2,082	-	-	17,493	6,110	10,704	679	17,493	-0-
Sarasota	4,921	-	Existing	-	3	3,000	-	-	7,921	-0-	-0-	-0-	-0-	7,921
Seminole	1,500	-	1	10,525	4	4,000	-	-	16,025	-0-	-0-	-0-	-0-	16,025
Sumter	314	-	Existing	-	1	1,000	-	-	1,314	-0-	-0-	-0-	-0-	1,314
Suwannee	420	-	1	10,525	1	1,000	-	-	11,945	-0-	-0-	-0-	-0-	11,945
Taylor	190	-	1	9,475	1	1,163	-	-	10,828	-0-	10,828	-0-	10,828	-0-
Union	72	-	1	10,525	1	1,000	-	-	11,597	-0-	-0-	-0-	-0-	11,597
Volusia	2,084	10,761	1	10,525	4	4,000	-	-	27,370	-0-	-0-	-0-	-0-	27,370
Wakulla	2,687	-	1	10,016	2	2,326	-	-	15,029	6,302	8,027	700	15,029	-0-
Walton	382	-	1	10,525	2	2,000	-	-	12,907	-0-	-0-	-0-	-0-	12,907
Washington	140	-	1	10,525	1	1,000	-	-	11,665	-0-	-0-	-0-	-0-	11,665
TOTALS									4,070,961	210,782	615,096	348,191	1,174,069	2,896,892

## NOTES:

- (1) Emergency Ringback
- (2) Switch Hook Status
- (3) Selective Routing
- (4) Automatic Number Identification
- (5) Paid By Other Grants
- (6) Automatic Location Identification
- (7) Orange County Figures Not Finalized
- (8) Palm Beach County Figures Not Finalized
- (9) Computerized Geographic Index File Subsystem

Rev. 6-79



## 8.0 STATEWIDE IMPLEMENTATION SCHEDULE

In order to fully implement 911 statewide as mandated by the Florida Emergency Telephone Act of 1974, an implementation schedule was formulated by the Division of Communications. Prior to changes in the law enacted in the 1976 legislative session, all 911 systems were scheduled to be operational by December, 1978. This was based on an originally anticipated plan publication date of July, 1976, thus beginning the 30 month order, implementation cycle. (Section 4, Paragraph 5). Here is a quote from that portion of the act as it pertains to an implementation schedule. "The plan shall provide for:

A firm implementation schedule, which shall include the installation of the "911" system in a local community within twenty-four (24) months after the designated agency of the local government gives a firm order to the telephone utility for a "911" system. The public agency designated in the plan shall order such system within six (6) months after publication date of the plan."

Despite the change in 1976 delineated by Chapter 76-272, Florida Laws, the law still requires that the Division of Communications formulate a "firm implementation schedule". In order to comply with the law and not be arbitrary, the Division considered many factors in the formulation of the schedule which is presented in Table 8.0-1. Among the factors considered are the following:

- (1) The telephone companies ability to comply with scheduled implementation. Some telephone companies are better equipped to do work faster than others. Some systems are less complicated than others.
- (2) The ability of a county plus its willingness to assume the cost burden of the 911 system.
- (3) A combination of the above factors coupled with how far along in the 911 planning process the counties are.
- (4) Lastly, by implementing 911 in a staggered fashion, it makes subvention by the State to the counties more attractive to the legislature by not having to ask for large sums at one time.

As telephone companies gain experience in cutting over 911 systems in the earlier counties, the later counties will benefit from the lessons learned.

Table 8.0-1 lists the 911 implementation of counties in succeeding fiscal years.

TABLE 8.0-1  
911 IMPLEMENTATION SCHEDULE BY COUNTY

Fiscal Year 76-77 or Prior	Fiscal Year 77-78	Fiscal Year 78-79	Fiscal Year 79-80 And Later
Alachua	Baker	Charlotte	Bay
Broward	Collier	Dade	Bradford
Gadsden	Flagler	Escambia	Brevard
Glades		Hernando	Calhoun
Hardee		Martin	Citrus
Hendry		Okeechobee	Clay
Leon		Pinellas	Columbia
Madison			Desoto
Monroe			Dixie
St. Lucie			Duval*
Santa Rosa			Franklin
Taylor			Gilchrist
Union			Gulf
Wakulla			Hamilton
			Highlands
			Hillsborough*
			Holmes
			Indian River
			Jackson
			Jefferson
			Lafayette
			Lake
			Lee
			Levy
			Liberty
			Manatee
			Marion
			Nassau*
			Okaloosa
			Orange*
			Osceola
			Palm Beach
			Pasco
			Polk
			Putnam
			St. Johns
			Sarasota
			Seminole
			Sumter
			Suwanee
			Volusia
			Walton
			Washington

\* System On Order

NOTE: The fiscal year is based on the State's operating year which starts in July and ends in June.

8.0-1 (Con't)

The Division will work as closely as possible with those counties that choose to order their 911 system to insure that they can meet their scheduled implementation dates.

If the Legislature should appropriate additional funding at a later date, the Division will publish a revised implementation schedule.



#### 9.0 RULES AND REGULATIONS

This section addresses three specific areas of the State 911 law. The first of these is the second paragraph of Florida Statute, 361.171(5) which states:

"The Division shall be responsible for the implementation and coordination of such plan. The Division shall promulgate any necessary rules, regulations, and schedules related to public agencies for implementing and coordinating such plan, pursuant to Chapter 120, Florida Statutes."

The second area pertains to 361.171(9) which states:

"System approval--From the effective date of this act, no emergency telephone number "911" system shall be established and no present system shall be expanded without prior approval of the Division of Communications."

The final item is 361.171(10) which states:

"Compliance--All public agencies shall assist the Division in their efforts to carry out the intent of this act, and such agencies shall comply with the developed plan."

The Division of Communications has promulgated Chapter 13C-5, "Rules of the Division of Communications 911 Emergency Telephone Number System". The purpose of this rule is to define the procedures for establishing formal approval of a system in terms of system compliance with this 911 Emergency Telephone Number Plan. A copy is included in Appendix 7.0.

Amending legislation has postponed mandatory compliance with the Plan for those counties that choose not to order their 911 systems pending appropriation of funds by the Florida Legislature for the "implementation and maintenance" of 911 systems. Those counties that have ordered their systems are required to comply with this plan. Should a county decide to change some aspect of the system, the prescribed procedure for obtaining approval as delineated in the previous paragraph must be followed.

#### 10.0 INDIVIDUAL COUNTY 911 SYSTEM PLANS

The following 67 county 911 plans and their system configurations are the versions approved for operational implementation by the Division of Communications. In accordance with Florida Statutes 365.171(9), "no emergency telephone number "911" system shall be established and no present system shall be expanded without prior approval of the Division of Communications" (See Appendix 1.0). Thus, deviations from the plans presented herein require prior approval of the Division of Communications.








Each final 911 system is the result of considerable discussions and efforts by local 911 committees, local governmental officials and agencies, telephone industry personnel, Division of Communications personnel, and other interested parties.

All plans follow the same format. They are arranged in alpha-numerical order to facilitate locating individual county plans and individual areas within each plan.



There are several geographical serving areas for which 911 systems are not included in this plan. These areas do not fall under the purview of Florida Statute 365.171, because they are federal installations or they are large private reservations. Examples of these are the Kennedy Space Center and Walt Disney World. They are, however, accounted for in their respective serving areas.

The following legend is used on the 911 system serving area map and the central office 911 trunk network diagrams:

##### County 911 System Serving Area Map Legend:

-  911 Answering Center
-  Central Office Overlap Area in county where calls are handled by a 911 center in an adjacent county
-  Central Office Overlap area in adjacent county where calls are handled by subject county 911 center
-  County Boundary
-  Telephone Company Central Office boundaries
-  Unless otherwise specified, Telephone Company Central Office boundaries and county boundary coincide.
-  Indicates where selected routed calls are terminated.

##### Central Office 911 Trunk Network Diagram Legend:

-  Denotes a central office
-  Tandem trunk arrangement

- Trunk line to 911 center
- ⬡ Denotes 911 center
- Independent 911 system
- Central Office trunked to adjacent county 911 center.

## 10.1 ALACHUA COUNTY

### 10.1.1 System Summary

Alachua County, a high crime, low tourism area in north Florida, has one answering center. The county is served by two telephone companies, Southern Bell Telephone Company and North Florida Telephone Company.

The center is operated by the Alachua County Department of Emergency Services and is located in the basement of the Alachua County Courthouse in Gainesville. This center was formed by the merger in January 1979 of two centers previously operated respectively by the city of Gainesville and Alachua County. Approximately 150,000 people are served by the center. The center direct dispatches fire and emergency rescue services for the city of Gainesville and surrounding urban areas. The Gainesville Police Department and the Sheriff's Department are handled by call transfers via direct ringdown lines. This system includes eight central office areas, nine municipalities, and fifteen public safety agencies. Seven central offices outside the Gainesville area are tandem trunked to the center through the 37X central office in Gainesville. Minor telephone central office overlaps into Columbia County, Gilchrist County, Bradford County, Levy County, Putnam County and Marion County require call relays to public safety agencies in those counties. Conversely, overlaps into Alachua County from Bradford County, Marion County and Putnam County require call relays from the 911 centers in those counties to public safety agencies in Alachua County.

Figure 10.1-2 shows the trunking network for this system. Details of the boundary overlaps are shown in Figure 10.1-1.

### 10.1.2 System Management

The Alachua County 911 Center is operated by the Department of Emergency Services under the management of the Director of that Department. The responsible fiscal agent is the Board of County Commissioners.

The Alachua County Center 911 System planning was accomplished by the county government and public safety agency officials of Alachua County. No formal 911 planning committee was established.

### 10.1.3 System Costs

The costs associated with the implementation and operation of the Alachua County 911 System are listed in Section 7.

### 10.1.4 Mutual Aid and Interlocal Agreements

#### 10.1.4.1 Mutual Aid Agreement

A mutual aid agreement endorsed by all public safety agencies in Alachua County and defining the responsibilities of each agency is required. The areas of potential 911 system operational problems described in Section 2 shall be addressed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.



#### 10.1.4.2 Interlocal Agreements

Table 10.1-3 shows the required interlocal agreements for the Alachua County 911 Center. Typical interlocal agreements are included in Appendices 2.2 and 2.3.

TABLE 10.1-1

ALACHUA COUNTY 911 SYSTEM DEFINITION

Alachua County Center	
Location	Department of Emergency Services County Courthouse, Gainesville
Population Served	150,000 (January, 1979)
Calls Per 24 Hours	405
Number of Answering Positions	2
Type of Answering Positions	Answering/Complaint Writer
Total Staff	8
Number of Logging Recorders	1, 10 Channel
Number of Instant Playback Recorders	2
Call Answering Equipment	2, Model 608 Switchboards in Multiple
Incoming Trunks	9
Options	Called Party Hold, Idle Trunk Tone, Forced Disconnect

TABLE 10.1-2

ALACHUA COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
Alachua County Center		
Gainesville Police Department	Call Transfer	Direct Line
Gainesville Fire Department	Direct Dispatch	
Sheriff's Department	Call Transfer	Direct Line
Highway Patrol	Call Transfer	Direct Line
County Ambulance	Direct Dispatch	
Alachua Volunteer Fire Department	Direct Dispatch	Speed Dial Tele- phone & Radio Pagers
Archer Volunteer Fire Department	Direct Dispatch	Speed Dial Tele- phone & Radio Pagers

TABLE 10.1-2 Cont.

Hawthorne Volunteer Fire Department	Direct Dispatch	Speed Dial Tele- phone & Radio Pagers
High Springs Volunteer Fire Department	Direct Dispatch	Speed Dial Tele- phone & Radio Pagers
La Crosse Volunteer Fire Department	Direct Dispatch	Speed Dial Tele- phone & Radio Pagers
Melrose Volunteer Fire Department	Direct Dispatch	Speed Dial Tele- phone & Radio Pagers
Micanopy Volunteer Fire Department	Direct Dispatch	Speed Dial Tele- phone & Radio Pagers
Newberry Volunteer Fire Department	Direct Dispatch	Speed Dial Tele- phone & Radio Pagers
Waldo Volunteer Fire Department	Direct Dispatch	Speed Dial Tele- phone & Radio Pagers
Division of Forestry	Call Relay	7 Digit Telephone
Bradford County 911 Center		
Alachua County Sheriff's Department	Call Relay	Intercity Radio
Marion County 911 Center		
Alachua County Sheriff's Department	Call Relay	Intercity Radio
Putnam County 911 Center		
Alachua County Sheriff's Department	Call Relay	Intercity Radio

TABLE 10.1-3

ALACHUA COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Alachua Center		
Alachua County	Bradford County	An interlocal agreement is required to de- fine the call handling method and routing of each type of call received from Alachua County citizens at the Bradford County 911 Answering Center located in Starke. The agreement shall be kept current through periodic revisions to reflect changing con- ditions, i.e., new public safety agencies, changed call handling methods, etc.

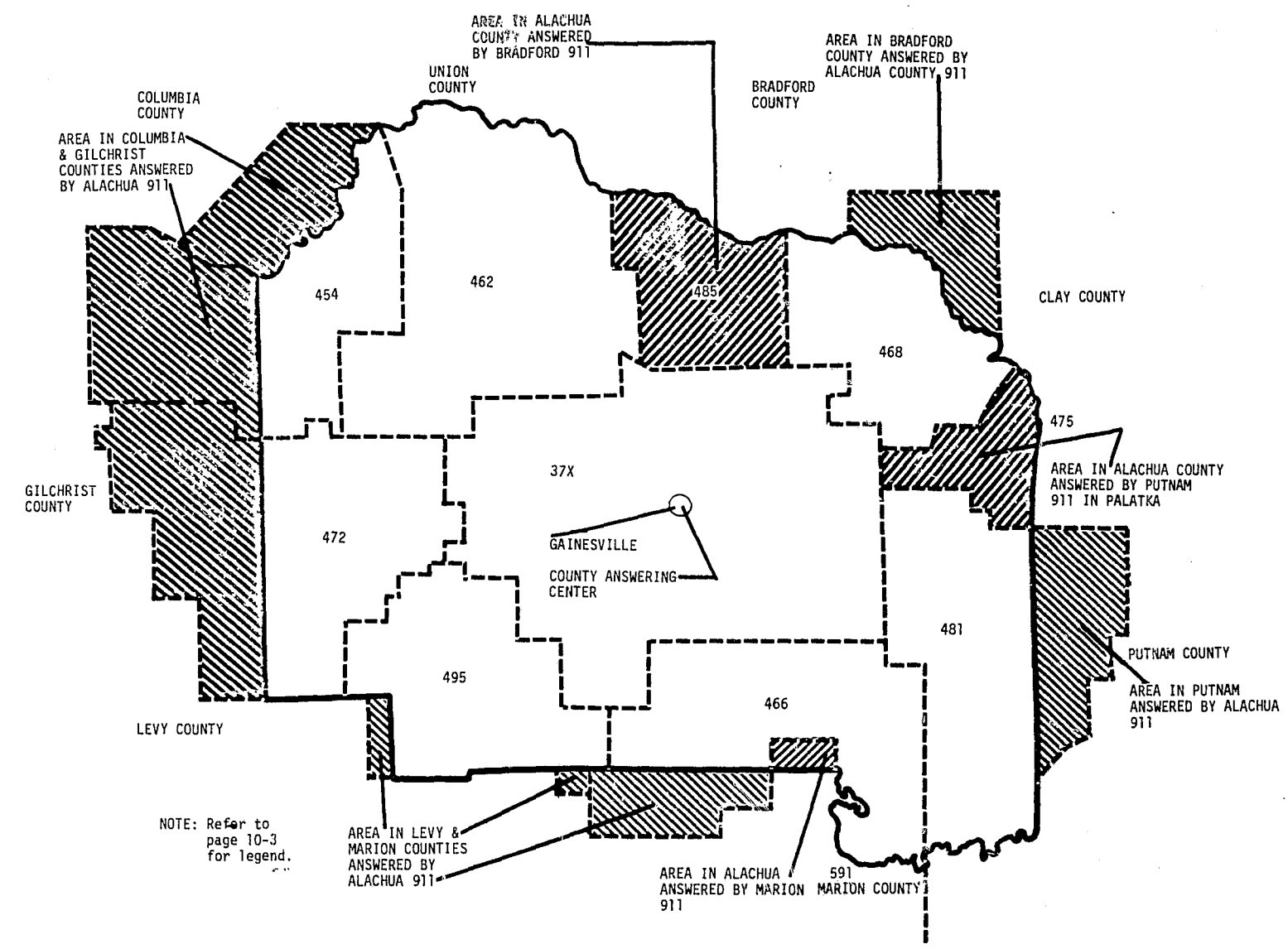
TABLE 10.1-3 Cont.

FIRST PARTY	SECOND PARTY	SUBJECT
Alachua Co.	Marion Co.	Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs. An interlocal agreement is required to define the call handling method and routing of each type of call received from Alachua County citizens at the Marion County 911 Answering Center located in the city of Ocala. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Alachua Co.	Putnam Co.	An interlocal agreement is required to define the call handling method and routing of each type of call received from Alachua County citizens at the Putnam County 911 Answering Center located in the city of Palatka. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Alachua Co.	Levy Co.	An interlocal agreement is required to define the call handling method and routing of each type of call received from Levy County citizens at the Alachua County 911 Answering Center located in the city of Gainesville. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Alachua Co.	Marion Co.	An interlocal agreement is required to define the call handling method and routing of each type of call received from Marion County citizens at the Alachua County 911 Answering Center located in the city of Gainesville. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

TABLE 10.1-3 Cont.

FIRST PARTY	SECOND PARTY	SUBJECT
Alachua Co.	Putnam Co.	An interlocal agreement is required to define the call handling method and routing of each type of call received from Putnam County citizens at the Alachua County 911 Answering Center located in the city of Gainesville. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Alachua Co.	Bradford Co.	An interlocal agreement is required to define the call handling method and routing of each type of call received from Bradford County citizens at the Alachua County 911 Answering Center located in the city of Gainesville. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Alachua Co.	Columbia Co.	An interlocal agreement is required to define the call handling method and routing of each type of call received from Columbia County citizens at the Alachua County 911 Answering Center located in the city of Gainesville. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Alachua Co.	Gilchrist Co.	An interlocal agreement is required to define the call handling method and routing of each type of call received from Gilchrist County citizens at the Alachua County 911 Answering Center located in the city of Gainesville. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

10-10



Rev. 6-79

FIGURE 10.1-1 ALACHUA COUNTY 911 SYSTEM SERVING AREA

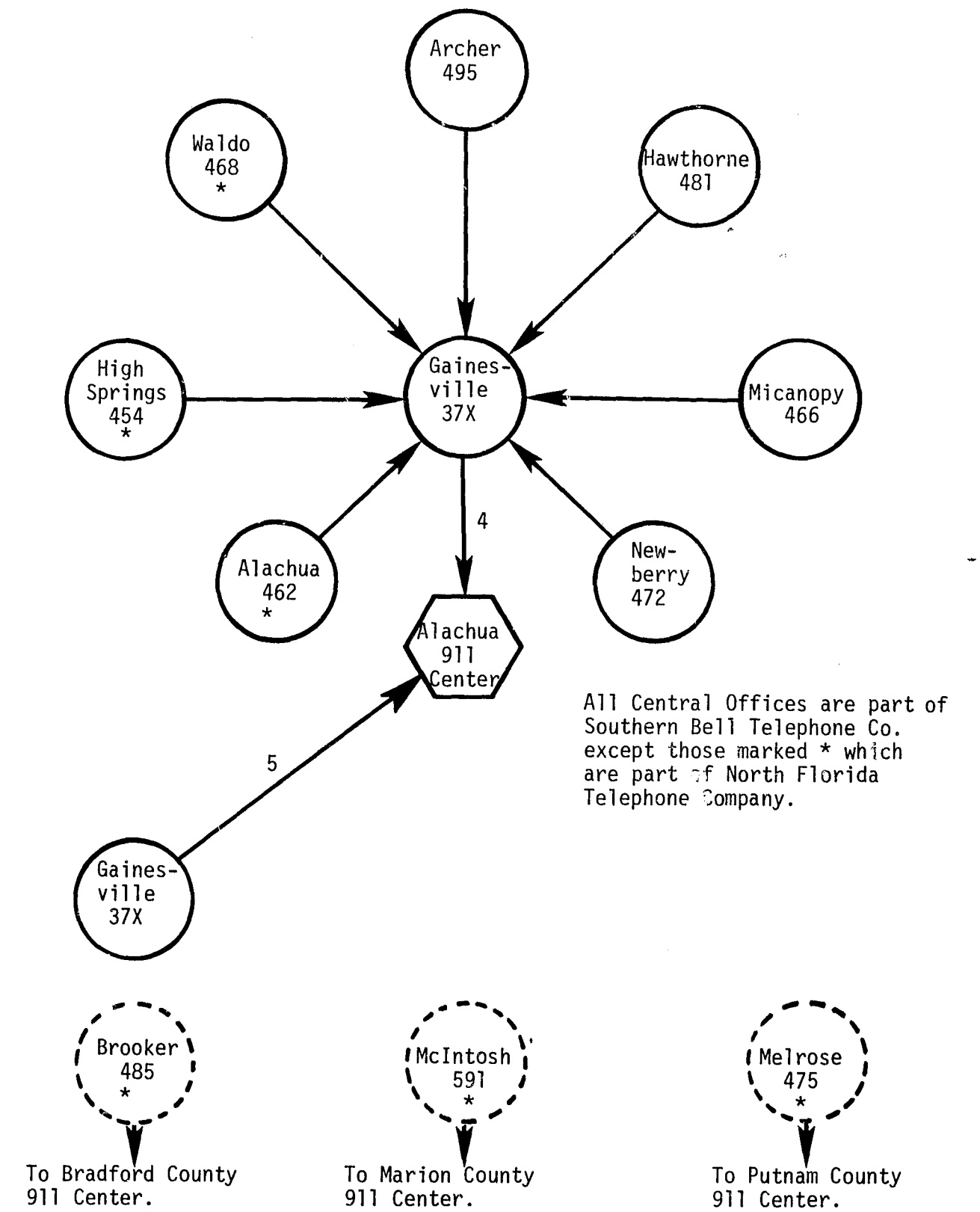


Figure 10.1-2 Alachua County Central Office 911 Trunk Network

## 10.2 BAKER COUNTY

### 10.2.1 System Summary

Baker County, a low crime, low tourism area in north Florida, has a single answering center system serving approximately 12,971 citizens. System cut-over was in the month of January, 1978. The center is located at the Sheriff's Department in Macclenny. This center has direct dispatching for all law enforcement, fire and EMS calls in the county including the Sheriff's Department, the Macclenny Police Department, the various volunteer fire departments, and the rescue units. The system includes two telephone central office areas, two municipalities and 10 public safety agencies. (See Figure 10.2-2) A telephone central office overlap from Columbia County into Baker County requires call relays from the 911 answering center in Lake City to the Sheriff's Department in Macclenny. Details of this boundary overlap are shown in Figure 10.2-1.

### 10.2.2 System Management

The Baker County 911 System is operated by the Sheriff's Department of Baker County under the management of the elected Baker County Sheriff. The responsible fiscal agent is the Board of County Commissioners.

The Baker County 911 System will be operated by the Sheriff's Department of Baker County under the management of the elected Baker County Sheriff. The responsible fiscal agent will be the Board of County Commissioners.

The Baker County 911 System planning was accomplished by the following:

Joe Newman, Sheriff, Baker County

Lawton B. Thomas, Secretary-Treasurer, Florida State Telephone Company

### 10.2.3 System Costs

The costs associated with the implementation and operation of the Baker County 911 System are listed in Section 7.

### 10.2.4 Mutual Aid and Interlocal Agreements

#### 10.2.4.1 Mutual Aid Agreement

A mutual aid agreement endorsed by all public safety agencies in Baker County and defining the responsibilities of each agency is required. The areas of potential 911 system operational problems described in Section 2 shall be addressed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

#### 10.2.4.2 Interlocal Agreements

Table 10.2-3 shows the required interlocal agreements for the Baker County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.2-1

## BAKER COUNTY 911 SYSTEM DEFINITION

Location	Sheriff's Department, Macclenny
Population Served	12,971 (July, 1977)
Calls Per 24 Hours	26
Number of Answering Positions	1
Type of Answering Position	Answering/Complaint Writer
Total Staff	5
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	1
Call Answering Equipment	2, Desk Telephone Instruments
Incoming Lines	2
Transfer Lines	0

TABLE 10.2-2

## BAKER COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<u>Baker County 911 Center</u>		
Sheriff's Department	Direct Dispatch	
Macclenny Police Department	Direct Dispatch	
Macclenny Fire Department	Direct Dispatch	
Sanderson Volunteer Fire Department	Direct Dispatch	
Olustee Volunteer Fire Department	Direct Dispatch	
Taylor Volunteer Fire Department	Direct Dispatch	
Glen St. Mary Volunteer Fire Department	Direct Dispatch	
Rescue 30 & 31, Ed Fraser Hospital	Direct Dispatch	
Civil Defense	Direct Dispatch	
Highway Patrol	Call Relay	Radio
<u>Columbia County 911 Center</u>		
All Baker County Agencies via Baker County Sheriff's Dept.	Call Relay	Intercity Radio

TABLE 10.2-3

## BAKER COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Baker County	Columbia County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Baker County citizens at the Columbia County 911 Answering Center located in Lake City. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.



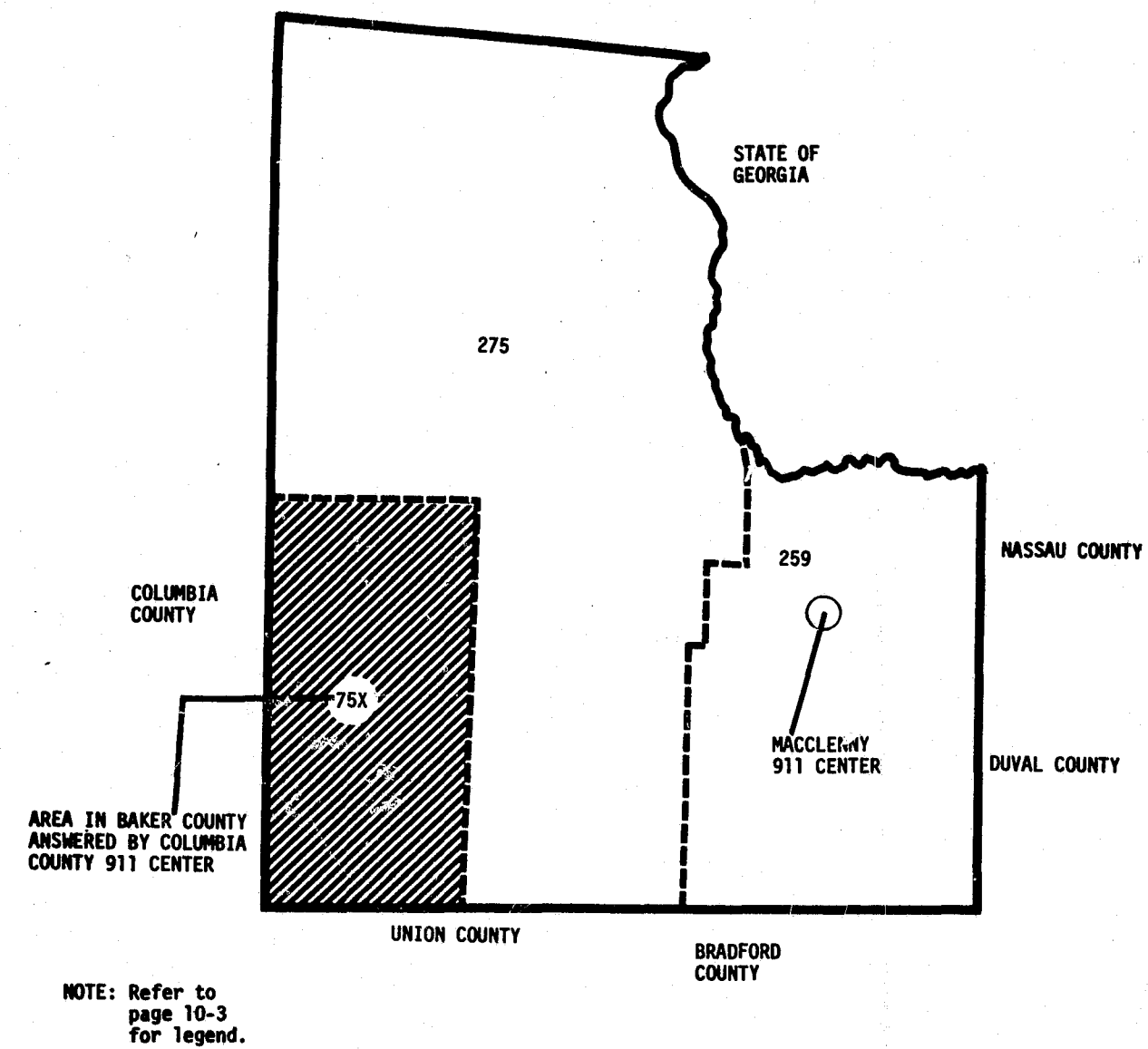


FIGURE 10.2-1 BAKER COUNTY 911 SYSTEM SERVING AREA

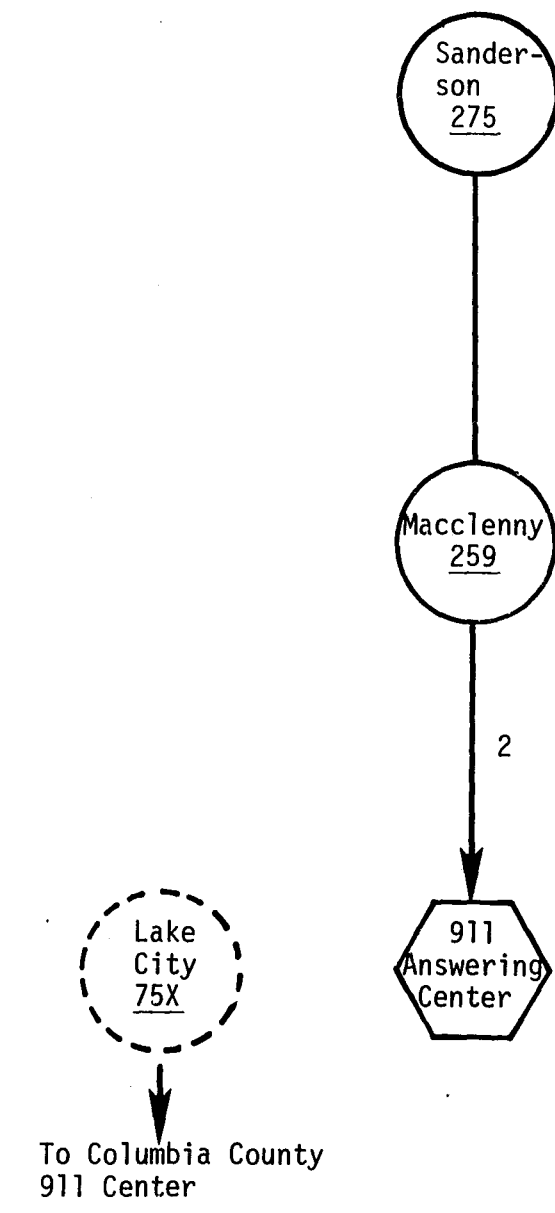


Figure 10.2-2 Baker County Central Office  
911 Trunk Network

10.3 BAY COUNTY

10.3.1 System Summary

Bay County, a low crime, high tourism area, will be a one center, single county system serving approximately 115,425 people in Bay and portions of Calhoun and Washington counties by system cutover (No Schedule Date Established). The center will be located in the Bay County Control Dispatch Center and will direct dispatch calls for all safety agencies in Bay County. The system will include four telephone central offices, seven municipalities, and twenty-four public safety agencies within Bay County. The system will include four of the 911 telephone service options listed in Section 3: Forced Disconnect, Called Party Hold, Idle Trunk Tone Application, and Central Office Identification. Each of the four central offices will be direct trunked to the answering center. (See Figure 10.8-2). Dedicated call transfer lines will interconnect the answering center with ten of the public safety agencies.

The Tyndall Air Force Base is coincident with the Tyndall AFB 286,283 central offices. The base has its own emergency safety agencies and associated 7-digit telephone numbers to provide emergency service in both the military base, and the personnel housing areas. In lieu of including this central office as part of the Bay County 911 System, it is recommended that this central office be adapted to handle the 911 number, or the United States Air Force Base 3-digit "117" emergency reporting number, and that the base establish its own 911 or 117 system. Either system will still improve the callers access time for emergency service as if the base were a part of the County 911 System, and at less cost to the County 911 agency charged with the fiscal responsibility.

The calls from the portion of Bay County that is not a part of the Bay County 911 System will be handled by the Gulf County 911 Center and directed to the appropriate agencies. Likewise, the calls from the portions of Calhoun and Washington Counties served by the Bay County 911 System will be handled by the Bay County 911 Center and directed to the appropriate agencies. Details of the boundary overlaps are shown in Figure 10.3-1.

10.3.2 System Management

The Bay County 911 System will be operated and managed by the Bay County Control Office. The responsible fiscal agent will be the Board of County Commissioners.

The Bay County 911 System planning was accomplished by the Florida Division of Communications and Southern Bell Telephone Company.

10.3.3 System Costs

The costs associated with the implementation and operation of the Bay County 911 System are listed in Section 7.

10.3.4 Mutual Aid and Interlocal Agreements

10.3.4.1 Mutual Aid Agreements

A mutual aid agreement, endorsed by all public safety agencies in Bay County and defining the responsibilities of each agency, is required. The areas of potential 911 system operational problems described in Section 2 shall be addressed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

10.3.4.2 Interlocal Agreements

Table 10.3-3 shows the required interlocal agreements for the Bay County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.3-1

BAY COUNTY 911 SYSTEM DEFINITION

Location	Bay County Control, Panama City
Population Served	115,425 (December, 1978)
Calls Per 24 Hours	254
Number of Answering Positions	2
Type of Answering Positions	Answering/Complaint Writer/Dispatcher
Total Staff	8
Additional Staff Due to 911	3
Number of Logging Recorders	1, 10 Channel
Number of Instant Playback Recorders	2
Call Answering Equipment	2, 608 Cordboards
Dial Out Lines	2
Tie Lines	0
Incoming 911 Lines	11
Transfer Lines	12
Telephone Recorder Connectors	4

TABLE 10.3-2

BAY COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
Bay County 911 Center		
Ambulance	Call Transfer	1 Line
Callaway Fire Department	Direct Dispatch	
Callaway Police Department	Direct Dispatch	
Cedar Grove Fire Department	Direct Dispatch	
Cedar Grove Police Department	Direct Dispatch	

TABLE 10.3-2 Cont.

AGENCY	METHOD	VEHICLE
Lynn Haven Fire Department	Direct Dispatch	
Lynn Haven Police Department	Direct Dispatch	
Parker Fire Department	Direct Dispatch	
Parker Police Department	Direct Dispatch	
Springfield Fire Department	Direct Dispatch	
Springfield Police Department	Direct Dispatch	
All County Volunteer Fire Departments	Direct Dispatch	
Civil Defense	Direct Dispatch	
Bay County Sheriff's Office	Call Transfer	4 Lines
Florida Division of Forestry (Panama City)	Dial Out	
Florida Highway Patrol (Panama City)	Call Transfer	785-6681
Florida Marine Patrol	Dial Out	1 Line
	Call Transfer	763-3080
Panama City Fire Department	Call Transfer	2 Lines
Panama City Police Department	Call Transfer	2 Lines
Panama City Beach Fire Department	Call Transfer	1 Line
Panama City Beach Police Department	Call Transfer	1 Line
U.S. Coast Guard (Panama City Beach)	Dial Out	
	Call Transfer	234-2475
U.S. Navy Shore Patrol (Panama City Beach)	Dial Out	
	Call Transfer	234-4278
Tyndall AFB Security	Dial Out	
	Call Transfer	283-2254
Any Washington County Agency (via Washington County Sheriff's Office)	Call Relay or Dial Out	Intercity Radio or 1-638-0610
Any Calhoun County Agency (via Calhoun County Sheriff's Office)	Call Relay or Dial Out	Intercity Radio or 1-674-5049
Gulf County 911 Center		
Bay County Sheriff's Office	Call Relay	Intercity Radio of 1-785-4351
Mexico Beach Police Department & Fire Department	Call Relay	648-5333
EMS (Bay County Communications Center)	Call Relay	1-769-5000

TABLE 10.3-3

## BAY COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Bay County	Gulf County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Bay County citizens at the Gulf County 911 Center located in the city of Port St. Joe. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Calhoun County	Bay County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Calhoun County citizens at the Bay County 911 Center located in the city of Panama City. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Washington County	Bay County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Washington County citizens at the Bay County 911 Center located in the city of Panama City. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

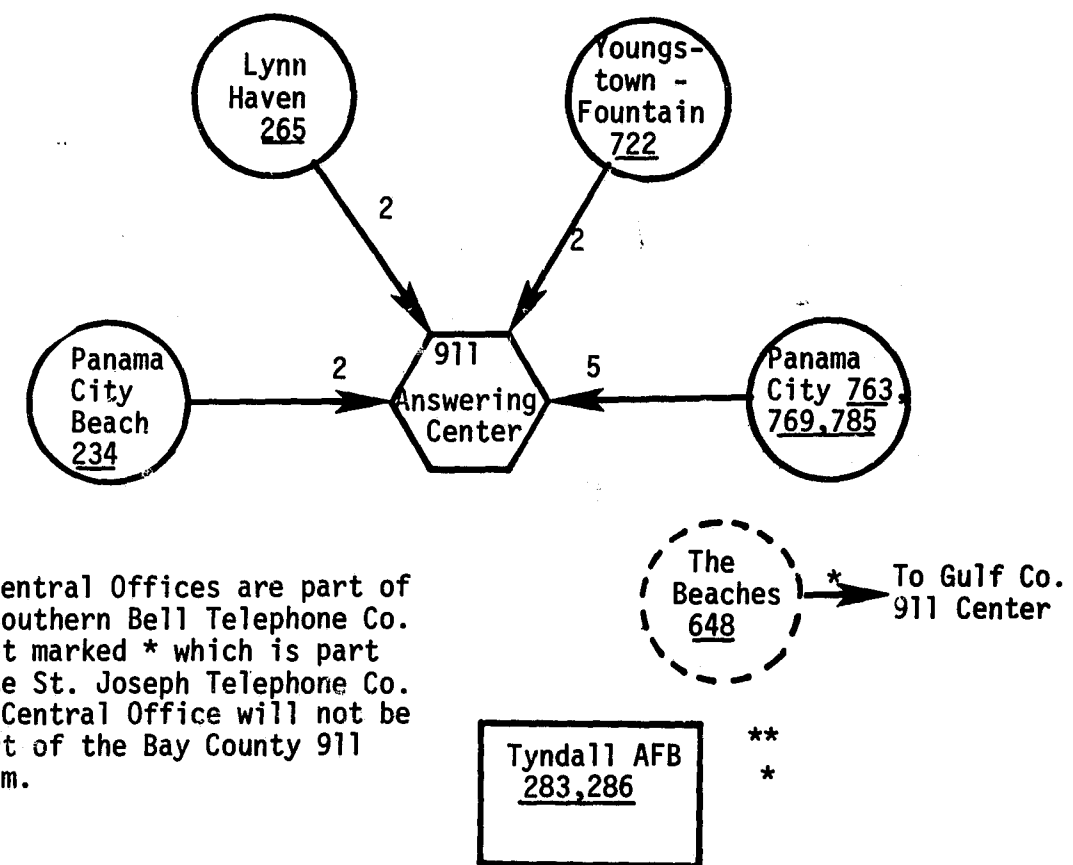
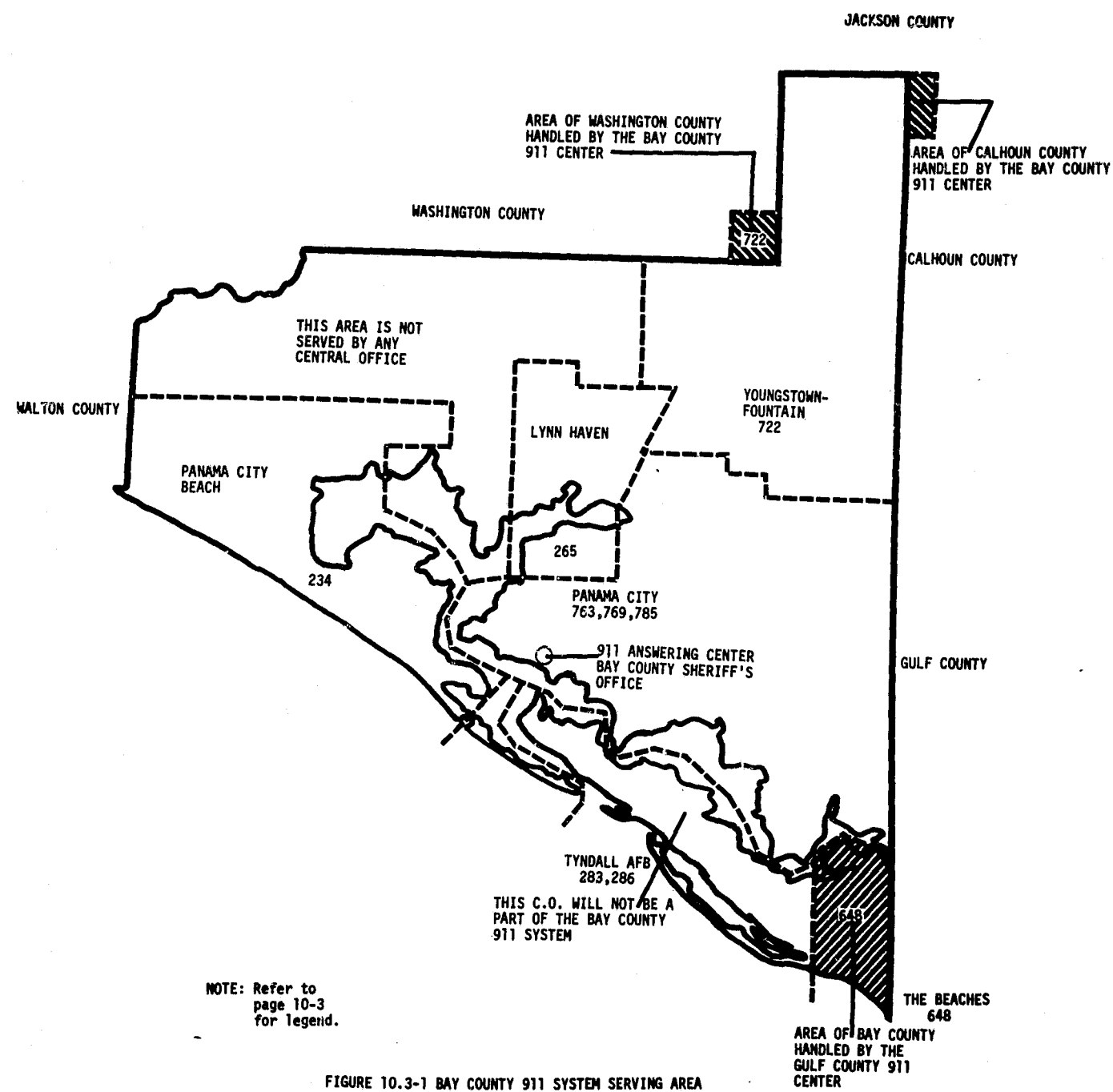


FIGURE 10.3-2 BAY COUNTY CENTRAL OFFICE 911 TRUNK NETWORK

#### 10.4 BRADFORD COUNTY

##### 10.4.1 System Summary

Bradford County, a low crime, low tourism area in north Florida, will have a single answering center system serving approximately 15,341 people by system cutover in the quarter ending June, 1978. The 911 center will be located at the Sheriff's Department in Starke, Florida. The center will have direct dispatching for the Sheriff's Department, all county fire department, and ambulance service. Call transfers will be made to the Starke Police Department and Starke Fire Department. The system will include two telephone central office areas, four municipalities and twelve public safety agencies. A telephone central office overlap from Bradford County into Alachua County will require call relays to public safety agencies in Alachua County, conversely, telephone central office overlaps into Bradford County from Union Alachua, Putnam and Clay Counties will require call relays from those counties to public safety agencies in Bradford County. Details of the boundary overlaps are shown in Figure 10.4-1. The central office 911 trunk network is shown in Figure 10.4-2.

##### 10.4.2 System Management

The Bradford County 911 System will be operated by the Sheriff's Department under the management of the elected Bradford County Sheriff. The responsible fiscal agent will be the Bradford Board of County Commissioners.

The Bradford County 911 System planning was accomplished by the following:

Ralph Bryan, Chairman, 911 Action Committee, County Commissioner

Dolph E. Reddish, Vice Chairman, 911 Action Committee  
Sheriff, Bradford County

Jerry Thompson, Secretary, 911 Action Committee, Civil Defense

Harry N. Green, Chief, Bradford County Fire Departments

H. C. Glasgow, Starke Fire Department

Dr. Bill Lennon, Bradford County Health Department

Jimmy Brown, Chief, Starke Police Department

W. S. Rhoden, Starke Police Department

Charles Schaef, Mayor, City of Starke

Charles G. Williamson, Mayor, City of Hampton

Gerald B. Baillie, Bradford Rescue Service

G. P. Moyer, Jr., AREC

Carl T. Edwards, Councilman, City of Brooker

##### 10.4.3 System Costs

The costs associated with the implementation and operation of the Bradford County 911 System are listed in Section 7.

##### 10.4.4 Mutual Aid and Interlocal Agreements

###### 10.4.4.1 Mutual Aid Agreements

A mutual aid agreement, endorsed by all public safety agencies in Bradford County and defining the responsibilities of each agency, is required. The areas of potential 911 system operational problems described in Section 2 shall be addressed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

###### 10.4.4.2 Interlocal Agreements

Table 10.4-3 shows the required interlocal agreements for the Bradford County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.4-1

BRADFORD COUNTY 911 SYSTEM DEFINITION

Location	Bradford County Sheriff's Department, Starke
Population Served	15,341 (June, 1978)
Calls Per 24 Hours	30
Number of Answering Positions	1
Type of Answering Position	Answering/Complaint Writer
Total Staff	5
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	1
Call Answering Equipment	10-Button Key Instrument with Extensions to similar instruments at the Starke Police Department & Starke Fire Dept. Intercom signaling equipment to be included
Incoming Lines	6
Transfer Lines	2 Transfer Functions (See Call Answering Equipment)



TABLE 10.4-2  
BRADFORD COUNTY CALL HANDLING

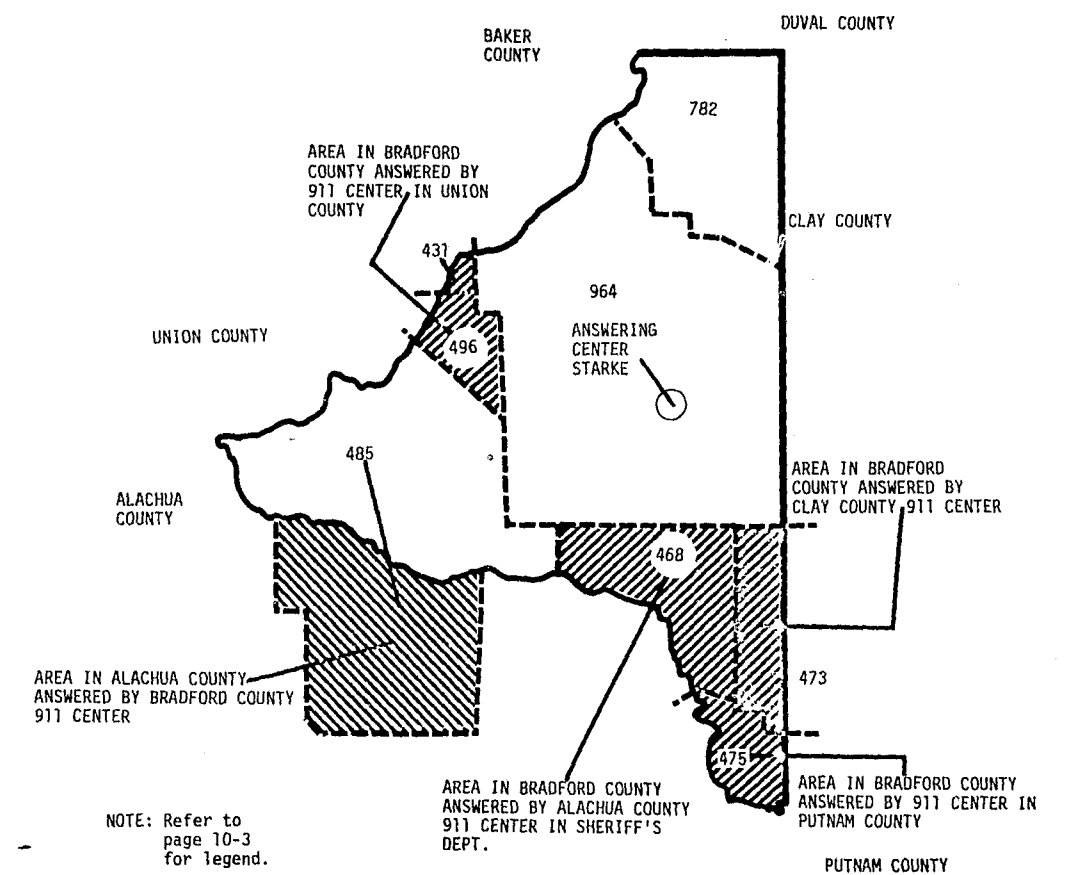
AGENCY	METHOD	VEHICLE
<u>Bradford County 911 Center</u>		
Bradford County Sheriff's Department	Direct Dispatch	Radio
Starke Police Department	Call Transfer	911 Line Extensions
Starke Fire Department	Call Transfer	911 Line Extensions
Lawtey Police Department	Direct Dispatch	Radio
Bradford Volunteer Fire Department	Direct Dispatch	Pagers
Brooker Volunteer Fire Department	Direct Dispatch	Pagers
Lawtey Volunteer Fire Department	Direct Dispatch	Pagers
Hampton Volunteer Fire Department	Direct Dispatch	Pagers
Ambulance Service	Direct Dispatch	Radio
Highway Patrol	Call Relay	Radio
Division of Forestry	Call Relay	Telephone
Civil Defense	Call Relay	Telephone
<u>Clay County 911 Center</u>		
Any Bradford County Public Safety Agency via Sheriff's Department	Call Relay	Intercity Radio
<u>Alachua County 911 Center</u>		
Any Bradford County Public Safety Agency via Sheriff's Department	Call Relay	Intercity Radio
<u>Putnam County 911 Center</u>		
Any Bradford County Public Safety Agency via Sheriff's Department	Call Relay	Intercity Radio
<u>Union County 911 Center</u>		
Any Bradford County Public Safety Agency via Sheriff's Department	Call Relay	Intercity Radio

TABLE 10.4-3  
BRADFORD COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Bradford County	Union County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Bradford County citizens at the Union County 911 Center located at the Sheriff's Department in Lake Butler. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Inter-county funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Bradford County	Alachua County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Alachua County citizens at the Bradford County 911 Center located at the Sheriff's Department in Starke. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Inter-county funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Bradford County	Alachua County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Bradford County citizens at the Alachua County 911 Center located at the Sheriff's Department in Gainesville. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Inter-county funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Bradford County	Putnam County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Bradford County citizens at the Putnam County 911 Center located at the Sheriff's Department in Palatka. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Inter-county funding provisions shall be included, as required, for pro rata sharing of 911 costs.

TABLE 10.4-3 Cont.

FIRST PARTY	SECOND PARTY	SUBJECT
Bradford County	Clay County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Bradford County citizens at the Clay County 911 Center located at the Sheriff's Department in Green Cove Springs. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Inter-county funding provisions shall be included, as required, for pro rata sharing of 911 costs.



NOTE: Refer to page 10-3 for legend.

FIGURE 10.4-1 BRADFORD COUNTY 911 SYSTEM SERVING AREA

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\* North Florida Telephone Company  
 \*\* Continental Telephone Company of the South

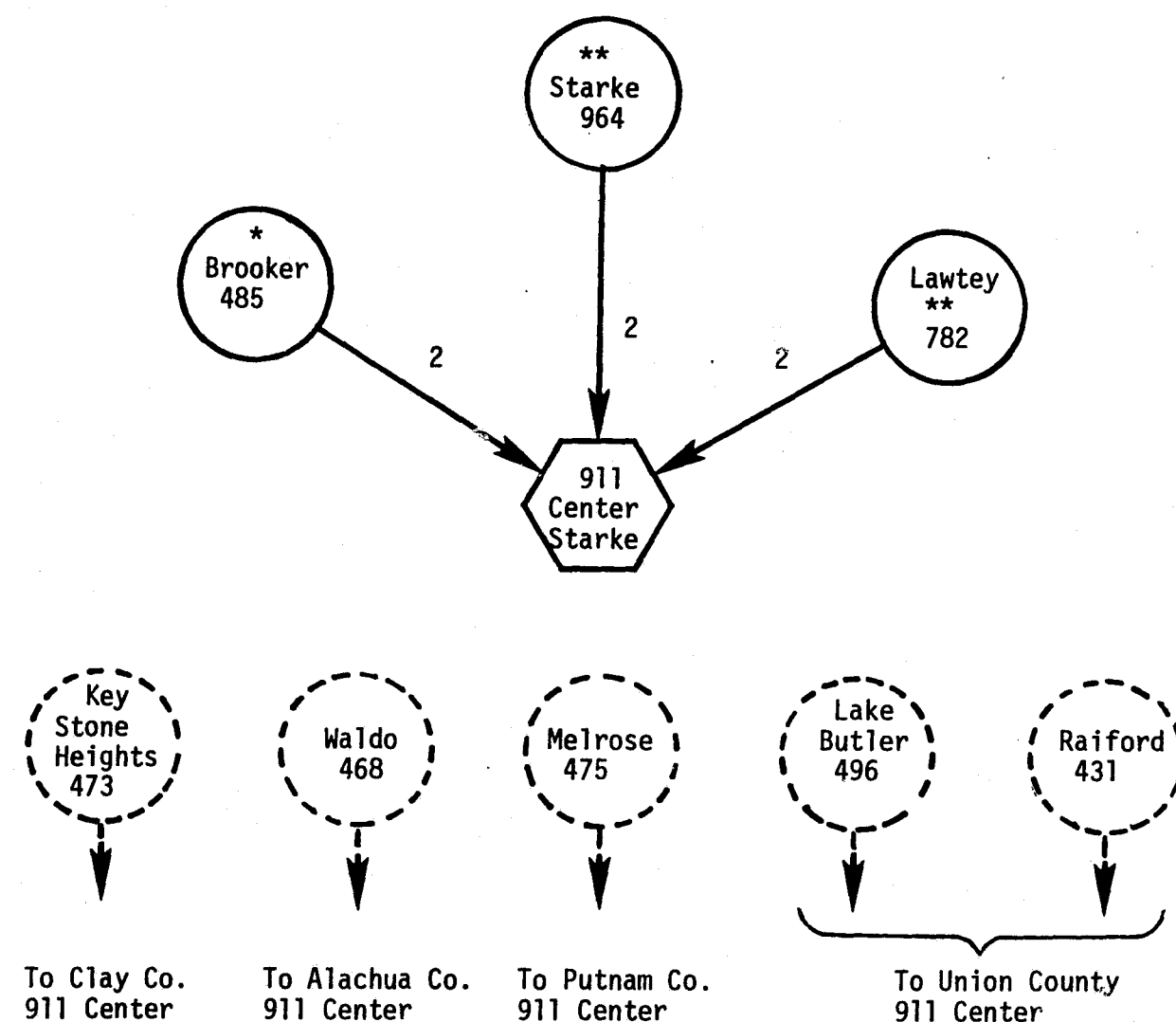


Figure 10.4-2 Bradford County Central Office  
 911 Trunk Network

## 10.5 BREVARD COUNTY

### 10.5.1 System Summary

Brevard County, a high crime, low tourism area on the Atlantic coast of central Florida, will have a 911 system consisting of five answering centers as follows:

A 911 center in the Cocoa Beach-Cape Canaveral area went into operation on March 11, 1975. This center is located in the Cocoa Beach Police Department and is serving approximately 25,703 people as of June, 1976. Direct dispatching is accomplished at this center for the Cocoa Beach Police Department and the Cocoa Beach Fire and Rescue Department. Calls for the Cape Canaveral Police and Fire Departments are transferred. One central office, Cocoa Beach Main (78X), is trunked to this center. This central office overlaps outside the jurisdiction of the two cities into the unincorporated area of the county. As of June, 1976, calls for the Sheriff's Department from approximately 7,640 people in the unincorporated area are related by intercity radio or telephone. This arrangement should be replaced by a direct transfer line to the Sheriff's Department in order that people can be transferred directly to the Sheriff's complaint operator. The Cocoa Beach-Cape Canaveral 911 System includes two municipalities and nine public safety agencies. The system presently includes none of the special 911 optional features. The Called Party Hold, Forced Disconnect and Idle Trunk Tone options should be added.

The north Brevard 911 Center will be located in the Sheriff's Department in Titusville which will receive calls originating within the Titusville central office area, 26X. This area will include approximately 45,153 north Brevard citizens by center cutover in the quarter ending June, 1978. Direct dispatching will be accomplished for the Sheriff's Department. Calls for the Titusville Police Department and Fire Departments will be transferred. The center will include one municipality and seven public safety agencies. Included in the center will be the Called Party Hold, Idle Trunk Tone and Forced Disconnect options provided by Southern Bell Telephone Company. A minor telephone central office overlap from Volusia County into Brevard County will require call relays from the 911 center at the New Smyrna Beach Police Department to public safety agencies in Brevard County.

The central Brevard area will be served by an answering center located in the Civil Defense Center in Rockledge. The Cocoa Main (63X) and the Merritt Island (45X) telephone central offices will be trunked to this center. This center will serve approximately 80,992 people by center cutover in the quarter ending June, 1978. Direct dispatching will be accomplished for all Sheriff's Departments and emergency rescue service requests. Calls for the Cocoa Police Department, the Rockledge Police Department, and all fire departments will be transferred. The center will include two municipalities and thirteen public safety agencies. Included in the center will be the Called Party Hold, Forced Disconnect, and Idle Trunk Tone options provided by the Southern Bell Telephone Company.

The south Brevard area will be served by an answering center located in the Melbourne Police Department and will serve approximately 115,209 people by center cutover in the quarter ending, June, 1978. Direct dispatching will be

accomplished at this center for the Melbourne Police Department, the West Melbourne Police Department and the Melbourne Village Police Department. Calls for police departments in Indian River County, Indian Harbor Beach, Satellite Beach, Melbourne Beach, Palm Bay and Malabar will be transferred. Calls for fire service for most of the area will be transferred to the Melbourne Fire Department dispatching center. Calls for the Satellite Beach and Indian Harbor Beach Fire Departments will be transferred directly to those agencies. The South Brevard 911 Center will include three telephone central office areas, ten municipalities and fifteen public safety agencies. A telephone central office overlap from Indian River County into Brevard County will require call transfers or relays from the 911 answering center at the Sheriff's Department in Vero Beach to public safety agencies in Brevard County. Included in the center will be the Forced Disconnect and Idle Trunk Tone options provided by Southern Bell Telephone Company.

A fifth 911 center will be implemented by the federal government at Kennedy Space Center. This system will be completely self-contained within that facility.

Details of the boundary overlaps are shown in Figure 10.5-1. The central office 911 trunk network is shown in Figure 10.5-2.

#### 10.5.2 System Management

##### 10.5.2.1 Cocoa Beach-Cape Canaveral 911 Center

The Cocoa Beach-Cape Canaveral 911 Center is operated by the Cocoa Beach Police Department under the management of the Cocoa Beach Police Chief. The responsible fiscal agent will be the Brevard Board of County Commissioners upon implementation of a county wide 911 system. Prior to that time, the responsible fiscal agent is the Cocoa Beach Board of City Commissioners.

##### 10.5.2.2 North Brevard 911 Center

The North Brevard 911 Center will be operated by the Brevard County Sheriff's Department under the management of the elected Brevard County Sheriff. The responsible fiscal agent will be the Brevard Board of County Commissioners.

##### 10.5.2.3 Central Brevard 911 Center

The Central Brevard 911 Center will be operated by the Brevard County Sheriff's Department under the management of the elected Brevard County Sheriff. The responsible fiscal agent will be the Brevard Board of County Commissioners.

##### 10.5.2.4 South Brevard 911 Center

The South Brevard 911 Center will be operated by the Melbourne Police Department under the management of the Melbourne Police Chief. The responsible fiscal agent will be the Brevard Board of County Commissioners.

##### 10.5.2.5 Kennedy 911 Center

The Kennedy Space Center 911 Center will be operated and managed by the Federal Government. The Federal Government is the responsible fiscal agent.

#### 10.5.2.6 System Planning

The Brevard County 911 System planning was accomplished by the following:

William Hall, Chairman, 911 Planning Committee, Public Safety Coordinator

Bruce Parsons, Chief, Cocoa Beach Police Department

Arthur C. Corlew, Chief, Cocoa Police Department

Jack Henderson, Chief, Satellite Beach Police Department

David Salisbury, Chief, Cocoa Fire Department

Wayne Kohout, Captain, Sheriff's Department

Rick Custer, Titusville City Council

J. L. Mooney, Melbourne Fire Department

W. L. Yeager, Melbourne Police Department

R. E. Mitchell, Melbourne Police Department

#### 10.5.3 System Costs

The costs associated with the implementation and operation of the Brevard County 911 System are listed in Section 7.

#### 10.5.4 Mutual Aid and Interlocal Agreements

##### 10.5.4.1 Mutual Aid Agreement

A mutual aid agreement, endorsed by all public safety agencies in Brevard County and defining the responsibilities of each agency, is required. The areas of potential 911 system operational problems described in Section 2 shall be addressed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

##### 10.5.4.2 Interlocal agreements

Table 10.5-3 shows the required interlocal agreements for the Brevard County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.5-1

## BREVARD COUNTY 911 SYSTEM DEFINITION

<u>Cocoa Beach-Cape Canaveral 911 Center</u>	
Location	Cocoa Beach Police Department
Population Served	25,703 (June, 1976)
Calls Per 24 Hours	69
Number of Answering Positions	1 (Plus 1 Standby)
Type of Answering Position	Answering/Complaint Writer
Total Staff	5
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	1, (Plus 1 Standby)
Call Answering Equipment	770 PBX with Auxiliary Console
Incoming Trunks	3
Transfer Lines	3
Options	Called Party Hold, Forced Disconnect, idle trunk tone
<u>North Brevard 911 Center</u>	
Location	Sheriff's Department, Titusville Courthouse
Population Served	45,153 (June, 1978)
Calls Per 24 Hours	122
Number of Answering Positions	2
Type of Answering Position	Answering/Complaint Writer
Total Staff	8
Additional Staff Due to 911	3
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	2
Call Answering Equipment	8A Key System, 2 Consoles
Incoming Lines	4, B1
Transfer Lines	6 Direct Lines
	2 Out Dial Lines
<u>Central Brevard 911 Center</u>	
Location	Civil Defense Center - Rockledge
Population Served	Operated by Sheriff's Department
Calls Per 24 Hours	80,992 (June, 1978)
Number of Answering Positions	243
Type of Answering Position	2
Total Staff	Answering/Complaint Writer
Additional Staff Due to 911	8
Number of Logging Recorders	3
Number of Instant Playback Recorders	1, 10-Channel
Call Answering Equipment	2
Incoming Lines	8A Key System, 2 Consoles
Transfer Lines	7, B1
	6 Direct Lines, 2 Dial Out Lines

TABLE 10.5-1 Cont.

Options	Called Party Hold Forced Disconnect Idle Trunk Tone
<u>South Brevard 911 Center</u>	
Location	Melbourne Police Department
Population Served	115,209 (June, 1978)
Calls Per 24 Hours	311
Number of Answering Positions	2
Type of Answering Position	Answering/Complaint Writer
Total Staff	8
Additional Staff Due to 911	3
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	2
Call Answering Equipment	Model 608 Manual Switchboard
	Quantity: 2, in Multiple
Incoming Lines	5 (Tandem Connection)
Transfer Lines	15
Options	Forced Disconnect, Idle Trunk Tone
<u>Kennedy 911 Center</u>	
To be operated and managed by the Federal Government.	

TABLE 10.5-2

## BREVARD COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<u>Cocoa Beach-Cape Canaveral 911 Center</u>		
Cocoa Beach Police Department	Direct Dispatch	Radio
Cocoa Beach Fire & Rescue Department	Direct Dispatch	Radio or Intercom Line
Cape Canaveral Police Department	Call Transfer	3 Direct Lines
Cape Canaveral Fire Department	Call Transfer	3 Direct Lines
Sheriff's Department (1)	Call Transfer	1 Direct Line
Brevard Ambulance Service (2)	Call Transfer	1 Direct Line
Florida Highway Patrol	Call Relay	Telephone
Civil Defense	Call Relay	Telephone
Division of Forestry	Call Relay	Telephone

## NOTES:

- (1) Existing relay system by intercity radio or telephone to be replaced.
- (2) Existing relay by hotline to be replaced.

TABLE 10.5-2 Cont.

AGENCY	METHOD	VEHICLE
<u>North Brevard 911 Center</u>		
Sheriff's Department	Direct Dispatch	Radio
Titusville Police Department	Call Transfer	2 Direct Lines
Mims District 1 Fire Control	Call Transfer	1 Direct Line
Titusville Fire Department	Call Transfer	1 Direct Line
Civil Defense	Call Transfer	2 Direct Lines
Florida Highway Patrol	Call Transfer	} 2 Out Dial Lines
Florida Division of Forestry	Call Transfer	
<u>Volusia County 911 Center at New Smyrna Beach Police Department</u>		
Any North Brevard Public Safety Agency via Sheriff's Department in Titusville	Call Relay	Intercity Radio or Telephone
<u>Central Brevard 911 Center</u>		
Sheriff's Department	Direct Dispatch	Radio
Emergency Rescue	Direct Dispatch	Radio
Rockledge Police Department	Call Transfer	1 Direct Line
Cocoa Police Department	Call Transfer	2 Direct Lines
Cocoa Fire Department	Call Transfer	1 Direct Line
Rockledge Fire Department	Call Transfer	1 Direct Line
Cocoa Fire Department	Call Transfer	1 Direct Line
District 4 Fire Department	Call Transfer	} 2 Dial Out Lines
4 Communities Fire Department	Call Transfer	
Merritt Island Fire Department	Call Transfer	
Florida Division of Forestry	Call Transfer	
Florida Highway Patrol	Call Transfer	
Courtney Fire Department	Call Transfer	
	Call Transfer	
<u>South Brevard 911 Center</u>		
Melbourne Police Department	Direct Dispatch	Radio
West Melbourne Police Department	Direct Dispatch	Radio
Melbourne Village Police Department	Direct Dispatch	Radio
Melbourne Fire Department	Call Transfer	2 Direct Lines
Dispatching Fire Service for most of South Brevard County	Call Transfer	1 Direct Line
Indianalantic Police Department	Call Transfer	1 Direct Line
Indian Harbor Beach Police Department	Call Transfer	1 Direct Line

TABLE 10.5-2 Cont.

AGENCY	METHOD	VEHICLE
Indian Harbor Beach Fire Department	Call Transfer	1 Direct Line
Satellite Beach Police Department	Call Transfer	1 Direct Line
Satellite Beach Fire Department	Call Transfer	1 Direct Line
Melbourne Beach Police Department	Call Transfer	1 Direct Line
Palm Bay Police Department	Call Transfer	2 Direct Lines
Sheriff's Department	Call Transfer	2 Direct Lines
Civil Defense-Rockledge (Emergency Rescue)	Call Transfer	1 Direct Line
Florida Highway Patrol	Call Transfer	1 Direct Line
Florida Division of Forestry	Call Transfer	1 Out Dial Line
<u>Indian River County 911 Center</u>		
Any Brevard County Public Safety Agency via Melbourne Police Department	Call Relay	Intercity Radio or Telephone
<u>Kennedy 911 Center</u>		
To be operated and managed by the Federal Government.		

TABLE 10.5-3

BREVARD COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Brevard County	Volusia County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Brevard County citizens at the South Volusia County 911 Center located at the New Smyrna Beach Police Department. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Inter-county funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Brevard County	Indian River County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Brevard County citizens at the Indian River County 911 Center



TABLE 10.5-3 Cont.

FIRST PARTY	SECOND PARTY	SUBJECT
		located at the Sheriff's Department in Vero Beach. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Inter-county funding provisions shall be included, as required, for pro rata sharing of 911 costs.

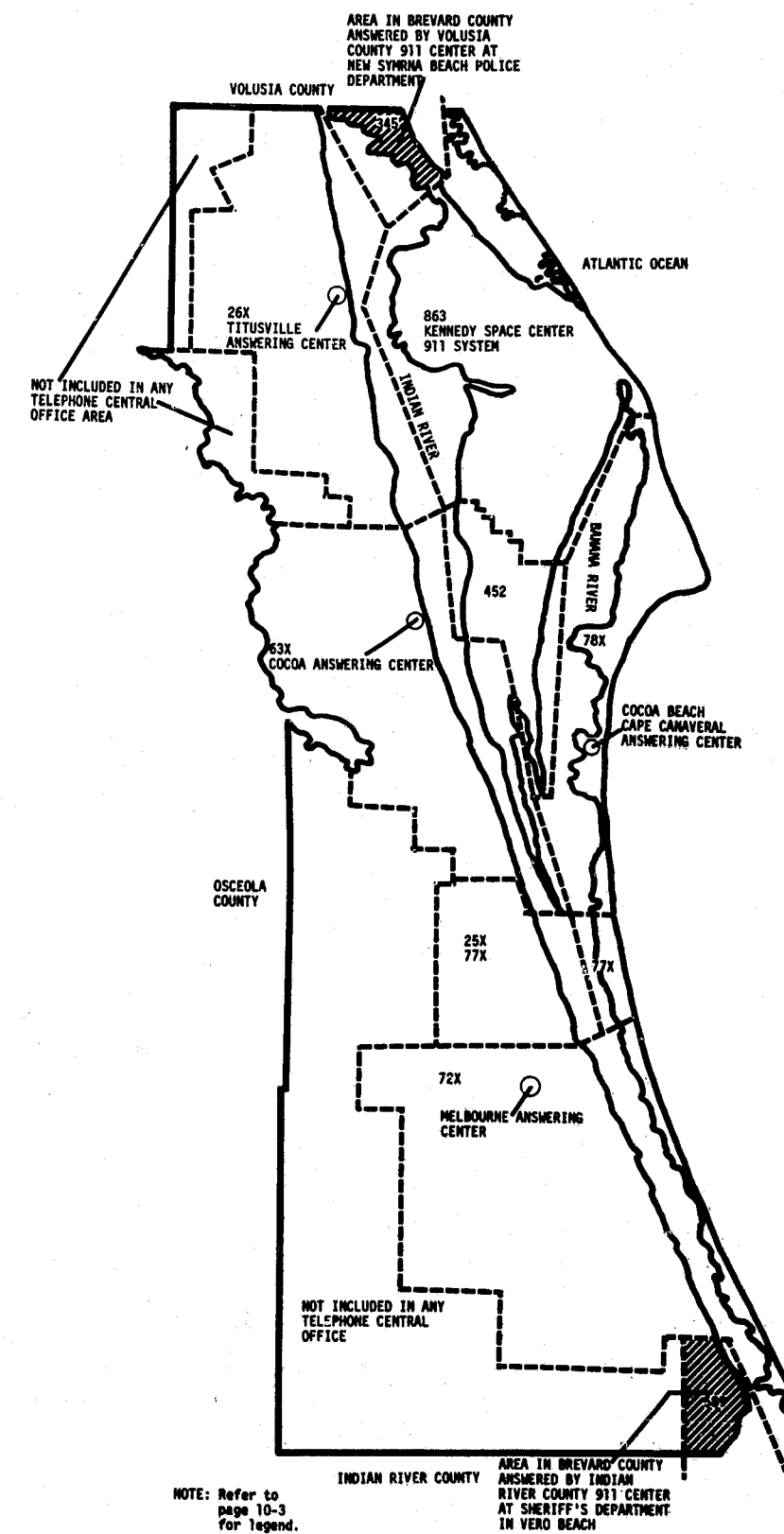
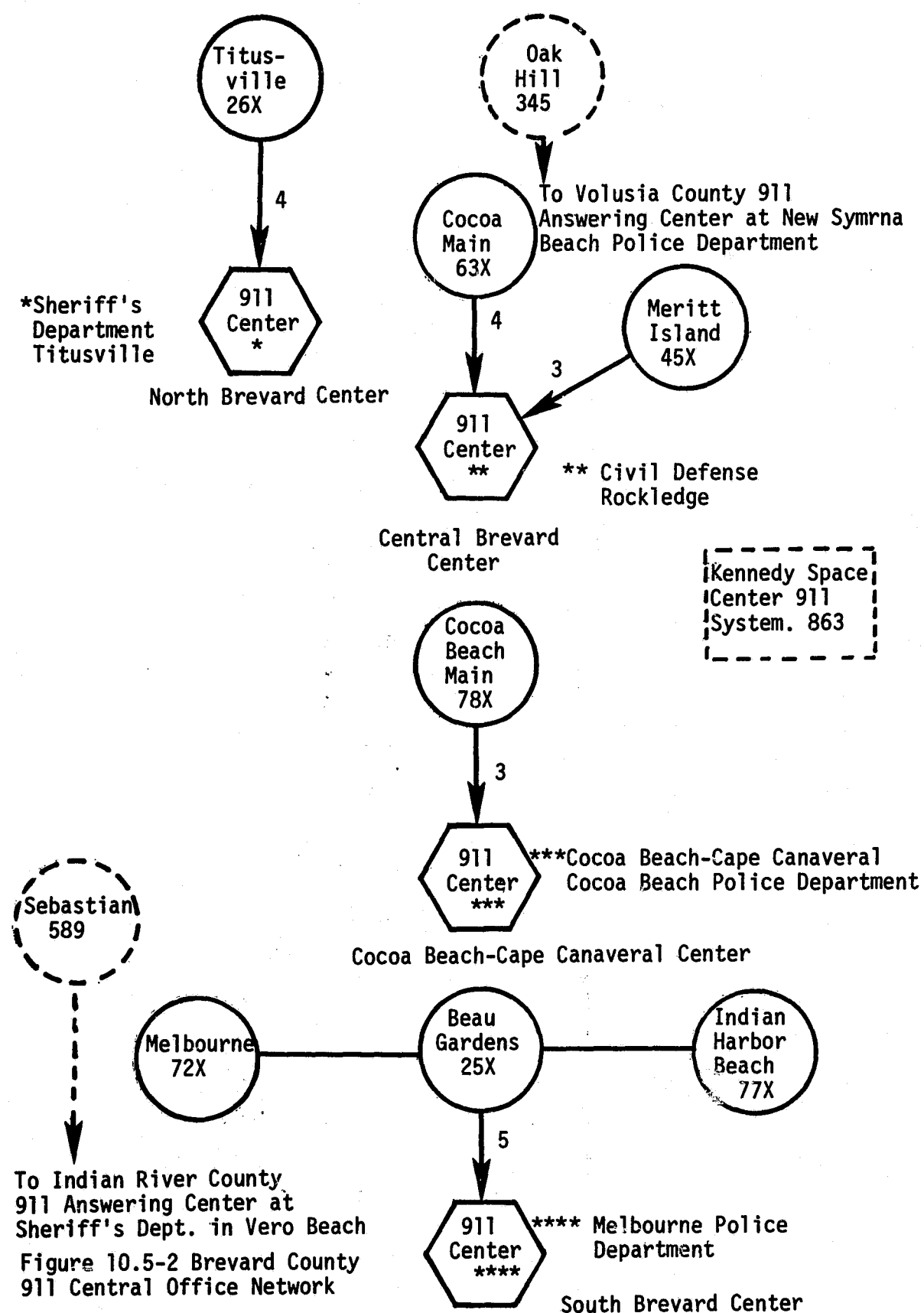


FIGURE 10.5-1 BREVARD COUNTY 911 SYSTEM SERVING AREA



## 10.6 BROWARD COUNTY

### 10.6.1 System Summary

Broward County, high crime, high tourism area on Florida's southeast coast, presently has operating a single answering center 911 system which will be serving approximately 968,085 people by June, 1976. The center is located at the Cooperative Dispatching Center (CDC) No. 1 in the county courthouse in Ft. Lauderdale and is operated by the Sheriff's Department. Start of 911 system operation was November 2, 1975. This center has direct dispatching of calls for the Sheriff's Department, fifteen municipal police departments, plus emergency rescue services for most of the county. Three other CDC's are in operation in the county as follows:

CDC 2 Fort Lauderdale Police Department

CDC 3 Hollywood Police Department

CDC 4 Pompano Beach Police Department

Calls within the jurisdiction of the latter CDC's are transferred as are calls to thirty-five fire departments distributed throughout the county. The system includes seventeen central office areas, twenty-nine municipalities and sixty-eight public safety agencies. There are no central office overlaps with adjacent counties. Included in the system, by the end of 1976, will be the Called Party Hold, Forced Disconnect, and Idle Trunk Tone options provided by the Southern Bell Telephone Company. In the same time frame, direct trunking will be in place throughout the county. Details of the 911 system saving areas are shown in Figure 10.6-1. The central office 911 trunk network is shown in Figure 10.6-2.

### 10.6.2 System Management

The Broward County 911 System is operated by the Broward County Sheriff's Department under the management of the elected Broward County Sheriff. The responsible fiscal agent is the Board of County Commissioners.

The Broward County 911 System planning was accomplished by the following:

John W. Tiedeberg, Administrator Services, Sheriff's Department

Robert Kauth, County Administrator

J. W. Stevens, Chairman, Board of County Commissioners

Jack L. Moss, County Commissioner

R. B. Barkelaw, County Commissioner

Gerald F. Thompson, County Commissioner

Anne Kolb, County Commissioner

Edward J. Stack, Sheriff, Broward County  
Leo F. Callahan, Chief, Fort Lauderdale Police Department  
Sam Martin, Chief, Hollywood Police Department  
O. J. Franza, Chief, Pompano Beach Police Department  
John S. Miller, Chief, Wilton Manors Fire Department  
Richard Beeman, Department of Emergency Medical Services  
Oliver F. Lovendahl, Director, Civil Defense  
Tony Sandeliar, Captain, Hollywood Police Department

10.6.3 System Costs

The costs associated with the implementation and operation of the Broward County 911 System are listed in Section 7.

10.6.4 Mutual Aid and Interlocal Agreements

10.6.4.1 Mutual Aid Agreements

A mutual aid agreement, endorsed by all public safety agencies in Broward County and defining the responsibilities of each agency, is required. The areas of potential 911 system operational problems described in Section 2 shall be addressed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

10.6.4.2 Interlocal Agreements

There are no required interlocal agreements with adjacent counties because there are no telephone central office overlaps with other counties.

TABLE 10.6-1  
BROWARD COUNTY SYSTEM DEFINITION

Location	Cooperative Dispatch Center No. 1 Sheriff's Department Courthouse, Ft. Lauderdale
Population Served	968,085
Calls Per 24 Hours	2,904
Number of Answering Positions	7
Type of Answering Position	Answering/Complaint Writer (CRT Terminal)
Total Staff	24 Operators 3 Supervisors

TABLE 10.6-1 Cont.

Additional Staff Due to 911	18 Operators 1 Supervisor 1, 10-Channel
Number of Logging Recorders	7
Number of Instant Playback Recorders	Model 608 Manual Switchboard
Call Answering Equipment	Quantity: 7
Incoming Lines	66
Transfer Lines	79
Options	Called Party Hold, Forced Dis- connect, Idle Trunk Tone

TABLE 10.6-2  
BROWARD COUNTY AGENCY CALL HANDLING

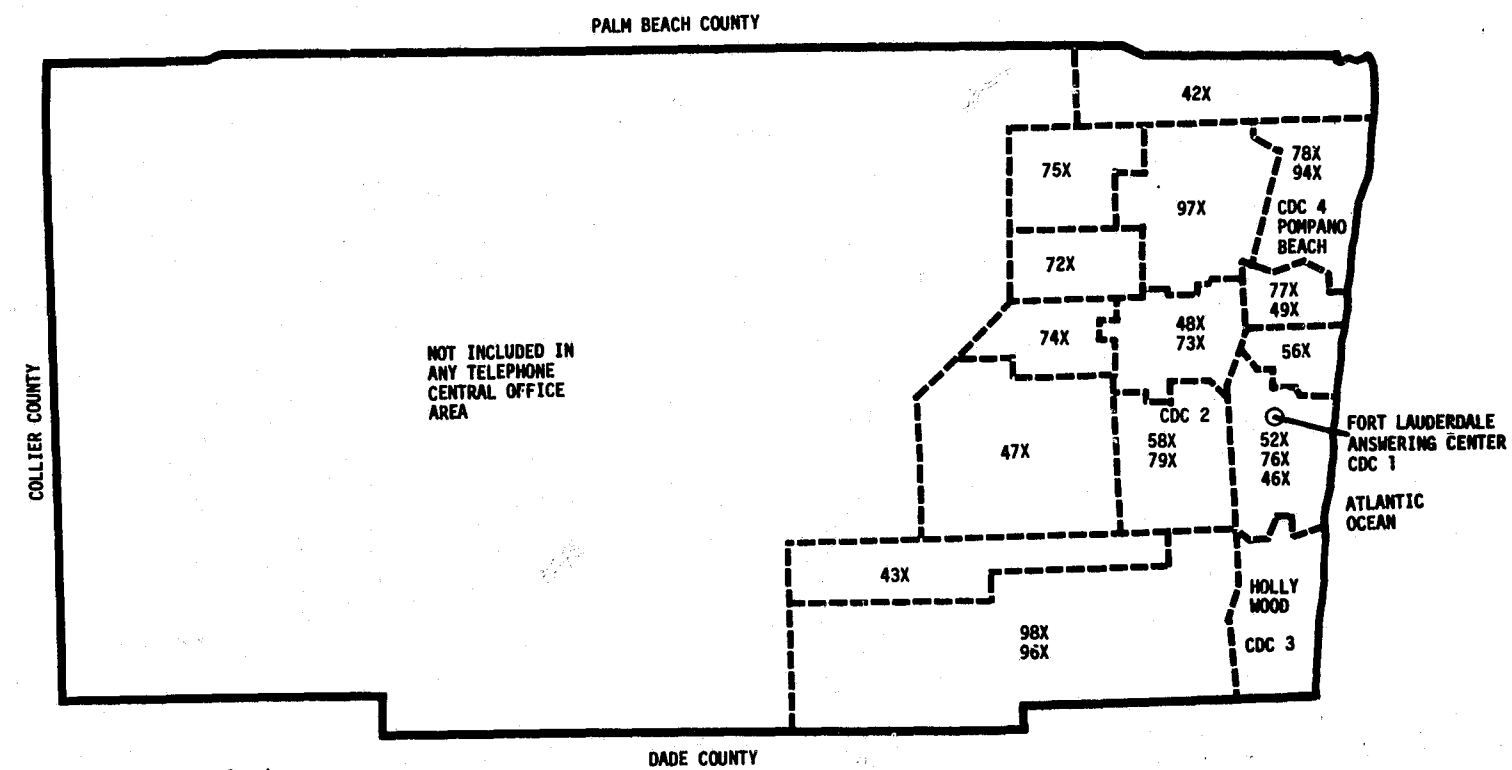
AGENCY	METHOD	VEHICLE
<u>Broward County 911 Center</u>		
Sheriff's Department	Direct Dispatch	Radio
Margate Police Department	Direct Dispatch	Radio
Coral Springs Police Department	Direct Dispatch	Radio
No. Lauderdale Police Department	Direct Dispatch	Radio
Tamarac Police Department	Direct Dispatch	Radio
Plantation Police Department	Direct Dispatch	Radio
Lauderhill Police Department	Direct Dispatch	Radio
Sunrise Police Department	Direct Dispatch	Radio
Lauderdale Lakes Police Department	Direct Dispatch	Radio
Davie Police Department	Direct Dispatch	Radio
Cooper City Police Department	Direct Dispatch	Radio
Pembroke Pines Police Department	Direct Dispatch	Radio
Miramar Police Department	Direct Dispatch	Radio
Sea Ranch Lakes Police Department	Direct Dispatch	Radio
Hacienda Village Police Department	Direct Dispatch	Radio
Parkland Police Department	Direct Dispatch	Radio
Emergency Medical	Direct Dispatch	Radio
Davie Town Fire Department	Call Transfer	1 Line
Davie Volunteer Fire Department	Call Transfer	1 Line
Plantation Fire Department	Call Transfer	1 Line
Peters Road Fire Department	Call Transfer	1 Line
New River Fire Department	Call Transfer	1 Line
Ravenswood Fire Department	Call Transfer	1 Line
Sunrise Fire Department	Call Transfer	1 Line
Lauderhill Fire Department	Call Transfer	1 Line
Lauderdale Lakes Fire Department	Call Transfer	1 Line

TABLE 10.6-2 Cont.

AGENCY	METHOD	VEHICLE
Coral Springs Fire Department	Call Transfer	1 Direct Line
Margate Fire Department	Call Transfer	1 Direct Line
Bailey Road Fire Department	Call Transfer	1 Direct Line
Collier City Fire Department	Call Transfer	1 Direct Line
N. W. Broward Fire Department	Call Transfer	1 Direct Line
Wilton Manor Fire Department	Call Transfer	1 Direct Line
Oakland Park Fire Department	Call Transfer	1 Direct Line
Lauderdale By the Sea Fire Department	Call Transfer	1 Direct Line
North Andrews Fire Department	Call Transfer	1 Direct Line
Rock Isle Fire Department	Call Transfer	1 Direct Line
Lauderdale Airport Fire Department	Call Transfer	1 Direct Line
Port Security Fire Department	Call Transfer	1 Direct Line
Florida Highway Patrol	Call Transfer	1 Direct Line
Dania Fire Department	Call Transfer	1 Direct Line
Hallendale Fire Department	Call Transfer	1 Direct Line
Pembroke Park Fire Department	Call Transfer	1 Direct Line
Pembroke Pines Fire Department	Call Transfer	1 Direct Line
Miramar Fire Department	Call Transfer	1 Direct Line
Lake Forest Fire Department	Call Transfer	1 Direct Line
Pompano High Fire Department	Call Transfer	1 Direct Line
Florida Division of Forestry	Call Transfer	1 Direct Line
Deerfield Police & Fire Departments	Call Transfer	2 Direct Lines
Hillsboro Fire Department	Call Transfer	1 Direct Line
Lighthouse Fire Department	Call Transfer	1 Direct Line
Pompano Fire Department	Call Transfer	2 Direct Lines
Ocean Fire Department	Call Transfer	1 Direct Line
Sea Ranch Lakes Fire Department	Call Transfer	1 Direct Line
<u>CDC-2, Fort Lauderdale Police Department</u>	Call Transfer	6 Direct Lines
The following agencies are handled as indicated after transfer to CDC-2:		
Fort Lauderdale Police Department	Direct Dispatch	Radio
Oakland Park Police Department	Direct Dispatch	Radio
Milton Manor Police Department	Direct Dispatch	Radio
Lauderdale By th Sea Police Department	Direct Dispatch	Radio
Fort Lauderdale Fire Department	Direct Dispatch	Radio

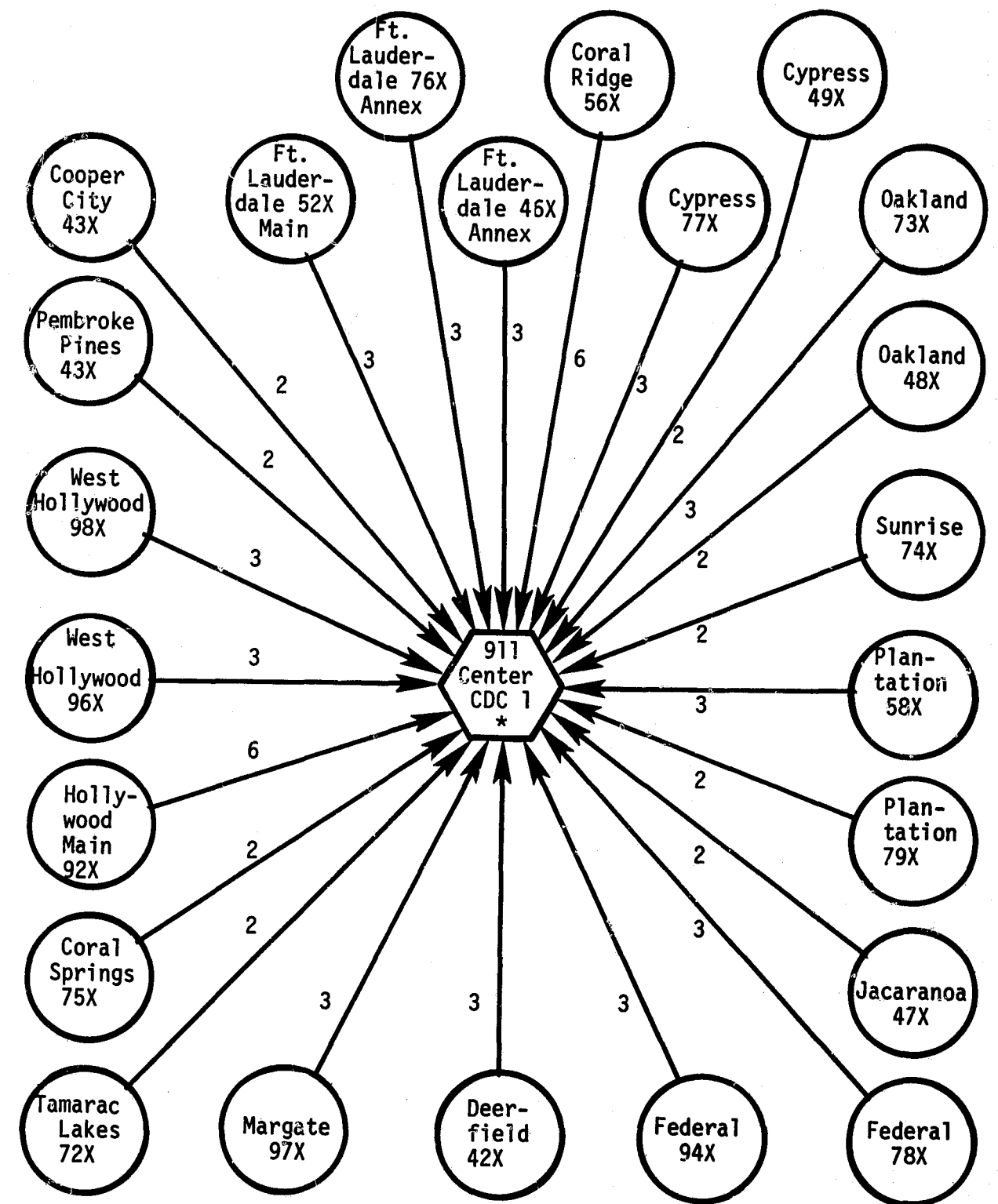
TABLE 10.6-3 Cont.

AGENCY	METHOD	VEHICLE
<u>CDC-3, Hollywood Police Department</u>	Call Transfer	6 Lines
The following agencies are handled as indicated after transfer to CDC-3:		
Hollywood Police Department	Direct Dispatch	Radio
Dania Police Department	Direct Dispatch	Radio
Hallendale Police Department	Direct Dispatch	Radio
Pembroke Park Police Department	Direct Dispatch	Radio
Hollywood Fire & Rescue Department	Direct Dispatch	Radio
<u>CDC-4, Pompano Police Department</u>	Call Transfer	4 Lines
The following agencies are handled as indicated after transfer to CDC-4:		
Pompano Beach Police Department	Direct Dispatch	Radio
Deerfield Beach Police Department	Direct Dispatch	Radio
Lighthouse Point Police Department	Direct Dispatch	Radio
Coconut Creek Police Department	Direct Dispatch	Radio
Hillsboro Police Department	Direct Dispatch	Radio



NOTE: Refer to page 10-3 for legend.

FIGURE 10.6-1 BROWARD COUNTY 911 SYSTEM SERVING AREA



\*Sheriff's Department

FIGURE 10.6-2 BROWARD COUNTY CENTRAL OFFICE  
911 TRUNK NETWORK



10.7 CALHOUN COUNTY

10.7.1 System Summary

Calhoun County, a low crime, low tourism area, will be a one center, single county system serving approximately 9,045 people in Calhoun County and portions of Jackson County by system cutover in the quarter ending September, 1977. The center will be located in the Sheriff's dispatch center in the city of Blountstown and will direct dispatch calls for the Sheriff's Department. The system will include two central offices, two municipalities, and eleven public safety agencies. The system will include one of the 911 telephone service options listed in Section 3; Central Office Identification. Each of the two central offices will be direct trunked to the answering center. (See Figure 10.7-2). Dedicated call transfer lines will interconnect the answering center with six of the safety agencies. The calls from the portion of Calhoun County that is not a part of the Calhoun County 911 System will be handled by the Bay and Gulf Counties 911 Centers and directed to the appropriate agency. Likewise, calls from the portion of Jackson County served by the Calhoun County 911 System will be handled by the Calhoun County 911 Center and directed to the appropriate agencies. Details of these boundary overlaps are shown in Figure 10.7-1.

10.7.2 System Management

The Calhoun County 911 System will be managed and operated by the Calhoun County Sheriff's Office. The responsible fiscal agent will be the Board of County Commissioners.

The Calhoun County 911 System planning was accomplished by the following members of the Calhoun County 911 Planning Committee:

- Gene Bailey, County Commissioner (Chairman)
- W. C. Reeder, Sheriff, Calhoun County
- Robert W. Dean, Chief, Blountstown Police Department
- Oren Clements, Chief Blountstown Fire Department
- R. Traylor, Civil Defense

10.7.3 System Cost

The costs associated with the implementation and operation of the Calhoun County 911 System are listed in Section 7.

10.7.4 Mutual Aid and Interlocal Agreements

10.7.4.1 Mutual Aid Agreement

A mutual aid agreement, endorsed by all of the public safety agencies in the Calhoun County 911 System, and defining the responsibilities of each agency, is required.

The areas of potential 911 system operational problems described in Section 2 shall be reviewed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

10.7.4.2 Interlocal Agreements

Table 10.7-3 shows the required interlocal agreements for the Calhoun County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.7-1  
CALHOUN COUNTY 911 SYSTEM DEFINITION

Location	Calhoun County Sheriff's Office, Blountstown
Population Served	9,045 (September, 1977)
Calls Per 24 Hours	18
Number of Answering Positions	1
Type of Answering Position	Answering/Complaint Writer/Dispatcher
Total Staff	5
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	1
Number of 911 Trunks	4
Call Answering Equipment	1, A.E. Type 20B Cordless PBX & Handset
Number of Transfer Lines	6
Number of Dial-Out Lines	(Use Existing)
Number of Tie-Lines	0
Telephone Recorder Connectors	5

TABLE 10.7-2  
CALHOUN COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
Calhoun County 911 Center		
Altha Police Department	Call Transfer	1 Line
Altha Fire Department	Call Transfer	1 Line
Blountstown Police Department	Call Transfer	1 Line
Blountstown Fire Department	Call Transfer	} 1 Line
Kinard Volunteer Fire Department	Call Transfer	
Shiloh Volunteer Fire Department	Call Transfer	
Calhoun County Sheriff's Office	Direct Dispatch	--

TABLE 10.7-2 Cont.

AGENCY	METHOD	VEHICLE
Calhoun County Civil Defense	Call Relay	674-8075
Calhoun County General Hospital Ambulance Service	Call Transfer	1 Line
Florida Division of Forestry (Bristol)	Call Transfer	1 Line
Florida Highway Patrol (Panama City)	Call Relay	1-785-6196 or Intercity Radio
Any Jackson County Agency (via Jackson County Sheriff's Office)	Call Relay	1-482-3313 or Intercity Radio
<u>Gulf County 911 Center</u>		
Any Calhoun County Agency (via Calhoun County Sheriff's Office)	Call Relay	1-674-5049 or Intercity Radio
<u>Bay County 911 Center</u>		
Any Calhoun County Agency (via Calhoun County Sheriff's Office)	Call Relay	1-674-5049 or Intercity Radio

TABLE 10.7-3

## CALHOUN COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Calhoun County	Gulf County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Calhoun County citizens at the Gulf County 911 Center located in the city of Port St. Joe. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included as required, for pro rata sharing of 911 costs.
Jackson County	Calhoun County	An interlocal agreement is required to define the call handling method and routing of each

TABLE 10.7-3 Cont.

FIRST PARTY	SECOND PARTY	SUBJECT
Calhoun County	Bay County	<p>type of call received from Jackson County citizens at the Calhoun County 911 Center located in the city of Blountstown. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.</p> <p>An interlocal agreement is required to define the call handling method and routing of each type of call received from Calhoun County citizens at the Bay County 911 Center located in the city of Panama City. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.</p>

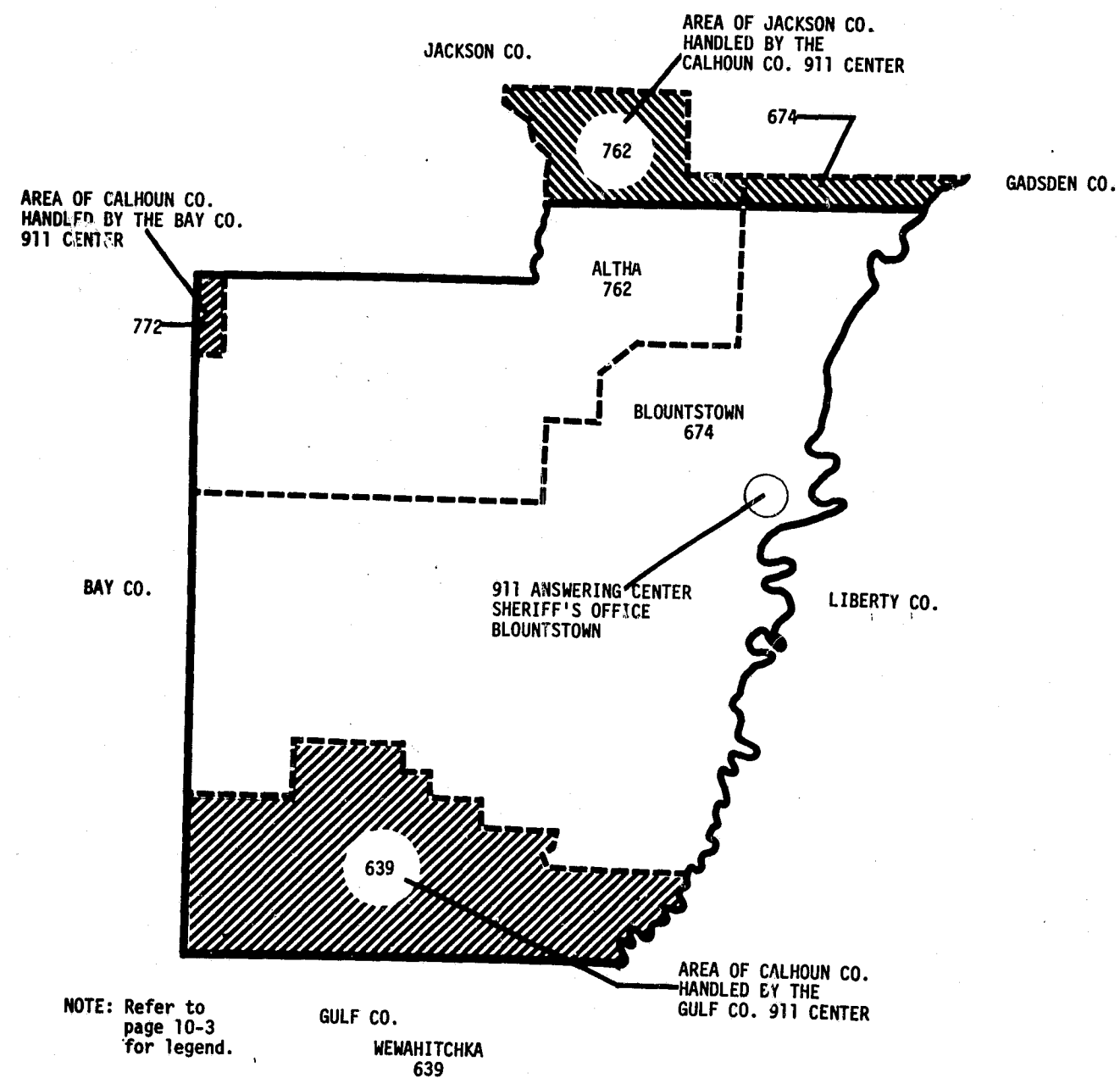


FIGURE 10.7-1 CALHOUN COUNTY 911 SYSTEM SERVING AREA

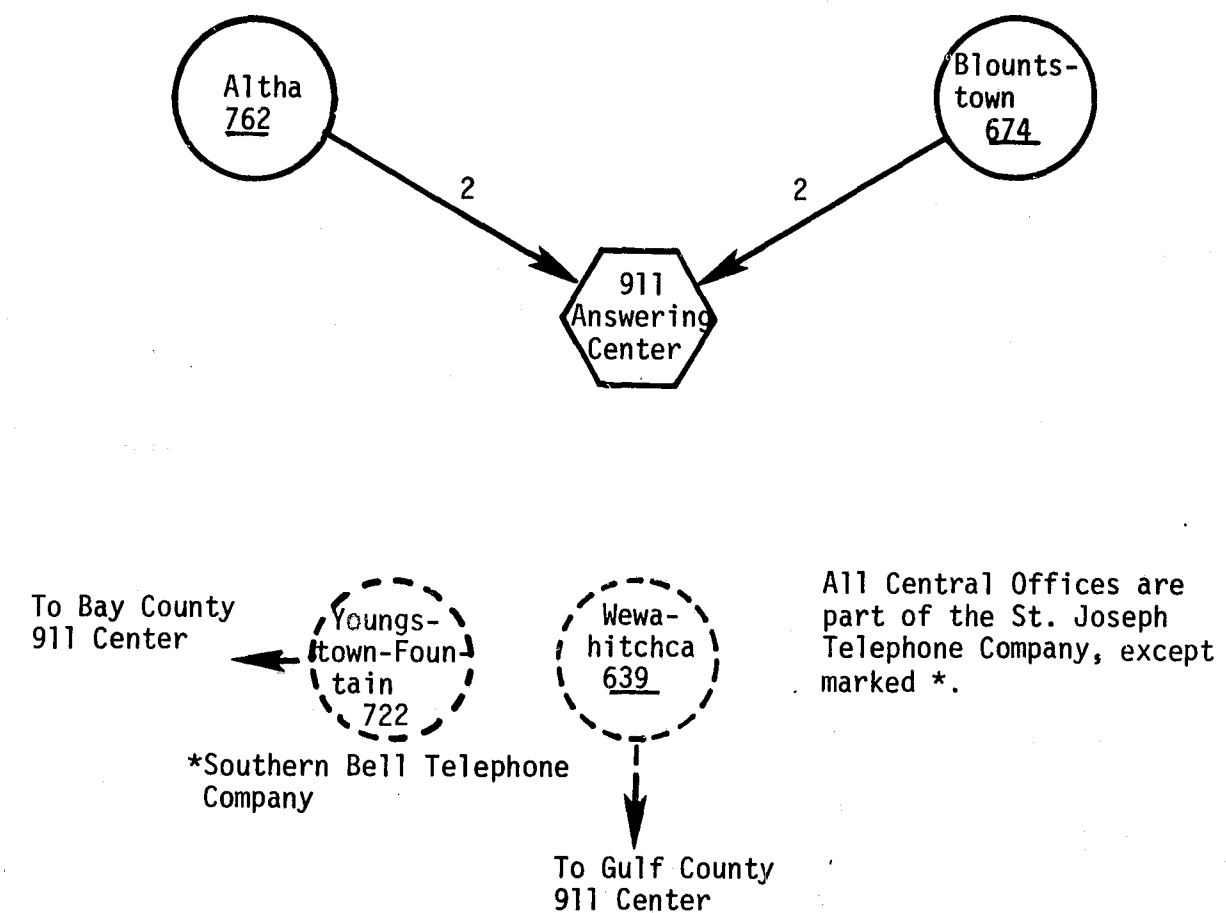


Figure 10.7-2 Calhoun County Central Office 911 Trunk Network

## 10.8 CHARLOTTE COUNTY

### 10.8.1 System Summary

Charlotte County, a low crime, high tourism area on the Gulf Coast of South Florida, has a 911 system consisting of 3 answering centers and includes the Selective Routing option. System cutover was in January 1979.

One answering center is located at the Punta Gorda Police Department. All calls originating within the city limits of Punta Gorda are selectively routed to this center. The Punta Gorda 911 center serves approximately 6,540 citizens. Direct dispatching is accomplished for the Punta Gorda Police Department and Fire Department. Calls for EMS are relayed to the Sheriff's Department.

The second answering center is located at the Public Safety Building in Punta Gorda and is operated by the Sheriff's Department. This center serves the entire county except for the peninsula area west of the Myakka River, Charlotte Harbor and the municipality of Punta Gorda. Approximately 25,000 people are served by this center. Direct Dispatching is accomplished for the Sheriff's Department, and for emergency rescue service. The system includes two telephone central offices areas and thirteen public safety agencies. A telephone central office overlap into Desoto County from Charlotte County requires call relays by intercity radio from the Charlotte County 911 Center to the Sheriff's Department in Arcadia. An overlap from Lee County into Charlotte County requires call relays by radio from the 911 center at the Sheriff's Department in Fort Myers to the Sheriff's Department in Punta Gorda. (See Figure 10.8.1)

A third answering center is located at the Sheriff's substation located approximately two miles south of the Charlotte-Sarasota County line in the Englewood area. This center receives calls from all the peninsula area west of the Myakka River and Charlotte Harbor except for the northern tip of Gasparilla Island, and a 10 square mile area in the northwest corner of the county in the Lemon Bay area. The latter area is trunked to the Sarasota County 911 Center at the Venice Police Department with calls transferred to the public safety agencies serving this part of Charlotte County. Approximately 13,000 citizens are served by this center. The system includes one central office and six public safety agencies. A telephone central office overlap from Lee County into Charlotte County on north Gasparilla Island requires call relays by radio from the 911 center at the Sheriff's Department in Fort Myers to the Sheriff's substation in Charlotte County.

NOTE: The preceeding paragraph describes the long range plan for the Englewood area. Until the Sarasota County 911 System is installed, the Englewood Central Office, 474, of General Telephone Company is trunked to the 911 center at the Charlotte County Sheriff's substation.

### 10.8.2 System Management

The city of Punta Gorda 911 Center is under the management of the Punta Gorda Chief of Police. The two county 911 centers will be operated by the

Sheriff's Department under the management of the elected Charlotte County Sheriff. The responsible fiscal agents are the Punta Gorda City Commission and the Board of County Commissioners, respectively.

The Charlotte County 911 System planning was accomplished by the following:

Richard Keating, Sergeant, Sheriff's Department

Ellis Hill, Chairman, Fire Department Advisory Board

Donald Bennett, Chief, Punta Gorda Police Department

Irene Thomas, Deputy Director, Civil Defense

Vince Arnone, Charlotte County Purchasing Department

R. F. McGinn, Harbour Hights Fire Department

Earl Morrow, Disaster Preparedness

Ronald Devine, Port Charlotte Fire Department

John Derr, Civil Defense Coordinator

Bob Hollander, Punta Gorda City Manager

Donald J. Whitfield, El Jobean Gulf Cove Fire Department

C. R. Johnson, Punta Gorda City Council

### 10.8.3 System Cost

The costs associated with the implementation and operation of the Charlotte County 911 System are listed in Section 7.

### 10.8.4 Mutual Aid and Interlocal Agreements

#### 10.8.4.1 Mutual Aid Agreements

A mutual aid agreement, endorsed by all public safety agencies in Charlotte County and defining the responsibilities of each agency, is required. The areas of potential 911 system operational problems described in Section 2 shall be addressed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

#### 10.8.4.2 Interlocal Agreements

Table 10.8-3 shows the required interlocal agreements for the Charlotte County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.8-1  
CHARLOTTE COUNTY 911 SYSTEM DEFINITION

<u>City of Punta Gorda 911 Center</u>	
Location	Punta Gorda Police Department
Population Served	6,540 (January, 1979)
Calls Per 24 Hours	14
Number of Answering Positions	1
Total Staff	5
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	1
Call Answering Equipment	Call Director
Incoming Lines	2
Transfer Lines	0
Selective Routing	
<u>County 911 Center at Sheriff's Department in Punta Gorda</u>	
Location	Charlotte County Sheriff's Department Public Safety Building
Population Served	25,000 (March, 1979)
Calls Per 24 Hours	55
Number of Answering Positions	2
Type of Answering Positions	Answering/Complaint Writer
Total Staff	8
Additional Staff Due to 911	3
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	2
Call Answering Equipment	LEICH 80 with Auxiliary Turret Operation, 2 consoles
Incoming Lines	5 Direct Lines
Transfer Lines	1 Dial Out Line
Selective Routing	
<u>County 911 Center at Sheriff's Substation in Englewood</u>	
Location	Charlotte County Sheriff's Substation, Englewood Area
Population Served	13,000 (March, 1979)
Calls Per 24 Hours	29
Number of Answering Positions	1
Type of Answering Positions	Answering/Complaint Writer
Total Staff	5
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	1
Call Answering Equipment	10 Button Telepatcher with No 27 Dialer

Table 10.8-1 Cont.

Incoming Lines	4
Transfer Lines	1 Dial Out Transfer Line
Tie Lines	1 Tie Line to Sarasota County 911 Center at Venice Police Department

TABLE 10.8-2  
CHARLOTTE COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<u>City of Punta Gorda 911 Center</u>		
Punta Gorda Police Department	Direct Dispatch	Radio
Punta Gorda Fire Department	Direct Dispatch	Radio
Ambulance Service	Call Relay	Telephone
<u>County 911 Center at Sheriff's Department in Punta Gorda</u>		
Sheriff's Department	Direct Dispatch	Radio
Ambulance Service	Direct Dispatch	Radio
East Charlotte Volunteer Fire Department	Call Transfer	1 Direct Line
Charlotte County South Fire Control District	Call Transfer	1 Direct Line
Alligator Creek Volunteer Fire Department	Call Transfer	1 Direct Line
El Jobean Fire Department	Call Transfer	1 Direct Line
Gulf Cove Fire Department	Call Transfer	1 Direct Line
Port Charlotte Fire Department	Call Transfer	1 Direct Line
Charlotte Harbor Fire Department	Call Transfer	1 Direct Line
Harbor Heights Fire Control District	Call Transfer	1 Out Dial Line
Florida Highway Patrol	Call Transfer	
Florida Division of Forestry	Call Transfer	
<u>Lee County 911 Center at Sheriff's Department in Fort Myers</u>		
Any Charlotte County Public Safety Agency via Charlotte County Sheriff's Department	Call Relay	Intercity Radio

Table 10.8-2 Cont.

AGENCY	METHOD	VEHICLE
<u>County 911 Center at Sheriff's Substation in Englewood</u>		
Sheriff's Department	Direct Dispatch	Radio
Englewood Fire & Rescue	Call Transfer	
El Jobean Fire Department	Call Transfer	
Gulf Cove Fire Department	Call Transfer	1 Out Dial Line
Florida Division of Forestry	Call Transfer	
Florida Highway Patrol	Call Transfer	
<u>Sarasota County 911 Center at Venice Police Department</u>		
Any Cape Haze Public Safety Agency via Sheriff's Substation 911 Center in Englewood	Call Transfer	1 Tie Line
<u>Lee County 911 Center at Sheriff's Department in Fort Myers</u>		
Any Charlotte County Public Safety Agency via Sheriff's Department in Punta Gorda Center	Call Relay	Intercity Radio

TABLE 10.8-3

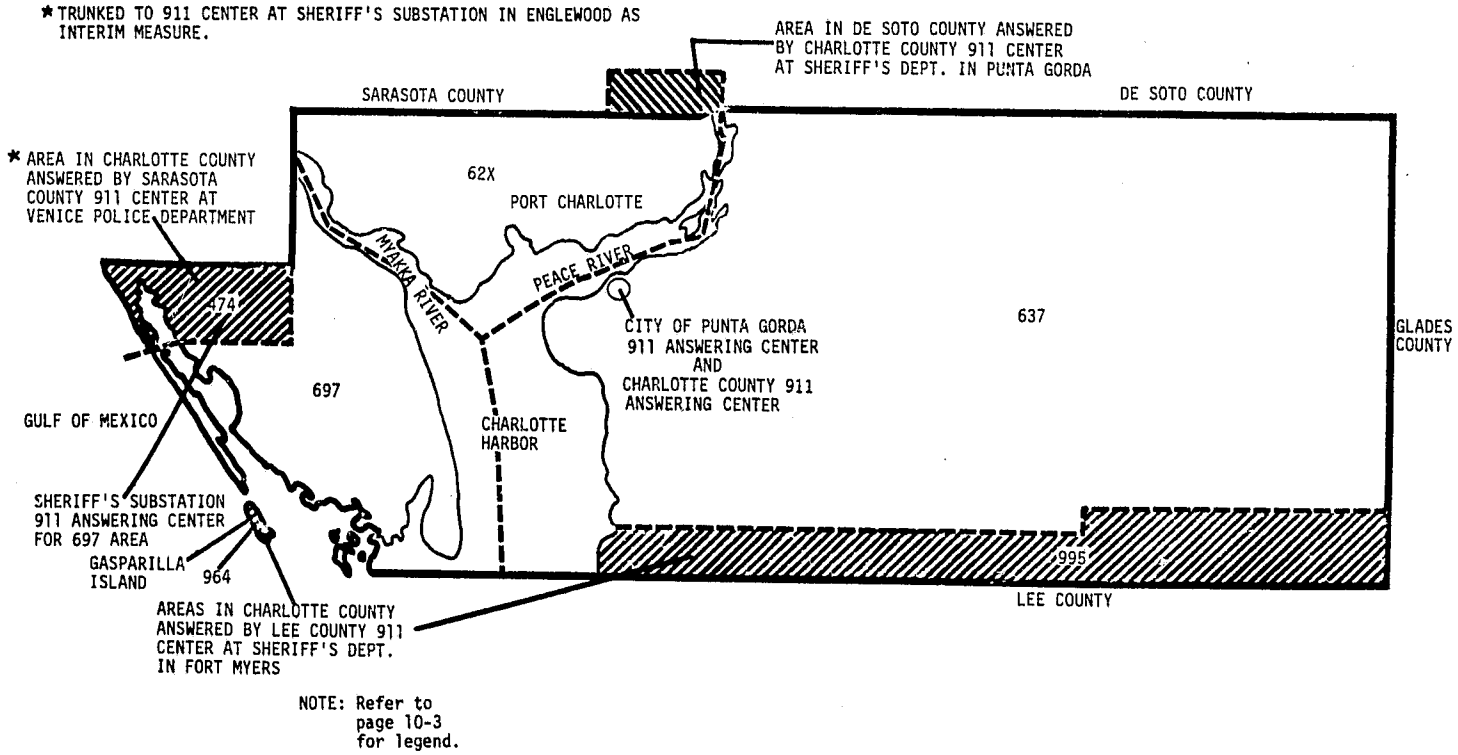
CHARLOTTE COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Charlotte County	De Soto County	An interlocal agreement is required to define the call handling method and routing of each type of call received from De Soto County citizens at the Charlotte County 911 Center located in Punta Gorda at the Sheriff's Department. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Charlotte County	Lee County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Charlotte County

TABLE 10.8-3 Cont.

FIRST PARTY	SECOND PARTY	SUBJECT
Charlotte County	Sarasota County	<p>citizens at the Lee County 911 Center located at the Sheriff's Department in Fort Myers. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Inter-county funding provisions shall be included, as required, for pro rata sharing of 911 costs.</p> <p>An interlocal agreement is required to define the call handling method and routing of each type of call received from Charlotte County citizens at the Sarasota County 911 Center located at the Police Department in Venice. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Inter-county funding provisions shall be included, as required, for pro rata sharing of 911 costs.</p>

10-59





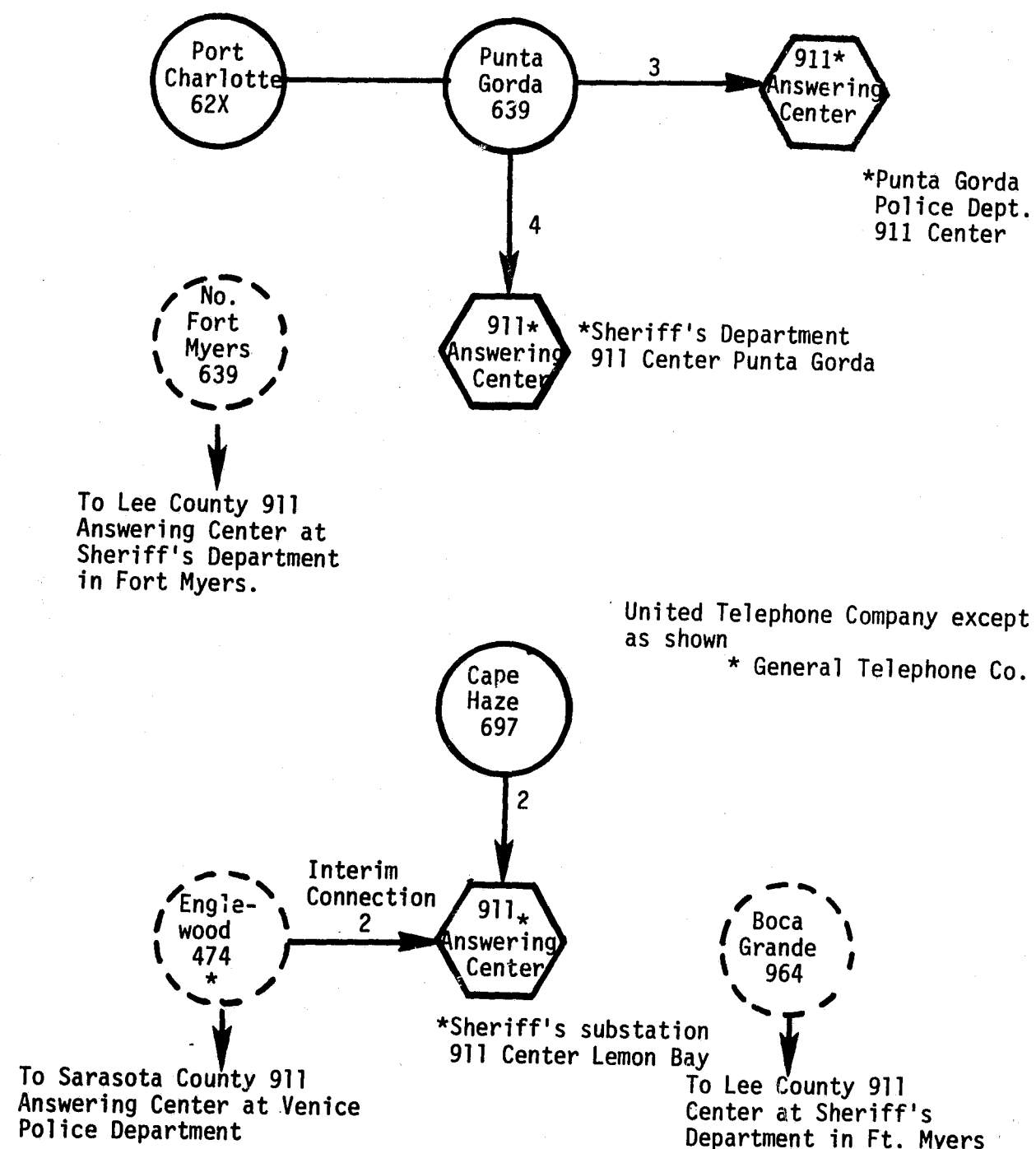


Figure 10.8-2 Charlotte County Central Office 911 Trunk Network

## 10.9 CITRUS COUNTY

### 10.9.1 System Summary

Citrus County, a low crime, low tourism area, will be a one-center, single county system serving approximately 48,500 people in Citrus County and portions of Marion County by system cutover in the quarter ending June, 1978. The 911 center will be located in the Citrus County Sheriff's Communications Center in the city of Inverness and will direct dispatch calls for the Sheriff's Department and the Inverness Police Department. The system will include four telephone central offices, two municipalities, and over twenty-two public safety agencies. The system will include three of the 911 special options listed in Section 3; Forced Disconnect, Called Party Hold and Central Office Identification. These options will be provided on a no-charge basis. Each of the four central offices will be direct trunked to the answering center. (See Figure 10.9-2). Dedicated call transfer lines and tie-lines will interconnect the answering center with three of the public safety agencies and three 911 answering centers in adjacent Hernando, Levy, and Marion counties. Calls from the part of Citrus County that is not served by the Citrus County 911 System will be handled by the Hernando, Levy, and Marion County 911 Centers and directed to the Citrus County Sheriff's Office. Likewise, calls from the part of Marion County served by the Citrus County 911 System will be handled by the Citrus County 911 Center and directed to the appropriate agencies. Details of these boundary overlaps are shown in Figure 10.9-1.

### 10.9.2 System Management

The Citrus County 911 System will be managed and operated by the Citrus County Sheriff's Office. The responsible fiscal agent will be the Board of County Commissioners.

The Citrus County 911 System planning was accomplished by the following members of the Citrus County 911 Planning Committee:

- Walter Bunts, County Commissioner (Committee Chairman)
- Jackie Colman, Radio Station WTRS (Committee Secretary)
- George Hanstein, Sheriff's Office
- John Matthews, Chief, Crystal River Police Department
- Tom Larson, Citrus Memorial Hospital
- Gerald Shiver, Division of Forestry (Brooksville)
- Robert Drawdy, Highway Patrol (Brooksville)
- Doug Head, Fire Commissioner
- George Allen, Director, Civil Disaster

Jack Fleet, Radio Station WYSE

Bob Drogo, Florida Telephone Corporation

10.9.3 System Costs

The costs associated with the implementation and operation of the Citrus County 911 System are listed in Section 7.

10.9.4 Mutual Aid and Interlocal Agreements

10.9.4.1 Mutual Aid Agreement

A mutual aid agreement, endorsed by all of the public safety agencies in the Citrus County 911 System, and defining the responsibilities of each agency, is required.

The areas of potential 911 System operational problems described in Section 2 shall be reviewed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

10.9.4.2 Interlocal Agreements

Table 10.9-3 shows the required interlocal agreements for the Citrus County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.9-1  
CITRUS COUNTY 911 SYSTEM DEFINITION

Location	Sheriff's Office, Inverness
Population Served	48,500 (June, 1978)
Calls Per 24 Hours	97
Number of Answering Positions	2
Type of Answering Position	Answering/Complaint Writer/Dispatcher
Total Staff	8
Additional Staff Due to 911	5
Number of Logging Recorders	1, 10-Channel *
Number of Instant Playback Recorders	2
Call Answering Equipment	2, PEIX-II, 24 Line
911 Trunks	9
Transfer Lines	5
Out-Dial Lines	2
Tie-Lines	3
Telephone Recorder Connectors	4

\*This unit is being obtained under a LEAA Grant.

TABLE 10.9-2  
CITRUS COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
Citrus County 911 Center		
Beverly Hills Volunteer Fire Department	Dial-Out Call Transfer	746-5575
Beverly Hills Ambulance	Dial-Out-Call Transfer	746-5588
Citrus County Ambulance (Inverness)	Call Transfer	2 Lines
Citrus County Civil Defense	Call Transfer	1 Line
Citrus County Sheriff's Office	Call Dispatch	--
Inverness Police Department	Call Dispatch	--
Citrus Springs Volunteer Rescue & Ambulance	Dial-Out Call Transfer	489-4545
Chassahowitzka Volunteer Fire Department	Dial-Out Call Transfer	628-2424
Connell Heights Volunteer Fire Department	Dial-Out Call Transfer	795-6464
Crystal River Police Department	Call Transfer	2 Lines
Crystal River Volunteer Fire Department	Dial-Out Call Transfer	795-2696
DeRosa Plaza Volunteer Fire Department	Dial-Out Call Transfer	795-2224
Floral City Volunteer Fire Department	Dial-Out Call Transfer	726-2260
Florida Division of Forestry (Brooksville via Hernando Co. Sheriff's Office)	Call Transfer	1 (Tie Line) *
Florida Highway Patrol (Brooksville via Hernando Co. Sheriff's Office)	Call Transfer	
Florida Marine Patrol (Crystal River)	Dial-Out Call Transfer	795-3977
Gospel Island Volunteer Fire Department	Dial-Out Call Transfer	726-7470
Hernando Volunteer Fire Dept.	Dial-Out Call Transfer	726-3030
Highlands Volunteer Fire Dept.	Dial-Out Call Transfer	726-0960
Homosassa Volunteer Fire Dept.	Dial-Out Call Transfer	628-3434
Inverness Volunteer Fire Dept.	Dial-Out Call Transfer	726-2221
Ozello Volunteer Fire Dept.	Dial-Out Call Transfer	795-2631
Any Marion County Agency (via Marion Co. Sheriff's Office)	Call Transfer	1 (Tie Line) **

TABLE 10.9-2 Cont.

AGENCY	METHOD	VEHICLE
<u>Hernando County 911 Center</u>		
Any Citrus County Agency (via Citrus Co. Sheriff's Office)	Call Transfer	1 (Tie Line) *
<u>Levy County 911 Center</u>		
Any Citrus County Agency (via Citrus Co. Sheriff's Office)	Call Transfer	1 (Tie Line)
<u>Marion County 911 Center</u>		
Any Citrus County Agency (via Citrus Co. Sheriff's Office)	Call Transfer	1 (Tie Line) **

\* This is one and the same tie-line between the Citrus County and Hernando County 911 Centers handling two-way traffic.

\*\* This is one and the same tie-line between the Citrus County and Marion County 911 Centers handling two-way traffic.

TABLE 10.9-3

## CITRUS COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Citrus County	Levy County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Citrus County citizens at the Levy County 911 Answering Center located in the city of Bronson. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Citrus County	Marion County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Citrus County citizens at the Marion County 911 Answering Center located in the city of Ocala. The agreement shall be kept current through periodic

TABLE 10.9-3 Cont.

FIRST PARTY	SECOND PARTY	SUBJECT
Citrus County	Hernando County	revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.  An interlocal agreement is required to define the call handling method and routing of each type of call received from Citrus County citizens at the Hernando County 911 Answering Center located in the city of Brooksville. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Marion County	Citrus County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Marion County citizens at the Citrus County 911 Center located in the city of Inverness. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

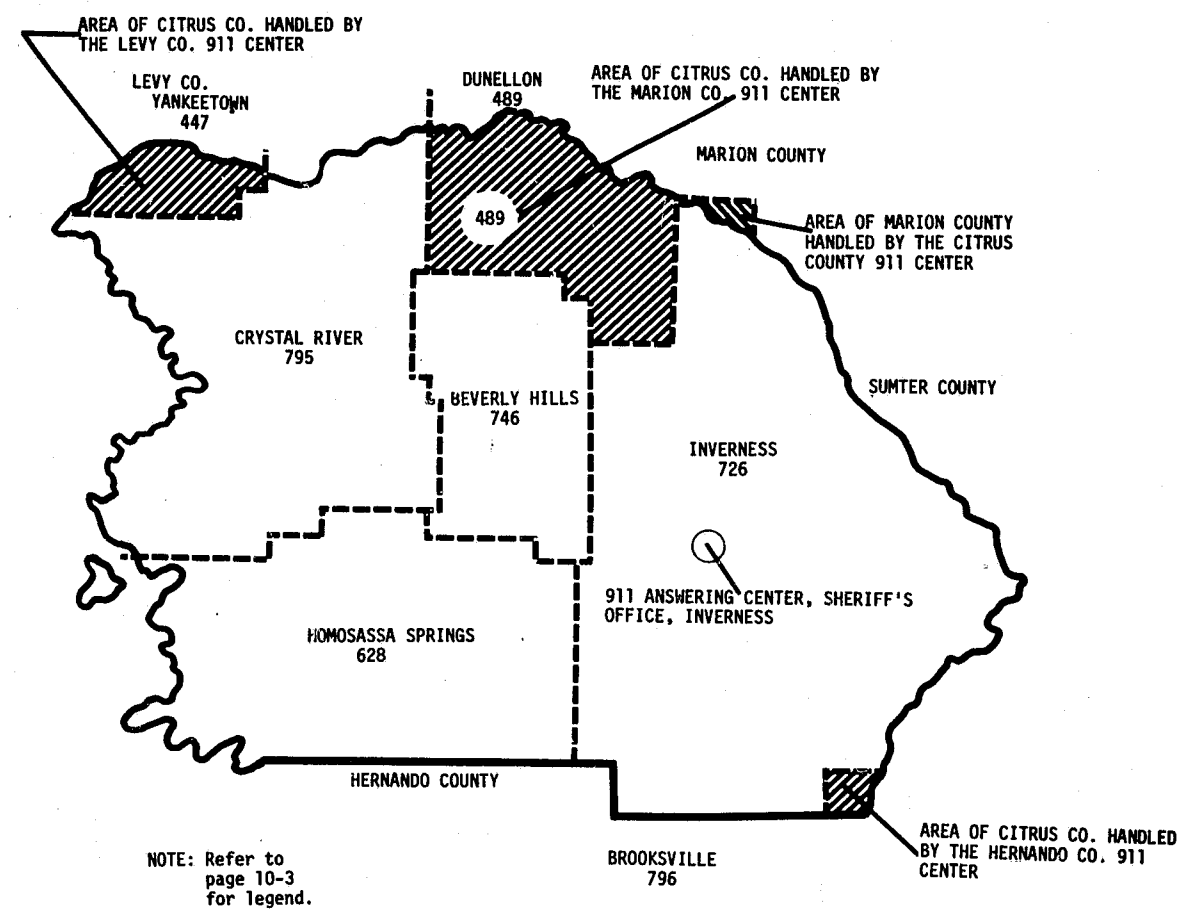
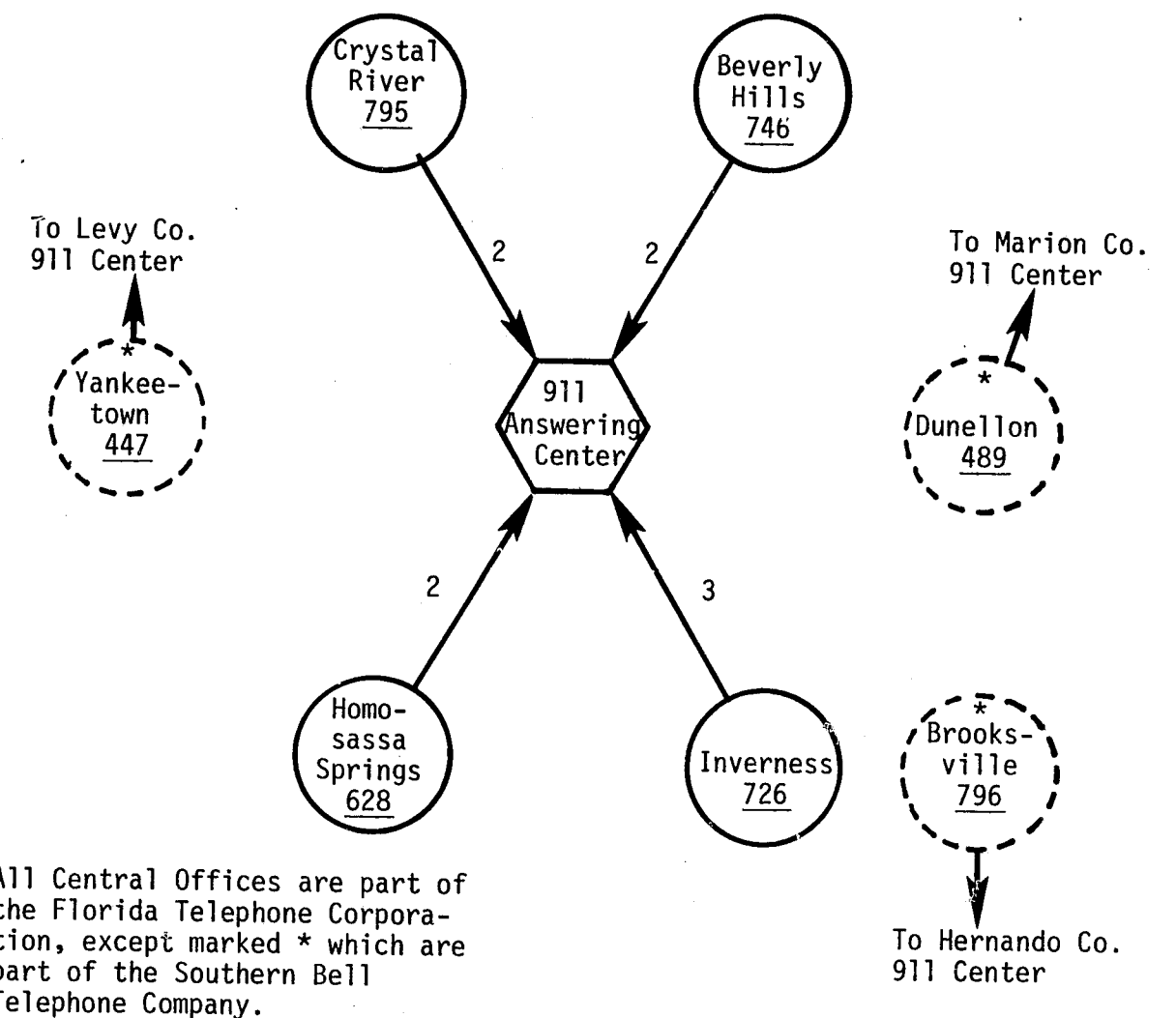


FIGURE 10.9-1 CITRUS COUNTY 911 SYSTEM SERVING AREA



All Central Offices are part of the Florida Telephone Corporation, except marked \* which are part of the Southern Bell Telephone Company.

Figure 10.9-2 Citrus County Central Office 911 Trunk Network

## 10.10 CLAY COUNTY

### 10.10.1 System Summary

Clay County, a low crime, low tourism area in northeast Florida, will have a single answering center system serving approximately 70,400 people by January, 1980. The answering center will be located at the Sheriff's Department in Green Cove Springs and will direct dispatch for the Sheriff's Department, Keystone Heights Police Department, Civil Defense and all fire/rescue departments. Calls for the Green Cove Springs Police Department, and Orange Park Police Department will be transferred. The system will include two telephone companies, six telephone central office areas, four municipalities, and eighteen public safety agencies. Telephone central office overlaps from Clay County into St. Johns County and Putnam County will require call transfers or call relays to public safety agencies in those counties. Similar overlaps from Putnam and Duval counties into Clay County will require call transfers or call relays to public safety agencies in Clay County. The 911 system will include the Called Party Hold, Forced Disconnect, and Idle Trunk Tone options provided by Southern Bell Telephone Company. Details of the boundary overlaps are shown in Figure 10.10-1. The central office 911 trunk network is shown in Figure 10.10-2.

### 10.10.2 System Management

The Clay County 911 System will be operated by the Clay County Sheriff's Department under the management of the elected Clay County Sheriff. The responsible fiscal agent will be the Board of County Commissioners.

The Clay County 911 System planning was accomplished by the following:

Jennings Murrhee, Chairman, 911 Planning Committee, Sheriff,  
Clay County

George McGurkin, Director, Clay County Civil Defense

Wayne Spivey, Board of County Commissioners

Richard Willis, Clay County Association Emergency Rescue

Melvin Presha, Chairman, Clay County Firemen's Association

Dr. Robert Gillespy, Director, Clay County Health Department

Frank Herrington, Chairman, Clay County Communications Coordination  
Committee

B. M. Theuss, Chief, Orange Park Fire Department

J. H. Tillman, Chief, Orange Park Police Department

Joel F. Moody, Chief, Green Cove Springs Police Department

E. B. Stillwell, Chief, Doctors Inlet Volunteer Fire Department

Z. G. Zowarka, Chief, Keystone Heights Volunteer Fire Department

Leanord Jones, Chief, Keystone Heights Police Department

### 10.10.3 System Costs

The costs associated with the implementation and operation of the Clay County 911 System are listed in Section 7.

### 10.10.4 Mutual Aid and Interlocal Agreements

#### 10.10.4.1 Mutual Aid Agreements

A mutual aid agreement, endorsed by all public safety agencies in Clay County and defining the responsibilities of each agency, is required. The areas of potential 911 system operational problems described in Section 2 shall be addressed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

#### 10.10.4.2 Interlocal Agreements

Table 10.10-3 shows the required interlocal agreements for the Clay County 911 System. Typical interlocal agreements are shown in Appendix 2.2 and 2.3.

TABLE 10.10-1

CLAY COUNTY 911 SYSTEM DEFINITION

Location	Sheriff's Department, Green Cove Springs
Population Served	62,933 (June, 1978)
Calls Per 24 Hours	126
Number of Answering Positions	2
Type of Answering Position	Answering/Complaint Writer
Total Staff	8
Additional Staff Due to 911	3
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	2
Call Answering Equipment	8A Key System with 2 Operator Consoles
Incoming Lines	13, B1
Transfer Lines	2 Direct
	2 Dial Out Local
	1 Orange Park FX
Options	Called Party Hold
	Forced Disconnect
	Idle Trunk Tone

TABLE 10.10-2  
CLAY COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<u>Clay County 911 Center</u>		
Sheriff's Department	Direct Dispatch	Radio
Keystone Heights Police Department	Direct Dispatch	Radio
Green Cove Springs Police Department	Call Transfer	1 Direct Line
Green Cove Springs Fire & Rescue Department	Direct Dispatch	2 Local Out Dial Lines
Orange Park Police Department	Call Transfer	
Division of Forestry	Call Transfer	
Highway Patrol	Call Transfer	
Green Cove Springs Fire Department	Direct Dispatch	1 FX Out Dial Line to Orange Park Central Office
Penny Farms Fire Department	Direct Dispatch	
Kingsley Lake Fire Department	Direct Dispatch	
Keystone Heights Fire Department	Direct Dispatch	
Clay Hills Fire Department	Direct Dispatch	
Orange Park Fire & Rescue Department	Direct Dispatch	
Meadow Brook Bellair Fire & Rescue Department	Direct Dispatch	
Doctors Inlet Fire Department	Direct Dispatch	
Middlebury Fire Department	Direct Dispatch	
Lake Asbury Fire Department	Direct Dispatch	
Fleming Island Fire Department	Direct Dispatch	
Jacksonville 911 System	Call Transfer	
Florida Highway Patrol	Call Transfer	
Civil Defense	Direct Dispatch	

TABLE 10.10-2 Cont.

AGENCY	METHOD	VEHICLE
<u>Duval County 911 Center</u>		
Any Clay County Public Safety Agency via Clay County Sheriff's Department	Call Relay	Intercity Radio
<u>Putnam County 911 Center</u>		
Any Clay County Public Safety Agency via Clay County Sheriff's Department	Call Relay	Intercity Radio

TABLE 10.10-3  
CLAY COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Clay County	Duval County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Clay County citizens at the Duval County 911 Center located at the Sheriff's Department in Jacksonville. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Inter-county funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Clay County	Putnam County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Putnam County citizens at the Clay County 911 Center located at the Sheriff's Department in Green Cove Springs. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Inter-county funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Clay County	St. Johns County	An interlocal agreement is required to define the call handling method and routing of each type of call received from St. Johns County citizens at the Clay County 911 Center located

TABLE 10.10-3 Cont.

FIRST PARTY	SECOND PARTY	SUBJECT
Clay County	Putnam County	<p>at the Sheriff's Department in Green Cove Springs. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Inter-county funding provisions shall be included, as required, for pro rata sharing of 911 costs.</p> <p>An interlocal agreement is required to define the call handling method and routing of each type of call received from Clay County citizens at the Putnam County 911 Center located at the Sheriff's Department in Palatka. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Inter-county funding provisions shall be included, as required, for pro rata sharing of 911 costs.</p>

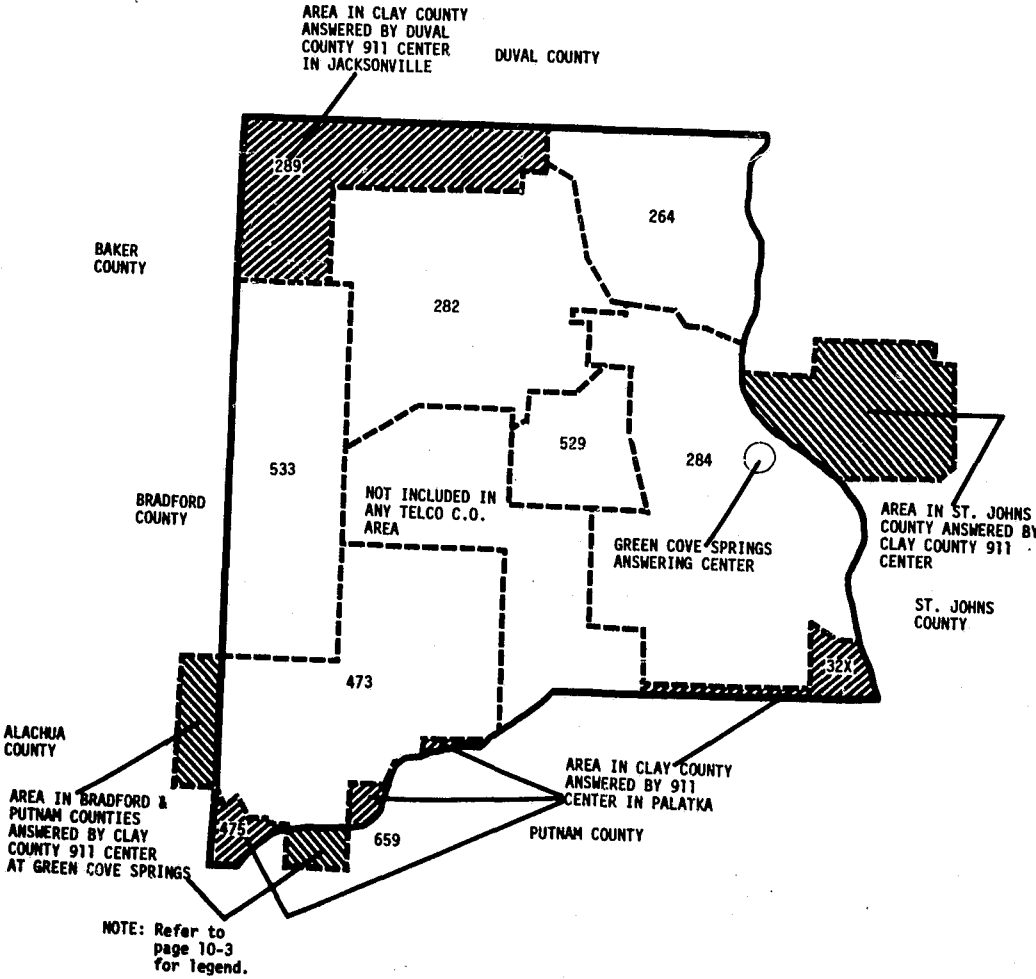


FIGURE 10.10-1 CLAY COUNTY 911 SYSTEM SERVING AREA



Southern Bell Telephone Company except as shown  
 \* Continental Telephone Company of the South  
 \*\* North Florida Telephone Company

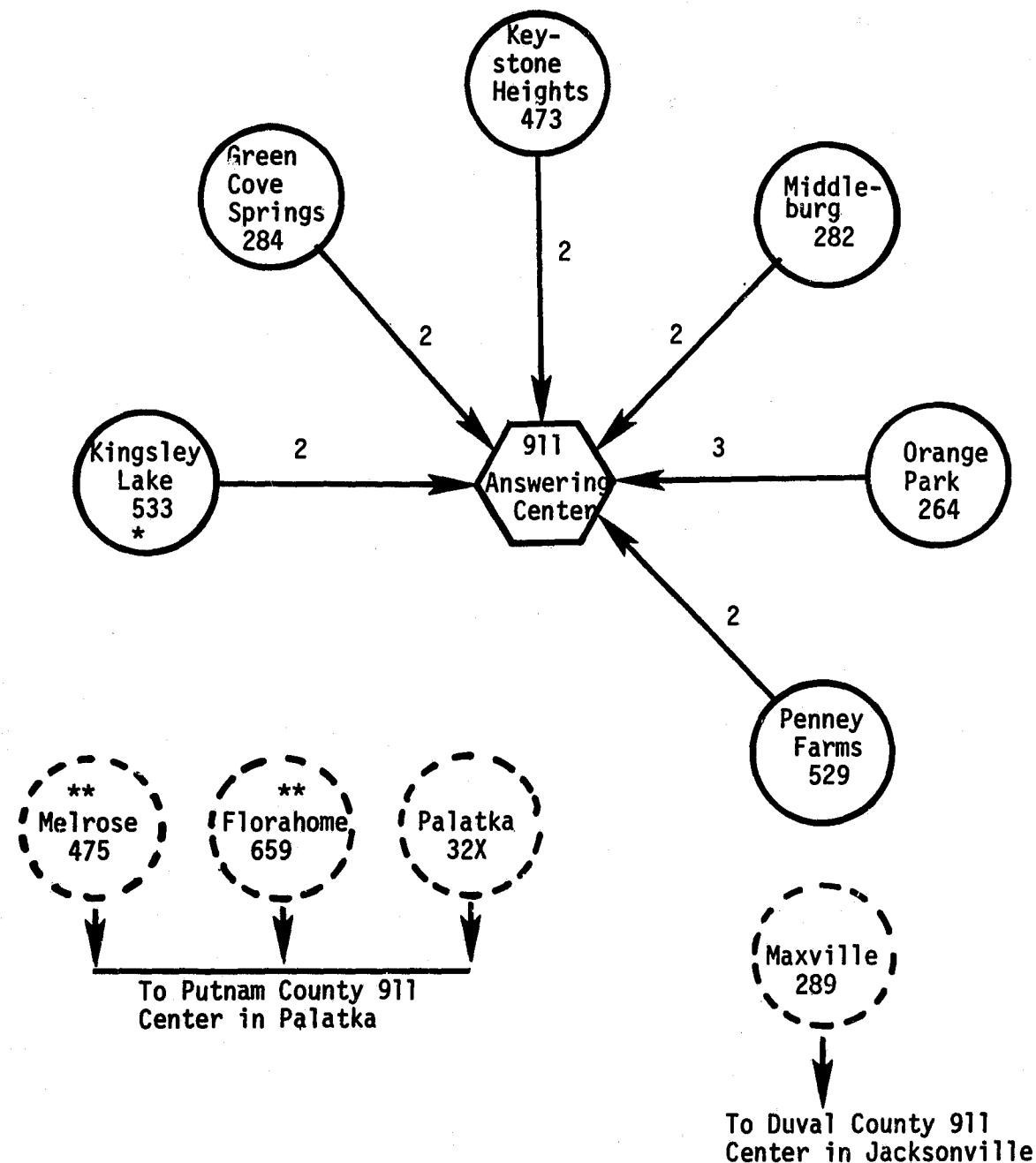


Figure 10.10-2 Clay County Central Office 911 Trunk Network

## 10.11 COLLIER COUNTY

### 10.11.1 System Summary

Collier County, a low crime, high tourism area on the southwest coast of Florida, will have a 911 system consisting of two answering centers.

One answering center will be located at the Sheriff's Department in Naples serving Collier County including the city of Naples, but excluding the area in the vicinity of Immokalee. This center will serve approximately 73,533 people by the quarter ending June, 1977. Direct dispatching will be accomplished at this center for all Sheriff's Department calls plus fire service and ambulance service for most of the county. Other emergency calls will be handled by call transfer via direct ringdown lines or out dial lines. The system will include seven central office areas, one municipality, one town, and nineteen public safety agencies. A telephone central office overlap from Lee County and Hendry County into Collier County will require call relays or transfers from 911 centers in those counties to public safety agencies in Collier County.

A second answering center will be located at the Sheriff's Department substation in Immokalee. This center will receive all calls originating in the Immokalee central office area, (657), and will serve approximately 4,865 citizens by the quarter ending June, 1977. Direct dispatching will be accomplished at this center for all Sheriff's Department calls, fire service, and EMS calls. Call relays will be made to the Division of Forestry and the Highway Patrol via radio and telephone, respectively. The system will include one central office area, one municipality, and 7 public safety agencies.

Figure 10.11-2 shows the trunking network for the various central offices. Details of the boundary overlaps are shown in Figure 10.11-1.

### 10.11.2 System Management

The 911 center located at the Sheriff's Department in Naples and the 911 center located at the Sheriff's substation in Immokalee will be operated by the Sheriff's Department of Collier County under the management of the elected Sheriff. The responsible fiscal agent will be the Board of County Commissioners.

The Collier County 911 System planning was accomplished by the following members of the Collier County 911 Planning Committee:

Aubrey Rogers, Chairman, Sheriff of Collier County

William J. McNulty, 911 Coordinator

Dr. Arthur Nightengale, Vice Chairman

Gary Young, Deputy, Naples Police Department

Dave Reeves, Chief, Golden Gate Fire Department

William Tindle, Corporal, Florida Highway Patrol

E. E. Eyster, Supervisor, Division of Forestry

Clifford Geiger, City Manager, Everglades City

Harold Hall, Collier County Sheriff's Department

#### 10.11.3 System Costs

The costs associated with the implementation and operation of the Collier County 911 System are listed in Section 7.

#### 10.11.4 Mutual Aid and Interlocal Agreements

##### 10.11.4.1 Mutual Aid Agreement

A mutual aid agreement endorsed by all public safety agencies in Collier County and defining the responsibilities of each agency is required. The areas of potential 911 system operational problems described in Section 2 shall be addressed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

##### 10.11.4.2 Interlocal Agreements

Table 10.11-3 shows the required interlocal agreements for the Collier County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.11-1

#### COLLIER COUNTY 911 SYSTEM DEFINITION

<u>Naples Center</u>	
Location	Sheriff's Department, Naples
Population Served	71,819 (June, 1977)
Calls Per 24 Hours	158
Number of Answering Positions	2
Type of Answering Position	Answering/Complaint Writer
Total Staff	8
Additional Staff Due to 911	3
Number of Logging Recorders	1, 20-Channel
Number of Instant Playback Recorders	2
Call Answering Equipment	2 Consoles, PEIX II-24 lines, Plant Equipment Incorporated

TABLE 10.11-1 Cont.

Incoming Trunks	4 Tandem Trunks
Transfer Lines	2 Direct Trunks
	6
<u>Immokalee Center</u>	
Location	Sheriff's Department, Substation at Immokalee
Population Served	4,865
Calls Per 24 Hours	11
Number of Answering Positions	1
Type of Answering Position	Answering/Complaint Writer/Dispatcher
Total Staff	5
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	1
Call Answering Equipment	1, 6-Button Key Set
Incoming Trunks	2

TABLE 10.11-2

#### COLLIER COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<u>Naples Center</u>		
Sheriff's Department	Direct Dispatch	Radio
Naples Police Department	Call Transfer	3 Lines
Naples Fire Department	Call Transfer	2 Lines
Division of Forestry	Call Transfer	1 Line
East Naples Fire District	Direct Dispatch	Telephone or Radio

TABLE 10.11-2 Cont.

AGENCY	METHOD	VEHICLE
North Naples Fire District	Direct Dispatch	Hot Line
Golden Gate Fire District	Direct Dispatch	Radio
Marco Island Fire District	Direct Dispatch	Radio
Bonita Shores Fire District	Call Transfer	Out-Dial Call Transfer
Little Hickory Shores Fire Department	Call Transfer	Out-Dial Call Transfer
American Ambulance	Direct Dispatch	Hot Line
Golden Gate Ambulance	Direct Dispatch	Telephone
Zippo Ambulance	Direct Dispatch	Telephone
Highway Patrol	Call Transfer	Out-Dial
Ochopee Fire Department	Call Transfer	Transfer
Everglades City Fire Department	Call Transfer	
Lee County 911 Center in Sheriff's Department		
Sheriff's Department	Call Transfer	Out-Dial Transfer
Bonita Springs Fire Department	Call Transfer	Out-Dial Transfer
Bonita Springs Ambulance	Call Transfer	Out-Dial Transfer
<u>Immokalee Center</u>		
Sheriff's Department	Direct Dispatch	Radio
Immokalee Fire Department	Direct Dispatch	Radio
Big Corkscrew Fire Department	Call Relay	Telephone
Zippo Ambulance-Immokalee	Direct Dispatch	Radio
Highway Patrol	Call Relay	Radio
Division of Forestry	Call Relay	Telephone or Radio
Hendry County Public Safety Agencies	Call Relay	Intercity Radio

TABLE 10.11-3

## COLLIER COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Collier County	Lee County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Collier County citizens at the Lee County 911 Center located at the Sheriff's Department in the city of Ft. Myers. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Collier County	Hendry County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Collier County citizens at the Hendry County 911 Center located at the Sheriff's Department in the City of Clewiston. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Collier County	Hendry County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Hendry County citizens at the Collier County 911 Center located in the Sheriff's substation in Immokalee. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

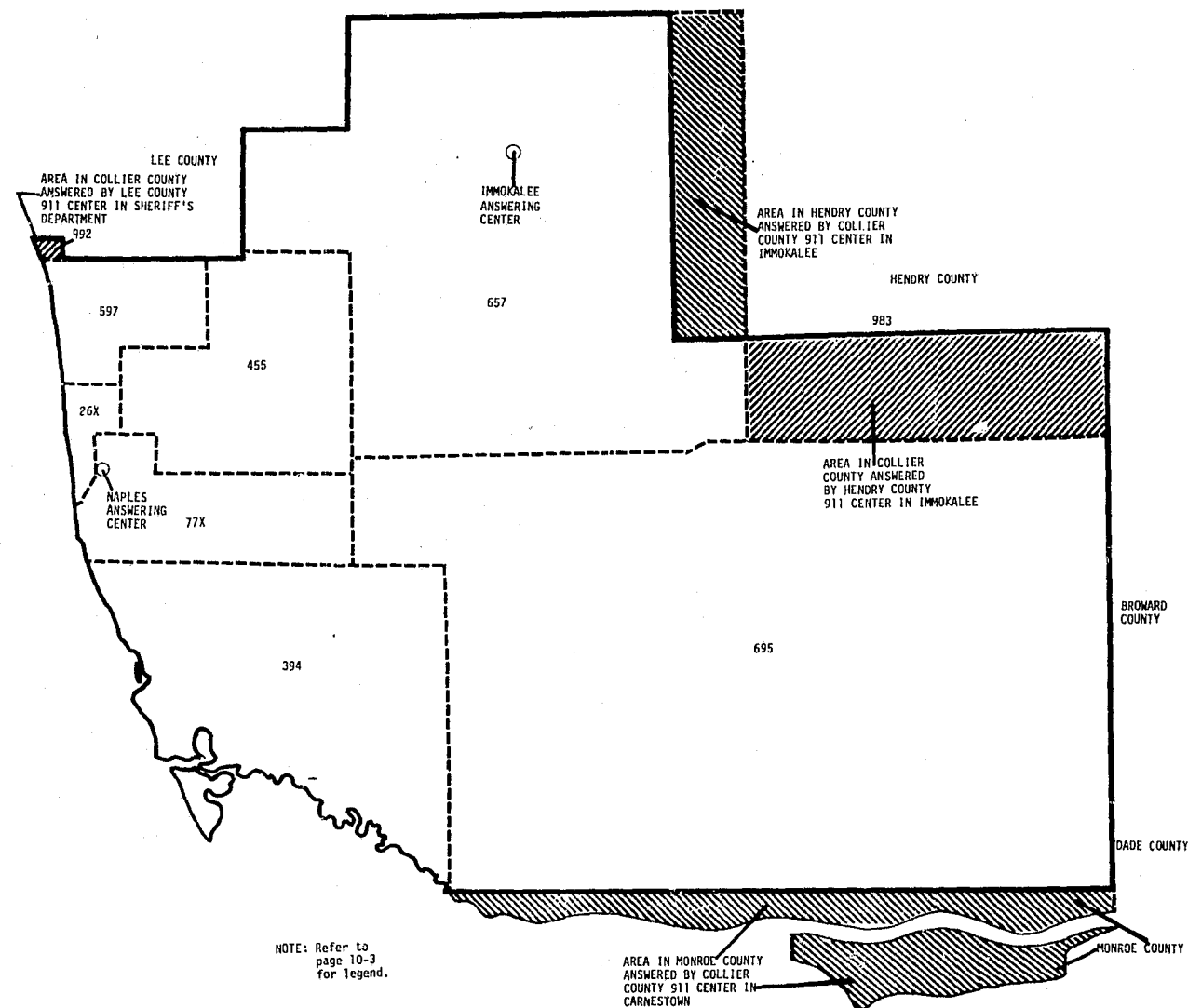


FIGURE 10.11-1 COLLIER COUNTY 911 SYSTEM SERVING AREA

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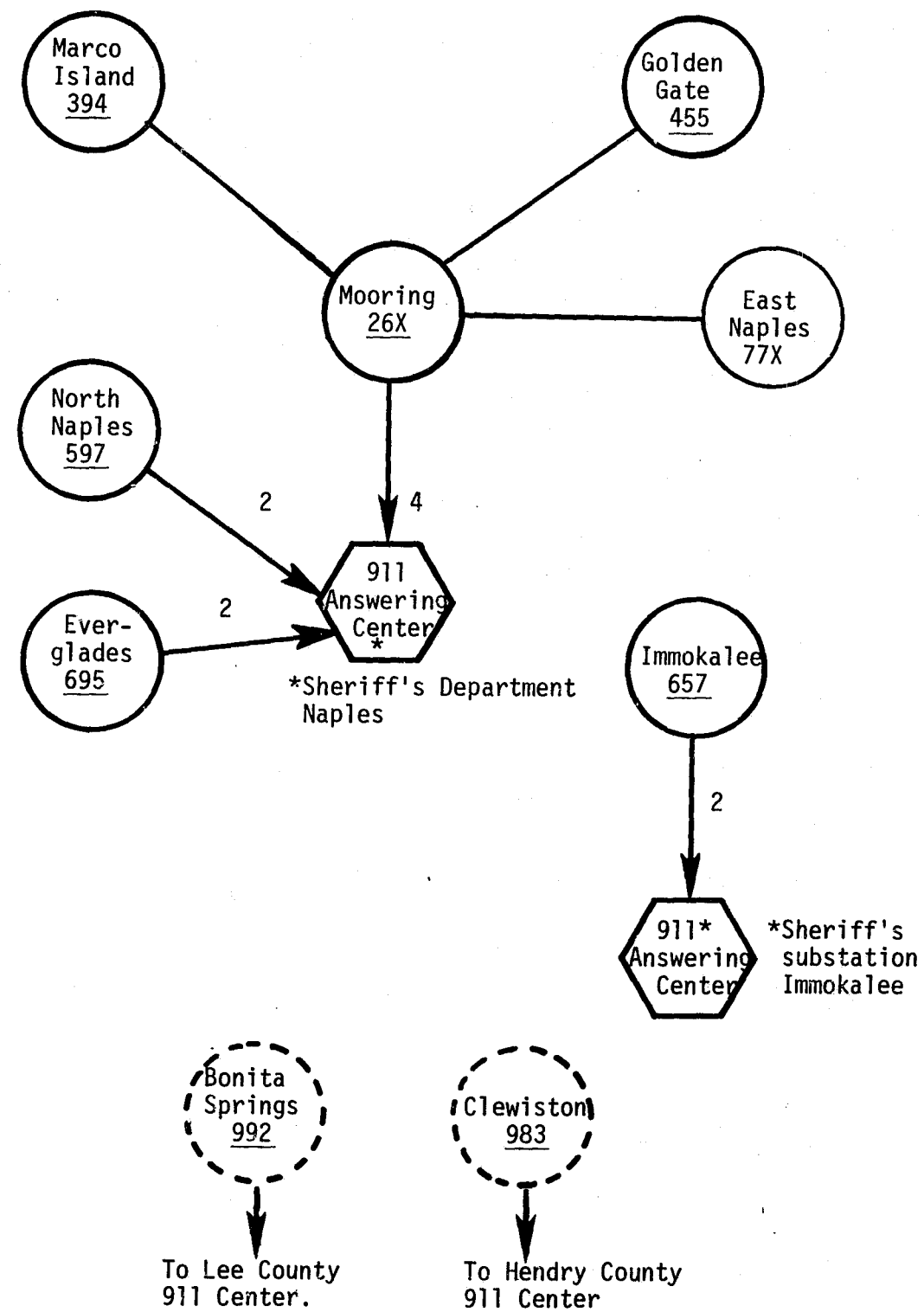


Figure 10.11-2 Collier County Central Office 911 Trunk Network

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## 10.12 COLUMBIA COUNTY

### 10.12.1 System Summary

Columbia County, a low crime, low tourism area, in north Florida, will have a single answering center system serving approximately 31,400 people by system cutover in the quarter ending June, 1978. The 911 center will be located at the Sheriff's Department in Lake City. This center will have direct radio dispatching for the Sheriff's Department only. Calls for the Lake City Police Department and the Lake City Fire Department will be transferred using a key system with off premise extensions and intercom capability. The system will include two telephone central office areas, two municipalities, and six public safety agencies, central office overlaps from Columbia County into Baker County and Union County will require call relays by intercity radio to the Sheriff's Department in those counties. Similar overlaps from Alachua County and Hamilton County into Columbia County will require call relays by radio to the Sheriff's Department, Columbia County. Included in the system will be the Called Party Hold, Forced Disconnect, and Idle Trunk Tone options provided by Southern Bell Telephone Company. Details of the boundary overlaps are shown in Figure 10.12-1. The central office 911 trunk network is shown in Figure 10.12-2.

### 10.12.2 System Management

The Columbia County 911 System will be operated by the Sheriff's Department under the management of the elected Columbia County Sheriff. The responsible fiscal agent will be the Board of County Commissioners.

The Columbia County 911 System planning was accomplished by the following:

James Montgomery, 911 Planning Committee Chairman  
Alex Marton, Division of Forestry  
W. T. Wynn, Lake City Fire & Rescue  
Carlos Maxwell, Mayor, Fort White  
Glenn Bailey, Sheriff, Columbia County  
Kenneth Boatright, Lieutenant, Florida Highway Patrol  
James Brantly, County Administrator  
G. W. Gaynn, Ft. White Police Department  
Juanita Havird, Civil Defense

### 10.12.3 System Costs

The costs associated with the implementation and operation of the Columbia County 911 System are listed in Section 7.

## 10.12.4 Mutual Aid and Interlocal Agreements

### 10.12.4.1 Mutual Aid Agreements

A mutual aid agreement, endorsed by all public safety agencies in Columbia County and defining the responsibilities of each agency, is required. The areas of potential 911 system operational problems described in Section 2 shall be addressed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

### 10.12.4.2 Interlocal Agreements

Table 10.12-3 shows the required interlocal agreements for the Columbia County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.12-1  
COLUMBIA COUNTY 911 SYSTEM DEFINITION

Location	Sheriff's Department, Lake City
Population Served	31,400 (June, 1978)
Calls Per 24 Hours	63
Number of Answering Positions	1
Type of Answering Position	Answering/Complaint Writer
Total Staff	5
Additional Staff Due to 911	2
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	1
Call Answering Equipment	Key telephone instrument-multi button with off premise extensions at Lake City Police Dept. and Lake City Fire Dept. Intercom capability included
Incoming Lines	5
Transfer Lines	Off Premise Extensions (See Call Answering Equipment)
Options	Called Party Hold, Forced Disconnect, Idle Trunk Tone

TABLE 10.12-2  
COLUMBIA COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
Columbia County 911 Center		
Sheriff's Department	Direct Dispatch	Radio

TABLE 10.12-2 Cont.

AGENCY	METHOD	VEHICLE
Lake City Police Department	Call Transfer	Key Instrument with Off Premise Extension
Lake City Fire & Rescue	Call Transfer	Key Instrument with Off Premise Extension
Fort White Volunteer Fire Department	Call Relay	Telephone
Division of Forestry	Call Relay	Telephone
Florida Highway Patrol	Call Relay	Radio
<u>Hamilton County 911 Center</u>		
Any Columbia County Public Safety Agency via Columbia County Sheriff's Department	Call Relay	Intercity Radio
<u>Alachua County 911 Center</u>		
Any Columbia County Public Safety Agency via Columbia County Sheriff's Department	Call Relay	Intercity Radio

TABLE 10.12-3

COLUMBIA COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Columbia County	Hamilton County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Columbia County citizens at the Hamilton County 911 Center located at the Sheriff's Department in Jasper. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Inter-county funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Columbia County	Alachua County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Columbia County citizens at the Alachua County 911 Center located at the Sheriff's Department in Gainesville. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety

TABLE 10.12-3 Cont.

FIRST PARTY	SECOND PARTY	SUBJECT
Columbia County	Baker County	agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.  An interlocal agreement is required to define the call handling method and routing of each type of call received from Baker County citizens at the Columbia County 911 Center located at the Sheriff's Department in Lake City. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Columbia County	Union County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Union County citizens at the Columbia County 911 Center located at the Sheriff's Department in Lake City. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Inter-county funding provisions shall be included, as required, for pro rata sharing of 911 costs.

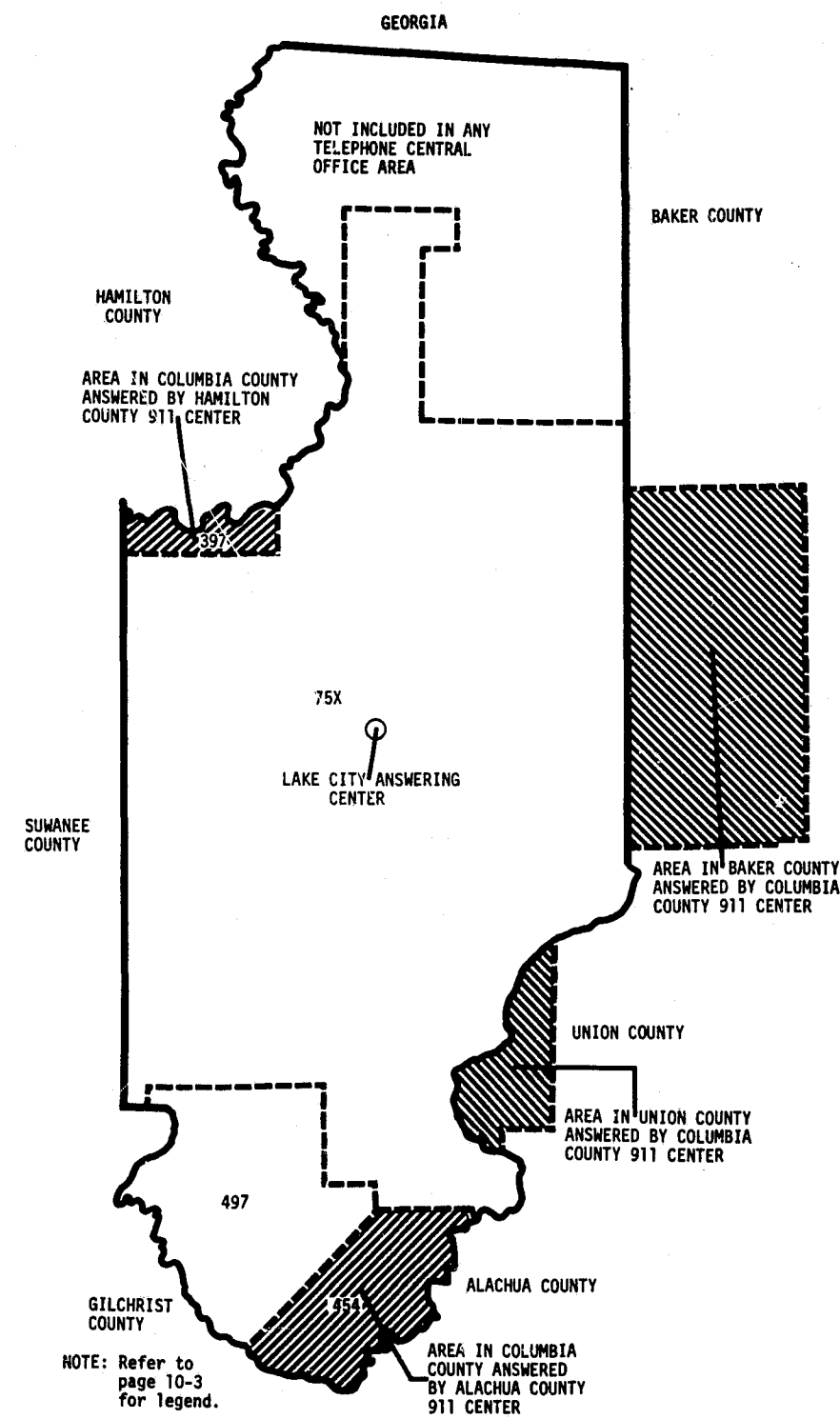


FIGURE 10.12-1 COLUMBIA COUNTY 911 SYSTEM SERVING AREA

North Florida Telephone Company except as shown  
 \* Southern Bell Telephone Company

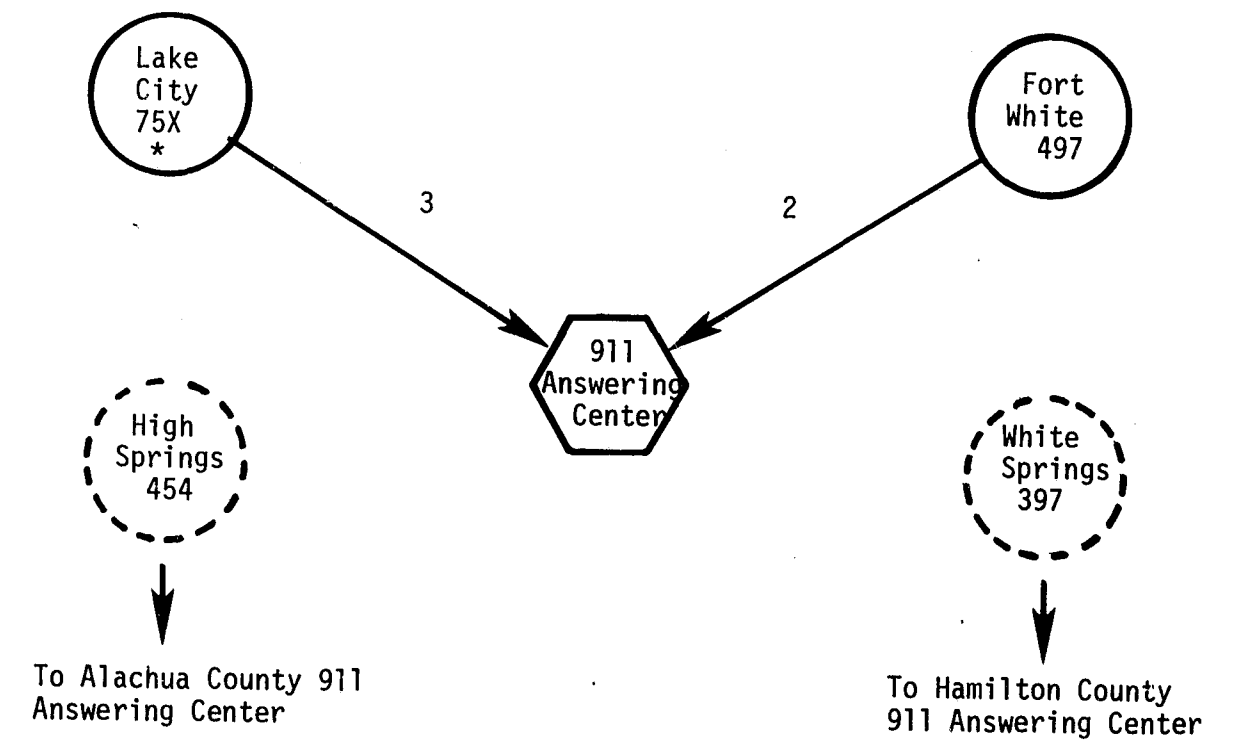


FIGURE 10.12-2 COLUMBIA COUNTY CENTRAL OFFICE  
 911 TRUNK NETWORK



**CONTINUED**

**2 OF 7**

## 10.13 DADE COUNTY

### 10.13.1 System Summary

Dade County, a high crime, high tourism area on Florida's southeast coast has a 911 system consisting of five answering centers. Selective routing is used to route each call directly to the 911 center assigned jurisdiction for the area of the calling party. Automatic Number Identification (ANI) is also included in the system with displays at each center. Automatic Location Identification (ALI) will be added at a later date. System cutover was in January 1979. The five centers are as follows:

- City of Miami 911 Center
- City of Miami Beach 911 Center
- City of Coral Gables 911 Center
- City of Hialeah 911 Center
- Dade County 911 Center

#### 10.13.1.1 Miami 911 Center

The city of Miami has a 911 center located at the Miami Police Department serving approximately 390,728 people. Direct dispatching is accomplished at this center for all law enforcement calls. All other emergency calls are transferred or relayed. The system includes five central offices in which all the subscribers are located within the city limits of the city of Miami. Three additional central offices, each having a majority of the subscribers within the city of Miami, are routed to this center. The non-city of Miami residents in each of these offices are selectively routed either to the Coral Gables or the Dade County 911 Center. Included in the system are two public safety agencies. Other 911 options included are the Called Party Hold, Emergency Ringback, Forced Disconnect, Idle Trunk Tone, and ANI provided by the Southern Bell Telephone Company.

#### 10.13.1.2 Miami Beach 911 Center

The city of Miami Beach has a 911 center located at the Miami Beach Police Department serving approximately 100,903 people. Direct Dispatching is accomplished at this center for law enforcement, fire service and emergency medical services. Included in the system are two public safety agencies. The system includes two central offices, one of which has all subscribers within the city limits. The other has a majority of the subscribers within the city of Miami Beach with the remainder routed to the Dade County 911 Center. Included in the system is the Called Party Hold, Emergency Ringback, Forced Disconnect, Switch Hook Status, Idle Trunk Tone, and ANI options provided by the Southern Bell Telephone Company.

#### 10.13.1.3 Coral Gables 911 Center

The city of Coral Gables has a 911 center located at the Coral Gables Police Department serving approximately 53,758 people.

Direct dispatching is accomplished at this center for the Coral Gables Police Department only. All other emergency calls are transferred or relayed. Included in the system are two public safety agencies. The system includes only one central office in which all the subscribers reside wholly within the city limits of Coral Gables. Three additional central offices have a minority of their subscribers within the city limits of Coral Gables and these are routed to the Coral Gables 911 Center. Included in the system are Called Party Hold, Emergency Ringback, Forced Disconnect, Idle Trunk Tone, and ANI options provided by the Southern Bell Telephone Company.

#### 10.13.1.4 Hialeah 911 Center

The city of Hialeah has a 911 center located at the Hialeah Police Department serving approximately 136,376 people. Direct dispatching is accomplished at this center for the Hialeah Police Department only. All other emergency calls are transferred or relayed. Included in the system are two public safety agencies. The system includes two central offices having a majority of subscribers within the city limits of Hialeah. The remainder of the subscribers are routed to the Dade County 911 Center. Included in the system are the Called Party Hold, Emergency Ringback, Forced Disconnect, Idle Trunk Tone, and ANI options provided by Southern Bell Telephone Company.

#### 10.13.1.5 Dade County 911 Center

The remainder of Dade County has an answering center located at the Dade County Department of Public Safety which is operated by the Sheriff's Department. This center serves approximately 893,330 people. Direct dispatching is accomplished at this center for the Sheriff's Department and all other police departments in the county. Fire service, emergency medical service and other emergency calls are transferred or relayed. Included in the system are twenty-three municipalities and forty-five public safety agencies. The system includes thirteen central offices whose subscribers are wholly within the jurisdiction of the Dade County 911 Center. Four additional central offices have a majority of subscribers within the county jurisdiction. These subscribers are served by the Dade County 911 Center with the remainder routed to either the Hialeah, Miami or Coral Gables 911 Centers. An additional six central offices have a majority of subscribers within the jurisdiction of one of the other 911 centers with a majority of the subscribers in the county jurisdiction selectively routed to the Dade County 911 Center. Included in the system are the Called Party Hold, Emergency Ringback, Forced Disconnect, Idle Trunk Tone and ANI options provided by the Southern Bell Telephone Company.

### 10.13.2 System Management

#### 10.13.2.1 Miami 911 Center

The city of Miami 911 Center is operated by the Miami Police Department under the management of the Chief of Police. The responsible fiscal agent is the Miami Board of City Commissioners.

#### 10.13.2.2 Miami Beach 911 Center

The city of Miami Beach 911 Center is operated by the Miami Beach Police Department under the management of the Chief of Police. The responsible fiscal agent is the Miami Beach Board of City Commissioners.

#### 10.13.2.3 Coral Gables 911 Center

The city of Coral Gables 911 Center is operated by the Coral Gables Police Department under the management of the Chief of Police. The responsible fiscal agent is the Coral Gables Board of City Commissioners.

#### 10.13.2.4 Hialeah 911 Center

The city of Hialeah 911 Center is operated by the Hialeah Police Department under the management of the Chief of Police. The responsible fiscal agent is the Hialeah Board of City Commissioners.

#### 10.13.2.5 Dade County 911 Center

The Dade County 911 Center is operated by the Dade County Department of Public Safety under the management of the elected Dade County Sheriff. The responsible fiscal agent is the Board of County Commissioners.

#### 10.13.2.6 System Planning

The Dade County 911 System planning was accomplished by the following:

E. Wilson Purdy, Chairman, Dade County 911 Planning Committee,  
Director, Public Safety Department

Keith Bergstrom, City Managers Office, City of Miami

H. W. Brice, Assistant Chief, Miami Fire Department

Ben Demby, Director, Dade County Department of Communications

Galland Watkins, Chief, Miami Beach Fire Department

Albert Bishop, Chief, Miami Beach Fire Department

Van Logothetis, Supervisor, Communications Systems, Miami Beach  
Police Department

Rocky Pomerance, Chief, Miami Beach Police Department

Alvin P. Ridgeway, Jr., Miami Beach Fire & Rescue

R. J. Beckerich, Captain, Coral Gables Police Department

Ralph R. Boartfield, Chief, Coral Gables Fire Department

Alpe Berry, Chief, Hialeah Police Department

Earl Brick, District Chief, Hialeah Fire Department

John Herman, Captain, Hialeah Police Department

Charles W. Murphy, Lieutenant, Hialeah Police Department

Tom McGovern, Director, Dade County Office of Computer Services

Tom Pomeroy, Telecommunications Division

Larry G. Taylor, Lieutenant, North Miami Beach Police Department

Keith O. Connor, City Managers Office, City of Homestead

Russ Marchner, Executive Director, Dade League of Cities

J. L. Plummer, Jr., President, Dade League of Cities

Charlie Black, Central Services Division, Dade County

Pamela Jo Davis, Special Projects Administrator, Dade County  
Communications Bureau

William F. Hampton, Director, Dade County General Services  
Administration

#### 10.13.3 System Costs

The costs associated with the implementation and operation of the Dade County 911 System are listed in Section 7.

#### 10.13.4 Mutual Aid and Interlocal Agreements

##### 10.13.4.1 Mutual Aid Agreements

A mutual aid agreement, endorsed by all public safety agencies in Dade County and defining the responsibilities of each agency, is required. The areas of potential 911 system operational problems described in Section 2 shall be addressed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

##### 10.13.4.2 Interlocal Agreements

There are no central office overlaps with other counties. Therefore, no interlocal agreements are required.

TABLE 10.13-1  
DADE COUNTY 911 SYSTEM DEFINITION

<u>Miami 911 Center</u>	
Location	City of Miami Police Department
Population Served	390,728 (January, 1979)
Calls Per 24 Hours	1173
Number of Answering Positions	6
Type of Answering Positions	Answering/Complaint Writer
Total Staff	21 Operators, 3 Supervisors
Additional Staff Due to 911	8
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	6
Call Answering Equipment	ANI Control Unit
Incoming Trunks	18
Transfer Lines	4
Options	Selective Routing, Forced Dis- connect, Idle Trunk Tone, ANI
<u>Miami Beach 911 Center</u>	
Location	City of Miami Beach Police Department
Population Served	100,903 (January, 1979)
Calls Per 24 Hours	303
Number of Answering Positions	3
Type of Answering Positions	Answering/Complaint Writer
Total Staff	11
Additional Staff Due to 911	3
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	3
Call Answering Equipment	ANI Control Unit
Incoming Lines	11
Transfer Lines	8
Options	Selective Routing, Forced Dis- connect, Switch Hook Status, Idle Trunk Tone, ANI
<u>Coral Gables 911 Center</u>	
Location	Coral Gables Police Department
Population Served	53,758 (January, 1979)
Calls Per 24 Hours	162
Number of Answering Positions	2
Type of Answering Positions	Answering/Complaint Writer
Total Staff	8
Additional Staff Due to 911	3
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	2

TABLE 10.13-1 Cont.

<p>Call Answering Equipment</p> <p>Incoming Lines</p> <p>Transfer Lines</p> <p>Options</p>		<p>ANI Control Unit</p> <p>8</p> <p>7</p> <p>Selective Routing, Forced Dis- connect, Switch Hook Status, Idle Trunk Tone, ANI</p>	
<u>Hialeah 911 Center</u>			
Location	Hialeah Police Department		
Population Served	136,376 (January, 1979)		
Calls Per 24 Hours	408		
Number of Answering Positions	3		
Type of Answering Positions	Answering/Complaint Writer		
Total Staff	11		
Additional Staff Due to 911	3		
Number Of Logging Recorders	1, 10-Channel		
Number of Instant Playback Recorders	3		
Call Answering Equipment	ANI Control Unit		
Incoming Lines	10		
Transfer Lines	8		
Options	Selective Routing, Forced Dis- connect, Switch Hook Status, Idle Trunk Tone, ANI		
<u>Dade County 911 Center</u>			
Location	Dade County Department of Public Safety		
Population Served	893,330 (January, 1979)		
Calls Per 24 Hours	2,679		
Number of Answering Positions	10		
Type of Answering Positions	Answering/Complaint Writer		
Total Staff	35 Operators, 3 Supervisors		
Additional Staff Due to 911	8		
Number of Logging Recorders	1, 10-Channel		
Number of Instant Playback Recorders	10		
Call Answering Equipment	Electronic Switch, Automatic Call Distributor with ANI Display		
Incoming Trunks	35		
Transfer Lines	17		
Options	Selective Routing, Forced Dis- connect, Idle Trunk Tone, ANI		

TABLE 10.13-2  
DADE COUNTY CALL HANDLING

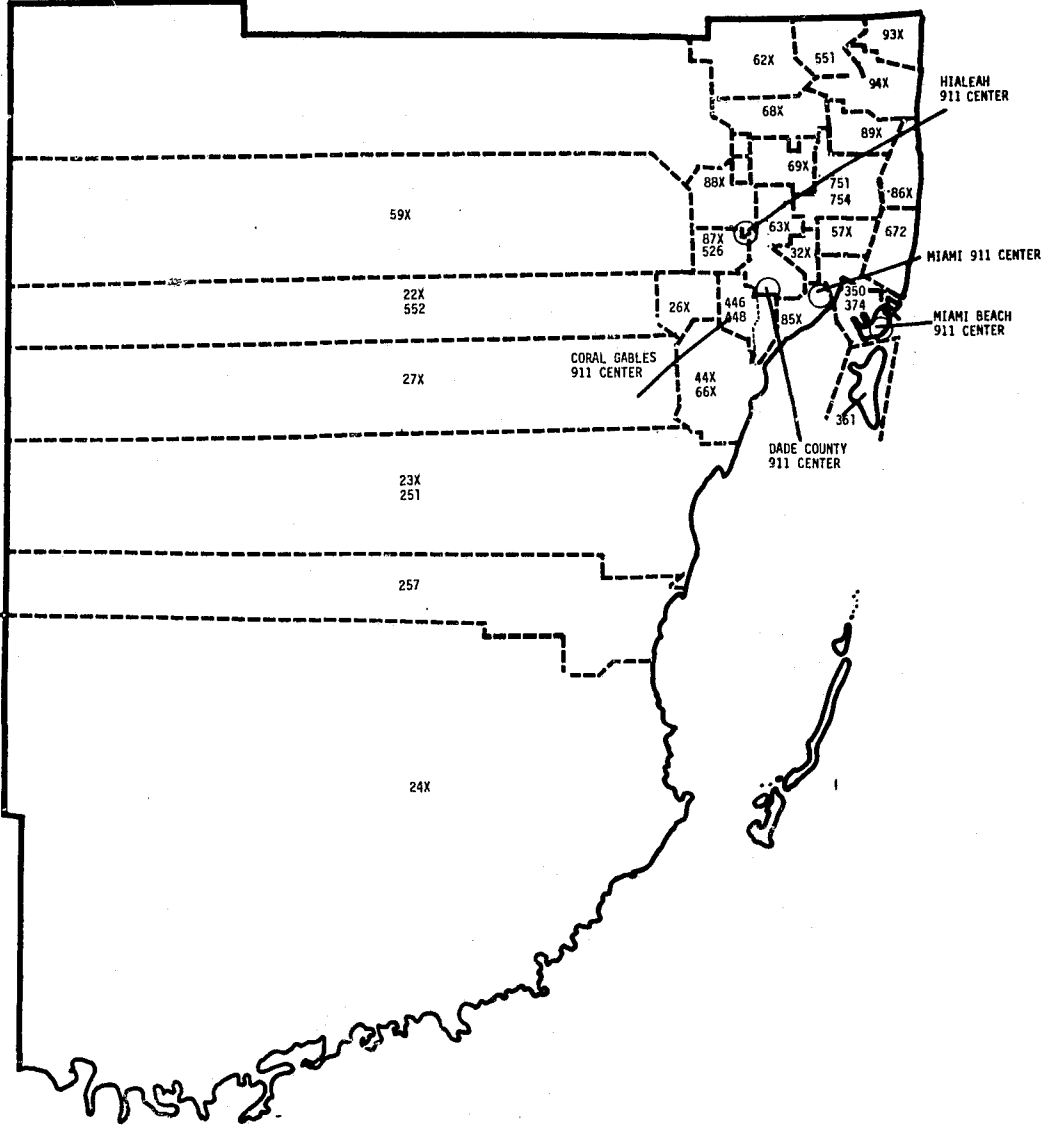
AGENCY	METHOD	VEHICLE
<u>Miami 911 Center</u>		
Miami Police Department	Direct Dispatch	Radio
Miami Fire & Rescue Departments	Call Transfer	11 Lines
<u>Miami Beach 911 Center</u>		
Miami Beach Police Department	Direct Dispatch	Radio
Miami Beach Fire & Rescue Departments	Call Transfer	8 Lines
<u>Coral Gables 911 Center</u>		
Coral Gables Police Department	Direct Dispatch	Radio
Coral Gables Fire & Rescue Departments	Call Transfer	7 Lines
<u>Hialeah 911 Center</u>		
Hialeah Police Department	Direct Dispatch	Radio
Hialeah Fire & Rescue Departments	Call Transfer	8 Lines
<u>Dade County 911 Center</u>		
Sheriff's Department	Direct Dispatch	Radio
Homestead Police Department	Direct Dispatch	Radio
Florida City Police Department	Direct Dispatch	Radio
Bal Harbor Village Police Department	Direct Dispatch	Radio
Bay Harbor Islands Police Department	Direct Dispatch	Radio
Biscayne Park Police Department	Direct Dispatch	Radio
El Portal Police Department	Direct Dispatch	Radio
Golden Beach Police Department	Direct Dispatch	Radio
Hialeah Gardens Police Department	Direct Dispatch	Radio
Indian Creek Police Department	Direct Dispatch	Radio
Key Biscayne Police Department	Direct Dispatch	Radio
Medley Police Department	Direct Dispatch	Radio
Miami Shores Police Department	Direct Dispatch	Radio
Miami Springs Police Department	Direct Dispatch	Radio
North Bay Village Police Department	Direct Dispatch	Radio
North Miami Police Department	Direct Dispatch	Radio

TABLE 10.13-2 Cont.

AGENCY	METHOD	VEHICLE
North Miami Beach Police Department	Direct Dispatch	Radio
Opa-Locka Police Department	Direct Dispatch	Radio
South Miami Police Department	Direct Dispatch	Radio
Surfside Police Department	Direct Dispatch	Radio
Sweetwater Police Department	Direct Dispatch	Radio
Virginia Gardens Police Department	Direct Dispatch	Radio
West Miami Police Department	Direct Dispatch	Radio
Florida Highway Patrol	Call Transfer	17 Lines
Dade County Fire & Rescue	Call Transfer	
Dispatching for:		
Dade County Fire & Rescue Departments		
Biscayne Park Fire & Rescue Departments		
El Portal Fire & Rescue Departments		
Golden Beach Fire & Rescue Departments		
Hialeah Gardens Fire & Rescue Departments		
Indian Creek Fire & Rescue Departments		
Medley Fire & Rescue Departments		
North Bay Village Fire & Rescue Departments		
North Miami Fire & Rescue Departments		
Opa-Locka Fire & Rescue Departments		
South Miami Fire & Rescue Departments		
Surfside Fire & Rescue Departments		
Sweetwater Fire & Rescue Departments		
Virginia Gardens Fire & Rescue Departments		
Bal Harbor Village Fire & Rescue Departments	Call Transfer	
Bay Harbor Fire & Rescue Departments	Call Transfer	
Miami Shores Fire & Rescue Departments	Call Transfer	
Miami Springs Fire & Rescue Departments	Call Transfer	

TABLE 10.13-2 Cont.

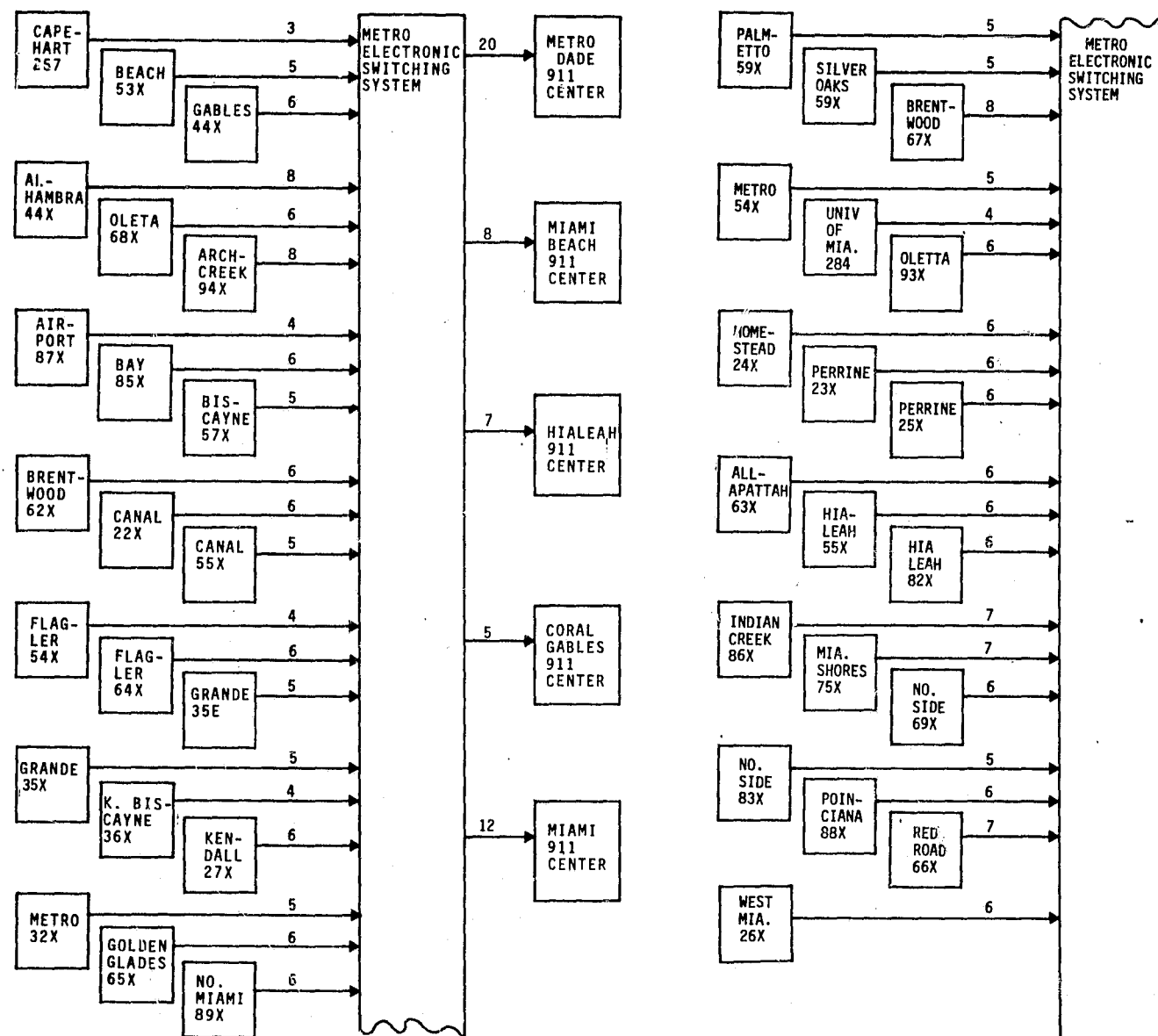
AGENCY	METHOD	VEHICLE
West Miami Fire & Rescue Departments Florida Division of Forestry	Call Transfer Call Transfer	J



NOTE: Refer to  
page 10-3  
for legend.

FIGURE 10.13-1 DADE COUNTY 911 SYSTEM SERVING AREA

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DADE COUNTY 911 CENTRAL OFFICE NETWORK Figure 10.13-2

Rev. 6-79

## 10.14 DE SOTO COUNTY

### 10.14.1 System Summary

De Soto County, a low crime, low tourism area, will be a one center, single county system serving approximately 27,445 people in De Soto and portions of Hardee and Highlands counties by system cutover in the quarter ending June, 1978. The center will be located in the De Soto County Sheriff's Communications Center in the city of Arcadia and will direct dispatch calls for the Sheriff's Department and County Ambulance service. The system will include one telephone central office, one municipality, and eight public safety agencies. (See Figure 10.14-2). The system will include one of the 911 telephone service options listed in Section 3, Central Office Identification. Dedicated call transfer lines will interconnect the answering center with four of the safety agencies. The calls from the portion of De Soto County that is not served by the De Soto County 911 System will be handled by the Charlotte County 911 Center and directed to the appropriate agencies. Likewise, calls from the portions of Hardee and Highlands counties served by the De Soto County 911 System will be handled by the De Soto County 911 Center and directed to the appropriate agencies. Details of these boundary overlaps are shown in Figure 10.14-1.

### 10.14.2 System Management

The De Soto County 911 System will be managed and operated by the De Soto County Sheriff's Office. The responsible fiscal agent will be the Board of County Commissioners.

The De Soto County 911 System planning was accomplished by the following persons:

R. V. Griffin, Chairman, Board of County Commissioners

Everett L. Martin, Board of County Commissioners

Frank E. Cline, Sheriff, De Soto County

Tom Pinder, United Telephone Company

### 10.14.3 System Costs

The costs associated with the implementation and operation of the De Soto County 911 System are listed in Section 7.

### 10.14.4 Mutual Aid and Interlocal Agreements

#### 10.14.4.1 Mutual Aid Agreement

A mutual aid agreement, endorsed by all of the public safety agencies in the De Soto County 911 System, and defining the responsibilities of each agency, is required. The areas of potential 911 system operational problems described in Section 2 shall be addressed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.



#### 10.14.4.2 Interlocal Agreements

Table 10.14-3 shows the required interlocal agreements for the De Soto County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.14-1

#### DE SOTO COUNTY 911 SYSTEM DEFINITION

Location	Sheriff's Department Arcadia
Population Served	27,445 (June, 1978)
Calls Per 24 Hours	55
Number of Answering Positions	1
Type of Answering Position	Dispatcher
Total Staff	5
Additional Staff Due to 911	2
Number of Logging Recorders	1 *
Number of Instant Playback Recorders	1
Call Answering Equipment	1 12 Button Call Director & 1 Telepatcher II
911 Trunks	3
Transfer Lines	4
Out-Dial Lines	Use Existing
Telephone Recorder Connectors	2

\* The Sheriff's Department present 10 channel logging recorder has sufficient capacity to permit the connection of the Call Director to one channel of the recorder.

TABLE 10.14-2

#### DE SOTO COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<u>De Soto County 911 Center</u>		
Arcadia Police Department	Call Transfer	1 Line
Arcadia Fire Department	Call Transfer	1 Line
De Soto County Ambulance	Call Dispatch	--
De Soto County Civil Defense	Dial-Out Transfer	494-4204
De Soto County Sheriff's Department	Call Dispatch	--
Florida Division of Forestry (Arcadia)	Call Transfer	1 Line
Florida Highway Patrol (Arcadia)	Call Relay or Dial-Out Transfer	Intercity Radio or 494-2303
Fort Ogden/Nocatee VFD	Call Transfer	1 Line *

TABLE 10.14-2 Cont.

AGENCY	METHOD	VEHICLE
Any Highlands Co. Agency (via Highlands Co. Sheriff's Department)	Call Relay	Intercity Radio
Any Hardee Co. Agency (via Hardee Co. Sheriff's Department)	Call Relay	Intercity Radio
<u>Charlotte County 911 Center</u>		
Any De Soto Co. Agency (via De Soto Co. Sheriff's Department)	Call Relay	Intercity Radio

\* To access existing Fire Bar Circuit.

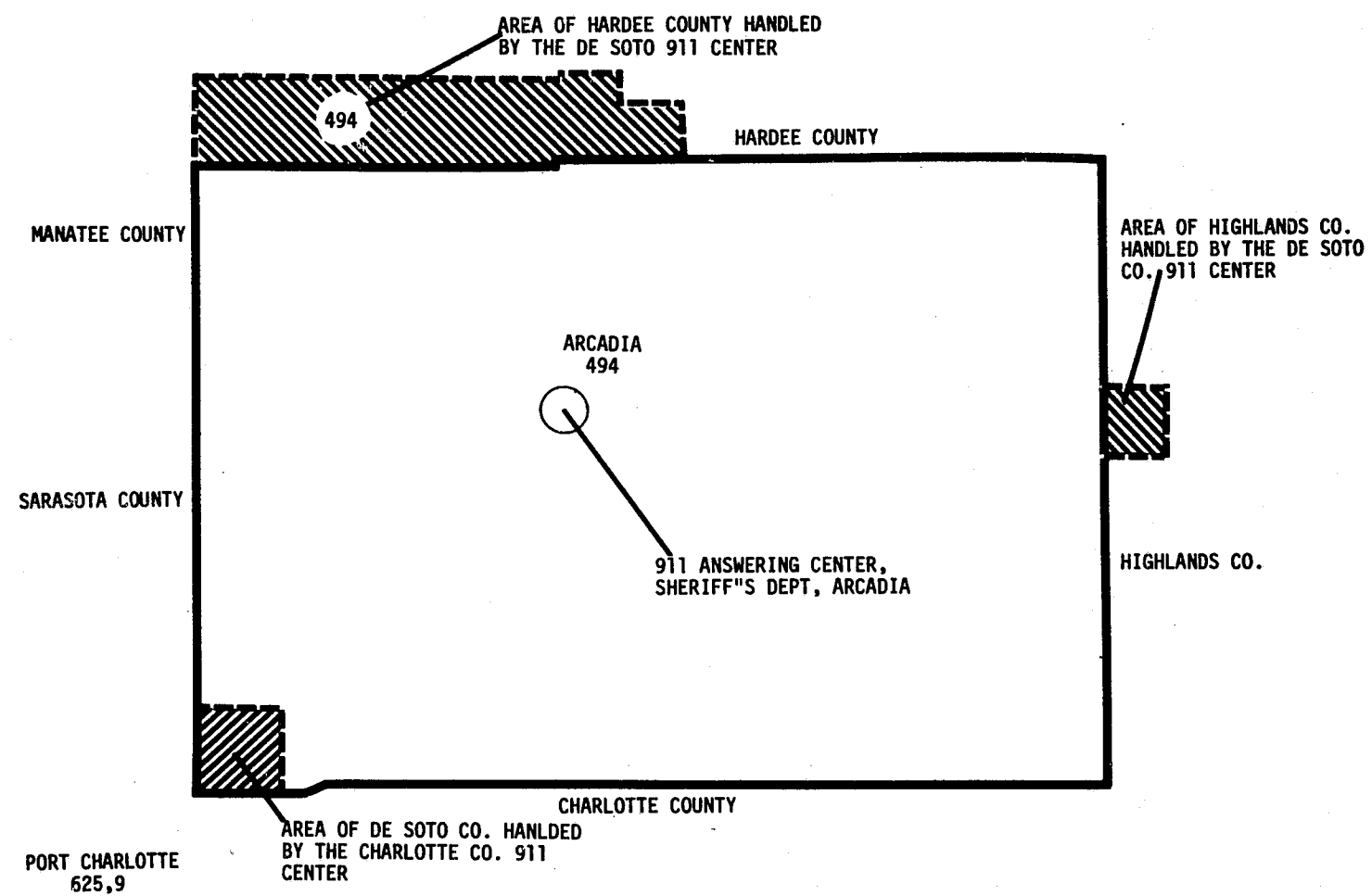
TABLE 10.14-3

DE SOTO COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
De Soto County	Hardee County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Hardee County citizens at the De Soto County 911 Answering Center located in the city of Arcadia. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
De Soto County	Highlands County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Highlands County citizens at the De Soto County 911 Answering Center located in the city of Arcadia. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for

TABLE 10.14-3 Cont.

FIRST PARTY	SECOND PARTY	SUBJECT
Charlotte County	De Soto County	<p>pro rata sharing of 911 costs.</p> <p>An interlocal agreement is required to define the call handling method and routing of each type of call received from De Soto County citizens at the Charlotte County 911 Answering Center located in the city of Punta Gorda. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.</p>



NOTE: Refer to  
page 10-3  
for legend.

FIGURE 10.14-1 DE SOTO COUNTY 911 SYSTEM SERVING AREA

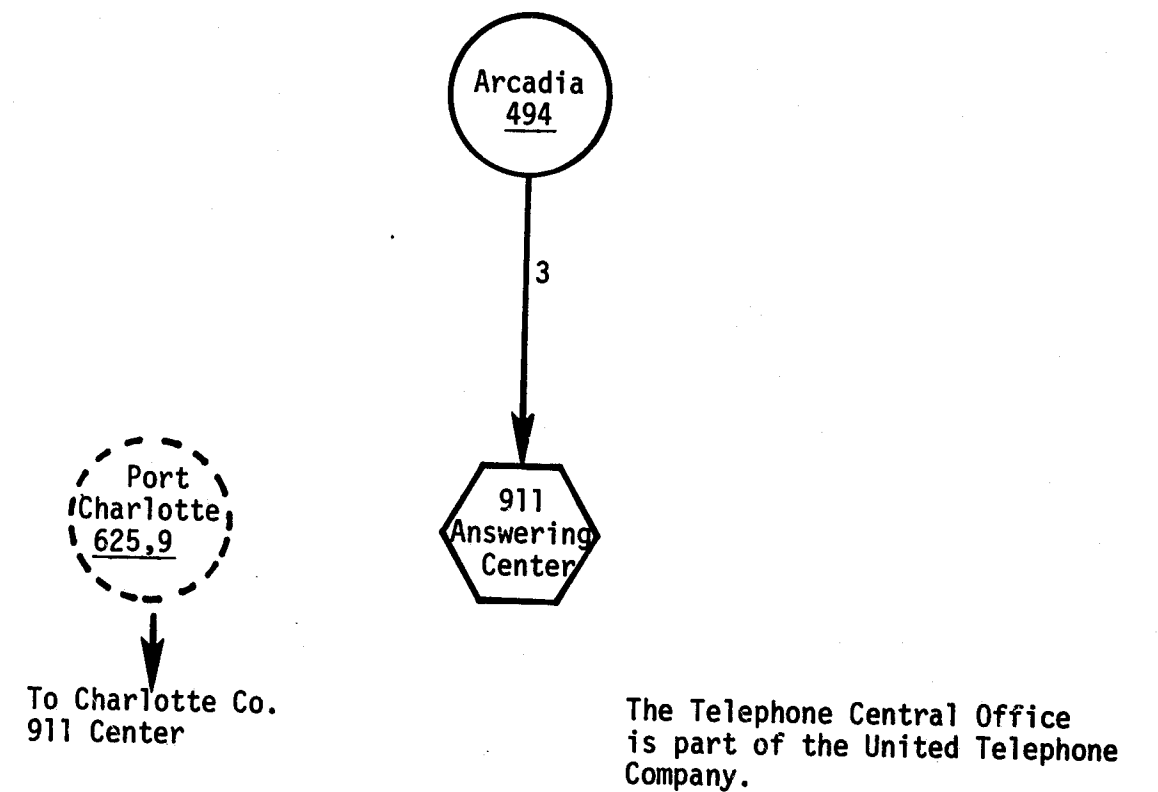


Figure 10.14-2 DeSoto County Central Office  
911 Trunk Network

## 10.15 DIXIE COUNTY

### 10.51.1 System Summary

Dixie County, a low crime, low tourism area, will be a one center, single county system serving approximately 10,710 people in Dixie County and portions of Taylor County by system cutover in the quarter ending December, 1978. The center will be located in Cross City in the Sheriff's dispatch center located in the Courthouse during business hours, and in the jail during the remaining hours. The Sheriff's Department will dispatch calls for the Cross City Police Department, and the Horseshoe Beach Police Department. The system will include two telephone central offices, two municipalities, and twelve public safety agencies. The system will include two of the 911 telephone service options listed in Section 3; Forced Disconnect and Idle Trunk Tone Application. The two central offices form a 911 tandem network with trunks from the Cross City 498 central office directed to the answering center. (See Figure 10.15-2). There will be no dedicated transfer lines to any of the safety agencies, i.e., calls for agencies other than those dispatched by the Sheriff's Department will be relayed. Calls from the portion of Taylor County served by the Dixie County 911 System will be handled by the Dixie County 911 Center and directed to the appropriate agencies. Details of these boundary overlaps are shown in Figure 10.15-1.

### 10.15.2 System Management

The Dixie County 911 System will be operated by Dixie County Sheriff's Office under the management of the Dixie County Sheriff's Office. The responsible fiscal agent will be the Board of County Commissioners.

The Dixie County 911 System planning was accomplished by the Florida Division of Communications and Southern Bell Telephone Company.

### 10.15.3 System Costs

The costs associated with the implementation and operation of the Dixie County 911 System are listed in Section 7.

### 10.15.4 Mutual Aid and Interlocal Agreements

#### 10.14.4.1 Mutual Aid Agreements

A mutual aid agreement, endorsed by all public safety agencies in Dixie County and defining the responsibilities of each agency, is required. The areas of potential 911 system operational problems described in Section 2 shall be addressed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

#### 10.15.4.2 Interlocal Agreements

Table 10.15-3 shows the required interlocal agreements for the Dixie County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.15-1

DIXIE COUNTY 911 SYSTEM DEFINITION

Location	Dixie County Sheriff's Office, Jail & Courthouse, Cross City
Population Served	10,710 (December, 1978)
Calls Per 24 Hours	21
Number of Answering Positions	1 (Courthouse during business hours, Jail during remaining hours)
Type of Answering Position	Answering/Complaint Writer/Dispatcher/Jailer
Total Staff	5
Additional Staff Due to 911	2
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	2
Call Answering Equipment	1A Key System and 2 6-Button Telephones
Tie-Lines	0
Dial-Out Lines	1
Incoming Lines	2
Transfer Lines	0

TABLE 10.15-2

DIXIE COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<u>Dixie County 911 Center</u>		
Cross City Volunteer Fire Department	Call Relay	498-5057
Dixie County Ambulance (Cross City)	Call Relay	498-3314
Dixie County Sheriff's Department	Direct Dispatch	--
Cross City Police Department		
Horseshoe Beach Police Department		
Florida Division of Forestry (Cross City)	Call Relay	498-3381
Horseshoe Beach Volunteer Fire Department		
Steinhatchee Volunteer Fire Department		
Suwannee Volunteer Fire Department		
Florida Highway Patrol (Cross City)	Call Relay	Intercity Radio or 488-3309

TABLE 10.15-2 Cont.

AGENCY	METHOD	VEHICLE
Taylor County Sheriff's Department (Perry)	Call Relay	Intercity Radio or 1-584-2429
Doctors Hospital Ambulance (Perry) (via Taylor County Sheriff's Department)	Call Relay	Intercity Radio or 1-584-2429

TABLE 10.15-3

DIXIE COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Taylor County	Dixie County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Taylor County citizens at the Dixie County 911 Center located in the city of Cross City. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

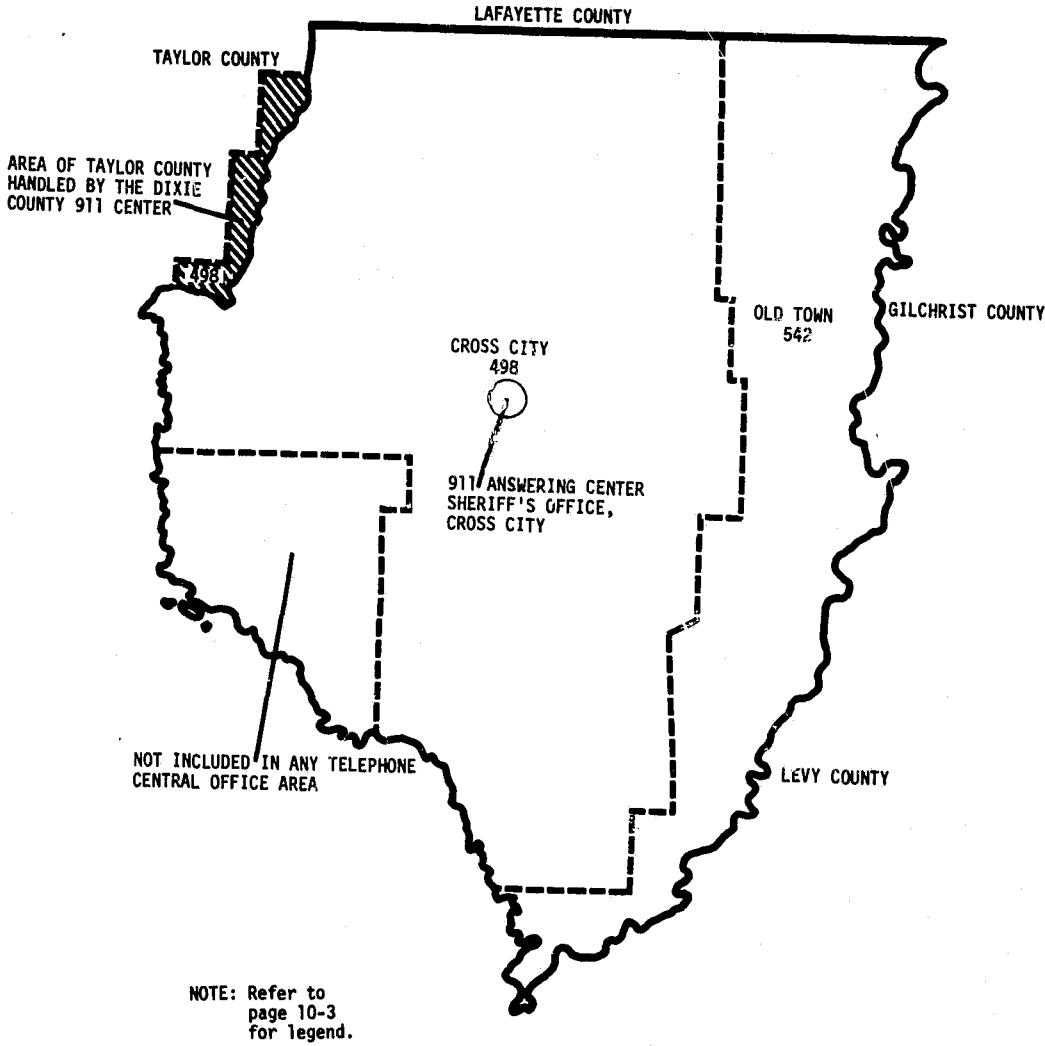
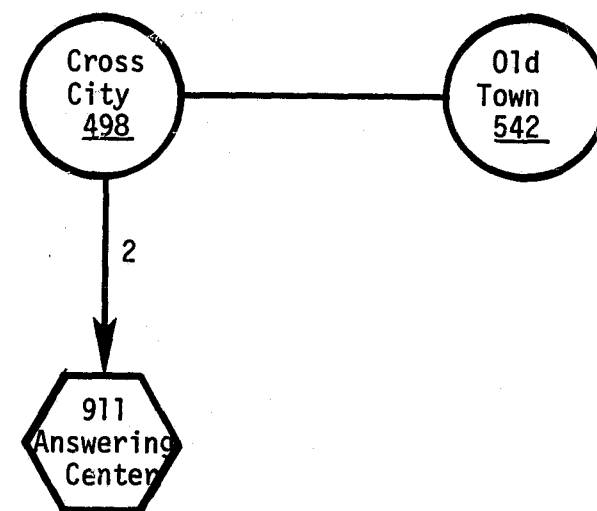


FIGURE 10.15-1 DIXIE COUNTY 911 SYSTEM SERVING AREA



All Central Offices are  
part of the Southern  
Bell Telephone Company.

FIGURE 10.15-2 DIXIE COUNTY CENTRAL OFFICE  
911 TRUNK NETWORK

## 10.16 DUVAL COUNTY

### 10.16.1 System Summary

Duval County, a high crime, low tourism area in northeast Florida, will have a 911 system consisting of two answering centers.

One answering center covering the Consolidated City of Jacksonville will be operated by the Sheriff's Department and will be located in the Police Administration Building in Jacksonville. This center will serve approximately 527,136 people by system cutover in March, 1980 and will serve all of Duval County except for the cities of Jacksonville Beach, Atlantic Beach, and Neptune Beach. Direct dispatching will be accomplished at this center for the Sheriff's Department and the Jacksonville Police Department, and Fire Department, thereby providing direct dispatching for the entire county except for the three beach municipalities above. The system will include 15 central office areas which will be connected by direct trunking to the 911 center. Those central offices will have the Called Party Hold, Emergency Ringback, Forced Disconnect, and Idle Trunk Tone options provided by the Southern Bell Telephone Company. Telephone central office overlaps into Nassau County, Clay County, and St. Johns County will require call relays or call transfers to public safety agencies in those counties.

The second answering center will be located at the Atlantic Beach Police Department and will serve the cities of Jacksonville Beach, Atlantic Beach, and Neptune Beach. Population served will be approximately 45,838 people by system cutover in the quarter ending March, 1980. This center will have direct dispatching for the Atlantic Beach Police Department and the Neptune Beach Police Department. Calls for the Jacksonville Beach Police Department, Fire Service, and Emergency Rescue will be transferred. This system will include one telephone central office area and eight public safety agencies. A central office overlap outside the jurisdiction of the three cities involved into the jurisdiction of the county will require call transfers to the Duval County 911 Center. An overlap into St. Johns County will require call relays or call transfers to public safety agencies in St. Johns County. Included in the system will be the Called Party Hold, Forced Disconnect, Emergency Ringback, and Idle Trunk Tone options provided by the Southern Bell Telephone Company. Details of boundary overlaps are shown in Figure 10.16-1. The central office 911 trunk network is shown in Figure 10.16-2.

### 10.16.2 System Management

#### 10.16.2.1 Jacksonville 911 Center

The Jacksonville 911 center will be operated by the Consolidated City of Jacksonville under the management of the elected Duval County Sheriff. The responsible fiscal agent will be the Board of County Commissioners of Duval County.

The Jacksonville 911 center planning was accomplished by the following:

John Traylor Chairman, 911 Action Committee, Director, Central Services

John Waters, Director, Public Safety

Earl Deveen, City Communications Division

D. R. White, Chief, Communications Services Division, Sheriff's Department

H. M. Nelson, Captain, Sheriff's Department

E. L. Russell, Jacksonville Beach Volunteer Fire Department

G. J. Crogham, Jacksonville Beach Police Department

R. Yarborough, Jacksonville Fire Division

R. J. King, Jacksonville Fire Division

W. E. Earle, Jacksonville Fire Division

Carl Stucki, Atlantic Beach Police Department

P. W. Klein, Jacksonville Beach Fire Department

T. N. Thompson, Sheriff's Department

G. S. Higgins, Sheriff's Department

Bill Calcagni, Information Systems Division

Frank Reneke, Information Systems Division

The Consolidated City of Jacksonville 911 Center will be administered by a citizens emergency service committee. The structure of the committee will be as follows:

Chairman - Director Police Operations, Office of the Sheriff

Vice Chairman - Director Public Safety Department, Consolidated City of Jacksonville

Support Advisor - Director Central Services Department, Consolidated City of Jacksonville

Police Advisor - Chief of Police Services, Office of the Sheriff

Fire and Emergency Medical Service Advisor - Chief Fire Communications, Department of Public Safety, Consolidated City of Jacksonville

Legal Advisor - Designee of General Counsel's Office, Consolidated City of Jacksonville

The duties and responsibilities of The Citizens' Emergency Service Committee will be as follows:

Approve policies affecting operations

Approve operational standards

Approve programs for the training of personnel

Provide for adequate equipment and the necessary funding to insure adequate equipment and staffing

Make recommendations to the Sheriff concerning grievances forwarded from the Grievance Subcommittee.

The Citizens' Emergency Service Committee will be subordinate only to the Chief Law Enforcement Officer of Duval County and will have the authority to petition The Administration for funding, staffing, and equipment needs.

#### Mutual Aid/Finance Subcommittee:

A mutual Aid/Finance Subcommittee will be established for the determination of existing and/or needed mutual aid and/or inter-agency agreements. This committee will be composed of one representative each, from Emergency Medical Service, Fire, and Police Service within each separate jurisdiction, with legal and fiscal assistance to be provided by the participating governmental jurisdictions.

Representatives will be appointed by the Mayors, Sheriffs, Directors and/or Chiefs of each service and/or jurisdiction. Mutual aid agreements will be forwarded to the State Division of Communications.

#### Training and Procedural Subcommittee:

The Training and Procedural Subcommittee will be comprised of the Program Coordinator from the Northeast Florida Criminal Justice Training Center, the officer in charge of Police Communications, the Captain of Fire Communications and a representative of the Southern Bell Company.

This Committee will be responsible for:

Recommending policies designed to achieve effective operations, to



establish control and to maintain standards.

Devising and providing adequate training.

Grievance Committee:

The Grievance Committee will be comprised of the Director of Police Services Officer, Office of the Sheriff, the Civil Defense Chief and the Chaplain of the Jails and Prisons. They will be responsible for hearing public and emergency operations grievances and making recommendations concerning these grievances to the Citizens' Emergency Service Committee.

10.16.2.2 Jacksonville Beach Area 911 Center

The Jacksonville Beach area 911 center will be operated by the Atlantic Beach Police Department under the management of the Atlantic Beach Police Chief and the Administrative Committee defined herein. The responsible fiscal agent will be the Atlantic Beach City Council which will negotiate pro rata cost sharing agreements with the city governments of Jacksonville Beach and Neptune Beach.

The Jacksonville Beach area 911 center planning was accomplished by the following:

William S. Howell, Chairman, Jacksonville Beach Area 911 Action Committee, Mayor, Atlantic Beach

John Futch, Mayor, Neptune Beach

Guy R. Craig, Mayor, Jacksonville Beach

Carl Stucki, Chief Atlantic Beach Police Department

Howard C. Basel, Chief Neptune Beach Police Department

Philip W. Klein, Chief, Jacksonville Beach Fire Department

Paul Brown, Chief, Jacksonville Beach Police Department

Ish Brant, City Manager, Jacksonville Beach

Paul Anderson, Director of Operations, Jacksonville Beach

The Jacksonville Beach Area 911 Center will be administered by a 911 Administrative Committee. The Administrative Committee will be composed of representatives of each government receiving services from and paying the pro rata share of the cost of the operation of the Beaches 911 Center. The members will be appointed by the Mayor of each city for staggered terms in Alphabetical order (i.e., Atlantic Beach - one year, Jacksonville Beach - two years, Jacksonville - three years and Neptune Beach - two years) for the first appointment and thereafter on expiration of term, each appointment will be

made for four years. In the event of a vacancy for any reason, an appointment will be made for the balance of the term of that individual.

The duties and responsibilities of the Beaches Area 911 Administrative Committee will be as follows:

Establish budgets for salaries, purchases, etc.

Determine policies affecting operations.

Establish, maintain and control the standards of operations.

Provide for adequate training.

Determine the procedures for resolving public and emergency operations, grievances, etc.

Recommend to the governing bodies the method of financing (pro rata basis per unit of government).

Establish by-laws, rules, etc., for the composition, procedures and operations of the Administrative Committee itself.

10.16.3 System Costs

The costs associated with the implementation and operation of the Consolidated City of Jacksonville and Jacksonville Beach Area 911 Center are listed in Section 7.

10.16.4 Mutual Aid and Interlocal Agreements

10.16.4.1 Mutual Aid Agreement

A mutual aid agreement, endorsed by all public safety agencies in Duval County and defining the responsibilities of each agency, is required. The areas of potential 911 system operational problems described in Section 2 shall be addressed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

10.16.4.2 Interlocal Agreements

Table 10.16-3 shows the required interlocal agreements for the Duval County 911 Systems. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.16-1  
DUVAL COUNTY 911 SYSTEM DEFINITION

<u>Jacksonville 911 Center</u>	
Location	Police Administration Building, Jacksonville
Population Served	527,136 (March, 1980)
Calls Per 24 Hours	1581
Number of Answering Positions	7 Operator Positions
Type of Answering Position	1 Supervisor Position
Total Staff	Answering/Complaint Writer
	24 Operators
	4 Supervisors
Number of Logging Recorders	1, 20-Channel
Number of Instant Playback Recorders	9
Call Answering Equipment	2B Automatic Call Distributor with recorded announcement
	Equipment:
	1 Supervisor Position Console
	8 Operator Position Consoles
Incoming Lines	Direct Trunking: 48
Transfer Lines	Direct: 3
	Dial Up: 4
Options (Direct Trunks)	Called Party Hold, Emergency Ring- back, Forced Disconnect, Idle Trunk Tone
<u>Jacksonville Beach Area 911 Center</u>	
Location	Atlantic Beach Police Department
Population Served	45,838 (March, 1980)
Calls Per 24 Hours	138
Number of Answering Positions	1
Type of Answering Position	Answering/Complaint Writer
Total Staff	5
Additional Staff Due to 911	3
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	2
Call Answering Equipment	8A Key System with 2 Attendant Position Consoles, 18 Button
Incoming Lines	3, B1
Transfer Lines	Direct: 4
	Dial Up: 2
Options	Called Party Hold, Forced Dis- connect, Emergency Ringback, Idle Trunk Tone

TABLE 10.16-2  
DUVAL COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<u>Jacksonville 911 Center</u>		
Sheriff's Department	Direct Dispatch	Radio
Jacksonville Police	Direct Dispatch	Radio
Jacksonville Fire Control	Direct Dispatch	Radio
Includes:		
Jacksonville Fire Department		
Baldwin Fire Department		
Neptune Beach Fire		
Department		
Atlantic Beach Fire		
Department		
Jacksonville Beach Fire		
Department		
Emergency Rescue Service		
Highway Patrol	Call Relay	Radio
Division of Forestry	Call Relay	Telephone
<u>Jacksonville Beach 911 Center</u>		
Any Public Safety Agency within jurisdiction of Jacksonville 911 Center	Call Transfer	Direct Line or Out-Dial Line
<u>Jacksonville Beach Area 911 Center</u>		
Sheriff's Department	Call Transfer	Out-Dial Line
Jacksonville Beach Police	Call Transfer	2 Direct Lines
Department		
Dispatching for:		
Neptune Beach Police		
Department		
Atlantic Beach Fire		
Department		
Neptune Beach Fire		
Department		
Jacksonville Beach Police	Call Transfer	1 Direct Line
Department	Call Relay	Radio
Highway Patrol	Call Relay	Telephone
Division of Forestry		

TABLE 10.16-3

## DUVAL COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Jacksonville 911 Center	Nassau County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Nassau County citizens at the Jacksonville 911 Center located in Jacksonville. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Jacksonville 911 Center	Clay County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Clay County citizens at the Jacksonville 911 Center located in Jacksonville. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Jacksonville 911 Center	St. Johns County	An interlocal agreement is required to define the call handling method and routing of each type of call received from St. Johns County citizens at the Jacksonville 911 Center located in Jacksonville. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Jacksonville Beach area 911 Center	Jacksonville 911 Center	An interlocal agreement is required to define the call handling method and routing of each type of call received from Duval County citizens at the Jacksonville Beach Area 911 Center located at the Atlantic Beach Police Department. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

TABLE 10.16-3 Cont.

FIRST PARTY	SECOND PARTY	SUBJECT
Jacksonville Beach area 911 Center	St. Johns County	An interlocal agreement is required to define the call handling method and routing of each type of call received from St. Johns County citizens at the Jacksonville Beach Area 911 Center located at the Atlantic Beach Police Department. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

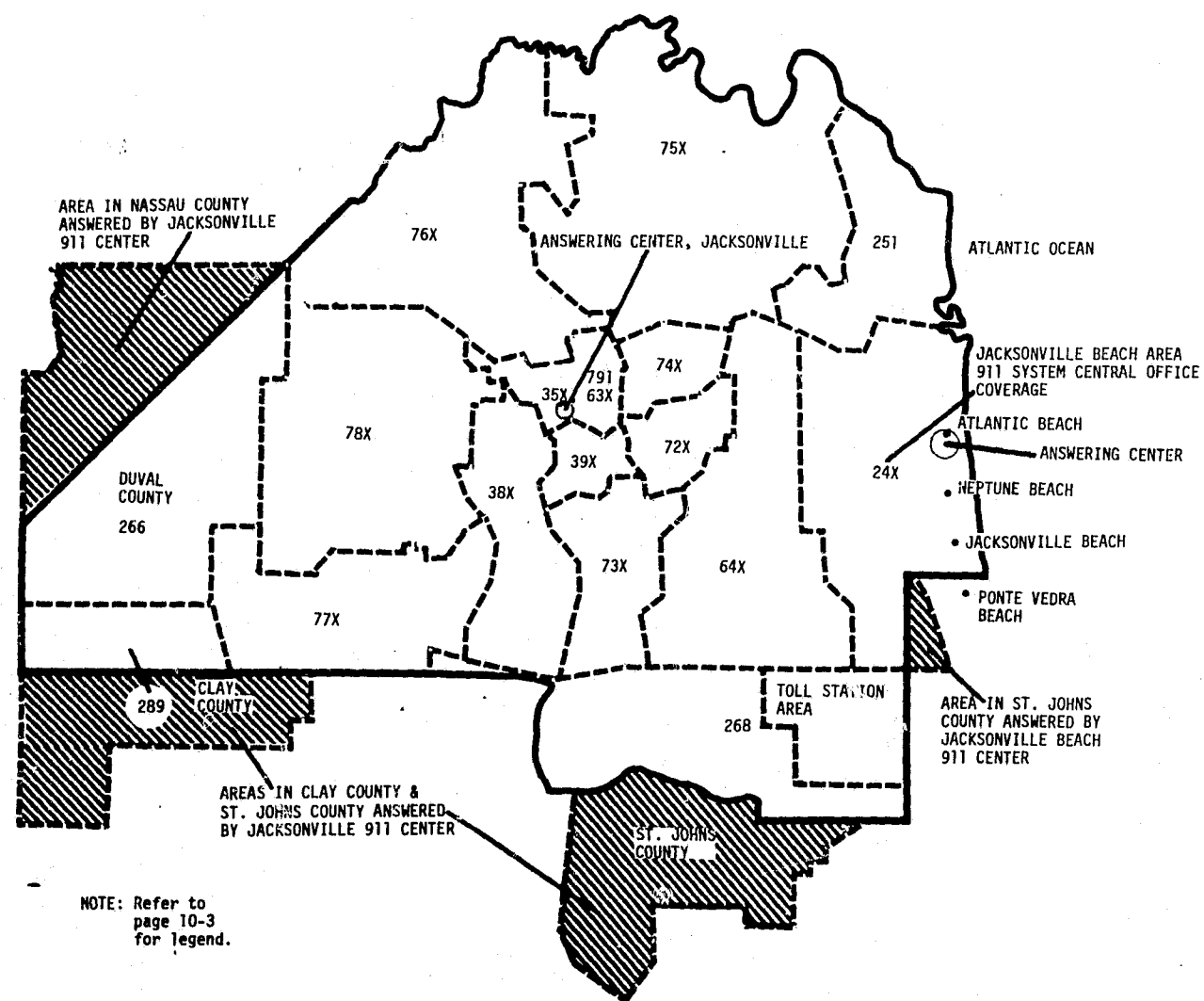


FIGURE 10.16-1 DUVAL COUNTY 911 SYSTEM SERVING AREA

REV 6-79

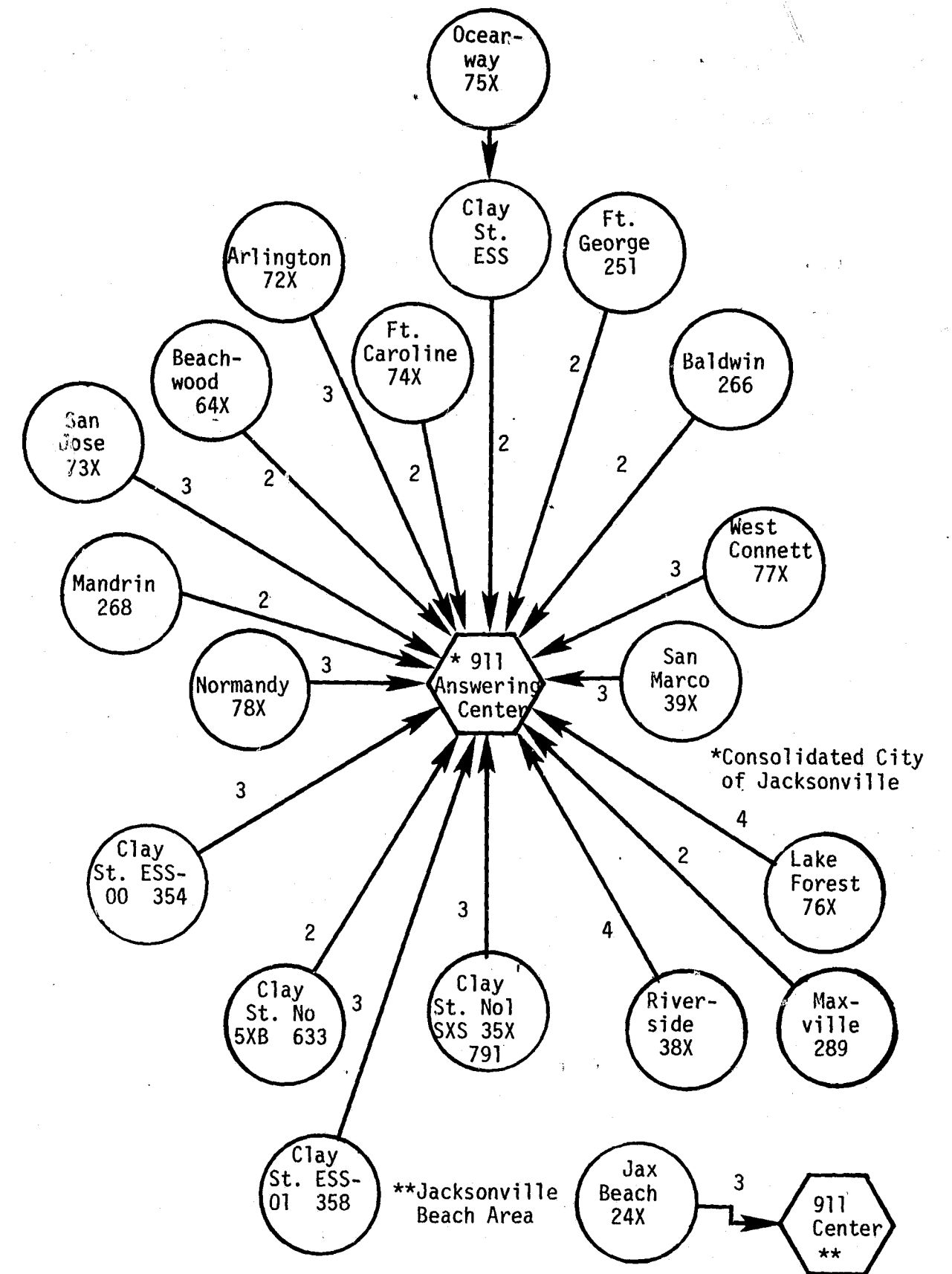


Figure 10.16-2 Duval County Central Office 911 Trunk Network

REV 6-79

## 10.17 ESCAMBIA COUNTY

### 10.17.1 System Summary

Escambia County, a high crime, high tourism area, has one center, single county system serving approximately 235,925 people in Escambia County, and portions of Baldwin County, Alabama. System cutover was in January, 1979. The center is located at the Escambia Department of Emergency Services and direct dispatches calls for ambulance service and about two thirds of the volunteer fire departments. The system includes seven telephone central offices, one municipality and over 20 public safety agencies. The system includes six of the 911 special options listed in Section 3; Emergency Ring-back, Switchhook Status, Called Party Hold, Idle Trunk Tone Application, Forced Disconnect, and Central Office Identification. Four of these options are provided on a no-charge basis by the Southern Bell Telephone Company. Each of the seven central offices are direct trunked to the answering center. (See Figure 10.17-2). Dedicated call transfer lines interconnect the answering center with four of the safety agencies. The 911 calls from the part of Escambia County within the Atmore 369 central office are handled by the 911 center located in Atmore, Alabama and directed to the appropriate agencies. The South Flomaton, 256, central office area within Escambia County has a seven digit FX line terminated on the 911 center cordboard. Calls from the part of Escambia County within the Gulf Breeze, 932, and Holley-Navaree, 939, central offices are handled by the Santa Rosa County 911 Center and directed to the appropriate agencies in Baldwin County, Alabama. Details of these boundary overlaps are shown in Figure 10.17-1.

### 10.17.2 System Management

The Escambia County 911 System is under the management of the Director of the Escambia County Department of Emergency Services. The responsible fiscal agent is the Board of County Commissioners.

The Escambia County 911 System planning was accomplished by the following members of the Escambia County 911 Committee:

Zearl Lancaster, Chairman, County Commission  
Allison Levy, County Executive Director  
Ed Hinkle, Pensacola Civil Defense  
John Hanner, Pensacola Police Department  
Fred Yilling, Pensacola Fire Department  
M. K. Renfro, Escambia County Emergency Services  
Cliff Sprinkle, Escambia County Fire Association  
Lt. Charles Grant, Escambia County Sheriff's Department

Lt. J. E. Braxton, Florida Highway Patrol

Lt. C. C. Wiggins, Florida Highway Patrol

Capt. L. E. Zangas, Florida Marine Patrol

Lt. Malcolm McCoy, Florida Game and Freshwater Fish Commission

John Nesbit, Florida Forestry Service

D. G. Newsome, Escambia County Health Department

Maj. C. L. McCauley, Pensacola Naval Air Station

Don Gay, Southern Bell Telephone Company

### 10.17.3 System Cost

The costs associated with the implementation and operation of the Escambia County 911 System are listed in Section 7.

### 10.17.4 Mutual Aid and Interlocal Agreements

#### 10.17.4.1 Mutual Aid Agreements

A mutual aid agreement, endorsed by all of the public safety agencies in the Escambia County 911 System, and defining the responsibilities of each agency, is required.

The areas of potential 911 system operational problems described in Section 2 shall be reviewed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

#### 10.17.4.2 Interlocal Agreements

Table 10.17-3 shows the required interlocal agreements for the Escambia County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.17-1  
ESCAMBIA COUNTY 911 SYSTEM DEFINITION

Location	Escambia County Department of Emergency Services, Pensacola
Population Served	235,925 (September, 1978)
Calls Per 24 Hours	708
Number of Answering Positions	4
Type of Answering Positions	Answering/Complaint Writer
Total Staff	15
Additional Staff Due to 911	15
Number of Logging Recorders	1, 10-Channel

TABLE 10.17-1 Cont.

Number of Instant Playback Recorders	4
Call Answering Equipment	4, 608 Switchboard
911 Trunks	24
Transfer Lines	17
Dial-Out Lines	4
Tie-Lines	0
FX Lines	1 (from South Flomaton area 256)
Telephone Recorder Connectors	8

TABLE 10.17-2

## ESCAMBIA COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<u>Escambia County 911 Center</u>		
Escambia County Sheriff's Office	Call Transfer	7 Lines
Escambia County Emergency Services Ambulance	Call Dispatch	} 4 Lines *
Majority of Volunteer Fire Department's	Call Dispatch	
Florida Game and Freshwater Fish Commission (Pensacola)	Dial-Out Call Transfer	432-2381
Florida Highway Patrol (Pensacola)	Dial-Out Call Transfer	433-5661
Florida Marine Patrol (Pensacola)	Dial-Out Call Transfer	438-4903
Florida Division of Forestry (Coldwater, Work Center, Milton)	Dial Out	455-7505
Pensacola Police Department	Call Transfer	4 Lines
Pensacola Fire Department	Call Transfer	2 Lines
Molino Volunteer Fire Department	Dial-Out Call Transfer	1-587-5123
Myrtle Grove Volunteer Fire Department	Dial-Out Call Transfer	456-1161
Warrington Volunteer Fire Department	Dial-Out Call Transfer	455-4546
West Pensacola Volunteer Fire Department	Dial-Out Call Transfer	432-7100
Appropriate Baldwin County, Alabama Public Safety Agencies	Dial-Out Call Transfer	Telephone No.'s as Listed
<u>Atmore 911 Center, Alabama</u>		
Appropriate Escambia County Public Safety Agencies	Call Relay	As Listed

TABLE 10.17-2

AGENCY	METHOD	VEHICLE
<u>Flomaton 911 Center, Alabama</u>		
Appropriate Escambia County Public Safety Agencies	Call Relay	As Listed
<u>Santa Rosa County 911 Center</u>		
Gulf Breeze Police Department (After Business Hours, via Pensacola Police Department)	Dial-Out Call Transfer (Use new FX line)	438-4911
Pensacola Beach Police Department (via Escambia County Sheriff's Office)	Dial-Out Call Transfer (Use new FX line)	433-8371
Pensacola Beach Volunteer Fire Department (via Escambia County Department of Emergency Services)	Dial-Out Call Transfer (Use new FX line)	434-2253

\*These lines are to enable the 911 answering operator to permit a non-busy Escambia County Emergency Services radio dispatcher to listen to the operator/citizen conversation and take advanced action before the receipt of the complaint data.

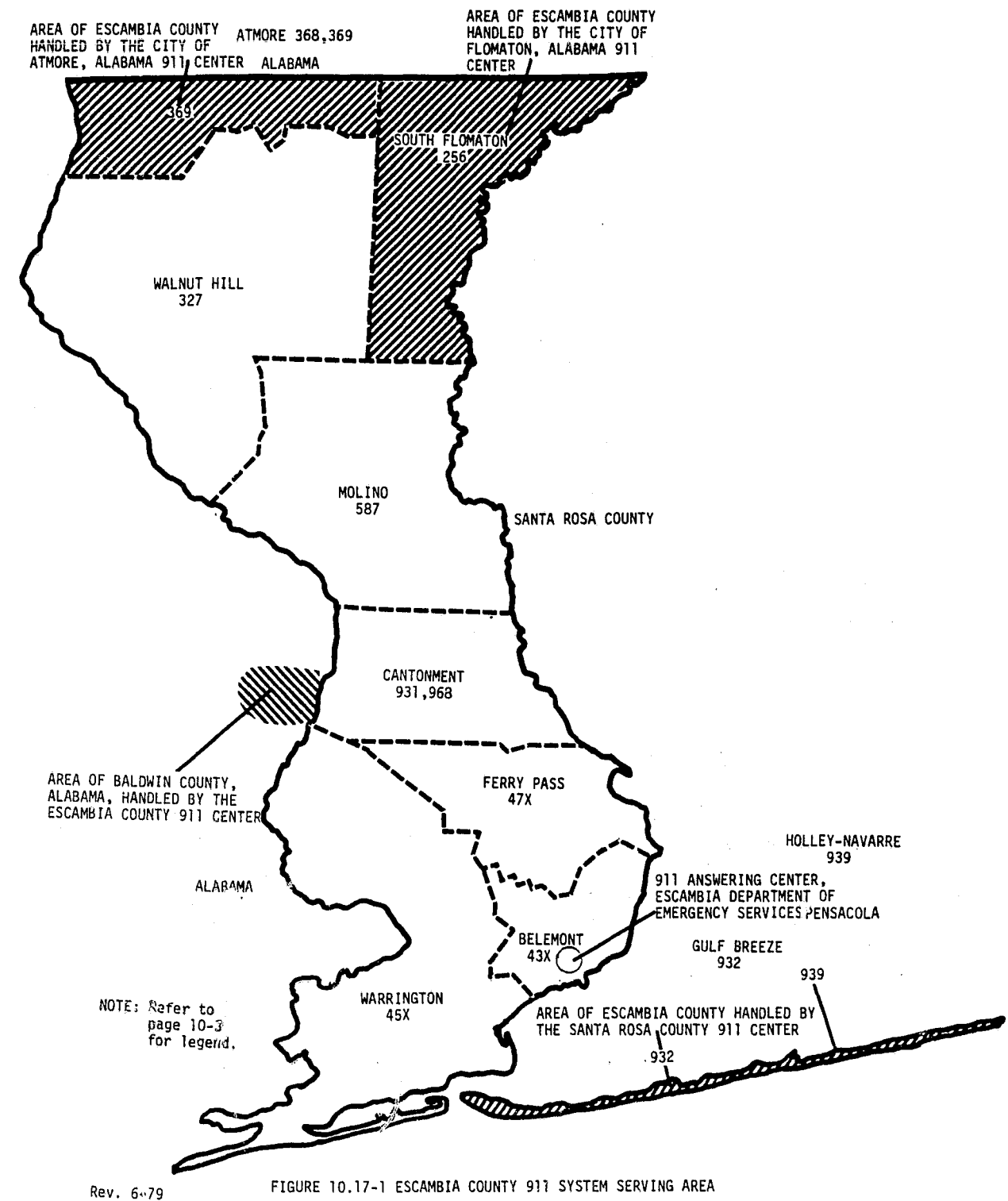
TABLE 10.17-3

## ESCAMBIA COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
City of Atmore, Alabama	Escambia County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Escambia County citizens at the city of Atmore, Alabama 911 Answering Center. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
City of Flomaton, Alabama	Escambia County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Escambia County citizens at the city of Flomaton, Alabama 911 Answering Center. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public

TABLE 10.17-3

FIRST PARTY	SECOND PARTY	SUBJECT
Santa Rosa County	Escambia County	safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.  An interlocal agreement is required to define the call handling method and routing of each type of call received from Escambia County citizens at the Santa Rosa County 911 Answering Center located in the city of Milton. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Escambia County	Baldwin County, Alabama	An interlocal agreement is required to define the call handling method and routing of each type of call received from Baldwin County, Alabama citizens at the Escambia County 911 Answering Center located in the city of Pensacola. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.





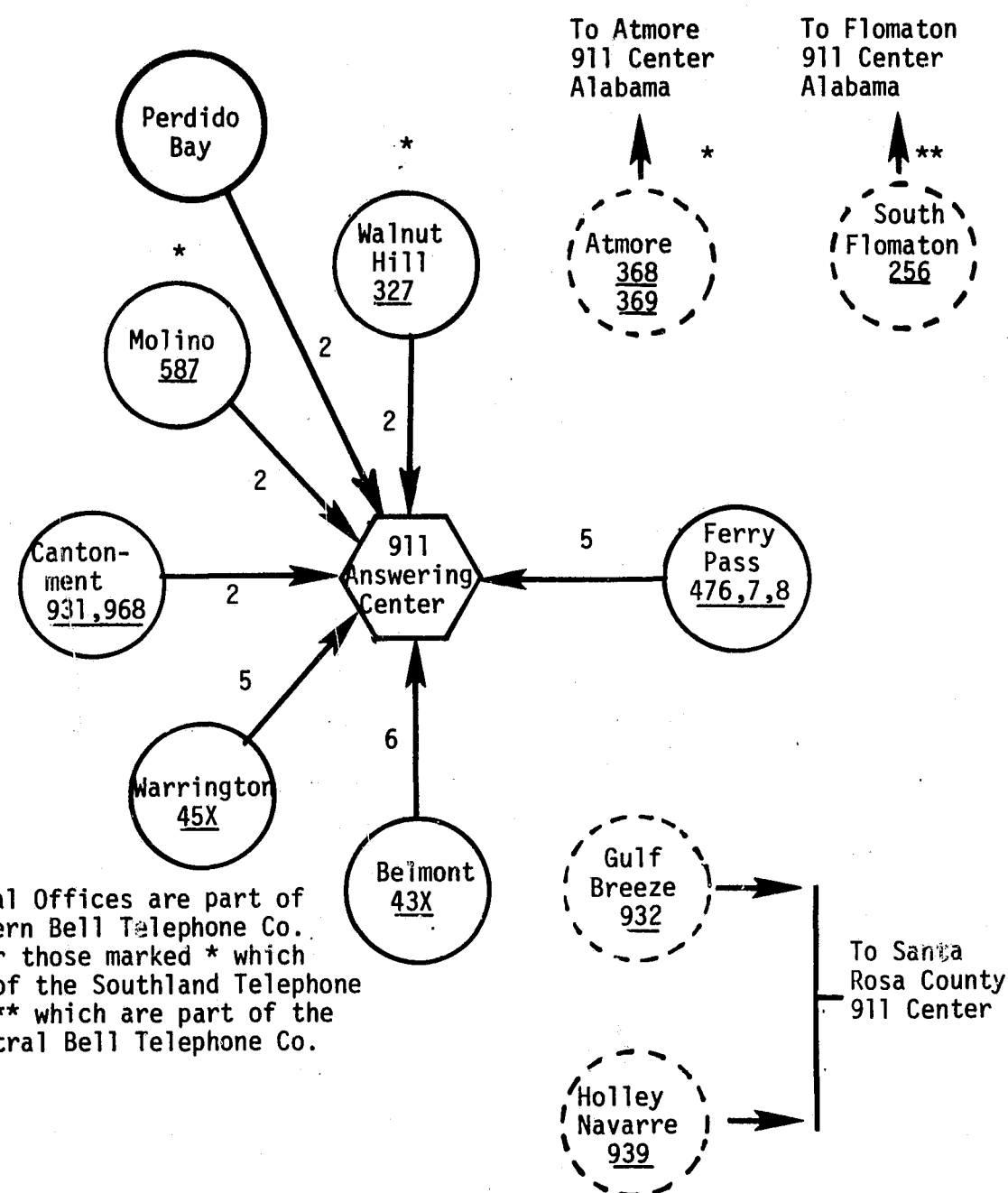


FIGURE 10.17-2 ESCAMBIA COUNTY CENTRAL OFFICE  
911 TRUNK NETWORK

## 10.18 FLAGLER COUNTY

### 10.18.1 System Summary

Flagler County, a low crime, low tourism area on the Atlantic coast of north Florida, will have a single answering center 911 system serving approximately 7,877 people based on system cutover in the quarter ending March, 1977. The center will be located at the Sheriff's Department in Bunnell and will direct dispatch for all public safety agencies in Flagler County. The system will include three telephone central office areas, five municipalities, and nine public safety agencies. (See Figure 10.18-2). A minor central office overlap from St. Johns County into Flagler County will require call relays from the St. Johns County 911 Answering Center located in St. Augustine to the 911 center in Bunnell. A similar small overlap from Volusia County into Flagler County will require call relays from the 911 answering center in Daytona Beach to the 911 center in Bunnell. Details of these boundary overlaps are shown in Figure 10.18-1.

### 10.18.2 System Management

The Flagler County 911 system will be operated by the Sheriff's Department under the management of the elected Flagler County Sheriff. The responsible fiscal agent will be the Board of County Commissioners.

The Flagler County 911 system planning was accomplished by Sheriff P. A. Edmonson, who was designated by the Board of County Commissioners of Flagler County.

### 10.18.3 System Costs

The costs associated with the implementation and operation of the Flagler County 911 System are shown in Section 7.

### 10.18.4 Mutual Aid and Interlocal Agreements

#### 10.18.4.1 Mutual Aid Agreement

A mutual aid agreement endorsed by all public safety agencies in Flagler County and defining the responsibilities of each agency is required. The areas of potential 911 system operational problems described in Section 2 shall be addressed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

#### 10.18.4.2 Interlocal Agreements

Table 10.18-3 shows the required interlocal agreements for the Flagler County 911 system. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.18-1

## FLAGLER COUNTY 911 SYSTEM DEFINITION

Location	Sheriff's Department, Bunnell
Population Served	7,877 (March, 1977)
Calls Per 24 Hours	16
Number of Answering Positions	1
Type of Answering Position	Answering, Complaint Writer
Total Staff	5
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	1
Call Answering Equipment	1, 6 Button Key Set
Incoming 911 Lines	2, B1
Transfer Lines	0

TABLE 10.18-2

## FLAGLER COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<u>Flagler County 911 Center</u>		
Flagler County Sheriff's Dept.	Direct Dispatch	
Bunnell Police Department	Direct Dispatch	
Flagler Beach Police Dept.	Direct Dispatch	
Flagler Beach Fire Department	Direct Dispatch	
Bunnell Fire Department	Direct Dispatch	
Palm Coast Security Guard	Direct Dispatch	
Flagler County Ambulance Svc.	Direct Dispatch	
Division of Forestry	Direct Dispatch	
Florida Highway Patrol	Call Relay	Radio
<u>Volusia County 911 Center</u>		
Any Flagler County Public Safety Agency (via Flagler County Sheriff's Department)	Call Relay	Intercity Radio
<u>St. Johns County 911 Center</u>		
Any Flagler County Public Safety Agency (via Flagler County Sheriff's Department)	Call Relay	Intercity Radio

TABLE 10.18-3

## FLAGLER COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Flagler County	St. Johns County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Flagler County citizens at the St. Johns County 911 Answering Center located in the city of St. Augustine. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Flagler County	Volusia County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Flagler County citizens at the Volusia County 911 Answering Center located in the city of Daytona Beach. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

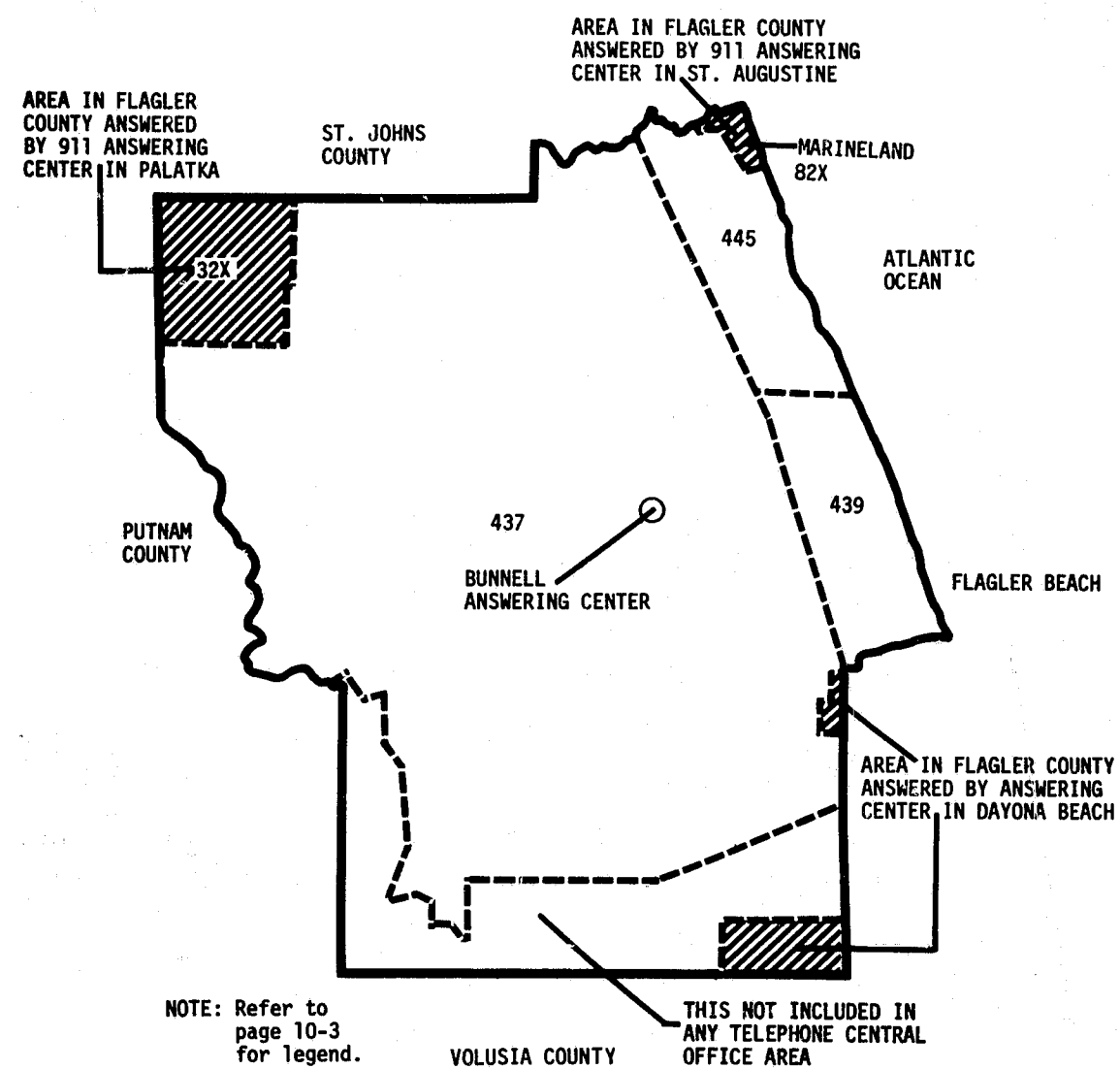


FIGURE 10.18-1 FLAGLER COUNTY 911 SYSTEM SERVING AREA

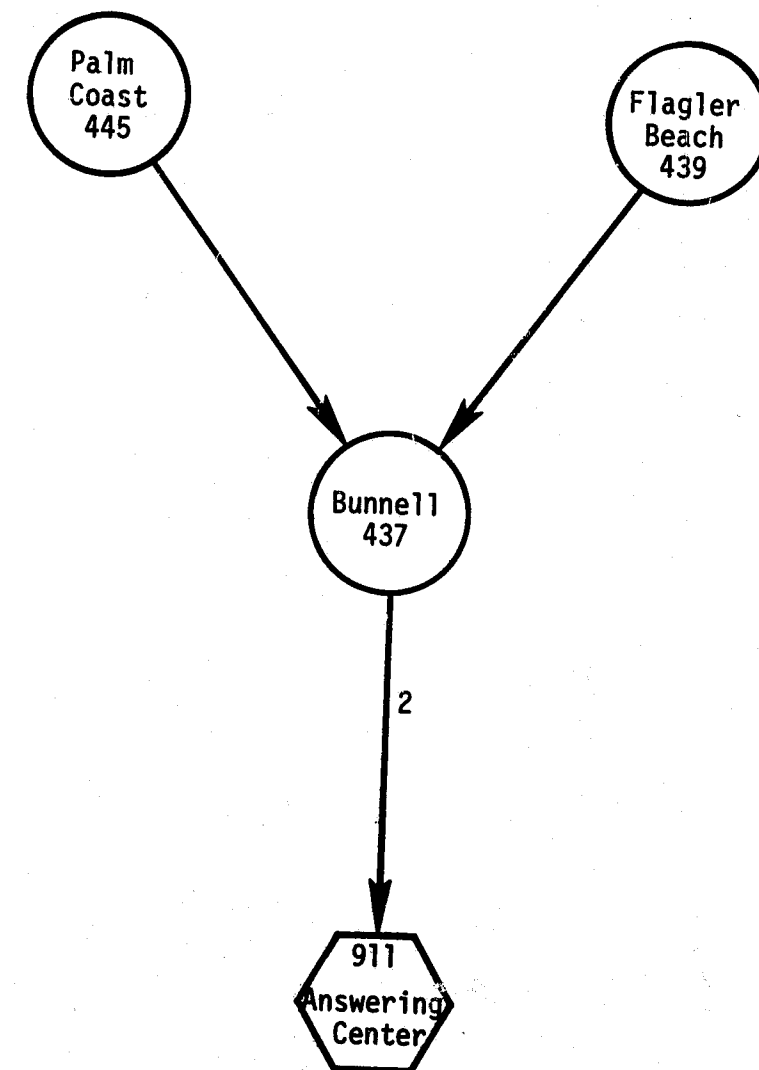


Figure 10.18-2 Flagler County Central Office 911 Trunk Network

10.19 FRANKLIN COUNTY

10.19.1 System Summary

Franklin County, a low crime, low tourism area, will be a one center, single county system serving approximately 9,550 people in Franklin County and portions of Liberty County by system cutover in the quarter ending December, 1978. The center will be located in the Sheriff's dispatch center in the city of Apalachicola and will continue to direct dispatch calls for the Sheriff's Department, County Ambulance Service, and the Apalachicola Police Department. The system will include four central offices, two municipalities, and eleven public safety agencies. The system will include one of the 911 telephone service options listed in Section 3; Central Office Identification. Each of the four central offices will be direct trunked to the answering center. (See Figure 10.19-2). There will be no dedicated transfer lines to any of the safety agencies, i.e., calls for agencies other than those dispatched by the Sheriff's Department will be relayed. Calls from the portion of Liberty County served by the Franklin County 911 System will be handled by the Franklin County 911 Center and directed to the appropriate agencies. Details of these boundary overlaps are shown in Figure 10.19-1.

10.19.2 System Management

The Franklin County 911 System will be operated by the Franklin County Sheriff's Office under the management of the Franklin County Sheriff's Office. The responsible fiscal agent will be the Board of County Commissioners.

The Franklin County 911 System planning was accomplished by the following:

Jack Taylor, Jr., Sheriff, Franklin County

George W. Hendes, Chief, Apalachicola Police Department

Marvin E. Braswell, Chief, Carrabelle Police Department

C. R. Simmons, Division of Forestry

10.19.3 System Costs

The costs associated with the implementation and operation of the Franklin County 911 System are listed in Section 7.

10.19.4 Mutual Aid and Interlocal Agreements

10.19.4.1 Mutual Aid Agreement

A mutual aid agreement, endorsed by all public safety agencies in Franklin County and defining the responsibilities of each agency, is required. The areas of potential 911 System operational problems described in Section 2 shall be addressed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

10.19.4.2 Interlocal Agreements

Table 10.19-3 shows the required interlocal agreements for the Franklin County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.19-1  
FRANKLIN COUNTY 911 SYSTEM DEFINITION

Location	Franklin County Sheriff's Office, Apalachicola
Population Served	9,550 (December, 1978)
Calls Per 24 Hours	19
Number of Answering Positions	1
Type of Answering Position	Dispatcher
Total Staff	5
Additional Staff Due to 911	2
Number of Logging Recorders	1, 10-Channel *
Number of Instant Playback Recorders	1
Call Answering Equipment	1, Key System and 1, 10-Button Telephone
Dial-Out Lines	Use Existing
Tie-Lines	0
Incoming Trunks	8
Transfer Lines	0

\* This unit is being obtained under an LEAA Grant.

TABLE 10.19-2  
FRANKLIN COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
Franklin County 911 Center		
Alligator Point Volunteer Fire Department	Call Relay	1-349-2364
Apalachicola Volunteer Fire Department	Call Relay	653-4011
Carrabelle Police Department	Call Relay	Radio or 1-697-3691
Carrabelle Volunteer Fire Department	Call Relay	1-697-3800
Florida Division of Forestry (Carrabelle)	Call Relay	1-697-3734
Florida Highway Patrol (Eastpoint)	Call Relay	Radio or 670-2361

TABLE 10.19-2 Cont.

AGENCY	METHOD	VEHICLE
Franklin County Sheriff's Department	Direct Dispatch	--
Apalachicola Police Department	Direct Dispatch	--
County Ambulance Service	Direct Dispatch	--
Marine Patrol (Carrabelle)	Call Relay	1-697-3741
U. S. Coast Guard (Cape San Blas)	Call Relay	1-227-4001
Any Liberty County Agency (via Liberty County Sheriff's Office)	Call Relay	Intercity Radio or 1-643-3532

TABLE 10.19-3

FRANKLIN COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Liberty County	Franklin County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Liberty County citizens at the Franklin County 911 Center located in the city of Apalachicola. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

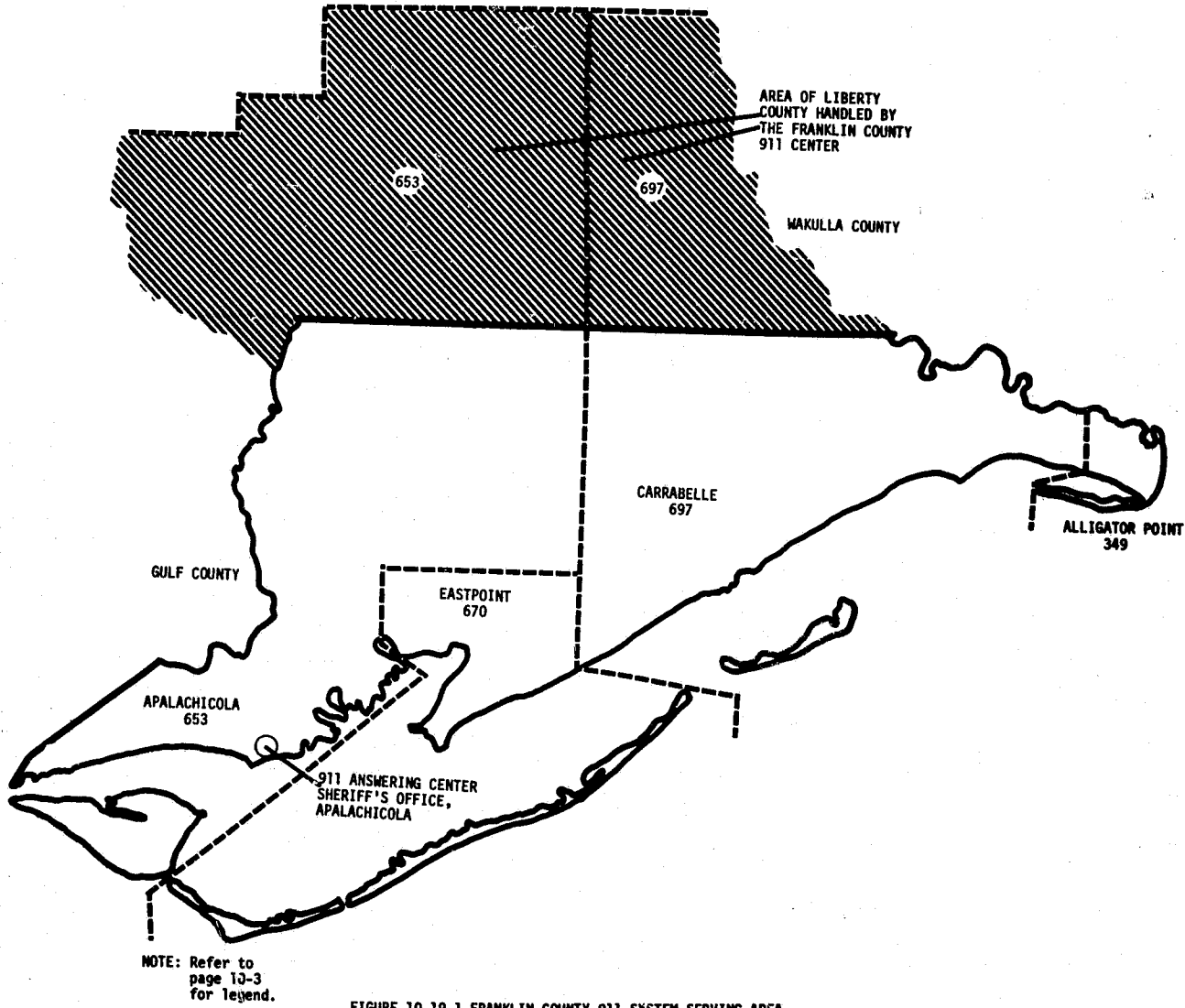
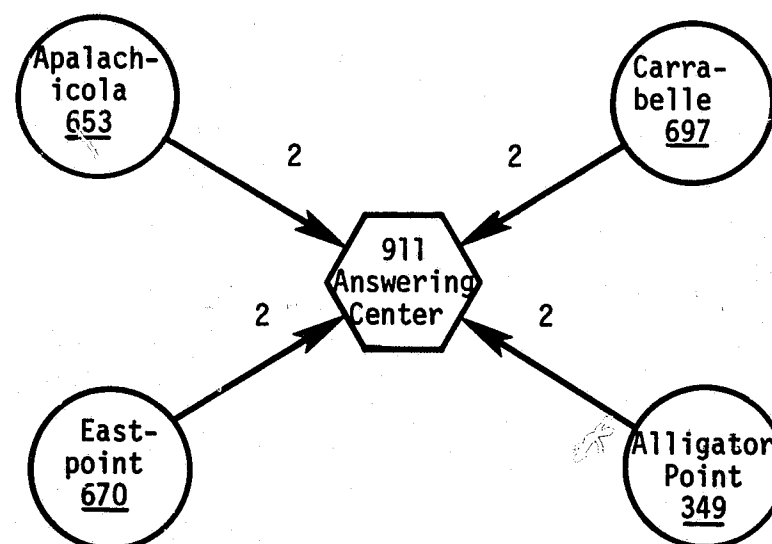


FIGURE 10.19-1 FRANKLIN COUNTY 911 SYSTEM SERVING AREA



All Central Offices are part of the St. Joseph Telephone Company.

FIGURE 10.19-2 FRANKLIN COUNTY CENTRAL OFFICE  
911 TRUNK NETWORK

## 10.20 GADSDEN COUNTY

### 10.20.1 System Summary

Gadsden County, a low crime, low tourism area, is a two center system. The system serves approximately 38,485 people in Gadsden County and a portion in Decatur County (Georgia). System cutover was in June, 1977. The Quincy Center is located in the Sheriff's Communications Center at the Gadsden County jail facility in the city of Quincy, and direct dispatches calls for the Sheriff's Department and the Havana Police Department. The Chattahoochee Center is located in the Communications Center of the Chattahoochee Police Department and direct dispatches calls for the Chattahoochee Police and Fire Departments, and Ambulance Service. The two centers include six telephone central offices, five municipalities, and thirteen public safety agencies. The system includes the Coin Free Dialing option and the Central Office Identification option for the Chattahoochee center. The five central offices comprising the Quincy system form a tandem network with trunks from the Quincy central office directed to the Quincy answering center. (See Figure 10.20-2). The Chattahoochee central office is direct trunked to the Chattahoochee answering center. There are no dedicated transfer lines to any of the safety agencies, i.e. calls for agencies other than those dispatched by the Sheriff and the Chattahoochee Police Department are relayed. Calls from the part of Gadsden County that is not served by the Quincy 911 system are handled by the Leon County 911 System and directed to the appropriate agencies. Likewise, calls from the portion of Decatur County (Georgia) served by the Chattahoochee 911 System are handled by the Chattahoochee 911 Center and directed to the appropriate agencies. Details of these boundary overlaps are shown in Figure 10.20-1.

### 10.20.2 System Management

The Gadsden County 911 System is managed and operated by the Gadsden County Sheriff's Department. The responsible fiscal agent is the Board of County Commissioners.

The Chattahoochee 911 System is managed by the Chattahoochee Police Department. The responsible fiscal agent is the Chattahoochee Board of City Commissioners.

The Gadsden County 911 System planning was accomplished by the following people: W. A. Woodham, Sheriff, Gadsden County

R. D. Edwards, Chief, Quincy Police Department

Henry York, Chattahoochee Police Department

Bill Shelfer, Havana Police Department

Joe Butler, County Commissioner

George Smith, Quincy Telephone Company

### 10.20.3 System Costs

The costs associated with the implementation and operation of the Gadsden County 911 System are listed in Section 7.

### 10.20.4 Mutual Aid and Interlocal Agreements

#### 10.20.4.1 Mutual Aid Agreements

A mutual aid agreement, endorsed by all of the public safety agencies in Gadsden County and defining the responsibilities of each agency, is required. The areas of potential 911 system operational problems described in Section 2 shall be reviewed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

#### 10.20.4.2 Interlocal Agreements

Table 10.20-3 shows the required interlocal agreements for the Gadsden County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.20-1  
GADSDEN COUNTY 911 SYSTEM DEFINITION

<u>Quincy 911 Center</u>	
Location	Gadsden County Sheriff's Office Quincy
Population Served	32,835 (April, 1977)
Calls Per 24 Hours	66
Number of Answering Positions	2
Type of Answering Positions	Complaint Writer/Dispatcher
Total Staff	8
Additional Staff Due to 911	4
Number of Logging Recorders	1, 20 Channel
Number of Instant Playback Recorders	2
Call Answering Equipment	Key System & 2-10 Button Key Sets
Dial-Out Lines	Use Existing
Tie-Lines	0
Incoming Trunks	4
Transfer Lines	0
Telephone Recorder Connectors	4
<u>Chattahoochee 911 Center</u>	
Location	City of Chattahoochee Police Department
Population Served	5,985 (June, 1977)

TABLE 10.20-1 Cont.

Calls Per 24 Hours	12
Number of Answering Positions	1
Type of Answering Positions	Complaint Writer/Dispatcher
Total Staff	5
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	1
Call Answering Equipment	1 Two-Line Telephone
Dial-Out Lines	Use Existing
Tie-Lines	0
Incoming Trunks	2
Transfer Lines	0
Telephone Recorder Connectors	2

TABLE 10.20-2  
GADSDEN COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<u>Quincy 911 Center</u>		
Gadsden County Sheriff's Department	Call Dispatch	460.450/465MHz
Havana Police Department	Call Dispatch	460.450/465MHz
Gadsden Memorial Hospital EMS	Call Relay	Radio or 627-7621
Division of Forestry (Leon County Fire Control)	Call Relay	856-5218 (FX)
Florida Highway Patrol (Quincy)	Call Relay	155.370MHz
Greensboro Fire Department	Call Relay	442-6100
Havana Fire Department and Ambulance	Call Relay via Havana PD or Call Relay Direct	460.375/465.450MHz or 539-6464
Quincy Department of Public Safety (Police & Fire)	Call Relay	460.375/465.375MHz or 627-7111
<u>Chattahoochee 911 Center</u>		
Chattahoochee Police De- partment (Also Fire & Am- bulance)	Call Dispatch	460.375/465.375MHz
Division of Forestry (Rose- dale Tower)	Call Relay	663-2174



TABLE 10.20-2 Cont.

AGENCY	METHOD	VEHICLE
Florida Highway Patrol Gadsden County Sheriff's Department	Call Relay Call Relay	155.370MHz 460.375/465.375MHz, or 155.370MHz, or "E" 460.275/465.275
<u>Leon County 911 Center</u>		
Any Gadsden County Agency (Via Quincy 911 Center)	Call Relay	37.30MHz

TABLE 10.20-3

GADSDEN COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Gadsden County	Leon County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Gadsden County citizens at the Leon County 911 Center located in the city of Tallahassee. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Decatur County, Georgia	Gadsden County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Decatur County, Georgia, citizens at the Gadsden County 911 Center located in the city of Quincy. The agreement shall be kept current through periodic revision to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

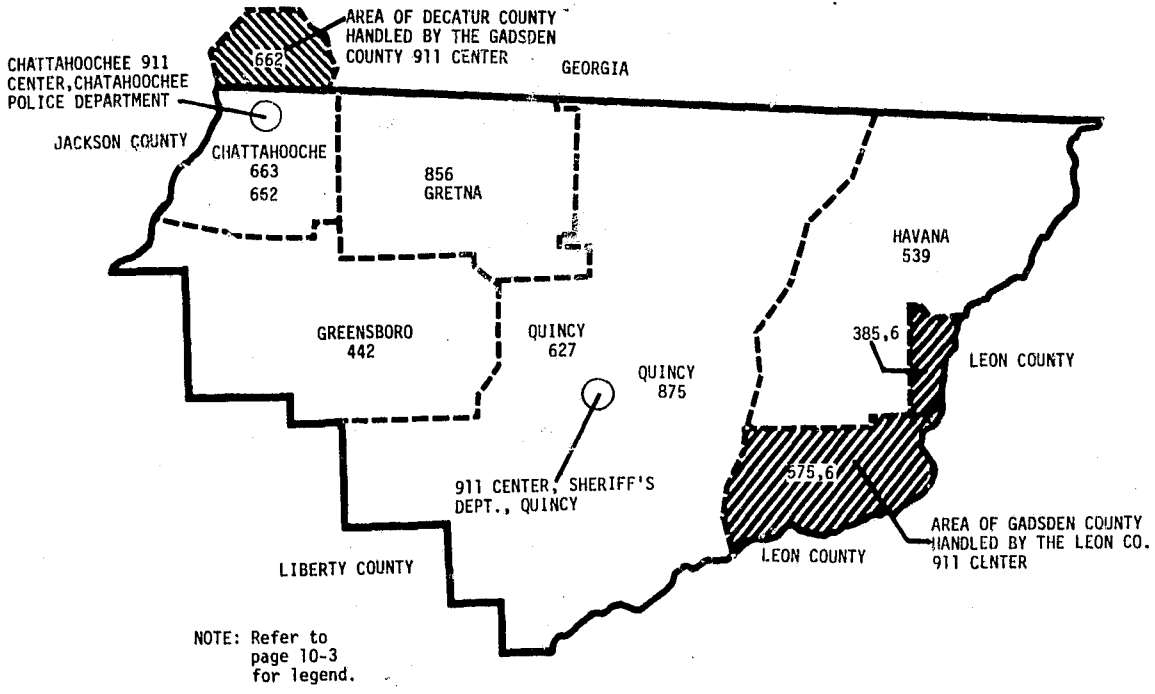


FIGURE 10.20-1 GADSDEN COUNTY 911 SYSTEM SERVING AREA

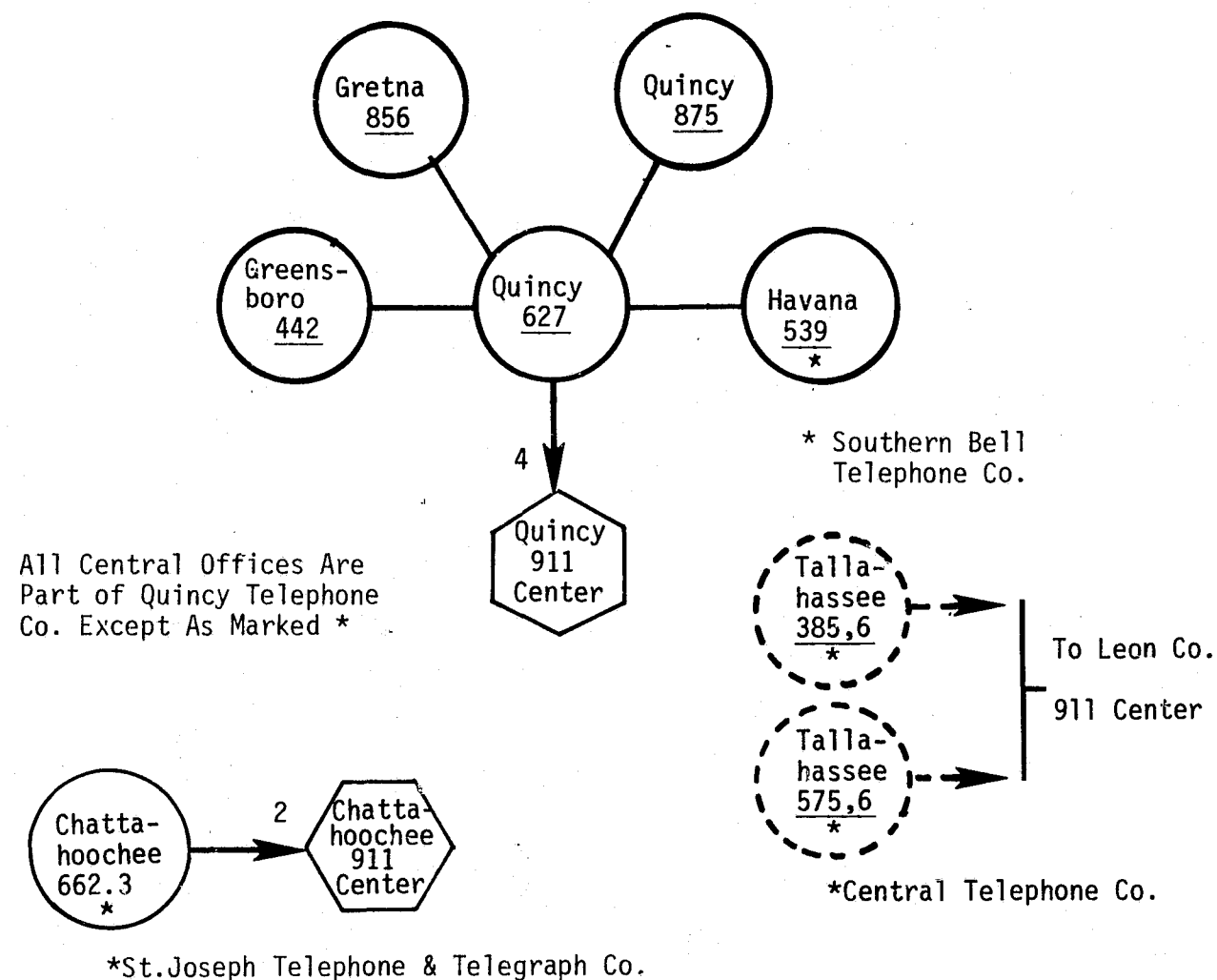


Figure 10.20-2 Gadsden County Central Office 911 Trunk Network

## 10.21 GILCHRIST COUNTY

### 10.21.1 System Summary

Gilchrist County, a low crime, low tourism area will be a one center, single county system serving approximately 10,030 people in Gilchrist County and portions of Levy County by system cutover in the quarter ending December, 1978. The center will be located in the Gilchrist County Jailhouse in Trenton. The calls will be handled in the main entrance dispatch area during business hours and in the jailers dispatch area during the remaining hours. The center will dispatch calls for the Sheriff's Department and the Trenton Police Department. The system will include one telephone central office, three municipalities, and thirteen public safety agencies. The system will include four of the 911 telephone service options listed in Section 3; Called Party Hold, Idle Trunk Tone Application, Forced Disconnect, and Central Office Identification. These options will be provided on a no-charge basis by the Southern Bell Telephone Company. The central office will be direct trunked to the answering center. (See Figure 10.21-2) There will be no dedicated transfer lines to any of the safety agencies, i.e., calls for agencies other than those dispatched by the Sheriff's Department will be relayed. The calls from the part of Gilchrist County that is not served by the Gilchrist County 911 System will be handled by the Alachua and Suwannee Counties 911 centers and directed to the appropriate agencies. Likewise, the calls from the part of Levy County that is served by the Gilchrist County 911 system will be handled by the Gilchrist County 911 center and directed to the appropriate agencies. Details of these boundary overlaps are shown in Figure 10.21-1.

### 10.21.2 System Management

The Gilchrist County 911 System will be operated by the Gilchrist County Sheriff's Office under the management of the Gilchrist County Sheriff's Office. The responsible fiscal agent will be the Board of County Commissioners.

The Gilchrist County 911 System planning was accomplished by the Southern Bell Telephone Company and the Division of Communications.

### 10.21.3 System Costs

The costs associated with the implementation and operation of the Gilchrist County 911 System are listed in Section 7.

### 10.21.4 Mutual Aid and Interlocal Agreements

#### 10.21.4.1 Mutual Aid Agreement

A mutual aid agreement, endorsed by all public safety agencies in Gilchrist County and defining the responsibilities of each agency, is required. The areas of potential 911 system operational problems described in Section 2 shall be addressed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

10.21.4.2 Interlocal Agreements

Table 10.21-3 shows the required interlocal agreements for the Gilchrist County 911 system. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.21-1

GILCHRIST COUNTY 911 SYSTEM DEFINITION

Location	Gilchrist County Sheriff's Jail, Trenton
Population Served	10,030 (December, 1978)
Calls Per 24 Hours	20
Number of Answering Positions	1 (Main entrance during business hours, Jail during remaining hours)
Type of Answering Position	Dispatcher/Jailer
Total Staff	5
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	2
Call Answering Equipment	1, 1A Key System and 2, 6-Button Telephones
Tie-Lines	0
Dial-Out Lines	1
Incoming Trunks	2
Transfer Lines	0

TABLE 10.21-2

GILCHRIST COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<u>Gilchrist County 911 Center</u>		
Bell Volunteer Fire Department	Call Relay	As Listed
Bruces Store Volunteer Fire Department	Call Relay	As Listed
Florida Division of Forestry (Chiefland)	Call Relay	493-4385
Florida Highway Patrol (Cross City)	Call Relay	Intercity Radio or 1-498-3309
Florida Highway Patrol (Inglis) (via Levy County Sheriff's Office)	Call Relay	Intercity Radio or 1-486-2321
Gormley Funeral Home (Ambulance) (Trenton)	Call Relay	463-2337

TABLE 10.21-2

AGENCY	METHOD	VEHICLE
Gilchrist County Sheriff's Office	Direct Dispatch	--
Trenton Police Department	Direct Dispatch	--
Gilchrist County Civil Defense	Call Relay	463-2373
Trenton Volunteer Fire Department	Call Relay	463-2119
Suwannee River Volunteer Fire Department	Call Relay	463-2345
Waccasassa Volunteer Fire Department	Call Relay	As Listed
Levy County Ambulance (Chiefland)	Call Relay	493-4777
Remaining Levy County Agencies (via Levy County Sheriff's Office)	Call Relay	Intercity Radio or 1-486-2321
<u>Alachua County 911 Center</u>		
Any Gilchrist County Agency (via Gilchrist County Sheriff's Office)	Call Relay	Intercity Radio or 1-463-2245
<u>Suwannee County 911 Center</u>		
Any Gilchrist County Agency (via Gilchrist County Sheriff's Office)	Call Relay or Dial-Out Call Transfer	Intercity Radio or 1-463-2245

TABLE 10.21-3

GILCHRIST COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Gilchrist County	Alachua County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Gilchrist County citizens at the Alachua County 911 Center located in the city Gainesville. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Gilchrist County	Suwannee County	An interlocal agreement is required to define the call handling method and routing of each

TABLE 10.21-3 Cont.

FIRST PARTY	SECOND PARTY	SUBJECT
Levy County	Gilchrist County	<p>type of call received from Gilchrist County citizens at the Suwannee County 911 Center located in the city of Live Oak. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.</p> <p>An interlocal agreement is required to define the call handling method and routing of each type of call received from Levy County citizens at the Gilchrist County 911 Center located in the city of Trenton. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.</p>

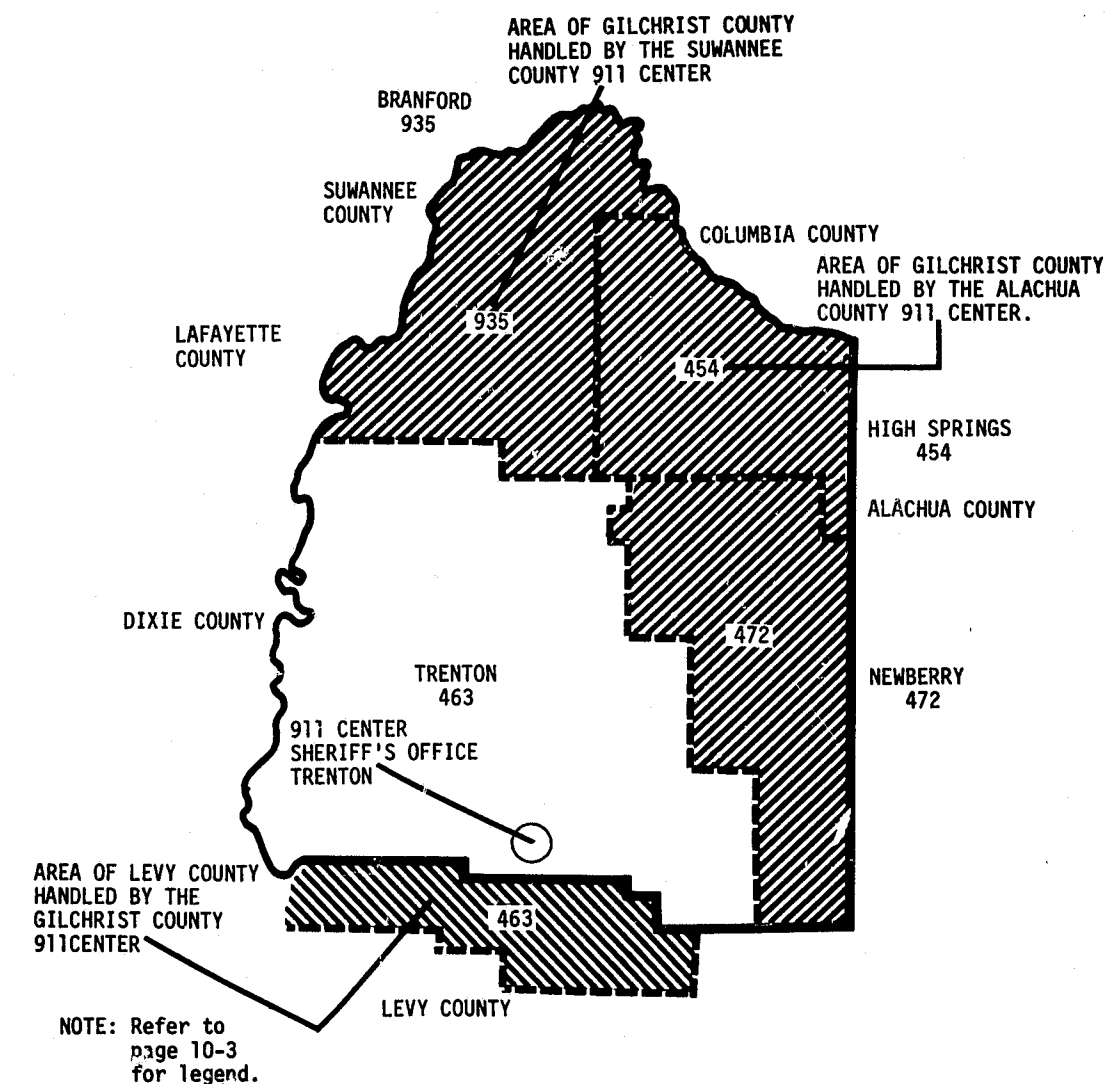
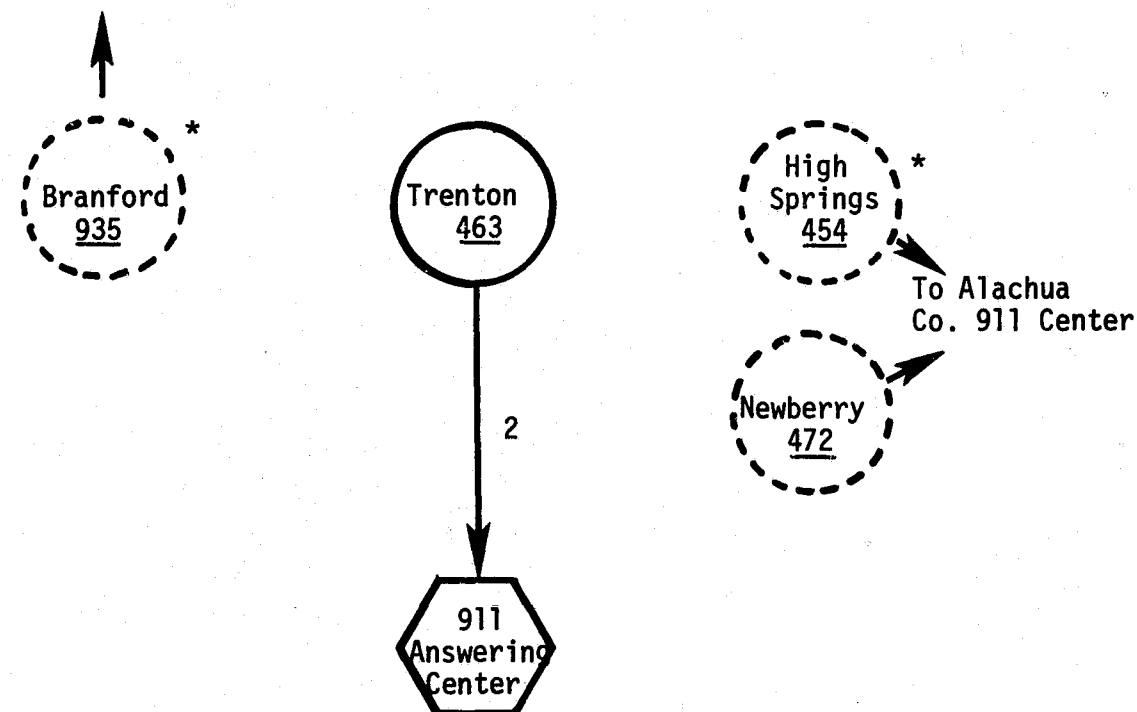


FIGURE 10.21-1 GILCHRIST COUNTY 911 SYSTEM SERVING AREA

To Suwannee County  
911 Center



All Central Offices are part of the Southern Bell Telephone Company except marked \* which is North Florida Telephone Company

FIGURE 10.21-2 GILCHRIST COUNTY CENTRAL OFFICE  
911 TRUNK NETWORK

## 10.22 GLADES COUNTY

### 10.22.1 System Summary

Glades County, a low crime, low tourism area in south central Florida adjoining the western shore of Lake Okeechobee, will have a single answering center 911 system serving approximately 3,500 citizens by the quarter ending September, 1976. The answering center will be located at the Sheriff's Department in Moore Haven. Direct dispatching will be accomplished at this center for the Sheriff's Department and the Moore Haven Fire Department. All other emergency calls will be relayed by radio or telephone. This system will include one telephone company central office area which encompass only about one third of the geographic area of the county. Emergency 911 calls originating in the remaining two thirds of the county will be trunked to 911 centers in adjacent counties. (See Figure 10.22-2). Telephone central office overlaps into Glades County from Highlands County, Okeechobee County, and Hendry County will require call relays back to Moore Haven. Details of these boundary overlaps are shown in Figure 10.22-1. Included in the system are one municipality and 5 public safety agencies.

### 10.22.2 System Management

The Glades County 911 system will be operated by the Sheriff's Department under the management of the elected Glades County Sheriff. The responsible fiscal agent will be the Board of County Commissioners.

The Glades County 911 system planning was accomplished by the following:

Roy Lundy, Sheriff, Glades County

Van Murphy, Division of Forestry

Tommy Bronson, Chairman, Board of County Commissioners

Rodney Young, United Telephone Company

### 10.22.3 System Costs

The costs associated with the implementation and operation of the Glades County 911 system are listed in Section 7.

### 10.22.4 Mutual Aid and Interlocal Agreements

#### 10.22.4.1. Mutual Aid Agreement

A mutual aid agreement, endorsed by all public safety agencies in Glades County and defining the responsibilities of each agency, is required. The areas of potential 911 system operational problems described in Section 2 shall be addressed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

#### 10.22.4.2 Interlocal Agreements

Table 10.22-3 shows the required interlocal agreements for the Glades County 911 system. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.22-1  
GLADES COUNTY 911 SYSTEM DEFINITION

Location	Sheriff's Department, Moore Haven
Population served	3,500 (July, 1977)
Calls per 24 hours	7
Number of answering positions	1
Type of answering positions	Answering/complaint writer/dispatcher
Total staff	5
Additional staff due to 911	0
Number of logging recorders	1, 10-channel
Number of instant playback recorders	1
Call answering equipment	One, 6-button key telephone
Incoming trunks	2, B-1
Transfer lines	0

TABLE 10.22-2  
GLADES COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<u>Glades County 911 Center</u>		
Sheriff's Department	Direct dispatch	
Moore Haven Fire Department	Direct dispatch	
Glades/Hendry Ambulance Service	Call relay	Telephone
Highway Patrol	Call relay	Radio
Division of Forestry	Call relay	Telephone
<u>Highlands County 911 Center</u>		
Any Glades County public safety agency via Glades County Sheriff's Department	Call relay	Intercity radio

TABLE 10.22-2 Cont.

AGENCY	METHOD	VEHICLE
<u>Okeechobee County 911 Center</u>		
Any Glades County public safety agency via Glades County Sheriff's Department	Call relay	Intercity radio
<u>Hendry County 911 Center</u>		
Any Glades County public safety agency via Glades County Sheriff's Department	Call relay	Intercity radio

TABLE 10.22-3  
GLADES COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Glades County	Highlands County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Glades County citizens at the Highlands County 911 Center located in Sebring. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for prorata sharing of 911 costs.
Glades County	Okeechobee County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Glades County citizens at the Okeechobee County 911 Center located in the City of Okeechobee. The agreement shall be kept current through periodic revisions to reflect changing conditions; i.e. new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included as required, for prorata sharing of 911 costs.

TABLE 10.22-3 Cont.

FIRST PARTY	SECOND PARTY	SUBJECT
Glades County	Hendry County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Glades County citizens at the Hendry County 911 Centers located in Immokalee and Clewiston. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included as required, for prorata sharing of 911 costs.

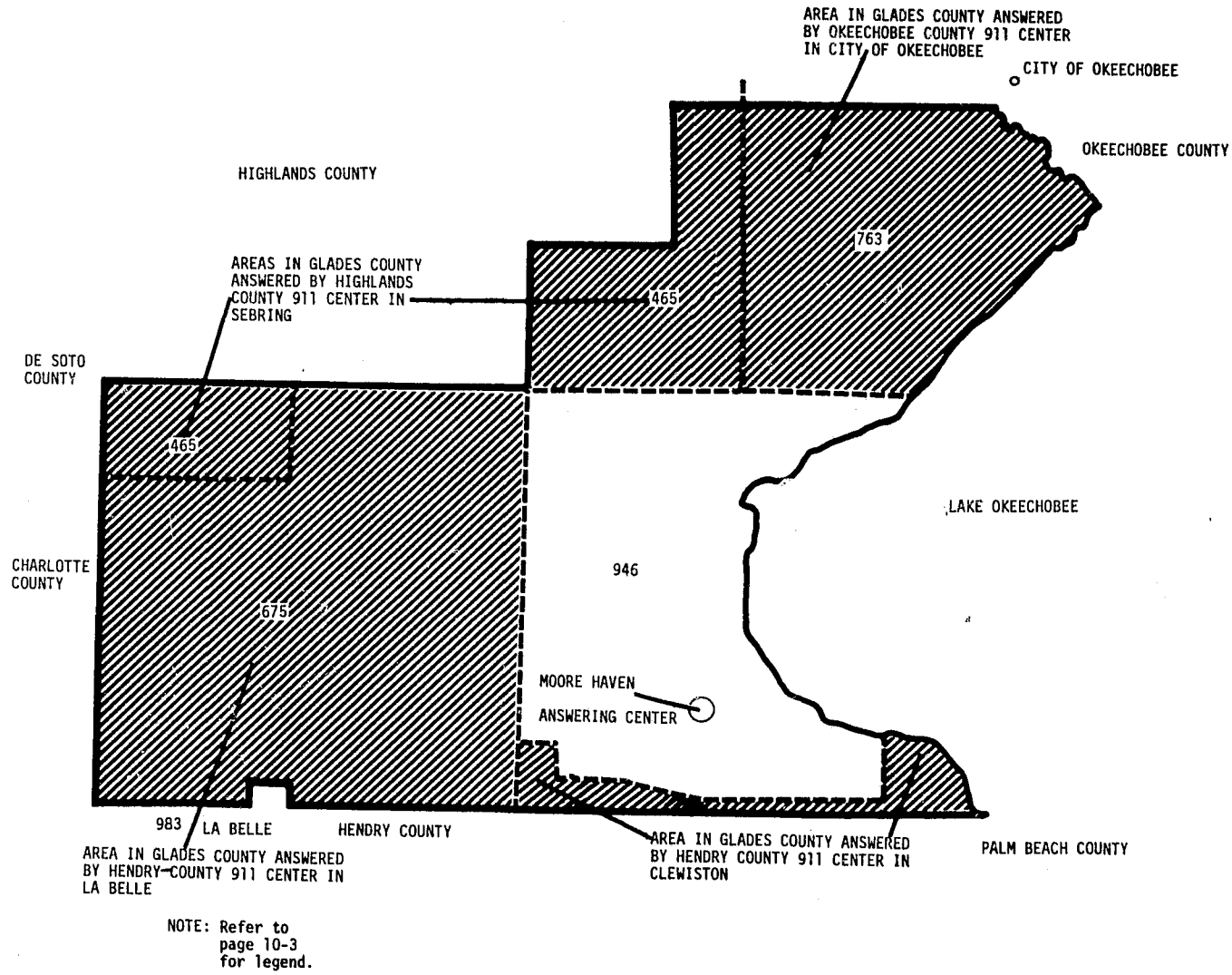


FIGURE 10.22-1 GLADES COUNTY 911 SYSTEM SERVING AREA

REV 6-79



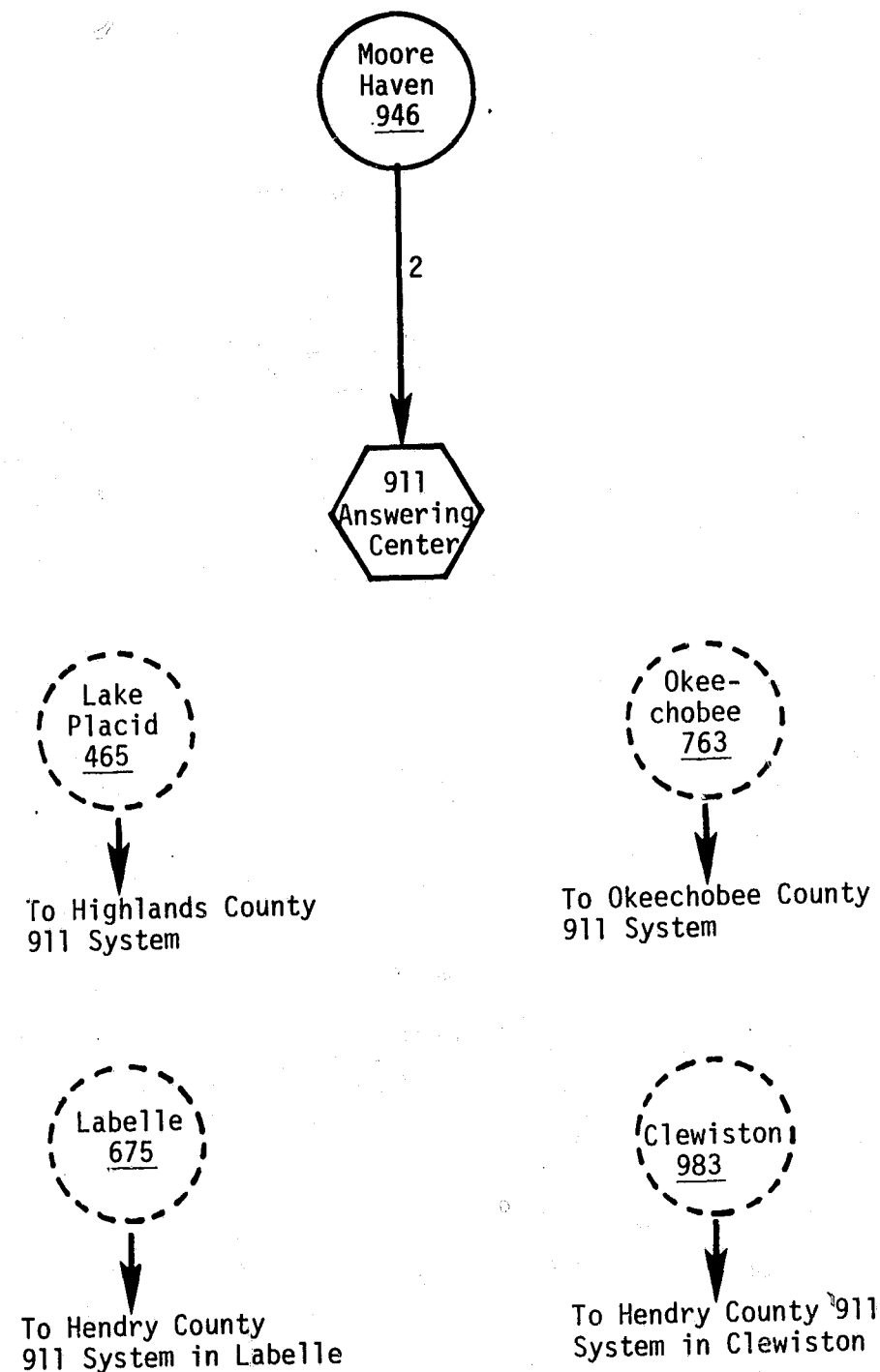


Figure 10.22-2 Glades County Central Office  
911 Trunk Network

## 10.23 GULF COUNTY

### 10.23.1 System Summary

Gulf County, a low crime, low tourism area, will be a one center, single county system serving approximately 12,980 people in Gulf, and portions of Bay, and Calhoun counties by system cutover in the quarter ending September, 1978. The center will be located in the Sheriff's dispatch center in the city of Port St. Joe, and will direct dispatch calls for the Sheriff's Department. The system will include three central offices, three municipalities, and twelve public safety agencies. The system will include one of the 911 telephone service options listed in Section 3; Central Office Identification. Each of the three central offices will be direct trunked to the answering center. (See Figure 10.23-2). There will be no dedicated transfer lines to any of the safety agencies, i.e., calls for agencies other than those dispatched by the Sheriff's Department will be relayed. The calls from the portion of Bay and Calhoun Counties served by the Gulf County 911 System will be handled by the Gulf County 911 Center and directed to the appropriate agencies. Details of these boundary overlaps are shown in Figure 10.23-1.

### 10.23.2 System Management

The Gulf County 911 System will be operated by the Gulf County Sheriff's Department and under the management of the Gulf County Sheriff. The responsible fiscal agent will be the Board of County Commissioners.

The Gulf County 911 System planning was accomplished by the following:

- C. R. Lamberson, Port St. Joe Ambulance Squad Chief, (Chairman)
- Jimmy Williams, Sheriff's Department
- Bascom Ham, Chief, Port St. Joe Fire Department
- Thomas W. McDaniel, Wewahitchka Fire and Ambulance
- Robert B. Fox, City Hall, Port St. Joe
- Bob Rogers, Port St. Joe Ambulance
- Carmon Simmons, Division of Forestry
- Otis Davis, Board of County Commissioners
- Everett Owens, Jr., Board of County Commissioners

### 10.23.3 System Costs

The costs associated with the implementation and operation of the Gulf County 911 System are listed in Section 7.

### 10.23.4 Mutual Aid and Interlocal Agreements

#### 10.23.4.1 Mutual Aid Agreements

A mutual aid agreement, endorsed by all public safety agencies in Gulf County and defining the responsibilities of each agency, is required. The areas of potential 911 system operational problems described in Section 2 shall be addressed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

#### 10.23.4.2 Interlocal Agreements

Table 10.23-3 shows the required interlocal agreements for the Gulf County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.23-1

GULF COUNTY 911 SYSTEM DEFINITION

Location	Sheriff's Office, Port St. Joe
Population Served	12,980 (September, 1978)
Calls Per 24 Hours	26
Number of Answering Positions	1
Type of Answering Position	Answering/Complaint Writer/Dispatcher
Total Staff	5
Additional Staff Due to 911	2
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	1
Call Answering Equipment	1, 10-Button Telephone and Key System
Number of Dial-Out Lines	Use Existing
Number of Tie-Lines	0
Incoming Trunks	6
Transfer Lines	0

TABLE 10.23-2

GULF COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<u>Gulf County 911 Center</u>		
Florida Division of Forestry (White City)	Call Relay	229-2341
Florida Highway Patrol (Panama City)	Call Relay	1-785-6196
Gulf Co. Ambulance (Port St. Joe)	Call Relay	227-2311
Gulf Co. Civil Defense (Port St. Joe)	Call Relay	227-5211

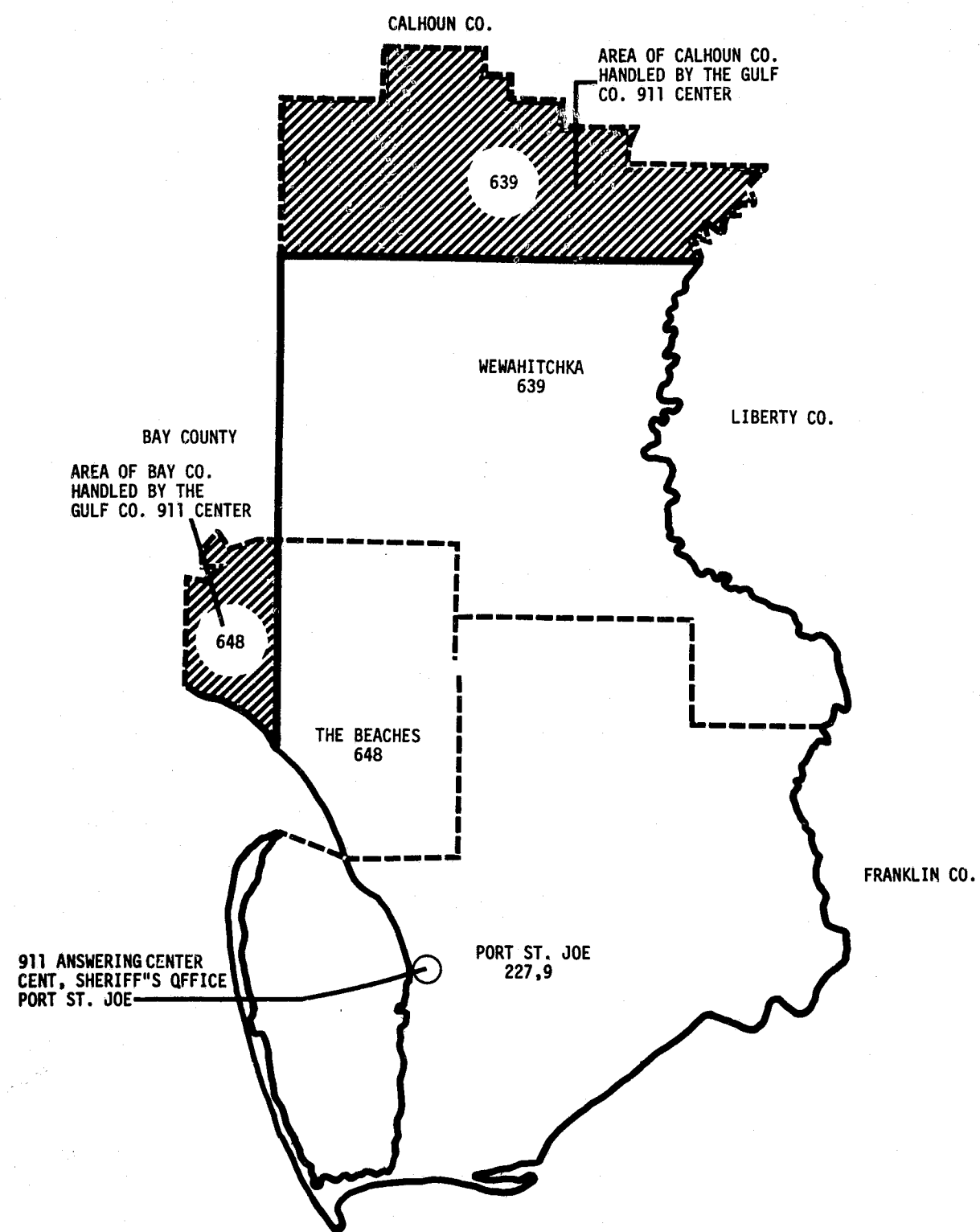
TABLE 10.23-2 Cont.

AGENCY	METHOD	VEHICLE
Gulf Co. Sheriff's Office	Direct Dispatch	--
Highland View Volunteer Fire Department	Call Relay	229-4871
Mexico Beach Police Department & Fire Department (Bay Co.)	Call Relay	648-5333
Port St. Joe Police Department	Call Relay	227-3181
Port St. Joe Volunteer Fire Department	Call Relay	227-4011
U. S. Coast Guard (Cape San Blas)	Call Relay	227-4001
Wewahitchka Police Department	Call Relay	639-2605
Wewahitchka Volunteer Fire Department	Call Relay	639-2300
Any Calhoun Co. Agency (via Calhoun Co. Sheriff's Office)	Call Relay	Intercity Radio or 1-674-5049
Bay County Sheriff's Office	Call Relay	Intercity Radio or 1-785-4351
EMS (Bay County Communications Center)	Call Relay	1-769-5000

TABLE 10.23-3

GULF COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Bay County	Gulf County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Bay County citizens at the Gulf County 911 Center located in the city of Port St. Joe. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Calhoun County	Gulf County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Calhoun County citizens at the Gulf County 911 Center located in the city of Port St. Joe. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.



NOTE: Refer to page 10-3 for legend.

FIGURE 10.23-1 GULF COUNTY 911 SYSTEM SERVING AREA

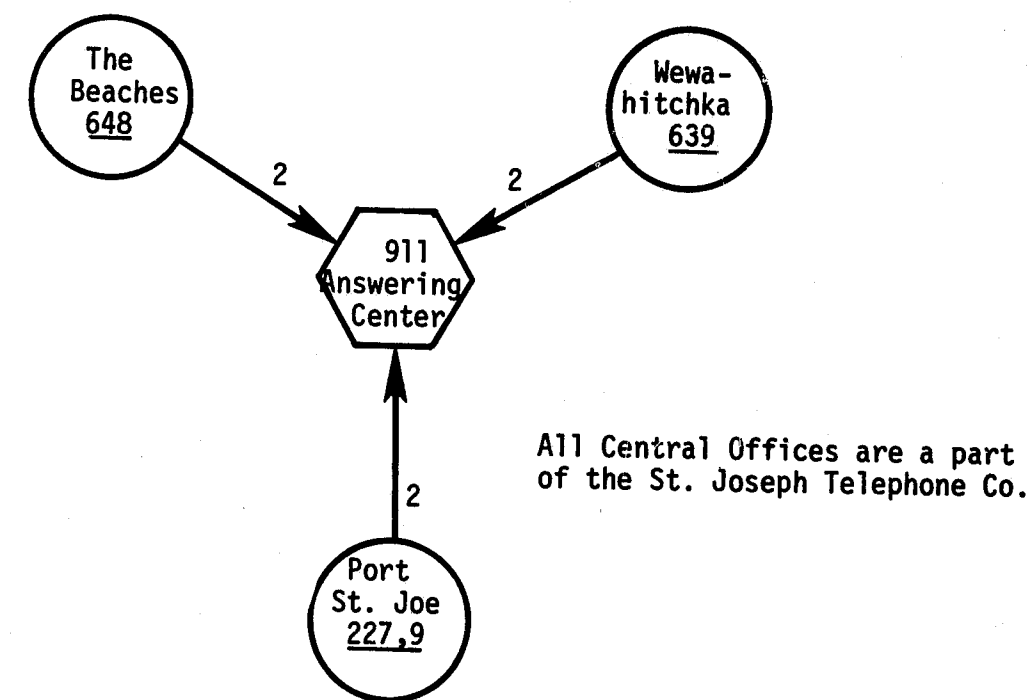


FIGURE 10.23-2 GULF COUNTY CENTRAL OFFICE 911 TRUNK NETWORK

## 10.24 HAMILTON COUNTY

### 10.24.1 System Summary

Hamilton County, a low crime, low tourism area, will be a one county, single county system serving approximately 9,230 people in Hamilton County and portions of Columbia County by system cutover in the quarter ending September, 1978. The 911 center will be located in the Sheriff's communications center in the Hamilton County Jail facility in the city of Jasper and will direct dispatch calls for the Sheriff's Department. The system will consist of three telephone central offices, three municipalities, and nine public safety agencies. The system will include one of the 911 telephone service options listed in Section 3; Central Office Identification. Each of the three telephone central offices will be direct trunked to the answering center. (See Figure 10.24-2). There will be no transfer lines to any of the safety agencies, i.e., calls for agencies other than those dispatched by the Sheriff's Department will be relayed. The calls from the part of Columbia County served by the Hamilton County 911 System will be handled by the Hamilton County 911 Center and directed to the appropriate agencies. Details of these boundary overlaps are shown in Figure 10.24-2.

### 10.24.2 System Management

The Hamilton County 911 System will be managed and operated by the Hamilton County Sheriff's Office. The responsible fiscal agent will be the Board of County Commissioners.

The Hamilton County 911 System planning was accomplished by the following members of the Hamilton County 911 Communications Committee:

C. E. Courtoy, City Manager, Jasper (Chairman)

Charlie Rhoden, Sheriff, Hamilton County

George Roberson, EMT Supervisor

Charlie Meadows, Mayor, White Springs

Junior Pittman, Mayor, Jennings

Bruce Barrett, North Florida Telephone Company

### 10.24.3 System Costs

The costs associated with the implementation and operation of the Hamilton County 911 system are listed in Section 7.

### 10.24.4 Mutual Aid and Interlocal Agreements

#### 10.24.4.1 Mutual Aid Agreement

A mutual aid agreement, endorsed by all of the public safety agencies in the Hamilton County 911 System, and defining the responsibilities of each agency,

is required.

The areas of potential 911 system operational problems described in Section 2 shall be reviewed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

### 10.24.4.2 Interlocal Agreements

Table 10.24-3 shows the required interlocal agreements for the Hamilton County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.24-1

HAMILTON COUNTY 911 SYSTEM DEFINITION

Location	Hamilton County Sheriff's Office, Jasper
Population Served	9,230 (September, 1978)
Calls Per 24 Hours	19
Number of Answering Positions	1
Type of Answering Position	Dispatcher/Jailer
Total Staff	5
Additional Staff Due to 911	2
Number of Logging Recorders	1, 10-Channel *
Number of Instant Playback Recorders	2
Call Answering Equipment	2, 12-Button Telephones
911 Trunks	6
Transfer Lines	0
Dial-Out Lines	Use Existing
Tie-Lines	0

\* This unit will be obtained under an LEAA Grant.

TABLE 10.24-2

HAMILTON COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<u>Hamilton County 911 Center</u>		
Florida Division of Forestry (Live Oak)	Call Relay (FX)	792-1418
Florida Highway Patrol (Lake City)	Call Relay	Radio
Hamilton County Memorial Hospital and Ambulance Service (Jasper)	Call Relay	792-2101

TABLE 10.24-2 Cont.

AGENCY	METHOD	VEHICLE
Hamilton County Sheriff's Department	Direct Dispatch	--
Jasper Fire Department	Call Relay	792-2211
Jasper Police Department	Call Relay	792-1130
Jennings Police and Volunteer Fire Department	Call Relay	938-3301
White Springs Fire Department	Call Relay	397-2211
White Springs Police Department	Call Relay	397-2771
Any Columbia County Agency (via Columbia County Sheriff's Office)	Intercity Radio or Call Relay	1-752-3581

TABLE 10.24-3

HAMILTON COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Columbia County	Hamilton County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Columbia County citizens at the Hamilton County 911 Answering Center located in the city of Jasper. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

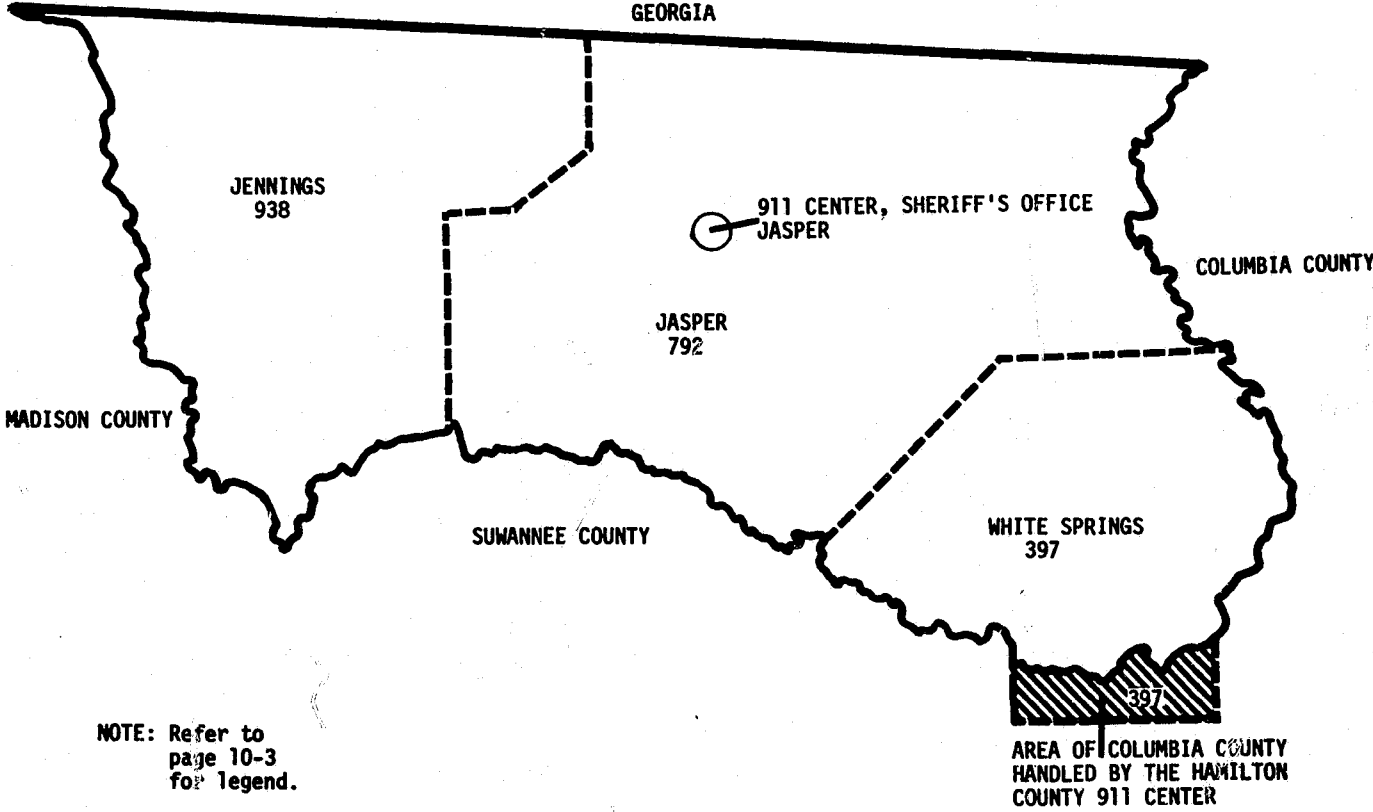


FIGURE 10.24-1 HAMILTON COUNTY 911 SYSTEM SERVING AREA

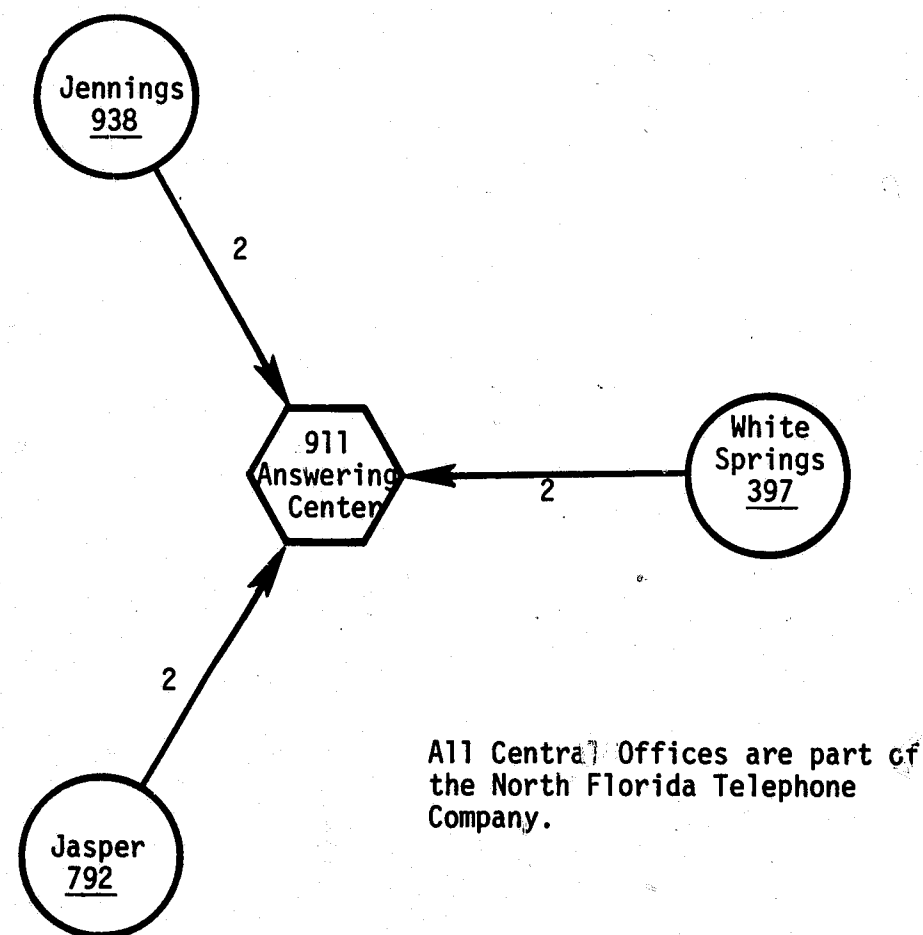


Figure 10.24-2 Hamilton County Central Office  
911 Trunk Network

## 10.25 HARDEE COUNTY

### 10.21.1 System Summary

Hardee County, a low crime, low tourism area is a one center system serving approximately 21,800 people in Hardee County and portions of Polk County. System cutover was in November, 1977. The center is located at the Hardee County Sheriff's Department and direct dispatches calls for the Sheriff's Department plus calls for four additional safety agencies. The system includes three telephone central offices, three municipalities, and over ten safety agencies. The system includes three of the 911 special options listed in Section 3; Central Office Identification, Called Party Hold, and Forced Disconnect. Each of the three central offices is direct trunked to the answering center. (See Figure 10.25-2). Dedicated call transfer lines interconnect the answering center with two of the safety agencies. The calls from the parts of Hardee County that are not served by the Hardee County 911 System are handled by the Highlands and De Soto Counties 911 Centers and directed to the appropriate agencies in Hardee County. Likewise, calls from the part of Polk County served by the Hardee County 911 System are handled by the Hardee County 911 Center and directed to the appropriate agencies in Polk County. Details of these boundary overlaps are shown in Figure 10.25-1.

### 10.25.2 System Management

The Hardee County 911 System is under the management of the Hardee County Sheriff. The 911 center will be operated by the Sheriff's Department of Hardee County. The responsible fiscal agent is the Board of County Commissioners.

The Hardee County 911 System planning was accomplished by the following members of the Hardee County 911 Planning Committee:

N. H. Murdock, Sheriff, Hardee County (Chairman)

F. David, Chief, Zolfo Springs Police Department

A. W. Goskins, Assistant Chief, Zolfo Springs Volunteer Fire Department

O. Granger, Mayor, City of Zolfo Springs

Maurice Henderson, Chairman, County Commissioners

R. E. Hines, Hardee County Ambulance Service

Raliegth Lowe, Chief, Wauchula Police Department

Burton Moseley, Chief, Wauchula Fire Department

Gordon Smith, United Telephone Company

G. Stephens, Chief, Bowling Green Police Department

Earl White, Mayor, City of Bowling Green

### 10.25.3 System Cost

The costs associated with the implementation and operation of the Hardee County 911 System are listed in Section 7.

### 10.25.4 Mutual Aid and Interlocal Agreements

#### 10.25.4.1 Mutual Aid Agreements

A mutual aid agreement, endorsed by all of the public safety agencies in the Hardee County 911 System, and defining the responsibilities of each agency is required. The areas of potential 911 system operational problems described in Section 2 shall be reviewed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

#### 10.25.4.2 Interlocal Agreements

Table 10.25-3 shows the required interlocal agreements for the Hardee County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.25-1

HARDEE COUNTY 911 SYSTEM DEFINITION

Location	Sheriff's Office, Wauchula
Population Served	21,800 (November, 1977)
Calls Per 24 Hours	44
Number of Answering Positions	1
Type of Answering Position	Answering/Complaint Writer/ Dispatcher
Total Staff	5
Additional Staff Due to 911	2
Number of Logging Recorders	1 *
Number of Instant Playback Recorders	2 **
Call Answering Equipment	1, 18 Button Call Director 2, 10 Button Telephones 1, Telepatcher
911 Trunks	6
Transfer Lines	2
Telephone Recorder Connectors	6

\* The Sheriff's Department's present 10 channel logging recorder has sufficient capacity to permit the connection of the Call Director and the telephone to two channels of the logging recorder.

\*\*The Sheriff's Department presently has one Instant Playback Recorder.

TABLE 10.25-2

HARDEE COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<u>Hardee County 911 Center</u>		
Hardee County Sheriff's Department	Call Dispatch	--
Bowling Green Police Department	Call Dispatch	--
Wauchula Police Department (non-business hours)	Call Dispatch	--
Zolfo Springs Police Dept.	Call Dispatch	--
County Ambulance	Call Dispatch	--
Bowling Green Volunteer Fire Department (City Hall, Business Hours, Volunteer's Homes After Hours)	Call Relay	375-2551
Civil Defense (Wauchula)	Call Relay	As Listed
Florida Division of Forestry (Arcadia)	Call Referral	773-6373
Florida Highway Patrol (Arcadia)	7-Digit Call Transfer	773-4300
Wauchula Police Department (Business Hours)	Call Relay	Intercity Radio
Wauchula Fire Department	Call Transfer	1 Line
Zolfo Springs Volunteer Fire Department (City Hall, During Business Hours, Volunteer's Homes After Hours)	Call Transfer	1 Line
Any Polk County Agency (via Public Safety Dispatch Center, Bartow)	Call Relay	735-1555
<u>De Soto County 911 Center</u>		
Any Hardee County Agency (via Hardee County Sheriff's Department)	Call Relay	Intercity Radio
Florida Division of Forestry (Arcadia)	7-Digit Call Transfer	494-0142
Florida Highway Patrol (Arcadia)	Call Relay	Intercity Radio
<u>Highlands County 911 Center</u>		
Any Hardee County Agency (via Hardee County Sheriff's Department)	Call Relay	Intercity Radio



TABLE 10.25-2 Cont.

AGENCY	METHOD	VEHICLE
Florida Division of Forestry (Arcadia, via Hardee County Sheriff's Department)	Call Relay	Intercity Radio
Florida Highway Patrol (Arcadia, via Hardee County Sheriff's Department)	Call Relay	Intercity Radio

TABLE 10.25-3

HARDEE COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Hardee County	Polk County	An interlocal agreements is required to define the call handling method and routing of each type of call received from Polk County citizens at the Hardee County 911 Answering Center located in the city of Wauchula. The agreement shall be kept current through periodica revisions to reflect changing conditions, i.e., new safety agencies, changed handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
De Soto County	Hardee County	An interlocal agreement is required to define the call handling method and routing of each type of call received from the Hardee County citizens at the De Soto County 911 Answering Center located in the city of Arcadia. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new safety agencies, changed handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Highland County	Hardee County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Hardee County citizens at the Highlands County 911 Answering Center located in the city of Sebring. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new safety agencies, changed handling method, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

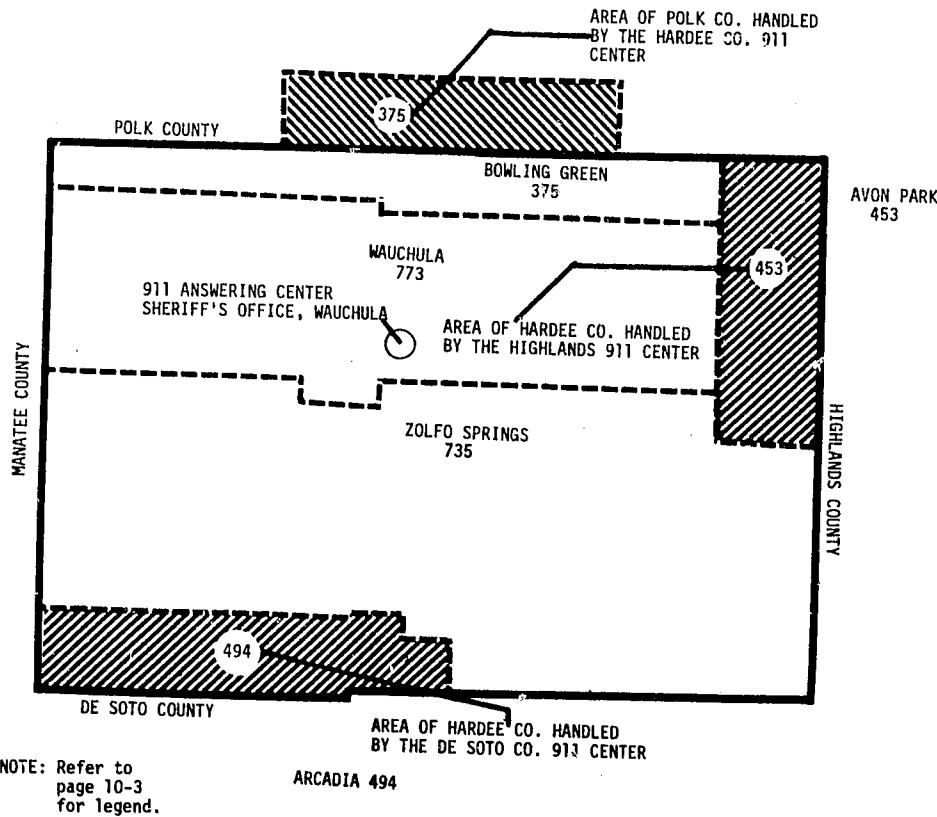


FIGURE 10.25-1 HARDEE COUNTY 911 SYSTEM SERVING AREA

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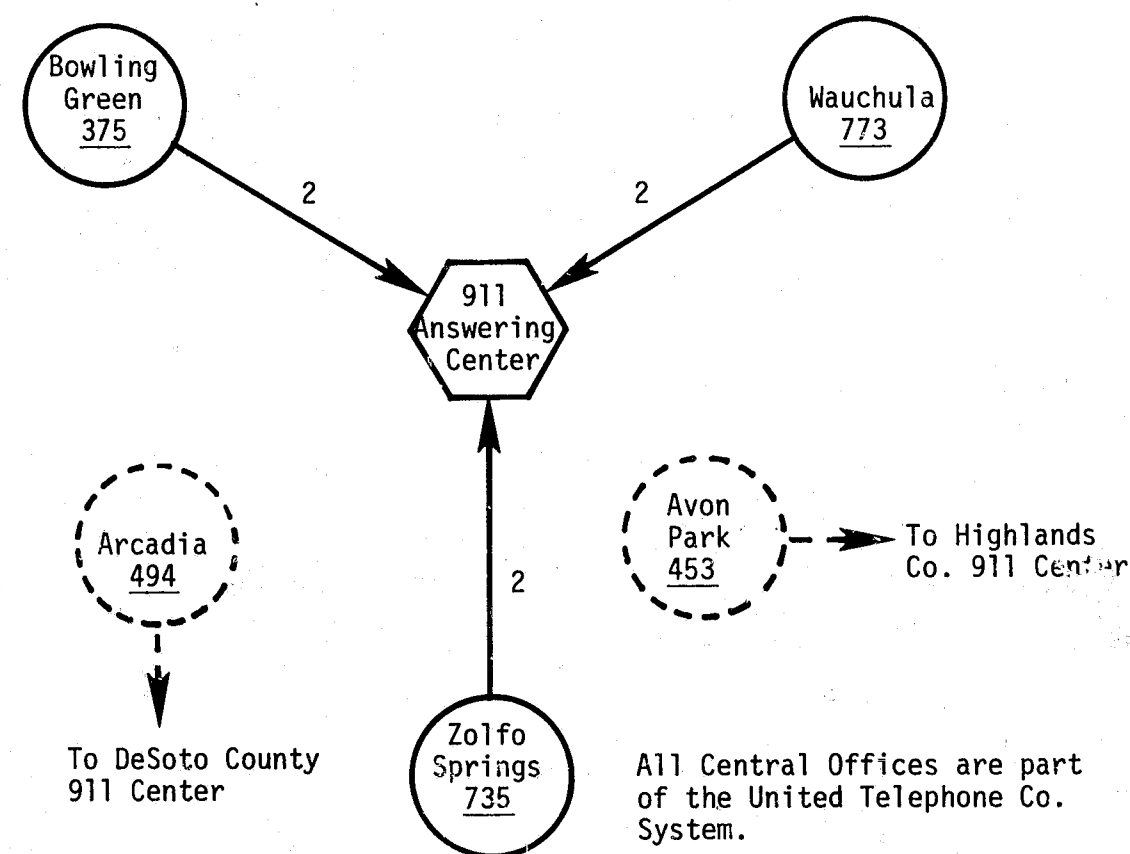


Figure 10.25-2 Hardee County Central Office  
911 Trunk Network

## 10.26 HENDRY COUNTY

### 10.26.1 System Summary

Hendry County, a low crime, low tourism area in south central Florida, will have a 911 answering system consisting of two answering centers.

One answering center will be located at the Sheriff's Department in La Belle, serving the western half of the county. This center will serve approximately 6,322 citizens by system cutover in the quarter ending September, 1977. Direct dispatching will be accomplished at the center for all Sheriff's Department, La Belle Police Department, Fire Department, and Division of Forestry emergency calls. Ambulance service calls will be transferred to the Glades/Hendry Ambulance Service using an off-premises key telephone extension and intercom system. This system will include one telephone company central office area, one municipality, and six public safety agencies. Telephone central office overlaps from Collier County and Lee County will require call relays from the 911 systems in those counties to public safety agencies in Hendry County.

The second Hendry County 911 answering center will be located at the Sheriff's Department in Clewiston, serving the eastern part of the county. This center will serve approximately 12,040 citizens by system cutover in the quarter ending September, 1977. Direct dispatching will be accomplished at this center for all Sheriff's Department, Fire Department, and Division of Forestry calls. Calls for the Glades/Hendry Ambulance Service will be transferred using an off-premises key telephone extension and intercom system. Calls for the Clewiston Police Department which also dispatches for the Clewiston Fire Department, will also be transferred using this technique. This system will include one telephone central office area, one municipality, and seven public safety agencies. Telephone central office overlaps into Collier and Glades counties will require call relays from the Clewiston 911 Center to the 911 centers in Glades and Collier counties. Figure 10.26-2 shows the 911 system trunk networks. Details of the boundary overlaps are shown in Figure 10.26-1.

### 10.26.2 System Management

The Hendry County 911 system will be operated by the Sheriff's Department under the management of the elected Hendry County Sheriff. The responsible fiscal agent will be the Board of County Commissioners.

The Hendry County 911 system planning was accomplished by the following:

Tommy Smith, Mayor, La Belle, Chairman 911 Planning Committee

George Davis, County Engineer

C. F. Blair, City Manager, Clewiston

Hugh Smith, Glades/Hendry County Ambulance Service, Director

Don Pratt, Chairman, Hendry County Commission

George Kellher, County Planner

### 10.26.3 System Costs

The costs associated with the implementation and operation of the Hendry County 911 system are listed in Section 7.

### 10.26.4 Mutual Aid and Interlocal Agreements

#### 10.26.4.1 Mutual Aid Agreements

A mutual aid agreement, endorsed by all public safety agencies in Hendry County and defining the responsibilities of each agency, is required. The areas of potential 911 system operational problems described in Section 2 shall be addressed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

#### 10.26.4.2 Interlocal Agreements

Table 10.26-3 shows the required interlocal agreements for the Hendry County 911 system. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.26-1

HENDRY COUNTY 911 SYSTEM DEFINITION

Labelle 911 Center	
Location	Sheriff's Department, La Belle
Population Served	6,322 (July, 1977)
Calls Per 24 Hours	13
Number of Answering Positions	1
Type of Answering Position	Answering/Complaint Writer/Dispatcher
Total Staff	5
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	1
Call Answering Equipment	Key Telephone - 6 Button with Extension at Glades/Hendry Ambulance Dispatcher and Intercom Equipment
Incoming Trunks	2, B1 Lines
Transfer Lines	1 (see call answering equipment)

TABLE 10.26-1 Cont.

Clewiston 911 Center	
Location	Sheriff's Department, Clewiston
Population Served	12,040 (July, 1977)
Calls Per 24 Hours	24
Number of Answering Positions	1
Type of Answering Position	Answering/Complaint Writer/Dispatcher
Total Staff	5
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	1
Call Answering Equipment	Key Telephone, 6 Button, with Extensions at Glades/Hendry Ambulance dispatcher and Clewiston PD. Intercom equipment provided for both off-premises locations.
Incoming Trunks	2, B1 Lines
Transfer Lines	2 (see call answering equipment)

TABLE 10.26-2

HENDRY COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
La Belle 911 Center		
Sheriff's Department	Direct Dispatch	--
La Belle Fire Department	Direct Dispatch	--
Division of Forestry	Direct Dispatch	--
Glades/Hendry Ambulance Service	Call Transfer	Key Telephone Extension
Highway Patrol	Call Relay	Intercity Radio
Civil Defense	Call Relay	Telephone
Lee County 911 Center		
Any Hendry County Public Safety Agency via Sheriff's Department in La Belle	Call Relay	Intercity Radio
Collier County 911 Center		
Any Hendry County Public Safety Agency via Sheriff's Department in La Belle	Call Relay	Intercity Radio

TABLE 10.26-2 Cont.

AGENCY	METHOD	VEHICLE
<u>Clewiston 911 Center</u>		
Sheriff's Department	Direct Dispatch	--
Clewiston Police Department	Call Transfer	Key Telephone Ext. at PD
Clewiston Fire Department	Call Transfer	Key Telephone Ext. at PD
Glades/Hendry Ambulance Service	Call Transfer	Key Telephone Extension
Division of Forestry	Call Relay	Intercity Radio
Highway Patrol	Call Relay	Intercity Radio
Civil Defense	Call Relay	Telephone

TABLE 10.26-3

HENDRY COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Hendry County	Glades County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Glades County citizens at the two Hendry County 911 Centers located in the cities of La Belle and Clewiston. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Hendry County	Lee County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Hendry County citizens at the Lee County 911 Center located in the city of Ft. Myers. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Hendry County	Collier County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Hendry County citizens at the Collier County 911 Center

TABLE 10.26-3 Cont.

FIRST PARTY	SECOND PARTY	SUBJECT
Hendry County	Collier County	located in the city of Immokalee. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.  An interlocal agreement is required to define the call handling method and routing of each type of call received from Collier County citizens at the Hendry County 911 Center located in the city of Clewiston. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Hendry County	Palm Beach County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Palm Beach County citizens at the Hendry County 911 Center located in the city of Clewiston. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

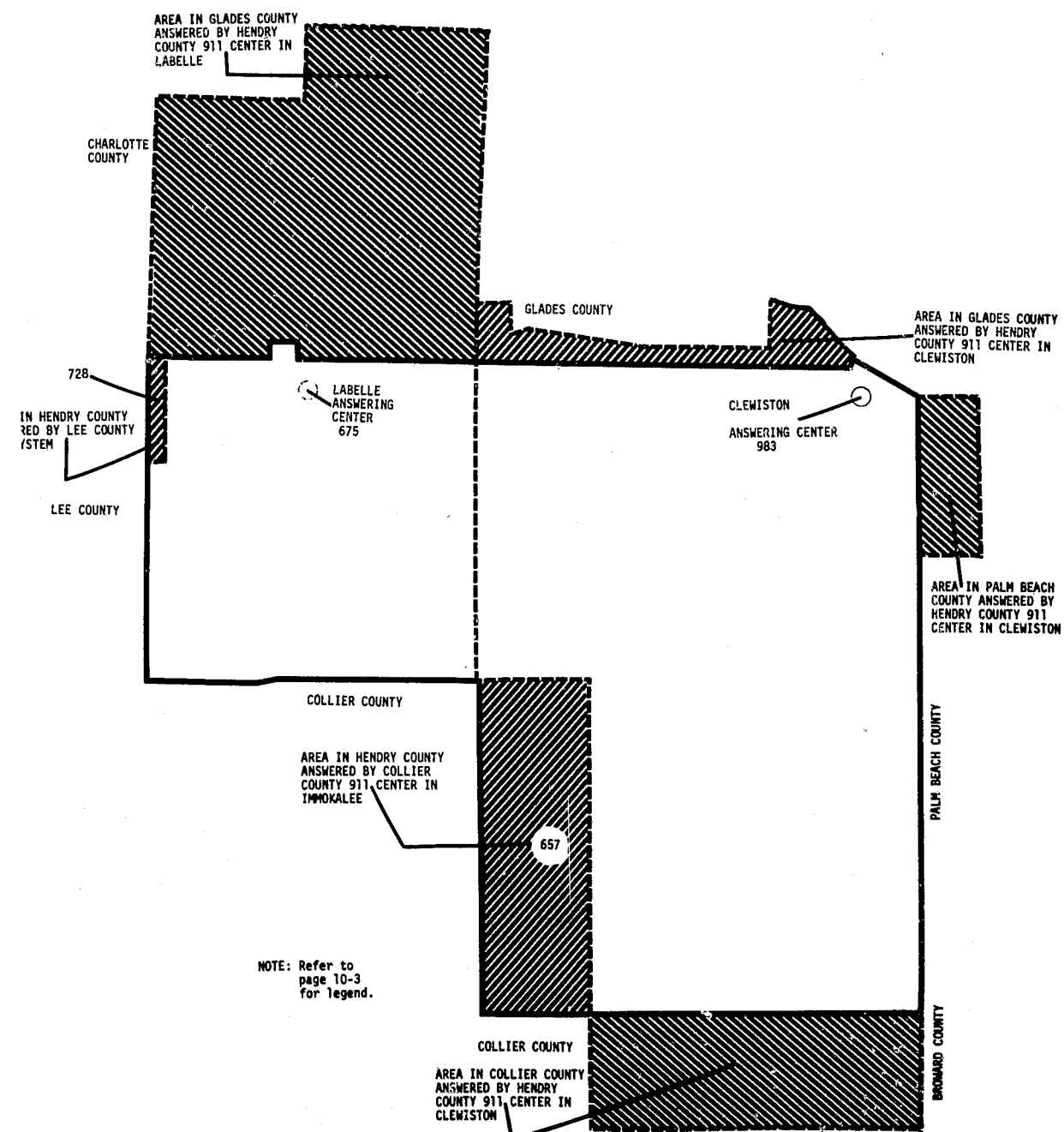


FIGURE 10.26-1 HENDRY COUNTY 911 SYSTEM SERVING AREA

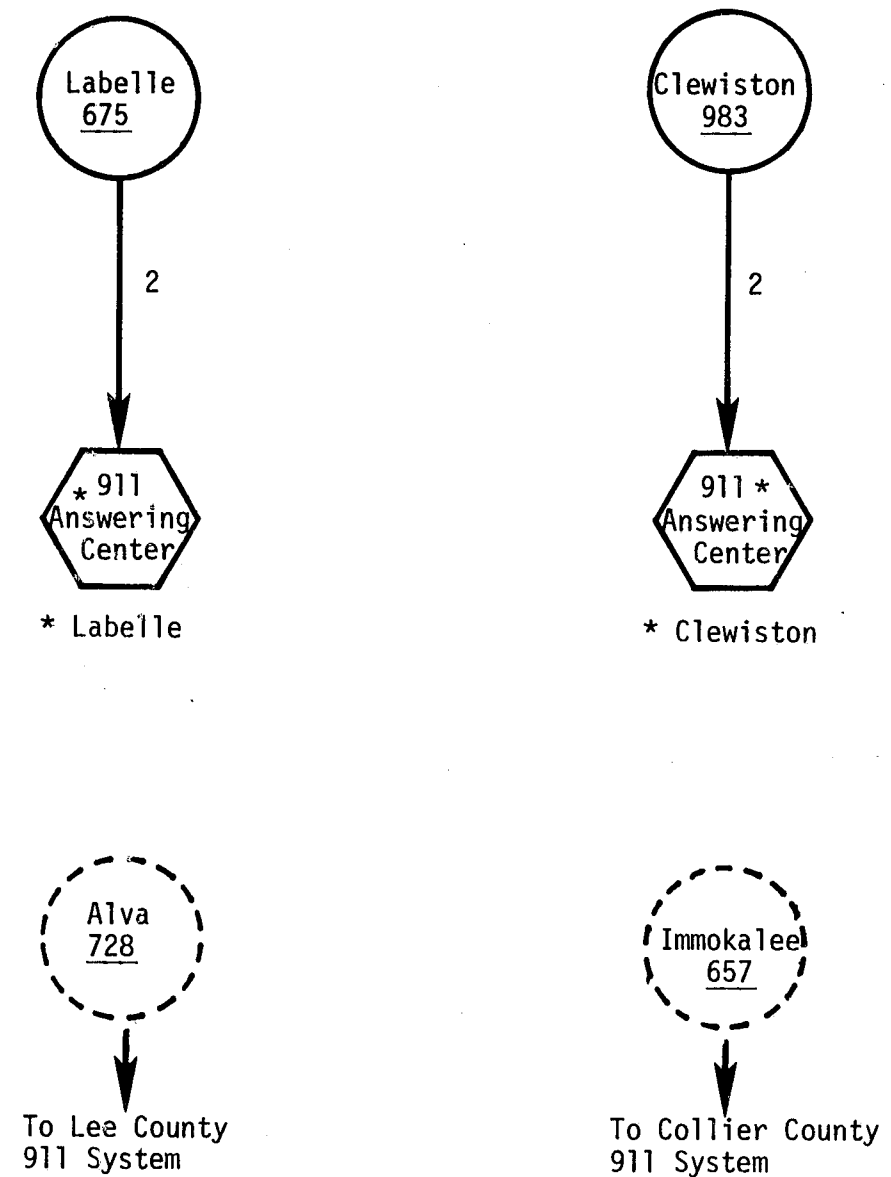


Figure 10.26-2 Hendry County Central Office 911 Trunk Network

## 10.27 HERNANDO COUNTY

### 10.27.1 System Summary

Hernando County, a low crime, low tourism area, is a one center, single county system serving approximately 35,110 people in Hernando County and portions of Citrus and Pasco Counties. System cutover was in December, 1978. The 911 center is located in the Hernando County Sheriff's Communications Center in the city of Brooksville and direct dispatches calls for the Sheriff's Department and County Ambulance. The system includes three telephone central offices, three municipalities, and over 15 public safety agencies. The system includes six of the 911 special options listed in Section 3: Called Party Hold, Idle Trunk Tone Application, Forced Disconnect, Switchhook Status, Emergency Ringback, and Central Office Identification. Each of the three central offices are direct trunked to the answering center. (See Figure 10.27-2). Dedicated call transfer lines and tie-lines interconnect the answering center with four of the safety agencies and two 911 answering centers in adjacent Pasco and Citrus Counties. The calls from the part of Hernando County that is not served by the Hernando County 911 System are handled by the Pasco County 911 Center and directed to the appropriate agencies. Likewise, calls from the part of Citrus and Pasco Counties served by the Hernando County 911 System are handled by the Hernando County 911 Center and directed to the appropriate agencies. Details of these boundary overlaps are shown in Figure 10.27-1.

### 10.27.2 System Management

The Hernando County 911 System is managed and operated by the Hernando County Sheriff's Office. The responsible fiscal agent is the Board of County Commissioners.

The Hernando County 911 System planning was accomplished by the following members of the Hernando County 911 Committee:

Douglas Bramlett, Chairman, Hernando County Health Department

Melvin Kelly, Sheriff, Hernando County

Ron Novy, Chief, Brooksville Police Department

Jesse Martin, Chief, Brooksville Fire Department

Nick Ruggiero, Chief, Spring Hill Volunteer Fire Department

Joe Cone, County Planning and Zoning Director

Harold Bolesta, Hernando County Health Department

Charles Gardner, Manager, Southern Bell Telephone Company

### 10.27.3 System Costs

The costs associated with the implementation and operation of the Hernando County 911 System are listed in Section 7.

### 10.27.4 Mutual Aid and Interlocal Agreements

#### 10.27.4.1 Mutual Aid Agreements

A mutual aid agreement, endorsed by all of the public safety agencies in the Hernando County 911 System, and defining the responsibilities of each agency, is required.

The areas of potential 911 system operational problems described in Section 2 shall be reviewed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

#### 10.27.4.2 Interlocal Agreements

Table 10.27-3 shows the required interlocal agreements for the Hernando County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.27-1

HERNANDO COUNTY 911 SYSTEM DEFINITION

Location	Sheriff's Department, Brooksville
Population Served	35,110 (December, 1978)
Calls Per 24 Hours	81
Number of Answering Positions	2
Type of Answering Position	Answering/Complaint Writer/ Dispatcher
Total Staff	8
Additional Staff Due to 911	5
Number of Logging Recorders	1, 10-Channel **
Number of Instant Playback Recorders	2
Call Answering Equipment	2, 8A Keystem
911 Trunks	7 ***
Transfer Lines	4
Tie-Lines	2 *
Out-Dial Lines	3
Telephone Recorder Connectors	2

\* Includes one two-way line with the Citrus County 911 Center. This line is part of the Citrus County 911 System.

\*\* This unit is being obtained under a LEAA Grant.

\*\*\* A FX line from the Trillacoochee C.O. in Pasco County and terminating in the 8A Key System will temporarily be installed until Pasco County implements their 911 Plan.

TABLE 10.27-2

## HERNANDO COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<u>Hernando County 911 Center</u>		
Brooksville Police Department	Call Transfer	1 Line
Brooksville Fire Department	Dial-Out Call Transfer	796-2314
Florida Division of Forestry (Brooksville)	Dial-Out Call Transfer	796-3574
Florida Highway Patrol (Brooksville)	Call Transfer	1 Line
Hernando County Ambulance	Call Dispatch	--
Hernando County Civil Defense (Brooksville)	Dial-Out Call Transfer	796-4556
Hernando County Sheriff's Department	Call Dispatch	--
Lykes Memorial Hospital and Ambulance (Brooksville)	Call Transfer (back-up)	1 Line
Masaryktown Volunteer Fire Department	Dial-Out Call Transfer	796-5413 (4)
Springhill Volunteer Fire and Ambulance	Call Transfer (over dedicated FX line)	1 Line (4)
Tri-County Volunteer Fire Department (Nobleton)	Dial-Out Call Transfer	796-5212 (4)
Weeki-Wachee Volunteer Fire Department	Dial-Out Call Transfer	596-2062 (4)
High Point Volunteer Fire Department	Dial-Out Call Transfer	596-5300 (4)
Citrus County Ambulance (Inverness)	Call Transfer via Citrus County 911 Center	1 Line (1)
Citrus County Sheriff's Department (Inverness)	Call Transfer	
Any Pasco County Agency (via Pasco County 911 Center)	Call Transfer	1 Line (2)
<u>Pasco County 911 Center</u>		
Florida Division of Forestry (Brooksville)	Call Transfer	1 Line (3)
Florida Highway Patrol (Brooksville)	Call Transfer	1 Line (3)
Hernando County Sheriff's Department (Brooksville)	Call Transfer	1 Line (2)

## NOTES:

- (1) This line is a two-way transfer line (tie-line) between the Citrus County 911 Center and the Hernando County 911 Center and is part of the Citrus County 911 System. This line will also be used to transfer

calls from the Citrus County 911 Center to the Division of Forestry or Highway Patrol in Brooksville via the Hernando County 911 Center.

- (2) This is one and the same line and is a two-way transfer line (tie-line) between the Hernando County 911 Center and the Pasco County 911 Center.
- (3) These lines are part of the Pasco County 911 System and will also be used to transfer calls from the part of Hernando County in the Trilacoohee, 583, area to these agencies.
- (4) Transfers to these agencies will utilize the two digit speed call feature of the 796 ESS central office.

TABLE 10.27-3

## HERNANDO COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Hernando County	Citrus County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Citrus County citizens at the Hernando County 911 Answering Center located in the city of Brooksville. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Hernando County	Pasco County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Pasco County citizens at the Hernando County 911 Answering Center located in the city of Brooksville. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.



Table 10.27-3 Cont.

FIRST PARTY	SECOND PARTY	SUBJECT
Pasco County	Hernando County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Hernando County citizens at the Pasco County 911 Answering Center located at Land 'O Lakes. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

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**3 OF 7**

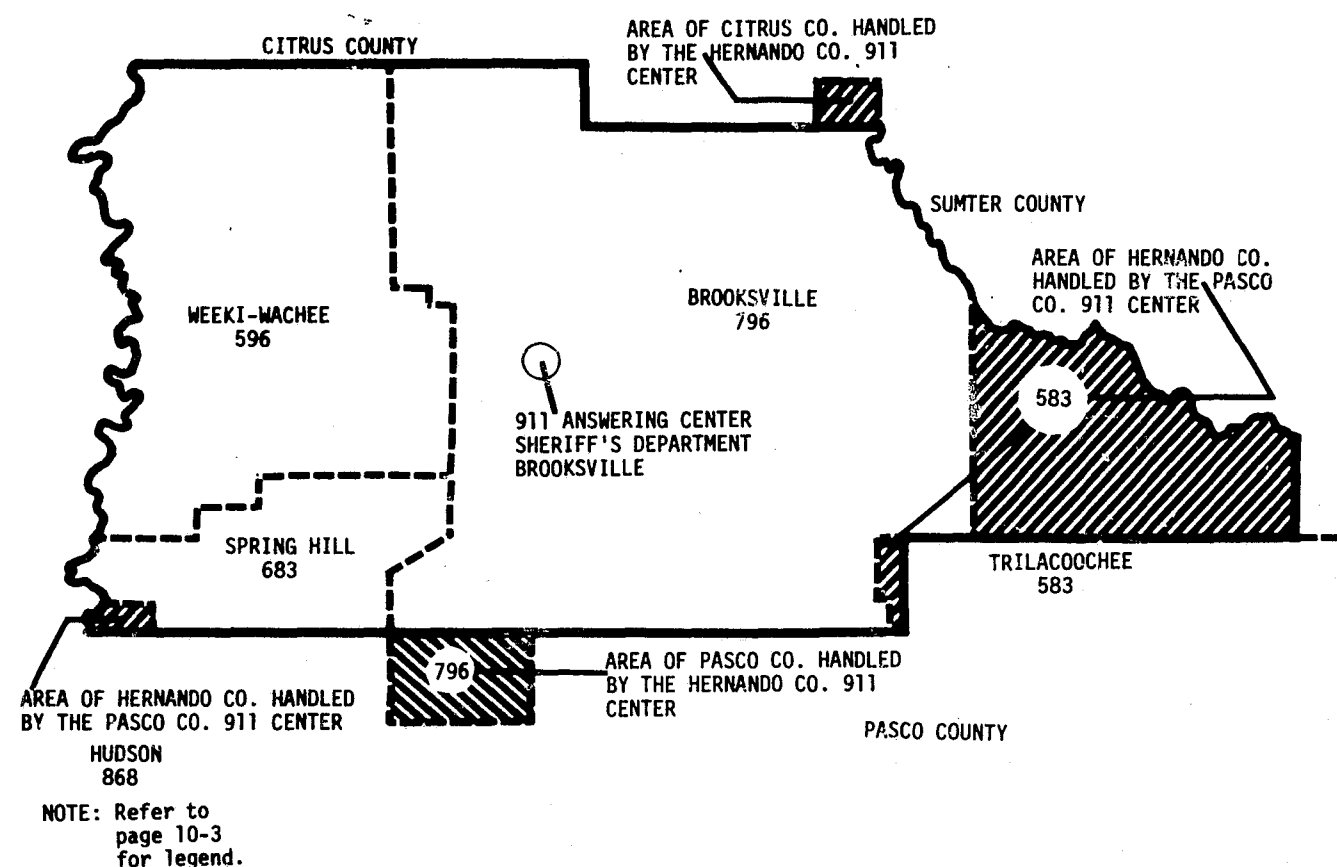


FIGURE 10.27-1 HERNANDO COUNTY 911 SYSTEM SERVING AREA

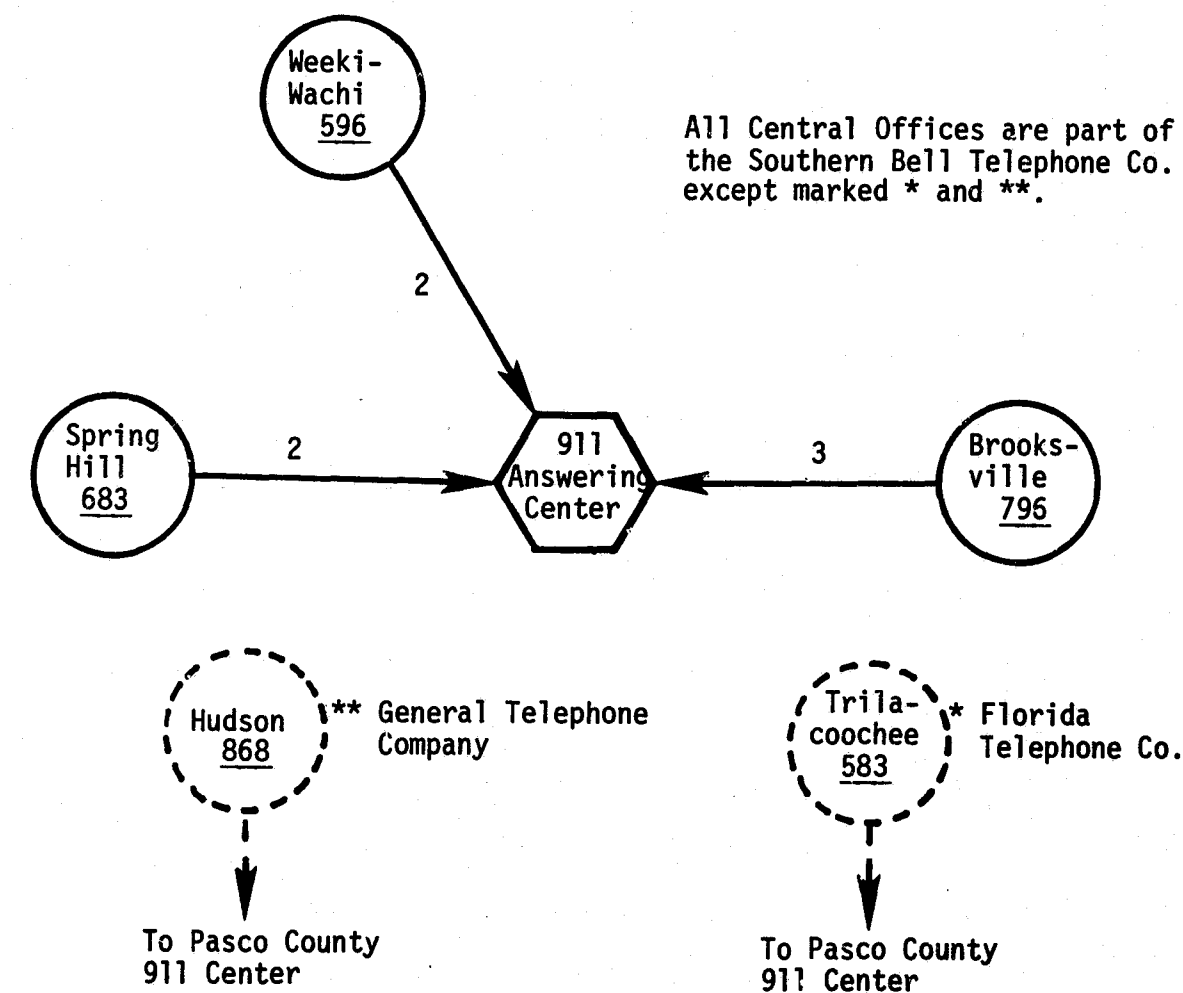


Figure 10.27-2 Hernando County Central Office 911 Trunk Network

## 10.28 HIGHLANDS COUNTY

### 10.28.1 System Summary

Highlands County, a low crime, low tourism area in south central Florida, will have a single answering center system serving approximately 49,370 people based on system cutover in the quarter ending September, 1977. The center will be located at the Sheriff's Department in Sebring. This center will have direct dispatching for all Sheriff's Department calls. All calls for municipal police departments, fire departments and emergency medical services will be handled by call transfers via direct ring down lines. The system will include three telephone central office areas, three municipalities and 16 public safety agencies. (See Figure 10.28-2). A telephone central office overlap from Okeechobee County into Highlands County will require call relays from the 911 answering center in the city of Okeechobee to public safety agencies in Highlands County. A similar minor overlap from De Soto County into Highlands County will require call relays from the center in Arcadia to Highlands County. Three central office overlaps from Highlands County into Hardee County, Glades County and Polk County will require call relays from the Highlands County 911 answering center to public safety agencies in those counties. Details of these boundary overlaps are shown in Figure 10.28-1.

### 10.28.2 System Management

The Highlands County 911 System will be operated by the Sheriff's Department of Highlands County under the management of the elected Highlands County Sheriff. The responsible fiscal agent will be the Board of County Commissioners.

The Highlands County 911 system planning was accomplished by the following members of the Highlands County 911 Action Committee:

Robert Skipper, 911 Committee Chairman, County Commissioner

Lionel LaGrow, Mayor, Lake Placid

Smith Rudasill, Mayor, Sebring

Marshall Davis, Mayor, Avon Park

Myles Miller, Police Chief, Avon Park

Craig Graybill, Police Chief, Sebring

Grady Campbell, Avon Park Police Department

H. L. Bishop, Town Manager, Lake Placid

Legare Smoak, Sebring Fire Department

H. M. Flowers, Fire Chief, Avon Park

Wilbur M. Woods, District Supervisor, Florida Highway Patrol

O. L. Raulerson, Sheriff, Highlands County

### 10.28.3 System Costs

The costs associated with the implementation and operation of the Highlands County 911 System are listed in Section 7.

### 10.28.4 Mutual Aid and Interlocal Agreements

#### 10.28.4.1 Mutual Aid Agreements

A mutual aid agreement endorsed by all public safety agencies in Highlands County and defining the responsibilities of each agency is required. The areas of potential 911 system operational problems described in Section 2 shall be addressed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

#### 10.28.4.2 Interlocal Agreements

Table 10.28-3 shows the required interlocal agreements for the Highlands County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.28-1  
HIGHLANDS COUNTY 911 SYSTEM DEFINITION

Location	Sheriff's Department, Sebring
Population	49,370
Calls Per 24 Hours	98
Number of Answering Positions	2
Type of Answering Position	Answering/Complaint Writer/ Dispatcher
Total Staff	8
Additional Staff Due to 911	3
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	2
Call Answering Equipment	2 Consoles PEIX II, Plant Equipment Inc.
Incoming Trunks	7
Transfer Lines	6

TABLE 10.28-2  
HIGHLANDS COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<u>Highlands County 911 Center</u>		
Highlands County Sheriff's Department	Direct Dispatch	--
Avon Park Police Department	Call Transfer	1 Line
Avon Park Fire Department	Call Transfer	1 Line
Lake Placid Police Department	Call Transfer	1 Line
Lake Placid Fire Department	Call Transfer	1 Line
Sebring Police Department	Call Transfer	1 Line
Sebring Fire Department	Call Transfer	1 Line
Highlands Lakes Volunteer Fire Department	Call Transfer	1 Line
Civil Defense	7-Digit Call Transfer	385-6133
Emergency Medical	Direct Dispatch	--
Lorida Volunteer Fire Department	Call Transfer	1 Line
Florida Highway Patrol (Lake Placid)	Call Relay	Intercity Radio
Division of Forestry (City of Okeechobee)	10-Digit Call Transfer	800-282-6566
Any Polk County Public Safety Agency via Polk County Public Safety Dispatch Center	Call Relay	Intercity Radio
Any Glades County Public Safety Agency via Glades County Sheriff's Department	Call Relay	Intercity Radio
Any Hardee County Public Safety Agency via Hardee County Sheriff's Department	Call Relay	Intercity Radio
<u>Okeechobee County 911 Center</u>		
Any Highlands County Public Safety Agency via Highlands County Sheriff's Department	Call Relay	Intercity Radio
<u>De Soto County 911 Center</u>		
Any Highlands County Public Safety Agency via Highlands County Sheriff's Department	Call Relay	Intercity Radio

TABLE 10.28-3  
HIGHLANDS COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Highlands County	Okeechobee County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Highlands County citizens at the Okeechobee County 911 answering center located in the city of Okeechobee. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Inter-county funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Highlands County	De Soto County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Highlands County citizens at the De Soto County 911 answering center located in the city of Arcadia. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Inter-county funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Highlands County	Polk County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Polk County citizens at the Highlands County 911 answering center located in the city of Sebring. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Inter-county funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Highlands County	Glades County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Glades County citizens at the Highlands County 911 answering center located in the city of Sebring. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Inter-county funding provisions shall be included, as required, for pro rata sharing of 911 costs.

TABLE 10.28-3 Cont.

FIRST PARTY	SECOND PARTY	SUBJECT
Highlands County	Hardee County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Hardee County citizens at the Highlands County 911 answering center located in the city of Sebring. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

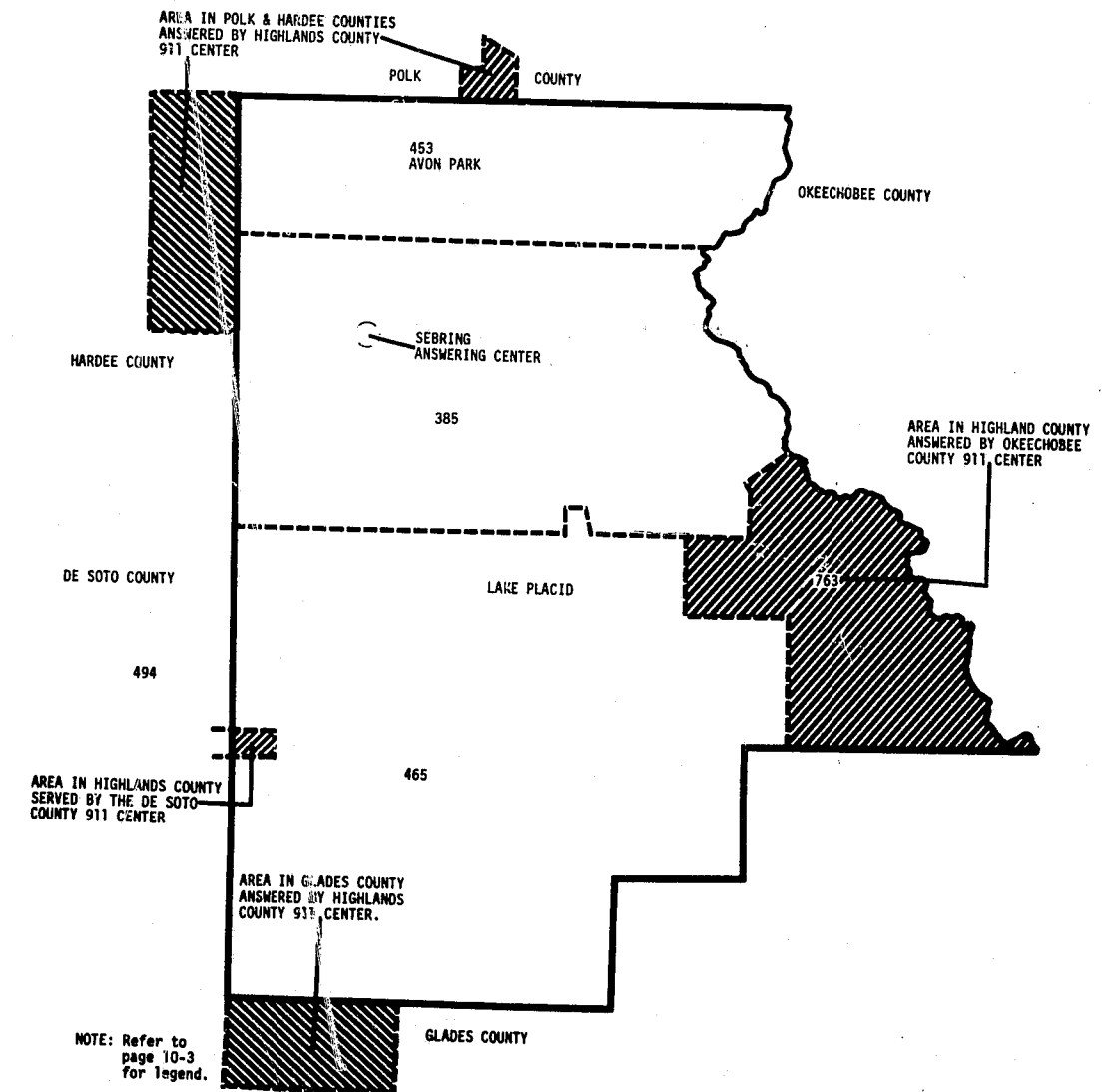


FIGURE 10.28-1 HIGHLANDS COUNTY 911 SYSTEM SERVING AREA

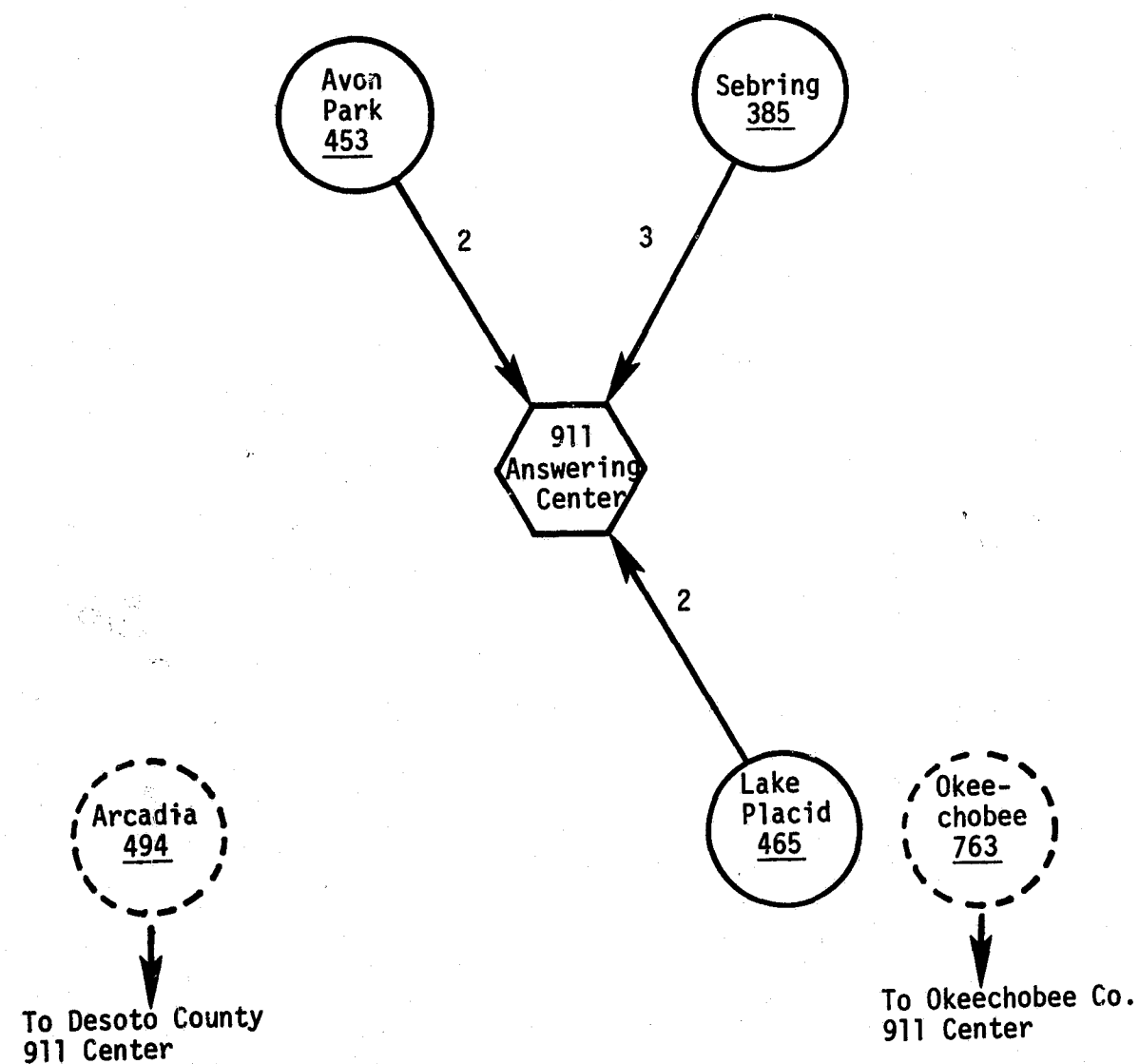


Figure 10.28-2 Highlands County Central Office  
911 Trunk Network

## 10.29 HILLSBOROUGH COUNTY

### 10.29.1 System Summary

Hillsborough County, a high crime, high tourism area, will be a one center, single county system serving approximately 717,613 people in Hillsborough County and portions of Pasco County by system cutover in the quarter ending December, 1979. The center will be located in the Sheriff's Department and will be a 100% call transfer system. The system will include twenty-five telephone central offices, three municipalities, and about thirty-eight public safety agencies. The system will include two of the 911 special options listed in Section 3; Central Office Identification (for twelve of the central offices) and Recorded Announcement. Six of the central offices will form a 911 tandem network with trunks from the Sulphur Springs 93X central office directed to the answering center. Each of the remaining central offices will be direct trunked to the answering center. (See Figure 10.29-2). Dedicated call transfer lines and a tie-line will interconnect the answering center with all of the public safety agencies, and the answering center in adjacent Pasco County. The McDill Air Force Base is coincident with the Bayshore 840 central office. The base has its own emergency safety agencies and its 830 centrex 3-digit 117 emergency reporting telephone number. It is recommended that the 840 central office be adapted to also handle the 117 emergency reporting number and that the 117 emergency calls from the 840 base housing area be handled in the same manner as the existing 117 calls. This system will improve the caller's access time for emergency service more so than if the base were part of the county 911 system. The calls from the part of Hillsborough County that are not served by the Hillsborough County 911 System will be handled by the Pasco and Pinellas County 911 Centers and directed to the appropriate agencies. Likewise, calls from the part of Pasco County served by the Hillsborough County 911 System will be handled by the Hillsborough County 911 Center and directed to the appropriate agencies. Details of these boundary overlaps are shown in Figure 10.29-1.

### 10.29.2 System Management

The Hillsborough County 911 System will be managed and operated by the Hillsborough County Sheriff's Office. The responsible fiscal agent will be the Board of County Commissioners. A 911 Administrative Committee, subordinate to the Board of County Commissioners, shall serve in a policy making and advisory capacity.

The Hillsborough County 911 System planning was accomplished by the following members of the Hillsborough County 911 System Planning Committee.

Larry K. O'Dell, Director, Division of Regulatory Services (Chairman)

John Kirk, Major, Sheriff's Office (Vice Chairman)

Charles J. Fisher, Director, Hillsborough County Office of Emergency Preparedness

Jim Algood, Division of Emergency Medical Services (Secretary)

Charles J. Carreno, Lt., Tampa Police Department

Robert Brown, Executive Director, Tampa Area Mental Health Board

Ted Gibson, Capt., U.S.F. Police Department

Joan Moyer, Communications Coordinator, U.S.F.

William Thomas, Sgt., Temple Terrace Police Department

E. R. Lowman, Lt., Florida Highway Patrol

J. C. Sherman, Tampa Airport Aviation Authority

Bill Scarpitta, Office of Emergency Preparedness

William Gray, Communications Division, Tampa Fire Department

Earl Duncan, Assistant Chief, Plant City Fire Department

Chet S. Tharpe, Fire Coordinator of Hillsborough County

Edmund J. Bodine, Executive Secretary, HWB

Frank Butler, Plant City Police Department

B. M. Downer, Col., McDill AFB

J. Cramer, University of Tampa Police Department

Lee Barber, General Telephone Company

### 10.29.3 System Costs

The costs associated with the implementation and operation of the Hillsborough County 911 System are listed in Section 7.

### 10.29.4 Mutual Aid and Interlocal Agreements

#### 10.29.4.1 Mutual Aid Agreements

A mutual aid agreement, endorsed by all of the public safety agencies in the Hillsborough County 911 System, and defining the responsibilities of each agency, is required.

The areas of potential 911 system operational problems described in Section 2 shall be reviewed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

#### 10.29.4.2 Interlocal Agreements

Table 10.29-3 shows the required interlocal agreements for the Hillsborough County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.29-1

HILLSBOROUGH COUNTY 911 SYSTEM DEFINITION

Location	Sheriff's Department, Tampa
Population Served	717,613 (December, 1979)
Calls Per 24 Hours	2,154
Number of Answering Positions	6 + 1 Supervisor Position
Type of Answering Position	Answering/Call Transfer
Total Staff	18
Additional Staff Due to 911	18 *
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	7
Call Answering Equipment	7 Operator Consoles, GTE Custom 911 Switch
911 Trunks	48
Transfer Lines	53
Tie-Lines	1
Out-Dial Lines	3
Telephone Recorder Connectors	14

\*Existing supervisory personnel with the Sheriff's Office will supervise the 911 Operations Center.

TABLE 10.29-2

HILLSBOROUGH COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<u>Hillsborough County 911 Center</u>		
Apollo Beach Rescue	Call Transfer	1 Line
Florida Highway Patrol (Tampa)	Call Transfer	6 Lines
Hillsborough County Ambulance (Tampa)	Call Transfer	3 Lines
Hillsborough County Civil Defense (Tampa)	Call Transfer	2 Lines
Hillsborough County Fire Control Dispatch (Tampa)	Call Transfer	} 3 Lines
Armdale Volunteer Fire Dept.	Call Transfer	
Bloomington-S. Brandon Volunteer Fire Department	Call Transfer	
Brandon Volunteer Fire Dept.	Call Transfer	
Cork-Knights Volunteer Fire Dept.	Call Transfer	
Dover Volunteer Fire Department	Call Transfer	
Florida Division of Forestry	Call Transfer	
Gibson Volunteer Fire Dept.	Call Transfer	
Gunn Hwy. Volunteer Fire Dept.	Call Transfer	
Lutz Volunteer Fire Department	Call Transfer	
Midway Volunteer Fire Department	Call Transfer	



TABLE 10.29-2 Cont.

AGENCY	METHOD	VEHICLE
North Hillsborough Volunteer Fire Department	Call Transfer	
Palm River Volunteer Fire Department	Call Transfer	
Riverview Volunteer Fire Department	Call Transfer	
Ruskin Volunteer Fire Department	Call Transfer	
S. E. Hillsborough Volunteer Fire Department	Call Transfer	
Seffner-Mango Volunteer Fire Department	Call Transfer	
Springhead Volunteer Fire Department	Call Transfer	
Sun City Center Volunteer Fire Department	Call Transfer	
Thonotosassa Volunteer Fire Department	Call Transfer	
Wimauma Volunteer Fire Department	Call Transfer	
W. Hillsborough Volunteer Fire Department	Call Transfer	
Hillsborough County Sheriff's Department	Call Transfer	8 Lines
McDill Air Police	Call Transfer	1 Line
Mental Health (Tampa)	Call Transfer	2 Lines
Plant City Safety	Call Transfer	5 Lines
Poison Control (Tampa)	Call Transfer	2 Lines
Tampa Police Department	Call Transfer	8 Lines
Tampa Fire Department	Call Transfer	5 Lines
Tampa Airport Police	Call Transfer	1 Line
Tampa Port Authority	Call Transfer	1 Line
Temple Terrace Police Department	Call Transfer	2 Lines
Temple Terrace Fire Department	Call Transfer	1 Line
University of South Florida Security	Call Transfer	1 Line
University Tampa Security	Call Transfer	1 Line
Central Pasco Fire Department (Quail Hollow)	Dial-Out Call Transfer	949-3333
Florida Division of Forestry (Brooksville)	Dial-Out Call Transfer	1-904-796-3574
Florida Highway Patrol (Brooksville)	Dial-Out Call Transfer	1-904-796-3525
Land O Lakes Volunteer Fire Department	Dial-Out Call Transfer	996-2234
Odessa Fire Department	Dial-Out Call Transfer	920-3135
Pasco County EMS (Pasco Co. 911 Center)	Call Transfer	1 Tie-Line *

TABLE 10.29-2 Cont.

AGENCY	METHOD	VEHICLE
Pasco County Sheriff's Office (Dade City)	Call Relay or Dial-Out Call Transfer	Intercity Radio or 1-904-567-5131
San Antonio Fire Department	Dial-Out Call Transfer	1-904-588-3581
S. E. Pasco Fire Association (SR 597 & 54)	Dial-Out Call Transfer	1-782-9511
<u>Pasco County 911 Center</u>		
Florida Highway Patrol (Tampa)	Dial-Out Call Transfer	272-2211
Hillsborough County Ambulance (Tampa)	Call Transfer	1 Line
Hillsborough County Civil Defense (Volunteer Fire Department)	Call Transfer	} 1 Line
Cork-Knights Volunteer Fire Department	Call Transfer	
Florida Division of Forestry	Call Transfer	
Midway Volunteer Fire Dept.	Call Transfer	
Hillsborough County Sheriff's Department	Call Transfer	1 Line *
Poison Control	Dial-Out Call Transfer	251-6995
Mental Health	Dial-Out Call Transfer	253-3311
<u>Pinellas County North 911 Center</u>		
Florida Highway Patrol (Tampa)	Dial-Out Call Transfer	1-272-2211
Hillsborough County Ambulance (Tampa)	Call Transfer	1 Line
Hillsborough Fire Control Dispatch (Tampa)	Call Transfer	} 1 Line
Florida Division of Forestry	Call Transfer	
Gunn Hwy. Volunteer Fire Department	Call Transfer	
Hillsborough County Sheriff's Office	Call Transfer	1 Line

\* This is one and the same tie-line handling two way traffic.

TABLE 10.29-3

## HILLSBOROUGH COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Hillsborough County	Pasco County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Pasco County

TABLE 10.29-3 Cont.

FIRST PARTY	SECOND PARTY	SUBJECT
Pasco County	Hillsborough County	citizens at the Hillsborough County 911 Answering Center located in the city of Tampa. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Pinellas County	Hillsborough County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Hillsborough County citizens at the Pasco County 911 Answering Center located in the city of Dade City. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
		An interlocal agreement is required to define the call handling method and routing of each type of call received from Hillsborough County citizens at the Pinellas County North 911 Answering Center located in the city of Largo. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

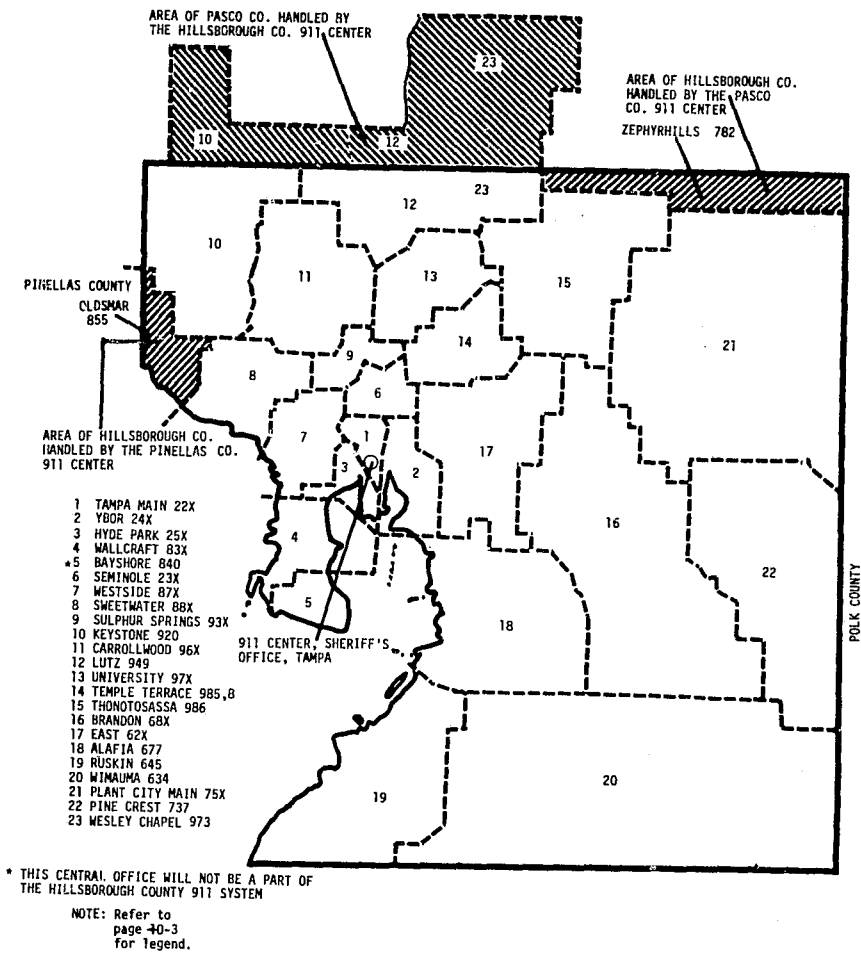


FIGURE 10.29-1 HILLSBOROUGH COUNTY 911 SYSTEM SERVING AREA

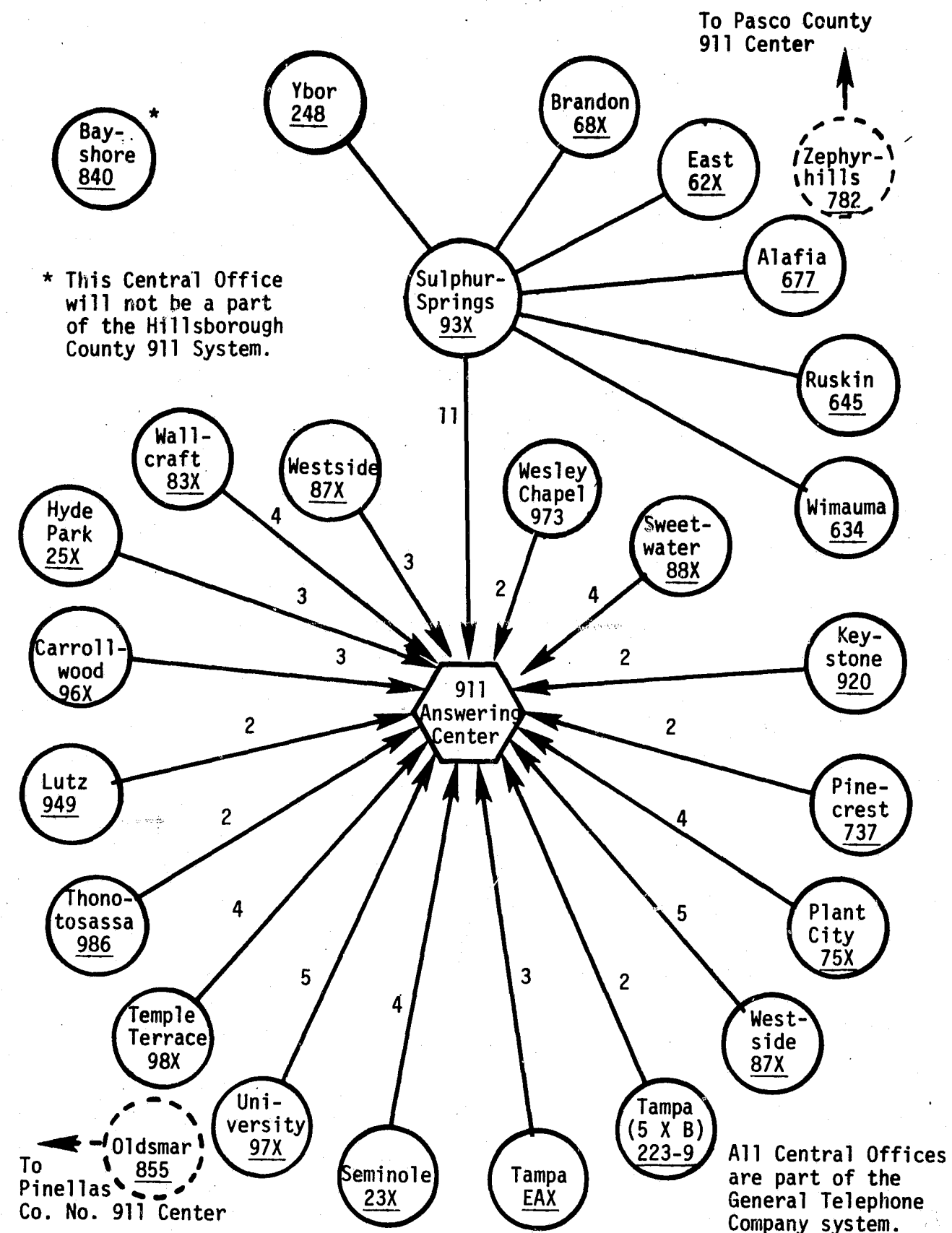


Figure 10.29-2 Hillsborough County Central Office 911 Trunk Network

## 10.30 HOLMES COUNTY

### 10.30.1 System Summary

Holmes County, a low crime, low tourism area, will be a one center, single county system serving approximately 12,630 people in Holmes and portions of Washington Counties by system cutover in the quarter ending June, 1978. The center will be located in the Sheriff's dispatch center at the Holmes County jail facility in the city of Bonifay, and will dispatch calls for the Sheriff's Department and the Bonifay Police Department. The system will consist of three telephone central offices, three municipalities, and seven public safety agencies. The system will include one of the telephone service options listed in Section 3, Central Office Identification. Each of the three central offices will be direct trunked to the answering center. (See Figure 10.30-2). There will be no dedicated transfer lines to any of the safety agencies, i.e., calls for those agencies, other than dispatched by the Sheriff's Department, will be call relayed. The calls from the portion of Holmes County that is not a part of the Holmes County 911 System will be handled by the Jackson County and Walton County 911 Centers and directed to the appropriate agencies. Likewise, calls from the portion of Washington County served by the Holmes County 911 System will be handled by the Holmes County 911 Center and directed to the appropriate agencies. Details of these boundary overlaps are shown in Figure 10.30-1.

### 10.30.2 System Management

The Holmes County 911 System will be managed and operated by the Holmes County Sheriff's Office. The responsible fiscal agent will be the Board of County Commissioners:

The Holmes County 911 System planning was accomplished by the following members of the Holmes County 911 Committee:

John Manuel, Chief, Bonifay Fire Department (Chairman)

Wilburn E. Raley, Sheriff, Holmes County

Tamphus Messer, Bonifay Police Department

Dr. John T. Grace, Holmes County Hospital

Dr. Herbert E. Brooks, Holmes County Hospital

Archie Balcolm, Division of Forestry

### 10.30.3 System Cost

The costs associated with the implementation and operation of the Holmes County 911 System are listed in Section 7.

### 10.30.4 Mutual Aid and Interlocal Agreements

10.30.4.1 Mutual Aid Agreement

A mutual aid agreement, endorsed by all of the public safety agencies in the Holmes County 911 System, and defining the responsibilities of each agency, is required.

The areas of potential 911 system operational problems described in Section 2 shall be reviewed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

10.30.4.2 Interlocal Agreements

Table 10.30-3 shows the required interlocal agreements for the Holmes County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.30-1

HOLMES COUNTY 911 SYSTEM DEFINITION

Location	Sheriff's Department, Bonifay
Population Served	12,630 (June, 1978)
Calls Per 24 Hours	25
Number of Answering Positions	1
Type of Answering Position	Answering/Complaint Writer/ Dispatcher
Total Staff	5
Additional Staff Due to 911	4
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	1
Call Answering Equipment	1, 1-22-B Key System and 1, 12- Button Telephone
911 Trunks	6
Transfer Lines	0
Out-Dial Lines	Use Existing
Telephone Recorder Connectors	2

TABLE 10.30-2

HOLMES COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<u>Holmes County 911 Center</u>		
Sheriff's Department	Direct Dispatch	--
Bonifay Police Department	Direct Dispatch	--
Bonifay Volunteer Fire Department	Call Relay	547-4128
Caryville Volunteer Fire Department (Washington County)	Call Relay	548-5685

TABLE 10.30-2 Cont.

AGENCY	METHOD	VEHICLE
Holmes Co. Ambulance (Bonifay)	Call Relay	547-3219
Florida Division of Forestry (Bonifay)	Call Relay	547-3676
Florida Highway Patrol (Marianna)	Call Relay	Intercity Radio or 1-482-2301
Remaining Washington Co. Agencies (via Washington Co. Sheriff's Office)	Call Relay	Intercity Radio or 1-482-3313
<u>Walton County 911 Center</u>		
Holmes County Sheriff's Dept.	Call Relay	Intercity Radio or 1-547-3681

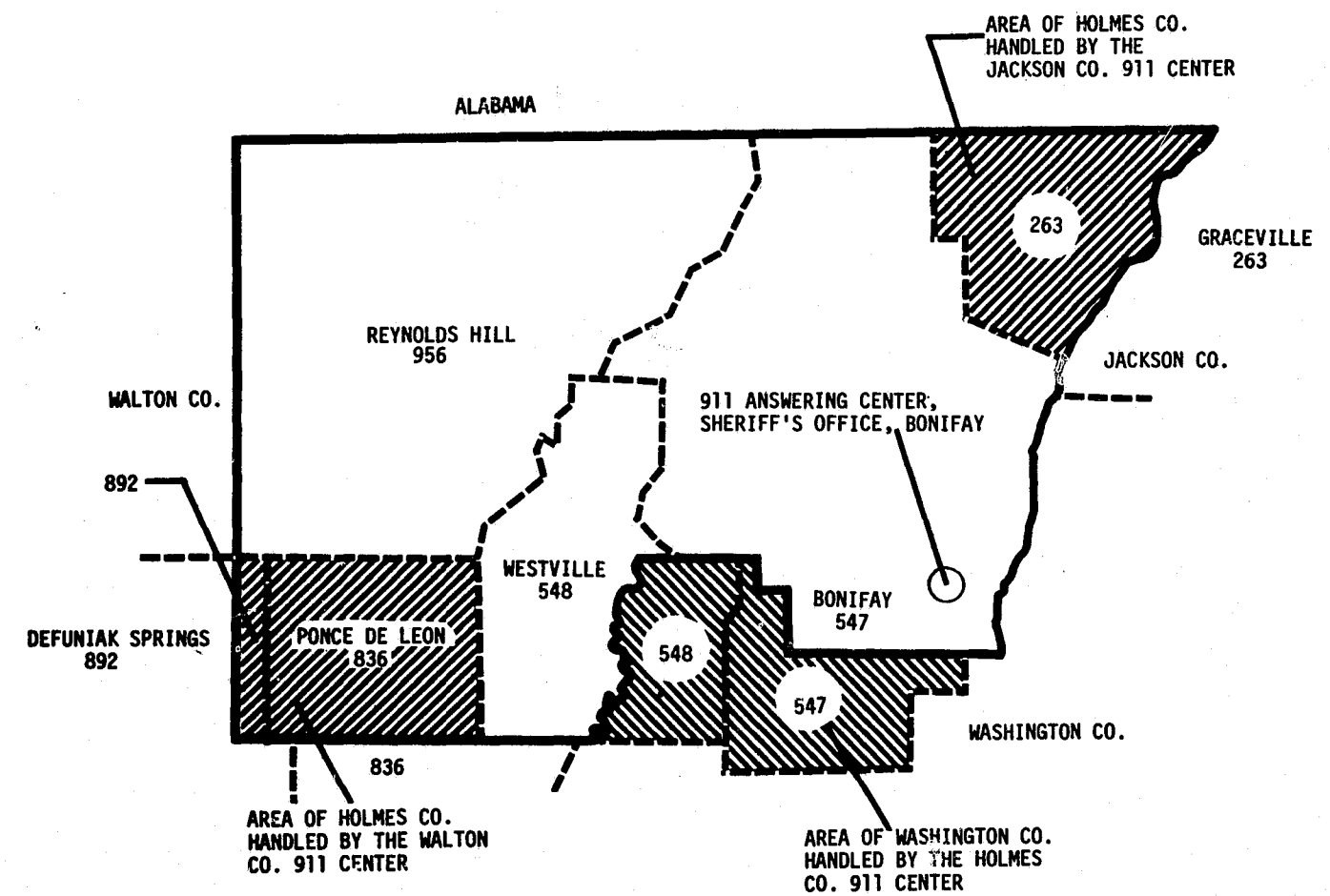
TABLE 10.30-3

HOLMES COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Holmes County	Jackson County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Holmes County citizens at the Jackson County 911 Center located in the city of Marianna. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Holmes County	Walton County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Holmes County citizens at the Walton County 911 Center located in the city of DeFuniak Springs. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

TABLE 10.30-3 Cont.

FIRST PARTY	SECOND PARTY	SUBJECT
Washington County	Holmes County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Washington County citizens at the Holmes County 911 Center located in the city of Bonifay. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.



NOTE: Refer to page 10-3 for legend.

FIGURE 10.30-1 HOLMES COUNTY 911 SYSTEM SERVING AREA

All Central Offices are part of the Continental Telephone Company, except as marked \* which are part of the Florida Central Telephone Company, \*\* the Central Telephone Company, and \*\*\* which are part of the Southern Bell Telephone Company.

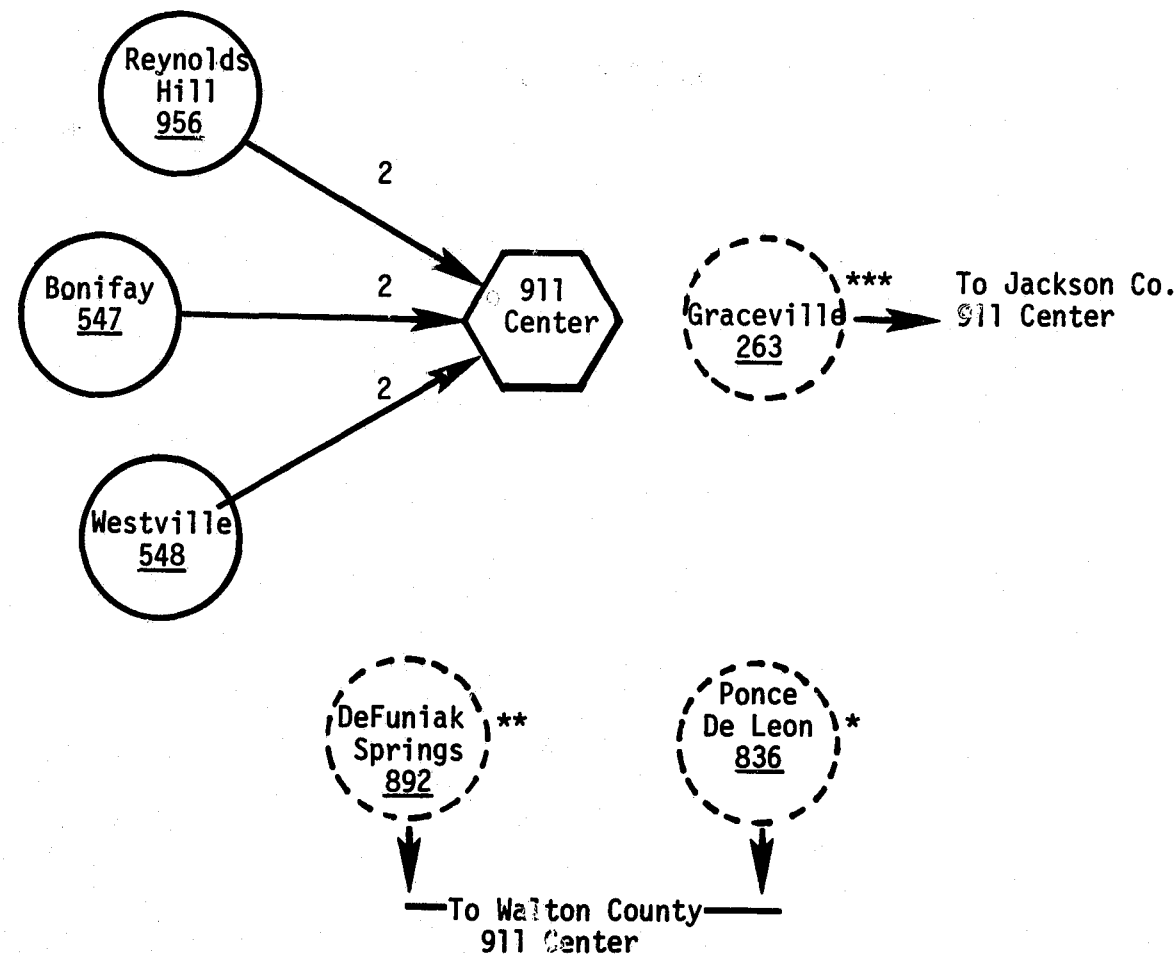


Figure 10.30-2 Holmes County Central Office  
911 Trunk Network

## 10.31 INDIAN RIVER COUNTY

### 10.31.1 System Summary

Indian River County, a low crime, low tourism area on the Atlantic coast in central Florida, will have a single answering center 911 system serving approximately 55,216 people based on system cutover in the quarter ending June, 1977. The answering center will be located at the Sheriff's Department in Vero Beach. This center, initially, will transfer all calls to the various Indian River County public safety agencies, and will evolve to a direct dispatch center for all public safety agency calls dispatched by the Sheriff's Department. The system will include three telephone central office areas, five municipalities, and 15 public safety agencies. (See Figure 10.31-2). A telephone central office overlap from Indian River County into Brevard County will require call relays from the Indian River County 911 center to public safety agencies in Brevard County. (See Figure 10.31-1). Included in the system will be the Called Party Hold, Forced Disconnect, and Idle Trunk Tone options provided by Southern Bell Telephone Company.

### 10.31.2 System Management

The Indian River County 911 system will be operated by the Sheriff's Department under the management of the elected Indian River County Sheriff. The responsible fiscal agent will be the Board of County Commissioners.

The Indian River County 911 system planning was accomplished by the following members of the Indian River County 911 Action Committee:

Bill Wodtke, Chairman 911 Action Committee, County Commissioner

Sam Joyce, Sheriff, Indian River County

Doyle Stroud, Captain, Sheriff's Department

Roland Woods, Captain, Vero Beach Police Department

Forrest Smith, Captain, Vero Beach Fire Department

Leroy Parkhurst, Sebastian Volunteer Fire Department

Joy Snell, Sebastian Volunteer Ambulance Squad

Skip Gray, City of Sebastian

Elaine Carter, City of Fellemsmere

Roy L. Williams, Division of Forestry

Donald Dockens, Division of Forestry

Beth Megelin, Pilot Club

Norma O'Connor, Pilot Club

10.31.3 System Costs

The costs associated with the implementation and operation of the Indian River County 911 System are listed in Section 7.

10.31.4 Mutual Aid and Interlocal Agreements

10.31.4.1 Mutual Aid Agreement

A mutual aid agreement endorsed by all public safety agencies in Indian River County and defining the responsibilities of each agency is required. The areas of potential 911 system operational problems described in Section 2 shall be addressed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

10.31.4.2 Interlocal Agreement

Table 10.31-3 shows the required interlocal agreements for the Indian River County 911 System. Typical interlocal agreements are shown in Appendices 2.1 and 2.3.

TABLE 10.31-1

INDIAN RIVER COUNTY 911 SYSTEM DEFINITION

Location	Indian River County Sheriff's Department
Population Served	55,216 (June, 1977)
Calls per 24 Hours	110
Number of Answering Positions	1
Type of Answering Position	Answering, Call Transfer
Total Staff	5
Additional Staff due to 911	0
Number of Logging Recorders	1, 10-Channel *
Number of Instant Playback Recorders	1
Call Answering Equipment	1, Model 608 Switchboard
Incoming Trunks	8
Transfer Lines	7
Options Included	Called Party Hold, Forced Disconnect, and Idle Trunk Tone

\* Existing Sheriff's Department recorder.

TABLE 10.31-2

INDIAN RIVER COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<u>Indian River County 911 Center</u>		
Indian River County Sheriff's Department	Call Transfer *	2 Lines
Fellesmere Police Department	Call Transfer *	2 Lines
Sebastian Police Department	Call Transfer *	2 Lines
North County Volunteer Ambulance Service	Call Transfer *	2 Lines
Vero Beach Police Department	Call Transfer	2 Lines
Indian River Shores Police Department	Call Transfer	2 Lines
Vero Beach Fire Department	Call Transfer	1 Line
Indian River Fire Department	Call Transfer	1 Line
Sebastian Fire Department	Call Transfer	1 Line
Fellesmere Fire Department	Call Transfer	1 Line
Vero Beach Volunteer Ambulance Service	Call Transfer	1 Line
Division of Forestry	Call Transfer	1 Line
Brevard Co. Sheriff's Dept.	Call Relay	Intercity Radio
Micco Fire Department	8-Digit call Transfer	1-724-1234
Florida Highway Patrol (Ft. Pierce)	Call Relay	Intercity Radio

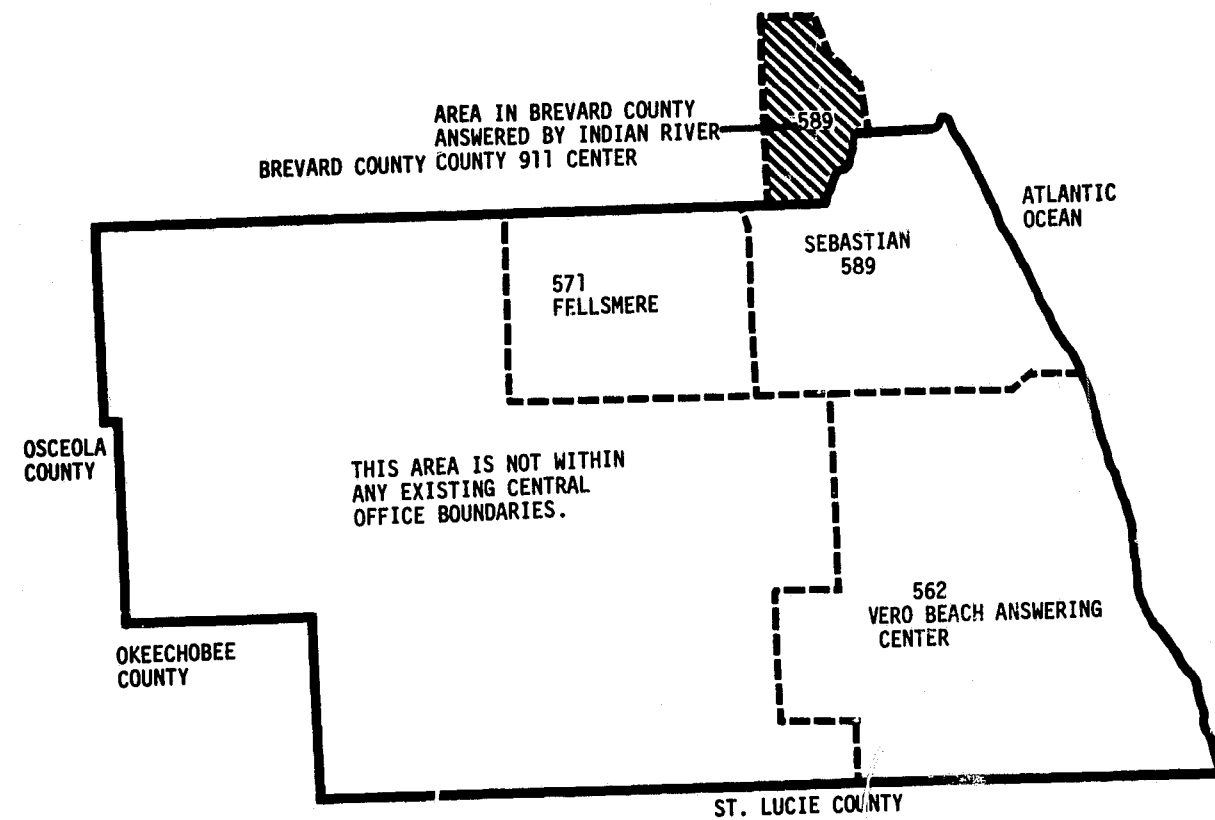
\* Initial implementation will utilize call transfer method for indicated agencies and will be converted to direct dispatch.

TABLE 10.31-3

INDIAN RIVER COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Indian River County	Brevard County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Brevard County citizens at the Indian River County 911 Answering Center located in the city of Vero Beach. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.





NOTE: Refer to page 10-3 for legend.

FIGURE 10.31-1 INDIAN RIVER COUNTY 911 SYSTEM SERVING AREA

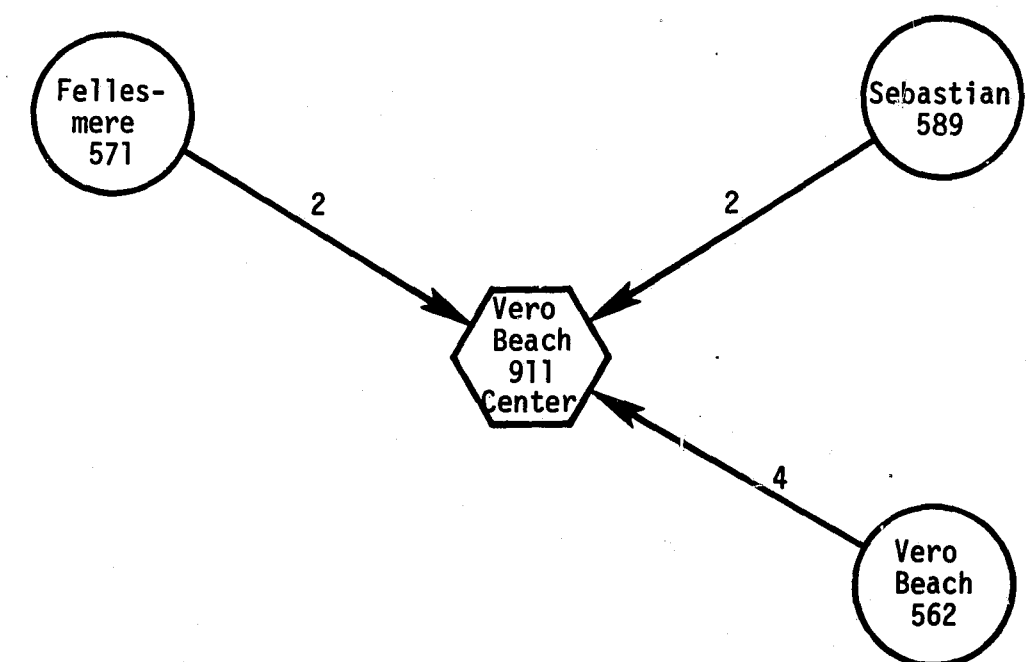


Figure 10.31-2 Indian River County Central Office 911 Trunk Network

10.32 JACKSON COUNTY

10.32.1 System Summary

Jackson County, a low crime, low tourism area, will be a one center, single county system serving approximately 53,415 people in Jackson and portions of Holmes and Washington counties by system cutover in the quarter ending December, 1978. The center will be located in the Sheriff's dispatch center in the city of Marianna and will direct dispatch calls for the Sheriff's Department and all police departments within the county. The system will include nine telephone central offices, ten municipalities, and twenty-one public safety agencies. The system will include one of the 911 telephone service options listed in Section 3; Central Office Identification for three of the central offices. Six of the central offices will form a 911 tandem network with trunks from the Marianna 526 central office directed to the answering center. Each of the remaining central offices will be direct trunked to the answering center. (See Figure 10.32-2). Dedicated call transfer lines will interconnect the answering center with two of the public safety agencies. The calls from the portion of Jackson County that is not a part of the Jackson County 911 System will be handled by the Calhoun and Washington counties 911 systems and directed to the appropriate agencies. Likewise, the calls from the portions of Holmes and Washington counties served by the Jackson County 911 System will be handled by the Jackson County 911 Center and directed to the appropriate agencies. Details of the boundary overlaps are shown in Figure 10.32-1.

10.32.2 System Management

The Jackson County 911 System will be operated and managed by the Jackson County Sheriff's Office. The responsible fiscal agent will be the Board of County Commissioners.

The Jackson County 911 System planning was accomplished by the following members of the Jackson County 911 Planning Committee:

- Don Beasley, Capt., Jackson County Fire & Rescue (Chairman)
- R. Craven, Sheriff, Jackson County
- John Howell, Administrator, Graceville Hospital
- Ed Osteen, Administrator, Jackson Hospital
- Fred McGehee, President, West Florida Telephone Company

10.32.3 System Costs

The costs associated with the implementation and operation of the Jackson County 911 System are listed in Section 7.

10.32.4 Mutual Aid and Interlocal Agreements

10.32.4.1 Mutual Aid Agreements

A mutual aid agreement, endorsed by all public safety agencies in Jackson County and defining the responsibilities of each agency, is required. The areas of potential 911 system operational problems described in Section 2 shall be addressed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

10.32.4.2 Interlocal Agreements

Table 10.32-3 shows the required interlocal agreements for the Jackson County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.32-1  
JACKSON COUNTY 911 SYSTEM DEFINITION

Location	Jackson County Sheriff's Office, Marianna
Population Served	53,415 (December, 1978)
Calls Per 24 Hours	107
Number of Answering Positions	2
Type of Answering Position	Answering/Complaint Writer/Dispatcher
Total Staff	8
Additional Staff Due to 911	3
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	2
Call Answering Equipment	GB 9900 Dispatch System with 2 Consoles
Tie-Lines	0
Dial-Out Lines	1
Incoming Lines	9
Transfer Lines	4
Recorder Connectors	11

TABLE 10.32-2  
JACKSON COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
Jackson County 911 Center		
Florida Division of Beverage (Marianna)	Call Transfer	1 Line
Florida Highway Patrol	Call Relay	Intercity Radio or 482-2301

TABLE 10.32-2 Cont.

AGENCY	METHOD	VEHICLE
Jackson County Fire & Rescue (Marianna)	Call Transfer	3 Lines
Alford Fire Department	Call Transfer	
Campbellton Fire Department	Call Transfer	
Cottondale Fire Department	Call Transfer	
Graceville Fire Department	Call Transfer	
Grand Ridge Fire Department	Call Transfer	
Malone Fire Department	Call Transfer	
Marianna Fire Department	Call Transfer	
Sneads Fire Department	Call Transfer	
Campbellton-Graceville Hospital Ambulance	Call Transfer	
Florida Division of Forestry	Call Transfer	--
Jackson County Sheriff's Office	Direct Dispatch	
Alford Police Department	Direct Dispatch	
Cottondale Police Department	Direct Dispatch	
Graceville Police Department	Direct Dispatch	
Grand Ridge Police Department	Direct Dispatch	
Malone Police Department	Direct Dispatch	
Marianna Police Department	Direct Dispatch	
Sneads Police Department	Direct Dispatch	
Any Holmes County Agency (via Holmes County Sheriff's Office)	Call Relay or Dial Out Call Transfer	Intercity Radio or 1-547-3681
Any Washington County Agency (via Washington County Sheriff's Office)	Call Relay or Dial Out Call Transfer	Intercity Radio or 1-638-0610
<u>Washington County 911 Center</u>		
Jackson County Sheriff's Office	Call Relay	Intercity Radio or 1-482-3313
<u>Calhoun County 911 Center</u>		
Jackson County Sheriff's Office	Call Relay	Intercity Radio or 1-482-3313
Jackson County Ambulance (via Jackson County Sheriff's Office)	Call Relay	Intercity Radio or 1-482-3313

TABLE 10.32-3

JACKSON COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Jackson County	Calhoun County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Jackson County citizens at the Calhoun County 911 Center located in the city of Blountstown. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Jackson County	Washington County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Jackson County citizens at the Washington County 911 Center located in the city of Chipley. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Washington County	Jackson County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Washington County citizens at the Jackson County 911 Center located in the city of Marianna. The agreement shall be kept current through periodic revisions to reflect changing conditions, i. e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Holmes County	Jackson County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Holmes County citizens at the Jackson County 911 Center located in the city of Marianna. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

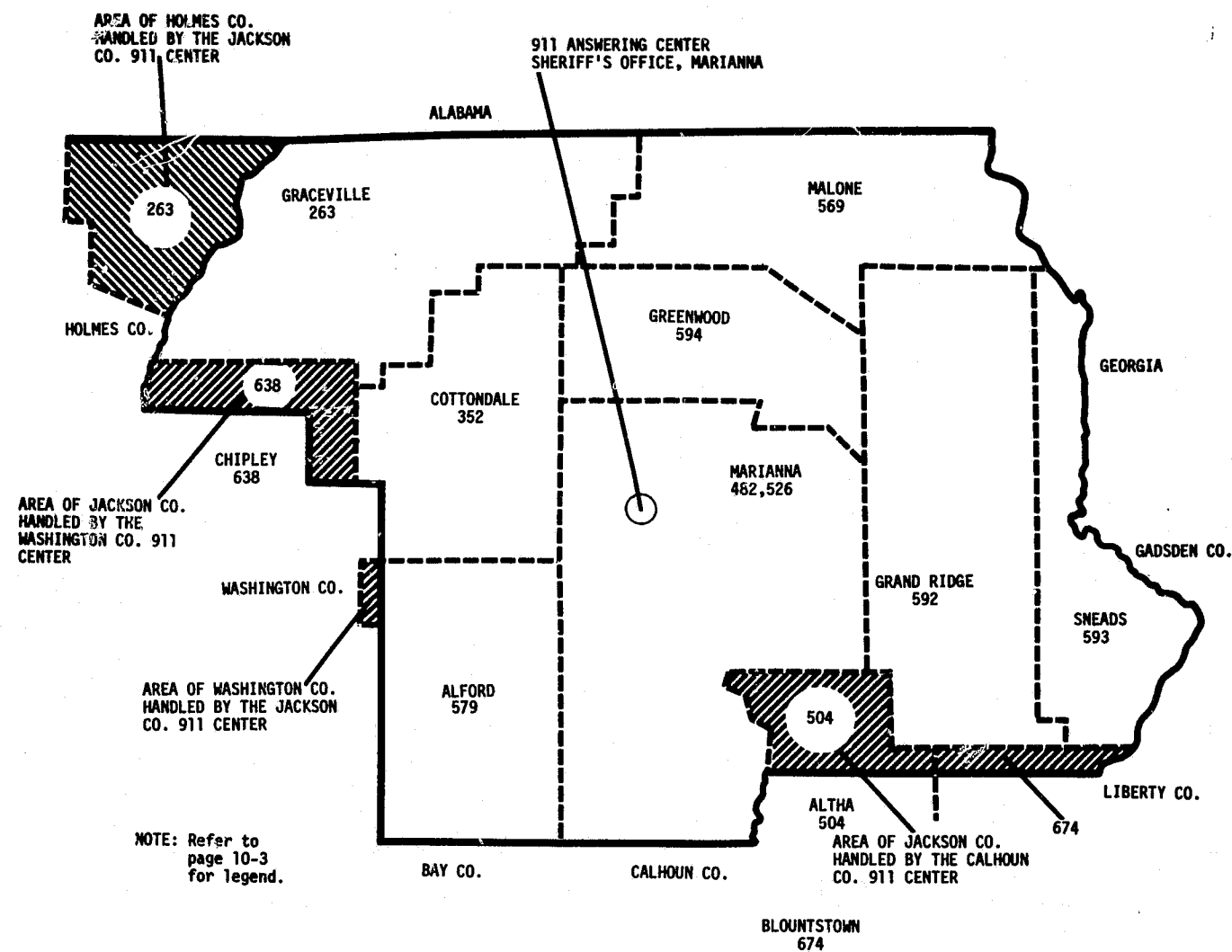


FIGURE 10.32-1 JACKSON COUNTY 911 SYSTEM SERVING AREA

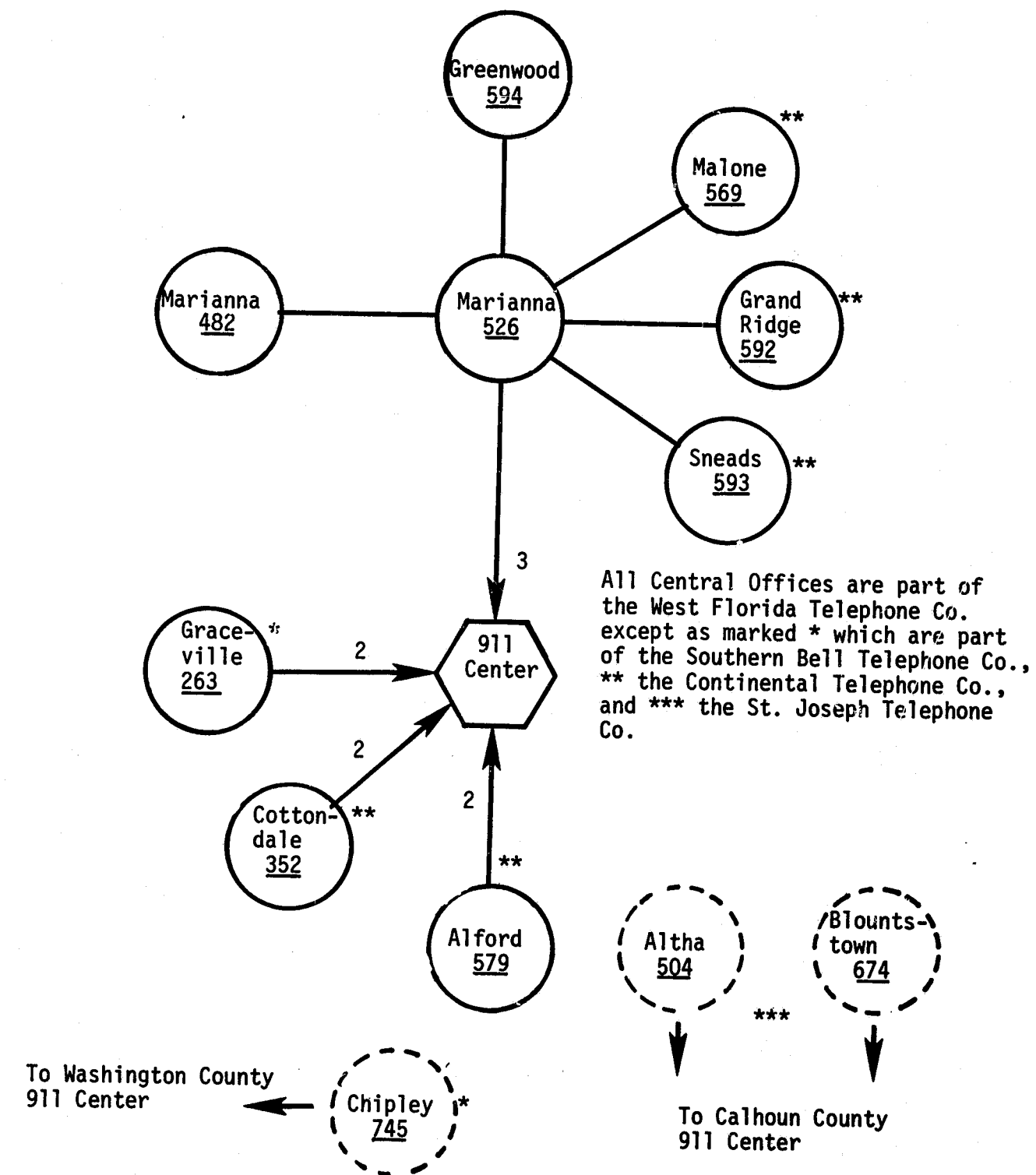


FIGURE 10.32-2 JACKSON COUNTY CENTRAL OFFICE 911 TRUNK NETWORK

10.33 JEFFERSON COUNTY

10.33.1 System Summary

Jefferson County, a low crime, low tourism area, will be a one center, single county system serving approximately 9,990 people in Jefferson and portions of Leon and Madison counties by system cutover in the quarter ending December, 1977. The center will be located in the Jefferson County Sheriff's dispatch center in the Jefferson County jail facility and will direct dispatch calls for the Sheriff's Department. The system will include one telephone central office, one municipality, and six public safety agencies. The central office will be direct trunked to the answering center. (See Figure 10.33-2). The system will include one of the 911 telephone service options listed in Section 3; Central Office Identification. There will be no dedicated transfer lines to any of the safety agencies, i.e., calls for those agencies other than dispatched by the Sheriff's Department will be call relayed. The calls from the portions of Jefferson County that are not served by the Jefferson County 911 System will be handled by the Madison, Taylor and Wakulla County 911 centers and directed to the appropriate agencies. Likewise, calls from the part of Leon and Madison counties served by the Jefferson County 911 System will be handled by the Jefferson County 911 Center and directed to the appropriate agencies. Details of these boundary overlaps are shown in Figure 10.33-1

10.33.2 System Management

The Jefferson County 911 System will be operated and managed by the Jefferson County Sheriff's Office. The responsible fiscal agent will be the Board of County Commissioners.

The Jefferson County 911 System planning was accomplished by the following:

- James Scott, Sheriff, Jefferson County
- M. Bishop, Board of County Commissioners
- W. T. Anderson, Board of County Commissioners
- J. E. Cooksey, Board of County Commissioners
- Ike Grant, Director, Jefferson County Ambulance Service
- J. Parker, Monticello City Commissioner
- Dewitt Perkins, Central Telephone Company

10.33.3 System Costs

The costs associated with the implementation and operation of the Jefferson County 911 System are listed in Section 7.

10.33.4 Mutual Aid and Interlocal Agreements

10.33.4.1 Mutual Aid Agreements

A mutual aid agreement, endorsed by all public safety agencies in Jefferson County and defining the responsibilities of each agency, is required. The areas of potential 911 system operational problems described in Section 2 shall be addressed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

10.33.4.2 Interlocal Agreements

Table 10.33-3 shows the required interlocal agreements for the Jefferson County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.33-1  
JEFFERSON COUNTY 911 SYSTEM DEFINITION

Location	Jefferson County, Sheriff's Jail Facility (Monticello)
Population Served	9,990 (December, 1977)
Calls Per 24 Hours	20
Number of Answering Positions	1
Type of Answering Position	Answering/Complaint writer/Dispatcher
Total Staff	5
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	1
Call Answering Equipment	1A Key System and 1 6-Button Telephone
911 Trunks	2
Transfer Lines	0
Dial-Out Lines	Use Existing
Tie-Lines	0
Telephone Recorder Connectors	2

TABLE 10.33-2  
JEFFERSON COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
Jefferson County 911 Center		
Florida Division of Forestry (Tallahassee)	Call Relay (FX)	997-2224
Florida Highway Patrol (Madison)	Call Relay	Intercity Radio or 1-973-2251
Jefferson County Ambulance Service (Monticello)	Call Relay	997-5730

TABLE 10.33-2 Cont.

AGENCY	METHOD	VEHICLE
Jefferson County Sheriff's Department	Direct Dispatch	--
Monticello Police Department	Call Relay	997-3313
Monticello Fire Department	Call Relay	997-3321
Any Leon County Agency (via Leon County Sheriff's Office)	Call Relay	Intercity Radio or 1-222-4740
Any Madison County Agency (via Madison County Sheriff's Office)	Call Relay	Intercity Radio or 1-973-6331
<u>Taylor County 911 Center</u>		
Any Jefferson County Agency (via Jefferson County Sheriff's Office)	Call Relay	Intercity Radio or 1-997-2023
<u>Madison County 911 Center</u>		
Any Jefferson County Agency (via Jefferson County Sheriff's Office)	Call Relay	Intercity Radio or 1-997-2023
<u>Wakulla County 911 Center</u>		
Any Jefferson County Agency (via Jefferson County Sheriff's Office)	Call Relay	Intercity Radio or 1-997-2023

TABLE 10.33-3

JEFFERSON COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Jefferson County	Wakulla County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Jefferson County citizens at the Wakulla County 911 Center located in the town of Crawfordville. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Jefferson County	Taylor County	An interlocal agreement is required to define the call handling method and routing of each

TABLE 10.33-3 Cont.

FIRST PARTY	SECOND PARTY	SUBJECT
Jefferson County	Madison County	type of call received from Jefferson County citizens at the Taylor County 911 Center located in the city of Perry. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.  An interlocal agreement is required to define the call handling method and routing of each type of call received from Jefferson County citizens at the Madison County 911 Center located in the city of Madison. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Leon County	Jefferson County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Leon County citizens at the Jefferson County 911 Center located in the city of Monticello. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Madison County	Jefferson County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Madison County citizens at the Jefferson County 911 Center located in the city of Monticello. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

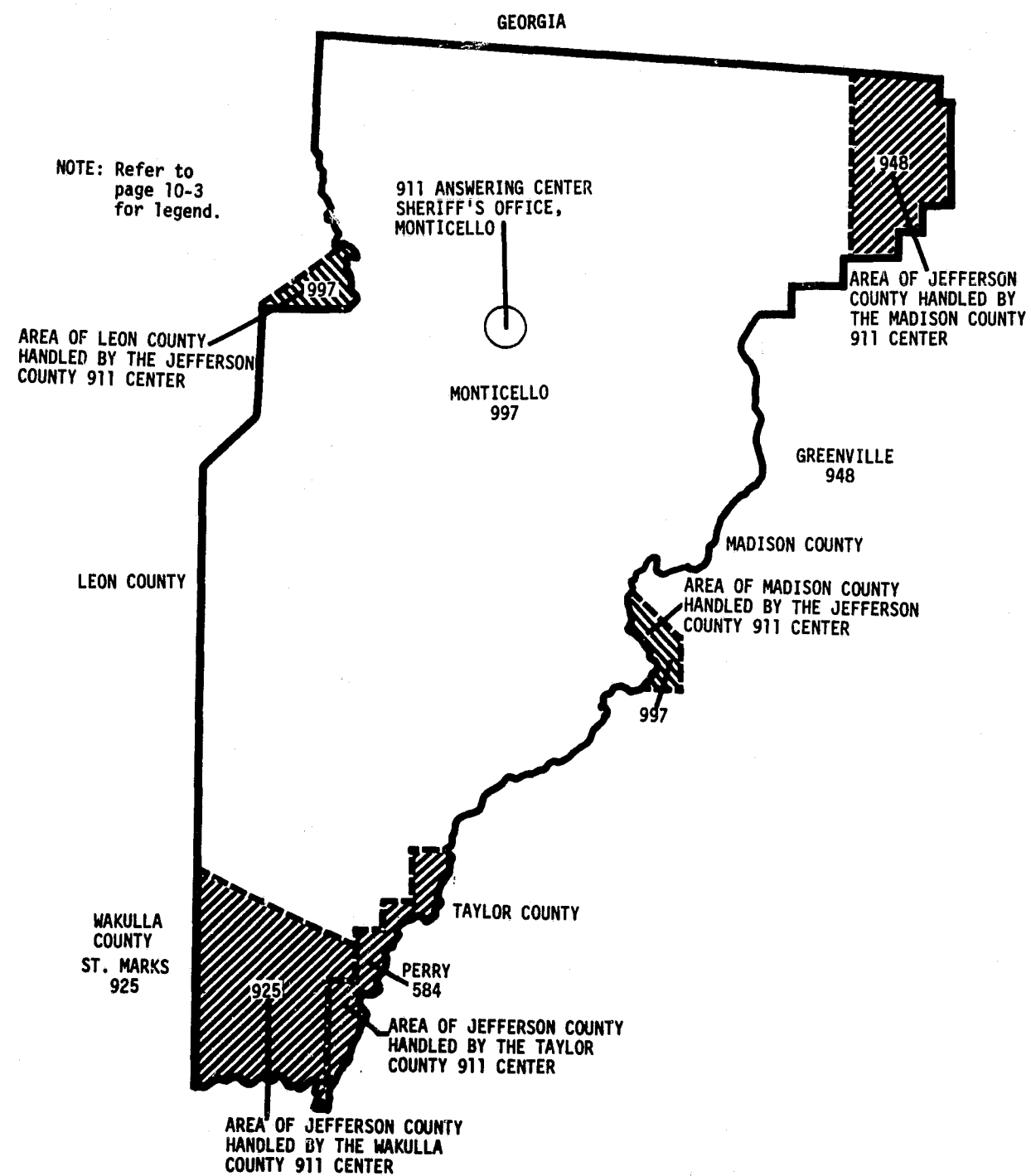


FIGURE 10.33-1 JEFFERSON COUNTY 911 SYSTEM SERVING AREA

All Central Offices are part  
of the Central Telephone  
Company.

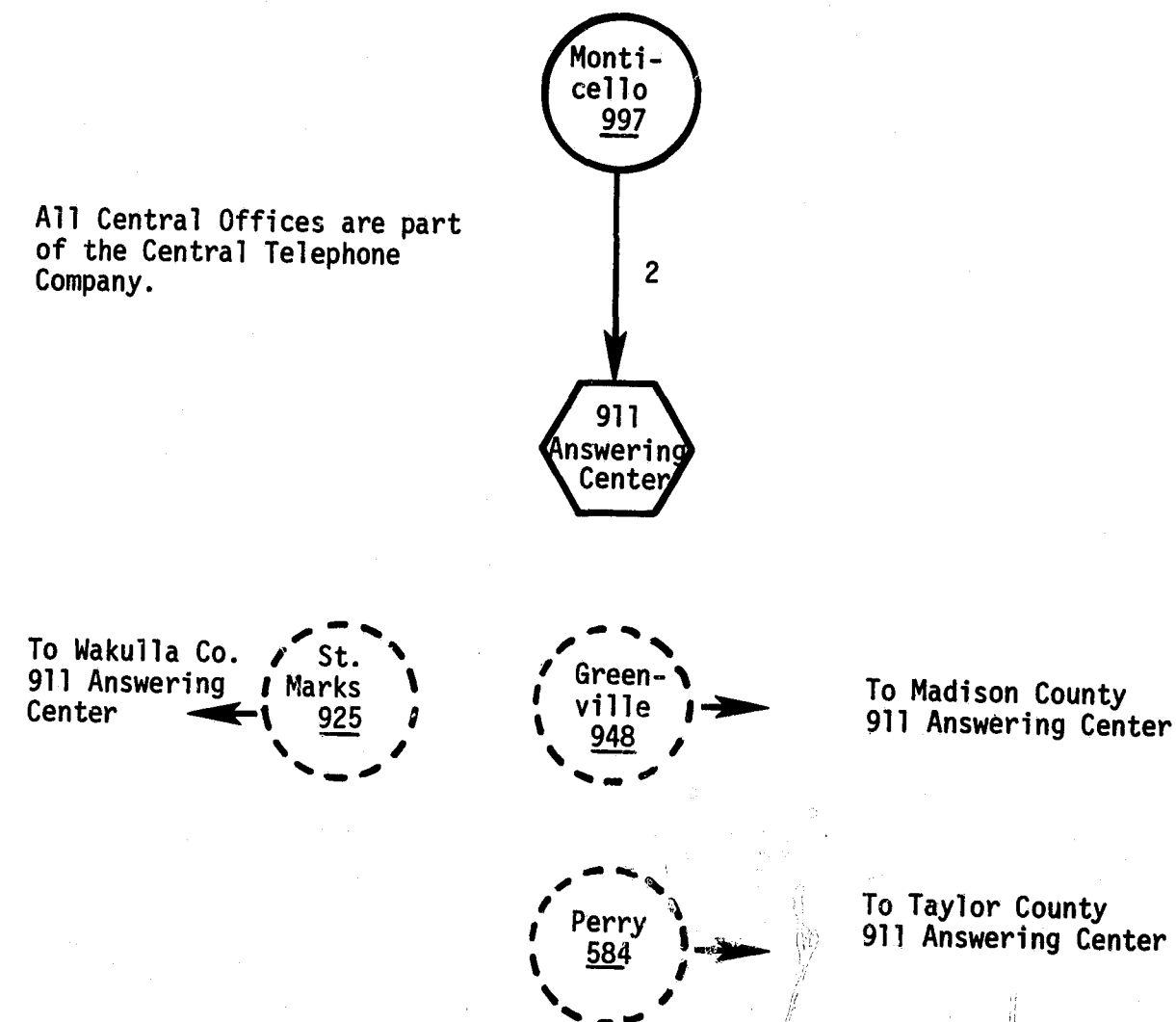


FIGURE 10.33-2 JEFFERSON COUNTY CENTRAL OFFICE  
911 TRUNK NETWORK



## 10.34 LAFAYETTE COUNTY

### 10.34.1 System Summary

Lafayette County, a low crime, low tourism area will be a one center, single county system, serving approximately 3,530 people in Lafayette County by system cutover in the quarter ending December, 1977. The 911 center will be located in the Sheriff's communications facility in the city of Mayo and will direct dispatch calls for the Sheriff's Department. The system will consist of one telephone central office, one municipality, and six public safety agencies. The system will include one of the 911 telephone service options listed in Section 3; Central Office Identification. The telephone central office will be direct trunked to the answering center. (See Figure 10.34-2). There will be no transfer lines to any of the safety agencies, i.e., calls for those agencies other than dispatched by the Sheriff's Department will be call relayed. The calls from the part of Lafayette County served by the Suwannee County 911 System will be handled by the Suwannee County 911 Center and directed to the appropriate agencies. Details of those boundary overlaps are shown in Figure 10.34-1.

### 10.34.2 System Management

The Lafayette County 911 System will be managed and operated by the Lafayette County Sheriff's Office. The responsible fiscal agent will be the Board of County Commissioners.

The Lafayette County 911 System planning was accomplished by the following persons:

Sidney Adams, Chairman, Board of County Commissioners

Stanley Cannon, Sheriff, Lafayette County

Paul Trawick, Clerk of Circuit Court

Bruce Barrett, North Florida Telephone Company

### 10.34.3 System Costs

The costs associated with the implementation and operation of the Lafayette County 911 System are listed in Section 7.

### 10.34.4 Mutual Aid and Interlocal Agreements

#### 10.34.4.1 Mutual Aid Agreements

A mutual aid agreement, endorsed by all of the public safety agencies in the Lafayette County 911 System, and defining the responsibilities of each agency, is required.

The areas of potential 911 system operational problems described in Section 2 shall be reviewed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

### 10.34.4.2 Interlocal Agreements

Table 10.34-3 shows the required interlocal agreements for the Lafayette County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.34-1

LAFAYETTE COUNTY 911 SYSTEM DEFINITION

Location	Lafayette County Sheriff's Office (Mayo)
Population Served	3,530 (December, 1977)
Calls Per 24 Hours	7
Number of Answering Positions	1
Type of Answering Positions	Dispatcher
Total Staff	5
Additional Staff Due to 911	1
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	2
Call Answering Equipment	2, Telephone Instruments
911 Lines	2
Transfer Lines	0
Dial-Out Lines	Use Existing
Tie-Lines	0

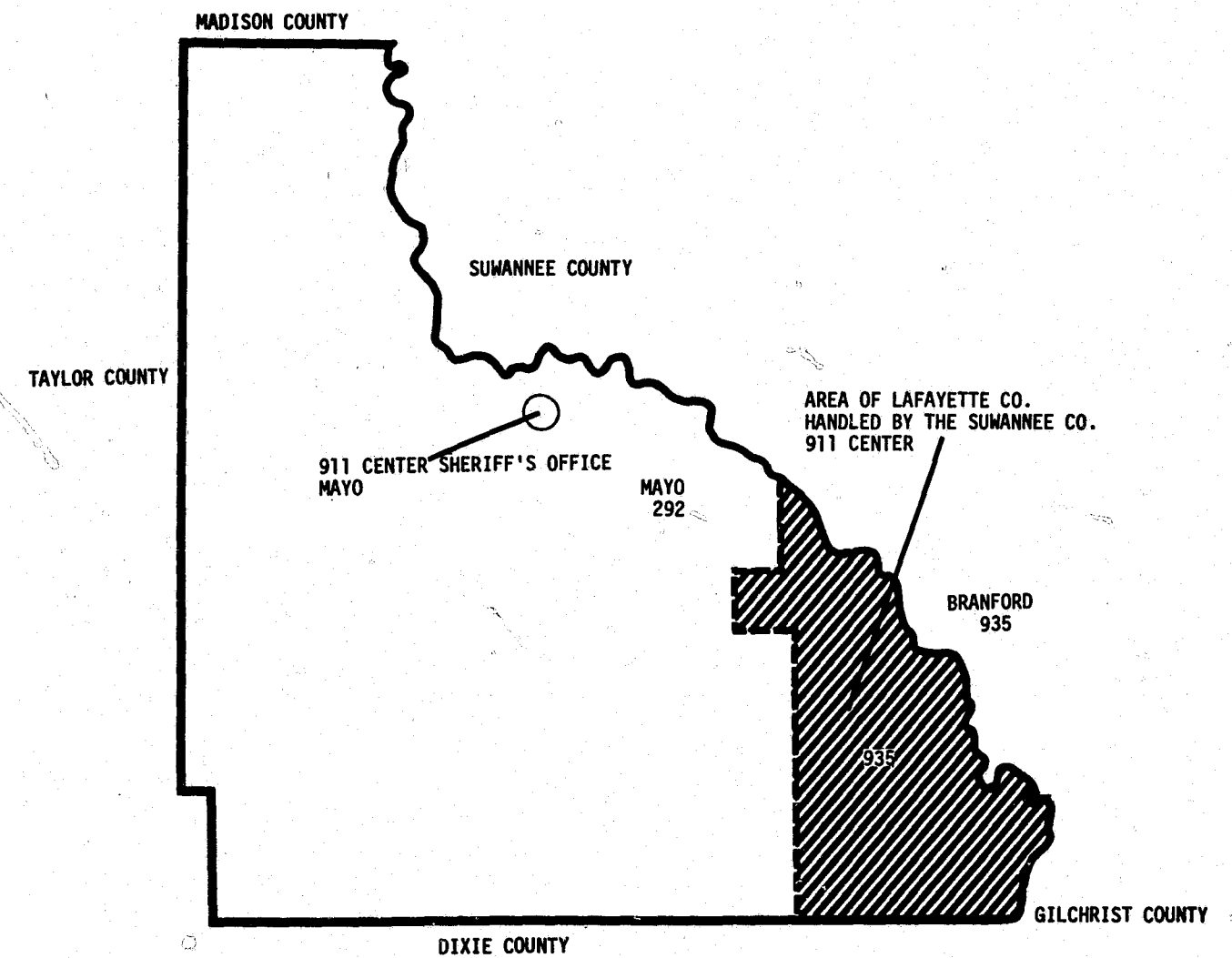
TABLE 10.34-2

LAFAYETTE COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<u>Lafayette County 911 Center</u>		
Lafayette County Sheriff's Department	Direct Dispatch	--
Mayo Volunteer Fire Department	Call Relay	294-1969
Day Volunteer Fire Department	Call Relay	Appropriate Number
Florida Division of Forestry (Cross City)	Call Relay	294-1212 (FX)
Ambulance Service (Live Oak Fire Department)	Call Relay	362-1313
Florida Highway Patrol (Cross City)	Call Relay	Intercity Radio or 1-488-3309
<u>Suwannee County 911 Center</u>		
Any Lafayette County Agency (via Lafayette County 911 Center)	Dial-Out Call Transfer or Call Relay	Intercity Radio or 294-1222

TABLE 10.34-3  
LAFAYETTE COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Lafayette County	Suwannee County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Lafayette County citizens at the Suwannee County 911 Center located in the city of Live Oak. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.



NOTE: Refer to  
page 10-3  
for legend.

FIGURE 10.34-1 LAFAYETTE COUNTY 911 SYSTEM SERVING AREA

All Central Offices are part of the North Florida Telephone Company.

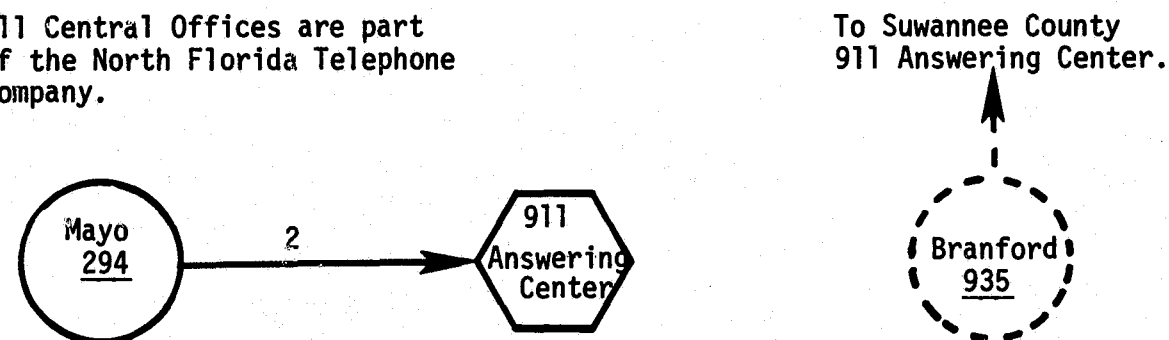


Figure 10.34-2 Lafayette County Central Office 911 Trunk Network

## 10.35 LAKE COUNTY

### 10.35.1 System Summary

Lake County, a low crime, low tourism area in central Florida, will have a single answering center serving approximately 106,080 people by system cutover in the quarter ending June, 1978. The 911 center will be located at the Sheriff's Department in Tavares and will direct dispatch all calls for the Sheriff's Department, Fruitland Park Police Department, Howey in the Hills Police Department and Monteverde Police Department. Calls for Police and Fire Departments in Leesburg, Eustis, Mount Dora, Clermont and Groveland will be transferred. The system will include eleven telephone central office areas, fourteen municipalities, and forty-one public safety agencies. Telephone central office overlaps from Lake County into Sumter County, Orange County and Marion County will require call relays to public safety agencies in those counties. Included in the system will be the Called Party Hold, Forced Disconnect and Idle Trunk Tone options provided by Florida Telephone Corporation. Details of the boundary overlaps are shown in Figure 10.35-1. The central office 911 trunk network is shown in Figure 10.35-2.

### 10.35.3 System Management

The Lake County 911 System will be operated by the Sheriff's Department under the management of the elected Lake County Sheriff. The responsible fiscal agent will be the Board of County Commissioners.

The Lake County 911 System planning was accomplished by the following:

James R. Carson, Jr., Chairman, 911 Planning Committee, County Commissioner

Robert F. Tanner, Chief Deputy, Sheriff's Department

Robert Smythe, Chief, Clermont Fire Department, Fire Chiefs Association

Earl Treadway, Administrator, Leesburg General Hospital, Emergency Medical Services Council

David Mathews, Jr., Representing Small Municipalities

Ellsworth Hoppee, City Manager, Eustis, Florida, Representing Large Municipalities

### 10.35.3 System Costs

The costs associated with the implementation and operation of the Lake County 911 System are listed in Section 7.

### 10.35.4 Mutual Aid and Interlocal Agreements

10.35.4.1 Mutual Aid Agreements

A mutual aid agreement, endorsed by all public safety agencies in Lake County and defining the responsibilities of each agency, is required. The areas of potential 911 system operational problems described in Section 2 shall be addressed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

10.35.4.2 Interlocal Agreements

Table 10.35-3 shows the required interlocal agreements for the Lake County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.35-1  
LAKE COUNTY 911 SYSTEM DEFINITION

Location	Lake County Sheriff's Department, Tavares
Population Served	106,080 (June, 1978)
Calls Per 24 Hours	212
Number of Answering Positions	2
Type of Answering Position	Answering/Complaint Writer
Total Staff	8
Additional Staff Due to 911	3
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	2
Call Answering Equipment	Model 608 Manual Switchboard, 2 Consoles in Multiple
Incoming Lines	24
Transfer Lines	Direct Lines: 13 Out Dial: 2
Options	Called Party Hold, Forced Disconnect, Idle Trunk Tone

TABLE 10.35-2  
LAKE COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
Lake County 911 Center		
Sheriff's Department	Direct Dispatch	Radio
Fruitland Park Police Department	Direct Dispatch	Radio
Lady Lake Police Department	Direct Dispatch	Radio
Lady Lake Fire Department	Direct Dispatch	Radio
Howey in the Hills Police Department	Direct Dispatch	Radio

TABLE 10.35-2 Cont.

AGENCY	METHOD	VEHICLE
Monteverde Police Department	Direct Dispatch	Radio
Leesburg Police Department	Call Transfer	1 Line
Clermont Police Department	Call Transfer	1 Line
Dispatching for:		
Minneola Police Department	Call Transfer	1 Line
Minneola Fire Department	Call Transfer	1 Line
Mount Dora Police Department	Call Transfer	1 Line
Eustis Police Department	Call Transfer	1 Line
Dispatching for:		
Tavares Police Department	Call Transfer	1 Line
Umatilla Police Department	Call Transfer	1 Line
Umatilla Fire Department	Call Transfer	1 Line
Groveland Police Department	Call Transfer	1 Line
Dispatching for:		
Mascotte Police Department	Call Transfer	1 Line
Clermont Fire Department	Call Transfer	1 Line
Leesburg Fire & Rescue Department	Call Transfer	1 Line
Mount Dora Fire Department	Call Transfer	1 Line
Tavares Fire Department	Call Transfer	1 Line
Umatilla Fire Department	Call Transfer	1 Line
Florida Highway Patrol	Call Transfer	1 Line
Altoona Fire Department	Call Transfer	
Bassville Fire Department	Call Transfer	
Fruitland Park Fire Department	Call Transfer	
Lady Lake Fire Department	Call Transfer	
Lake Louisa Fire Department	Call Transfer	
Lake Oia Fire Department	Call Transfer	
Mascotte Fire Department	Call Transfer	
Mount Plymouth Fire Department	Call Transfer	
Ocala National Forest Fire Department	Call Transfer	
Pasco Volunteer Fire Department	Call Transfer	
Sorrento Fire Department	Call Transfer	
Tangerine Fire Department	Call Transfer	
Zellwood Fire Department	Call Transfer	
Florida Division of Forestry	Call Transfer	
South Lake Memorial Hospital Ambulance Service	Call Transfer	
Waterman Memorial Hospital Ambulance Service	Call Transfer	

TABLE 10.35-3

## LAKE COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Lake County	Sumter County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Sumter County citizens at the Lake County 911 Center located at the Sheriff's Department in Tavares. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Lake County	Orange County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Orange County citizens at the Lake County 911 Center located at the Sheriff's Department in Tavares. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Lake County	Marion County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Marion County citizens at the Lake County 911 Center located at the Sheriff's Department in Tavares. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Lake County	Orange County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Lake County citizens at the Orange County 911 Center located at the Sheriff's Department in Orlando. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

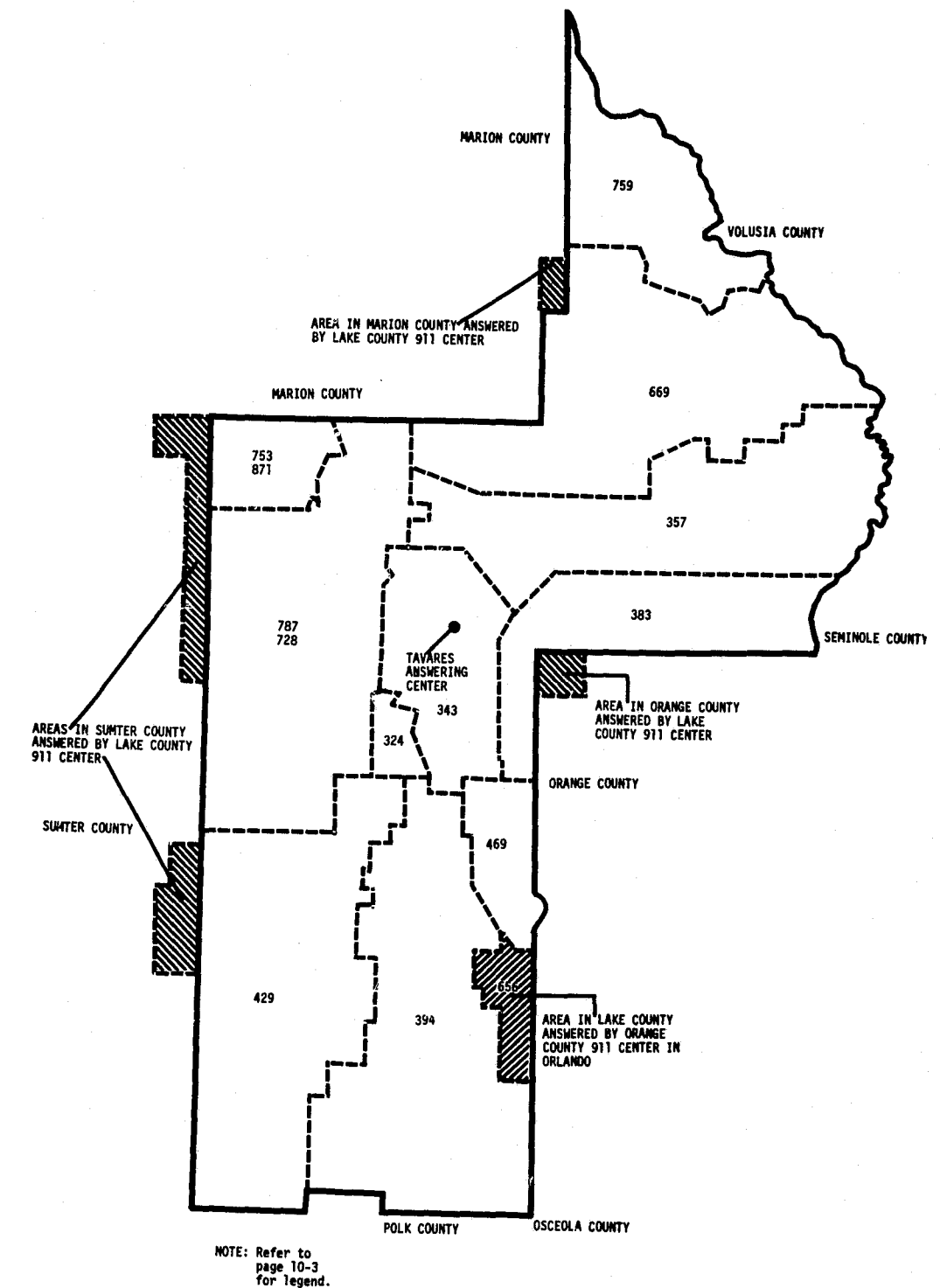


FIGURE 10.35-1 LAKE COUNTY 911 SYSTEM SERVING AREA

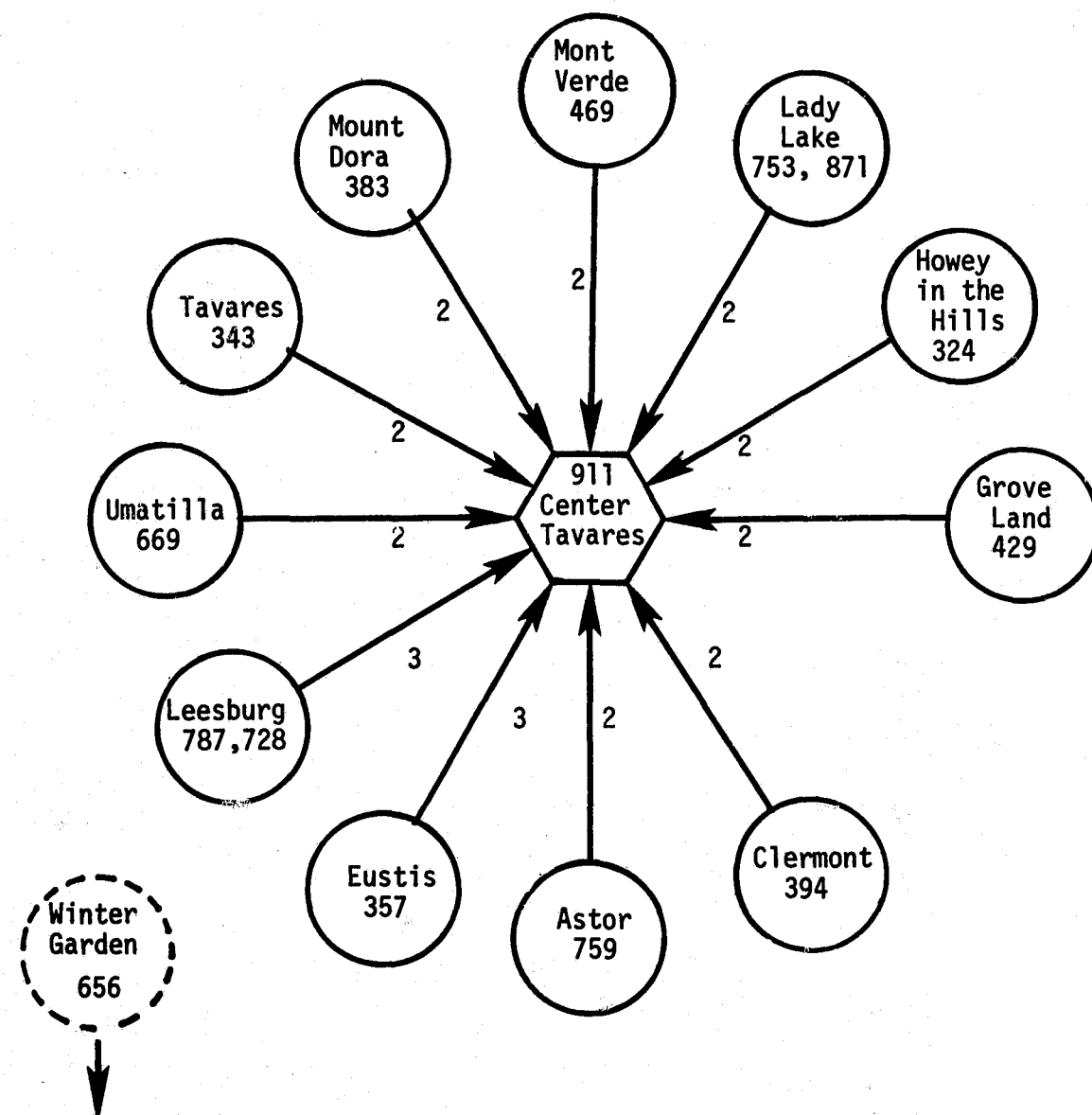


FIGURE 10.35-2 LAKE COUNTY CENTRAL OFFICE  
911 TRUNK NETWORK

## 10.36 LEE COUNTY

### 10.36.1 System Summary

Lee County, a low crime, high tourism area on the Gulf coast of south Florida, will have a 911 system consisting of four answering centers.

One 911 center will be located at the Fort Myers Police Department and will serve approximately 71,940 people by system cutover in the quarter ending June, 1978. The center will receive calls originating with the Fort Myers Main (33X) and South Fort Myers (93X) telephone central office areas. Approximately 21,610 of those served reside outside the limits of the city of Fort Myers and will require call transfers to public safety agencies serving the unincorporated area. Direct dispatching of emergency calls will be accomplished for the Fort Myers Police Department only. The center will include four public safety agencies.

A second 911 answering center will be located at the Cape Coral Police Department and will receive all emergency calls from within the Cape Coral (542) telephone central office serving area. This center will serve approximately 25,220 people by June, 1978. Direct dispatching will be accomplished at this center for law enforcement, fire service and emergency rescue. The system will include four public safety agencies.

A third 911 center will be established at the Sanibel Island Police Department. Approximately 5,525 people will be served by this center as of June, 1978. A single telephone central office area, Sanibel - Captiva (472) will be connected to the center. Direct dispatching of law enforcement, fire service, and emergency rescue service will be accomplished at this center. The system will include four public safety agencies.

The fourth 911 answering center will serve the remainder of Lee County comprising approximately 115,315 people by June, 1978. Direct dispatching will be accomplished at this center for law enforcement calls only. This system will include eight telephone central office areas and twenty-two public safety agencies. Telephone central office overlaps from Lee County into Charlotte County, Collier County and Hendry County will require call relays to public safety agencies in those counties. Three central offices will be direct trunked to this center and six will be tandem trunked. Details of the boundary overlaps are shown in Figure 10.36-1. The central office 911 trunk networks are shown in Figure 10.36-2.

### 10.36.2 System Management

#### 10.36.2.1 Fort Myers 911 Center

The city of Fort Myers 911 center will be operated by the Fort Myers Police Department under the management of the Fort Myers Police Chief. The responsible fiscal agent will be the Fort Myers Board of City Commissioners.

#### 10.36.2.2 Cape Coral 911 Center

The city of Cape Coral 911 Center will be operated by the Cape Coral Police

Department under the management of the Cape Coral Police Chief. The responsible fiscal agent will be the Cape Coral Board of City Commissioners.

#### 10.36.2.3 Sanibel 911 Center

The city of Sanibel 911 Center will be operated by the Sanibel Police Department under the management of the Sanibel Police Chief. The responsible fiscal agent will be the Sanibel Board of City Commissioners.

#### 10.36.2.4 Sheriff's Department 911 Center

The Sheriff's Department 911 Center will be operated by the Lee County Sheriff's Department under the management of the elected Lee County Sheriff. The responsible fiscal agent will be the Board of County Commissioners.

#### 10.36.2.5 System Planning

The Lee County 911 System planning was accomplished by the following:

Gil Haas, Chairman, 911 Planning Committee  
Director, Division of Protective Services

Frank Wanicka, Sheriff, Lee County

Jim White, Chief, Cape Coral Police Department

Lee Evett, City Manager, City of Cape Coral

Wade Scaffe, Mayors Assistant, City of Fort Myers

Arthur Hamel, Councilman, City of Fort Myers

David Bretzke, City of Sanibel

John Butler, Chief, Sanibel Police Department

#### 10.36.3 System Costs

The costs associated with the implementation and operation of the Lee County 911 System are listed in Section 7.

#### 10.36.4 Mutual Aid and Interlocal Agreements

##### 10.36.4.1 Mutual Aid Agreement

A mutual aid agreement, endorsed by all public safety agencies in Lee County and defining the responsibilities of each agency, is required. The areas of potential 911 system operational problems described in Section 2 shall be addressed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

##### 10.36.4.2 Interlocal Agreements

Table 10.36-3 shows the required interlocal agreements for the Lee County 911

system. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.36-1

#### LEE COUNTY 911 SYSTEM DEFINITION

Fort Myers 911 Center	
Location	Fort Myers Police Department
Population Served	7,940 (June, 1978)
Calls Per 24 Hours	158
Number of Answering Positions	2
Type of Answering Position	Answering/Complaint Writer
Total Staff	8
Additional Staff Due to 911	3
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	2
Call Answering Equipment	PEIX II Key Telephone Dispatch System, 2 Consoles in Multiple, Plant Equipment Included.
Incoming Lines	6, BI
Transfer Lines	5
Cape Coral 911 Center	
Location	Cape Coral Police Department
Population Served	25,220 (June, 1978)
Calls Per 24 Hours	56
Number of Answering Positions	1
Type of Answering Position	Answering/Complaint Writer
Total Staff	5
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	1
Call Answering Equipment	5 Line Telepatcher
Incoming Lines	3, BI
Transfer Lines	1 Direct 1 Dial Out
Sanibel 911 Center	
Location	Sanibel Police Department
Population Served	5,525 (June, 1978)
Calls Per 24 Hours	12
Number of Answering Positions	1
Type of Answering Position	Answering/Complaint Writer
Total Staff	5
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	1
Call Answering Equipment	Telephone Instrument Key Set - 6 Button



TABLE 10.36-1 Cont.

Incoming Lines	2, B1
Transfer Lines	0
<u>Sheriff's Department 911 Center</u>	
Location	Lee County Sheriff's Department, City of Fort Myers
Population Served	115,315 (June, 1978)
Calls Per 24 Hours	254
Number of Answering Positions	2
Type of Answering Position	Answering/Complaint Writer
Total Staff	8
Additional Staff Due to 911	3
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	2
Call Answering Equipment	PEIX II, Key Telephone Dispatch System - 2 Consoles in Multiple Plant Equipment Included.
Incoming Lines	10, B1
Transfer Lines	7

TABLE 10.36-2

LEE COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<u>Ft. Myers 911 Center</u>		
Sheriff's Department	Call Transfer	1 Direct Line
Fort Myers Police Department	Direct Dispatch	Radio
Fort Myers Fire Department	Call Transfer	2 Direct Lines
Lee Control	Call Transfer	2 Direct Lines
<u>Cape Coral 911 Center</u>		
Sheriff's Department	Call Transfer	1 Direct Line
Cape Coral Police Department	Direct Dispatch	Radio
Cape Coral Fire Department	Direct Dispatch	Radio
Lee Control	Call Relay	Radio
<u>Sanibel 911 Center</u>		
Sanibel Police Department	Direct Dispatch	Radio
Sanibel Fire Department	Direct Dispatch	In House Signal
Ambulance	Direct Dispatch	In House Signal
Lee Control	Call Relay	Radio

TABLE 10.36-2 Cont.

AGENCY	METHOD	VEHICLE
<u>Sheriff's Department 911 Center</u>		
Sheriff's Department	Direct Dispatch	Radio
Lee Control	Call Transfer	2 Direct Lines
Dispatching for:		
Bayshore Volunteer Fire		
Department		
Alva Volunteer Fire		
Department		
Ft. Myers Shores Fire		
Department		
South Trail Fire & Rescue		
San Carlos Park Fire		
Department		
Tice Fire & Rescue		
Page Field Fire Department		
Olga Fire Department		
Ft. Myers EMS		
Fort Myers Police Department	Call Transfer	1 Direct Line
Highway Patrol	Call Transfer	1 Direct Line
Division of Forestry	Call Transfer	
N. Ft. Myers Fire Department	Call Transfer	
Pine Island Fire & Rescue	Call Transfer	
Lehigh Acres Fire & Rescue	Call Transfer	
Iona McGregor Fire Department	Call Transfer	2 Out Dial Transfer Lines
Heights Fire Department	Call Transfer	
Ft. Myers Beach Fire & Rescue	Call Transfer	
Estero Fire Department	Call Transfer	
Bonita Springs Fire Department	Call Transfer	

TABLE 10.36-3

LEE COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Sheriff's Department 911 Center	City of Fort Myers	An interlocal agreement is required to define the call handling method and routing of each type of call received from the City of Fort

TABLE 10.36-3 Cont.

FIRST PARTY	SECOND PARTY	SUBJECT
Lee County	City of Fort Myers 911 Center	Myers citizens at the Sheriff's Department 911 Center located in Fort Myers. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
City of Cape Coral	Lee County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Lee County citizens at the City of Fort Myers 911 Center located in the Fort Myers Police Department. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Lee County	Charlotte County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Charlotte County citizens at the Lee County 911 Center located in the Sheriff's Department in Fort Myers. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Lee County	Hendry County	An interlocal agreement is required to define the call handling method and routing of each

TABLE 10.36-3 Cont.

FIRST PARTY	SECOND PARTY	SUBJECT
Lee County	Collier County	type of call received from Hendry County citizens at the Lee County 911 Center located in the Sheriff's Department in Fort Myers. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
		An interlocal agreement is required to define the call handling method and routing of each type of call received from Collier County citizens at the Lee County 911 Center located in the Sheriff's Department in Fort Myers. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

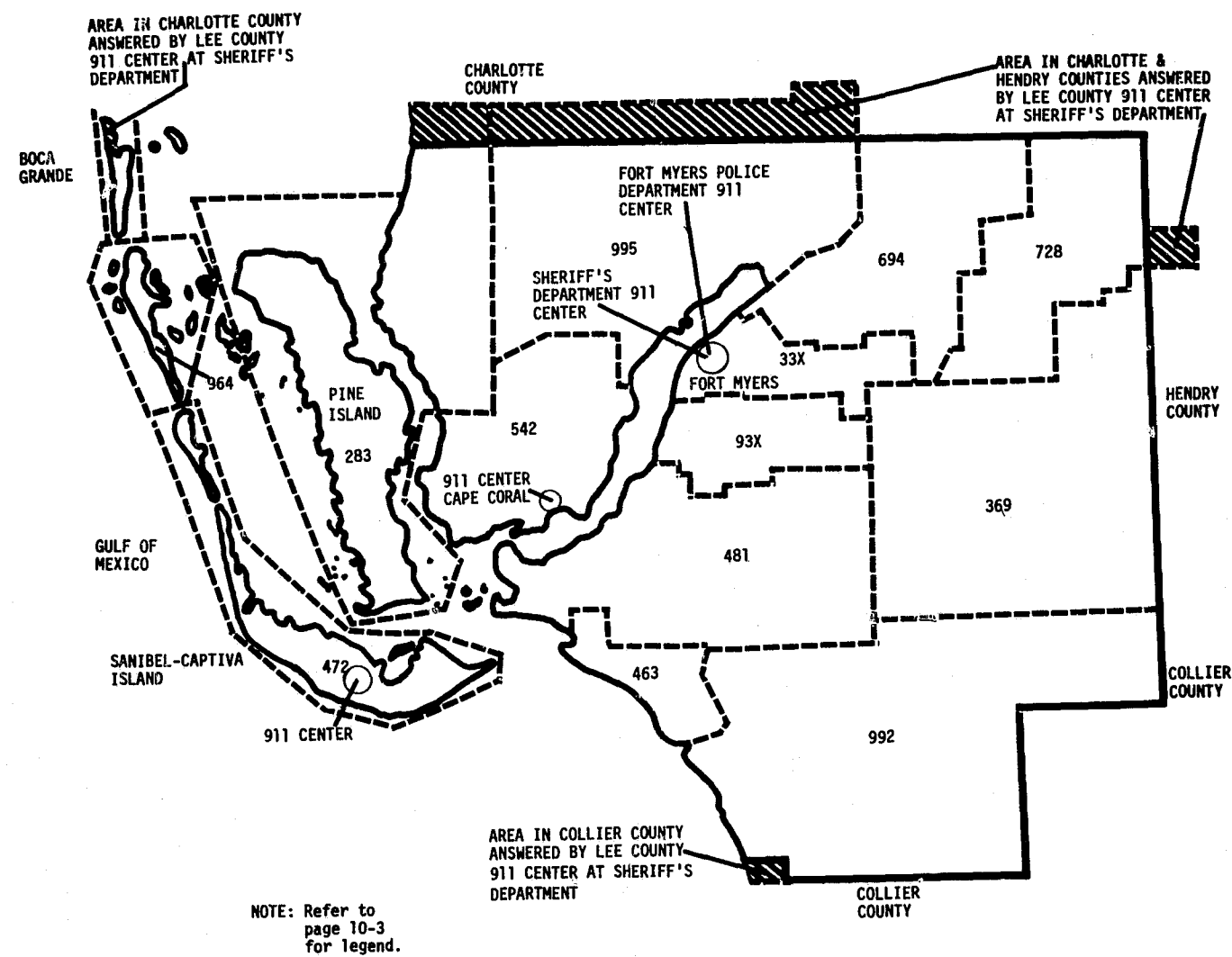


FIGURE 10.36-1 LEE COUNTY 911 SYSTEM SERVING AREA

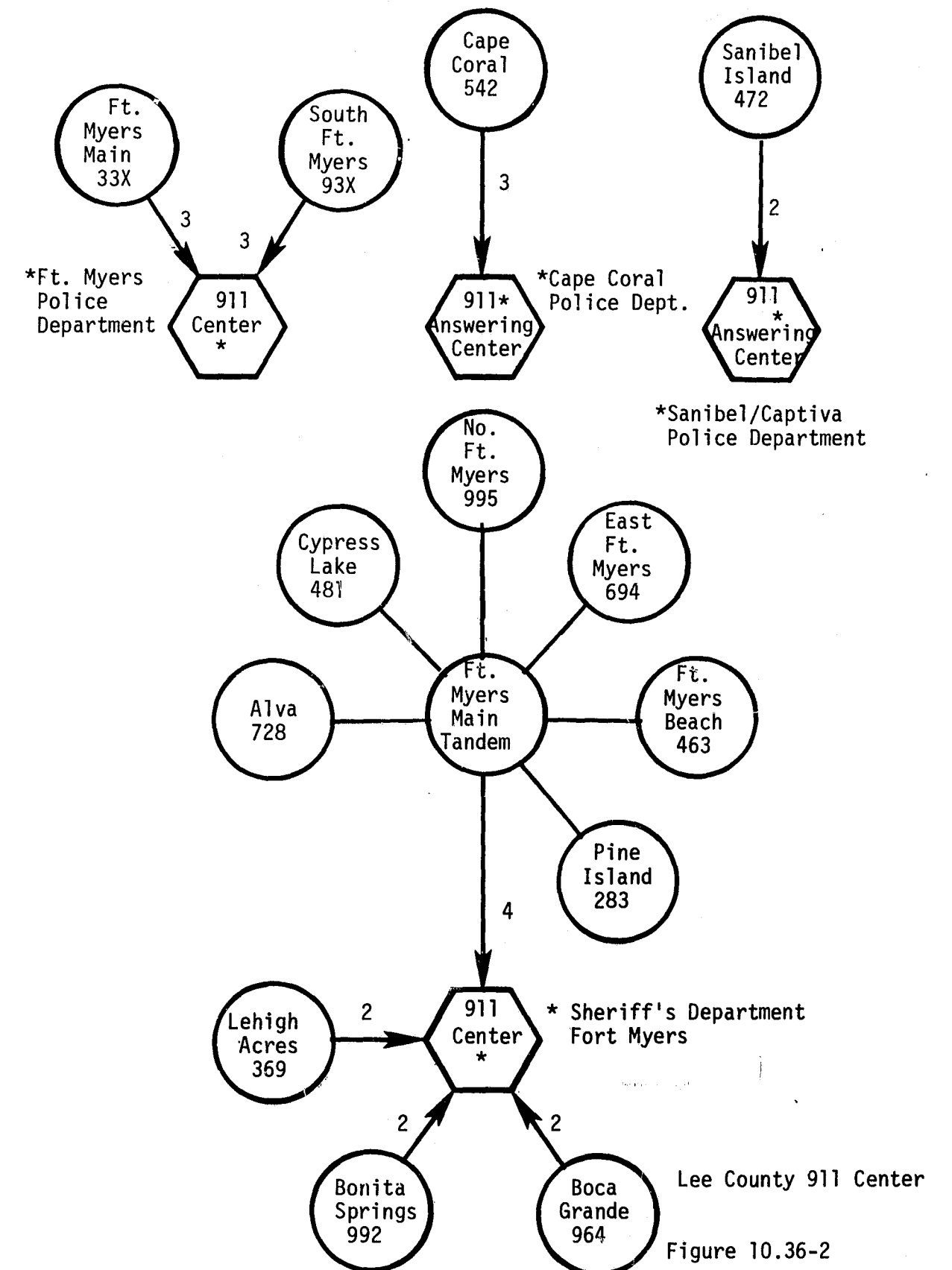


Figure 10.36-2

## 10.37 LEON COUNTY

### 10.37.1 System Summary

Leon County, a low crime, low tourism area, is a one center, single county system serving approximately 149,455 people in Leon, and portions of Gadsden and Wakulla Counties. The system cutover was in December, 1976. The center is located in the Leon County Sheriff's Communications Center in the city of Tallahassee and direct dispatches calls for the Sheriff's Department. The system includes four telephone central offices, one municipality, and six public safety agencies. None of the 911 special options listed in Section 3 is included. The four central offices form a tandem network with trunks from the Tallahassee Main (222,224,599, and 488) central office directed into the answering center. (See Figure 10.37-2.) Dedicated call transfer lines and tie-lines interconnect the answering center with five of the public safety agencies and the 911 center in Wakulla County. The calls from the part of Leon County that are not served by the Leon County 911 System are handled by the Jefferson County 911 Center and directed to the appropriate agencies. (See Figure 10.37-1). Likewise, calls from the part of Gadsden and Wakulla Counties served by the Leon County 911 System handled by the Leon County 911 Center and directed to the appropriate agencies. Details fo these boundary overlaps are shown in Figure 10.37-1.

### 10.37.2 System Management

The Leon County 911 System is operated by the Leon County Sheriff's Department under the management of the elected Leon County Sheriff. The responsible fiscal agent is the Board of County Commissioners.

The Leon County 911 System planning was accomplished by the following members of the 911 Emergency Telephone System Committee:

Jim Chisholm Administrative Assistant, Board of County Commissioners

J.P. Cook, Captain, Florida Highway Patrol

Raymond Hamlin, Sheriff, Leon County

Daniel Hausman, Division of Forestry

Earl Levy, Chief, Tallahassee Fire Department

Robert G. Maige, Chief, Tallahassee Police Department

M.T. Mustian, Tallahassee Memorial Hospital

### 10.37.3 System Costs

The costs associated with the implementation and operation of the Leon County 911 System are listed in Section 7.

## 10.37.4 Mutual Aid and Interlocal Agreements

### 10.37.4.1 Mutual Aid Agreement

A mutual aid agreement, endorsed by all public safety agencies in Leon County and defining the responsibilities of each agency, is required. The areas of potential 911 system operational problems described in Section 2 shall be addressed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

### 10.37.4.2 Interlocal Agreements

Table 10.37-3 shows the required interlocal agreements for the Leon County 911 system. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.37-1

LEON COUNTY 911 SYSTEM DEFINITION

Location	Leon County Sheriff's Office Tallahassee
Population Served	149,455 (December, 1976)
Calls Per 24 Hours	300
Number of Answering Positions	2
Type of Answering Position	Answering/Complaint Writer
Total Staff	8
Additional Staff Due to 911	4
Number of Logging Recorders	1, 8-Channel
Number of Instant Playback Recorders	2
Call Answering Equipment	2 PABX
Tie-Lines	2
Out-Dial Lines	No Additional Required
Incoming Trunks	5
Transfer Lines	9
Telephone Recorder Connectors	7

TABLE 10.37-2  
LEON COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<u>Leon County 911 Center</u>		
Leon County Sheriff's Office	Direct Dispatch	--
Tallahassee Police Department	Call Transfer	3 Lines
Tallahassee Memorial Hospital	Call Transfer	2 Lines
Tallahassee Fire Department	Call Transfer	2 Lines
Florida Highway Patrol	Call Transfer	1 Line
Florida Division of Forestry	Call Transfer	1 Line
Any Wakulla County Agency (via Wakulla Co. 911 Center)	Call Transfer	1 Tie-Line *
Any Gadsden County Agency (via Gadsden Co. 911 Center)	Call Transfer	1 Tie-Line **
<u>Jefferson County 911 Center</u>		
Any Leon County Agency (via Leon Co. 911 Center)	Call Relay	Intercity Radio or 1-222-4740

\* This line is part of the Wakulla County 911 System.  
 \*\* This line is part of the Gadsden County 911 system.

TABLE 10.37-3  
LEON COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Leon County	Jefferson County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Leon County citizens at the Jefferson County 911 Center located in the city of Monticello. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Gadsden County	Leon County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Gadsden County

TABLE 10.37-3 Cont.

FIRST PARTY	SECOND PARTY	SUBJECT
Wakulla County	Leon County	citizens at the Leon County 911 center located in the city of Tallahassee. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.  An interlocal agreement is required to define the call handling method and routing of each type of call received from Wakulla County citizens at the Leon County 911 Center located in the city of Tallahassee. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

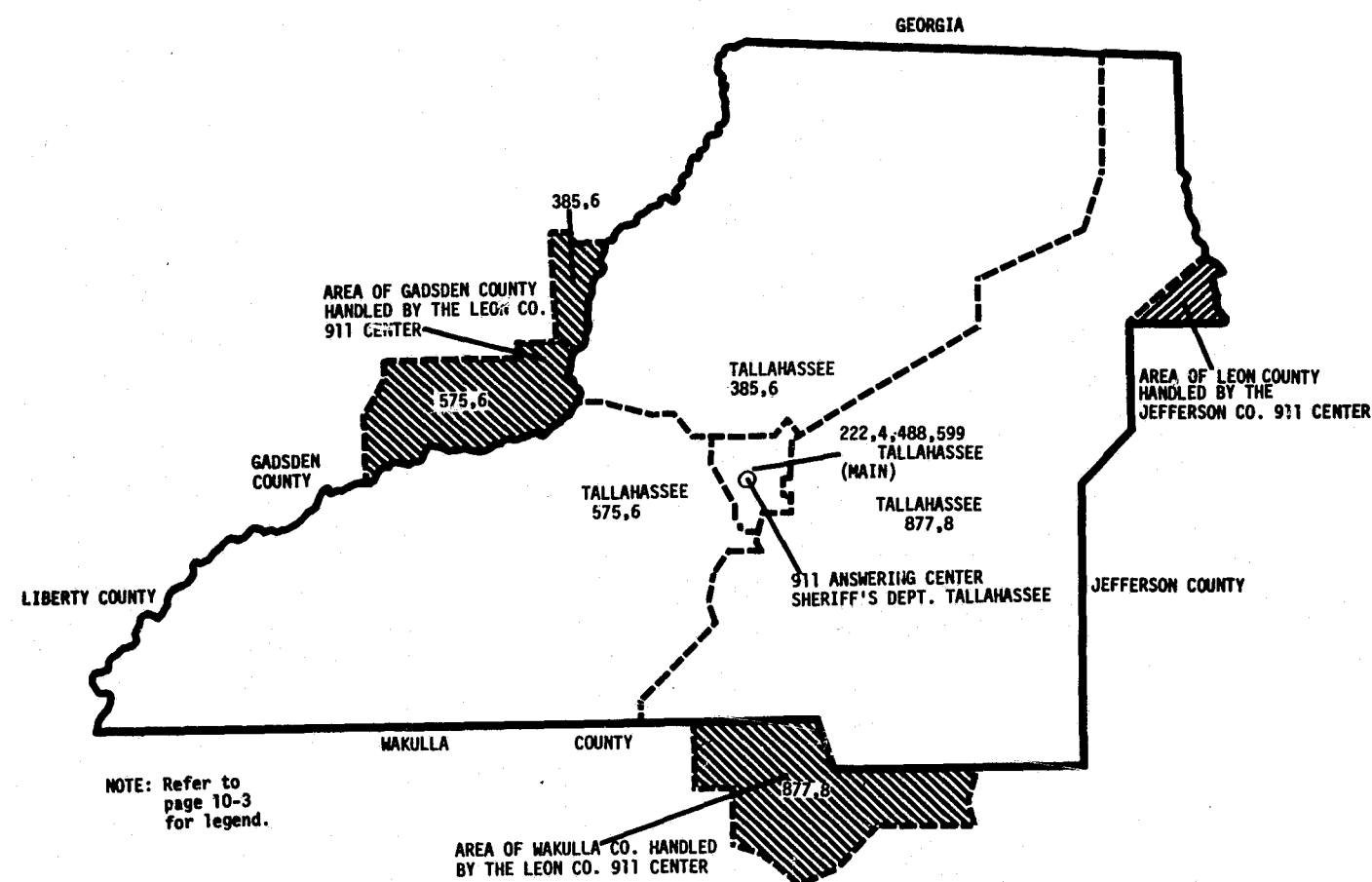


FIGURE 10.37-1 LEON COUNTY 911 SYSTEM SERVING AREA

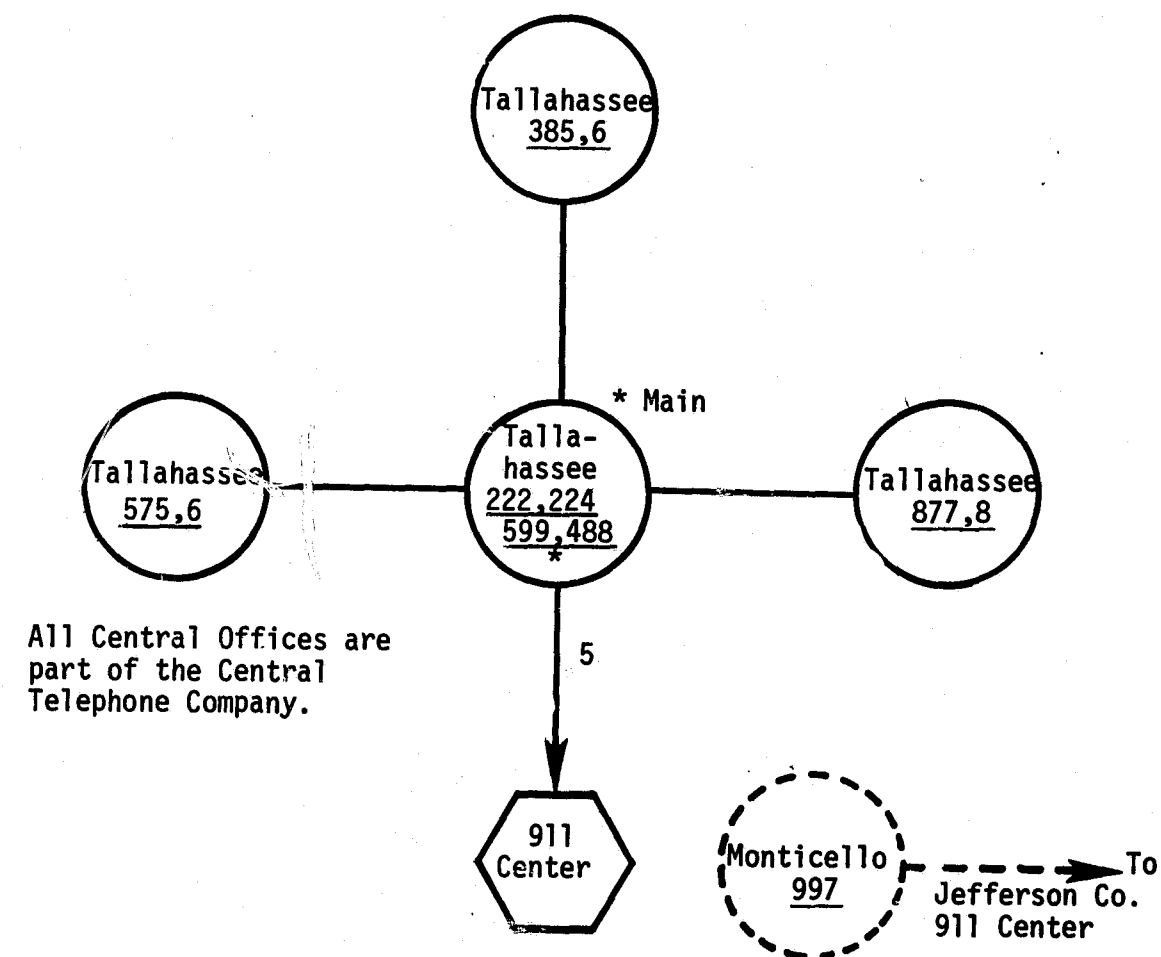


Figure 10.37-2 Leon County Central Office 911 Trunk Network

10.38 LEVY COUNTY

10.38.1 System Summary

Levy County, a low crime, low tourism area, will be a one center, single county system serving approximately 19,170 people in Levy and portions of Citrus and Marion counties by system cutover in the quarter ending March, 1978. The center will be located in the Sheriff's dispatch center in the jail facility in the city of Bronson and will direct dispatch calls for the Sheriff's Department, Bronson Volunteer Fire Department, and the Cedar Key, Chiefland, and Williston Police Departments. The system will include five telephone central offices, seven municipalities, and seventeen public safety agencies. The system will include four of the 911 telephone service options listed in Section 3; Forced Disconnect, Idle Trunk Tone Application, Called Party Hold, and Central Office Identification. The latter two will only be available in the central offices with direct trunking. Trunks from one tandem network plus two central offices will serve the Levy County 911 System. The public safety agencies that are not dispatched by the Sheriff's Office will have their calls transferred to them over their existing seven-digit telephone lines. A tie-line will interconnect the answering center with the 911 answering center in adjacent Citrus County. The calls from the portions of Levy County that are not served by the Levy County 911 System will be handled by the Alachua, Gilchrist, and Marion counties 911 centers and directed to the appropriate agencies. Likewise, calls from the portions of Citrus and Marion counties that are served by the Levy County 911 System will be handled by the Levy County 911 Center and directed to the appropriate agencies. Details of the boundary overlaps are shown in Figure 10.38-1. The central office 911 trunk network is shown in Figure 10.38-2.

10.38.2 System Management

The Levy County 911 System will be operated by the Levy County Sheriff's Office under the management of the Levy County Sheriff's Office. The responsible fiscal agent will be the Board of County Commissioners.

The Levy County 911 System planning was accomplished by the following:

Ken Cannon, Administrative Aid to the Board of County Commissioners,  
Chairman

Clem Smith, Mayor, Williston

Joe Todd, Florida Division of Forestry

O. Underwood, Chief, Chiefland Police Department

Bubba Castell, Sheriff's Department

Cpl. Hallman, Florida Highway Patrol

Jerry Wood, Civil Defense

Basil May, County Health Department

Chief Goodrich, Chiefland Fire Department

10.38.3 System Costs

The costs associated with the implementation and operation of the Levy County 911 System are listed in Section 7.

10.38.4 Mutual Aid and Interlocal Agreements

10.38.4.1 Mutual Aid Agreements

A mutual aid agreement, endorsed by all public safety agencies in Levy County and defining the responsibilities of each agency, is required. The areas of potential 911 system operational problems described in Section 2 shall be addressed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

10.38.4.2 Interlocal Agreements

Table 10.38-3 shows the required interlocal agreements for the Levy County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.38-1

LEVY COUNTY 911 SYSTEM DEFINITION

Location	Levy County Sheriff's Office, Bronson
Population Served	19,170 (March, 1978)
Calls Per 24 Hours	38
Number of Answering Positions	2
Type of Answering Position	Answering/Complaint Writer/ Dispatcher
Total Staff	8
Additional Staff Due to 911	4
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	2
Call Answering Equipment	8A Key System and 2 18-Button Telephone
Tie-Lines	1
Dial-Out Lines	3
Incoming Lines	6
Transfer Lines	0
Telephone Recorder Connectors	8



TABLE 10.38-2  
LEVY COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<u>Levy County 911 Center</u>		
Cedar Key Volunteer Fire Department	Dial Out Call Transfer	1-543-5132
Chiefland Volunteer Fire Department	Dial Out Call Transfer	493-4511
Florida Division of Forestry (Chiefland)	Dial Out Call Transfer	493-4385
Florida Highway Patrol (Inglis)	Call Relay or Dial Out Call Transfer	Intercity Radio or 1-447-2424
Morrison Volunteer Fire Department (Container Corp.)	Dial Out Call Transfer	528-6171
Levy County Ambulance (Chiefland)	Dial Out Call Transfer	493-4777
Levy County Ambulance (Williston)	Dial Out Call Transfer	528-6666
Levy County Sheriff's Office	Direct Dispatch	--
Bronson Volunteer Fire Department		
Cedar Key Police Department		
Chiefland Police Department		
Williston Police Department		
Levy County Civil Defense (Courthouse)	Dial Out Call Transfer	486-2017
Otter Creek Volunteer Fire Department	Dial Out Call Transfer	486-2286
Suwannee River Volunteer Fire Department	Dial Out Call Transfer	463-2345
Williston Fire Department	Dial Out Call Transfer	528-3371
Yankeetown Fire Department	Dial Out Call Transfer	1-447-2500
Any Citrus County Agencies (via Citrus County Sheriff's Office)	Call Transfer	1 Tie-Line *
Any Marion County Agencies (via Marion County Sheriff's Office)	Call Relay or Dial Out Call Transfer	Intercity Radio or 1-732-9111
<u>Alachua County 911 Center (Sheriff's Office)</u>		
Any Levy County Agency (via Levy County Sheriff's Office)	Call Relay	Intercity Radio or 1-486-2321

TABLE 10.38-2 Cont.

AGENCY	METHOD	VEHICLE
<u>Gilchrist County 911 Center</u>		
Florida Division of Forestry (Chiefland)	Call Relay	493-4385
Levy County Ambulance (Chiefland)	Call Relay	493-4777
Suwannee River Volunteer Fire Department	Call Relay	463-2345
Remaining Levy County Agencies (via Levy County Sheriff's Office)	Call Relay	Intercity Radio or 1-486-2321
<u>Marion County 911 Center</u>		
Any Levy County Agency (via Levy County Sheriff's Office)	Call Relay	1-486-2321

\* This tie-line is part of the Citrus County 911 System.

TABLE 10.38-3  
LEVY COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Levy County	Marion County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Levy County citizens at the Marion County 911 Center located in the city of Ocala. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Levy County	Gilchrist County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Levy County citizens at the Gilchrist County 911 Center located in the city of Trenton. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

TABLE 10.38-3 Cont.

FIRST PARTY	SECOND PARTY	SUBJECT
Levy County	Alachua County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Levy County citizens at the Alachua County 911 Center located in the city of Gainesville. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Marion County	Levy County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Marion County citizens at the Levy County 911 Center located in the city of Bronson. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Citrus County	Levy County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Citrus County citizens at the Levy County 911 Center located in the city of Bronson. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

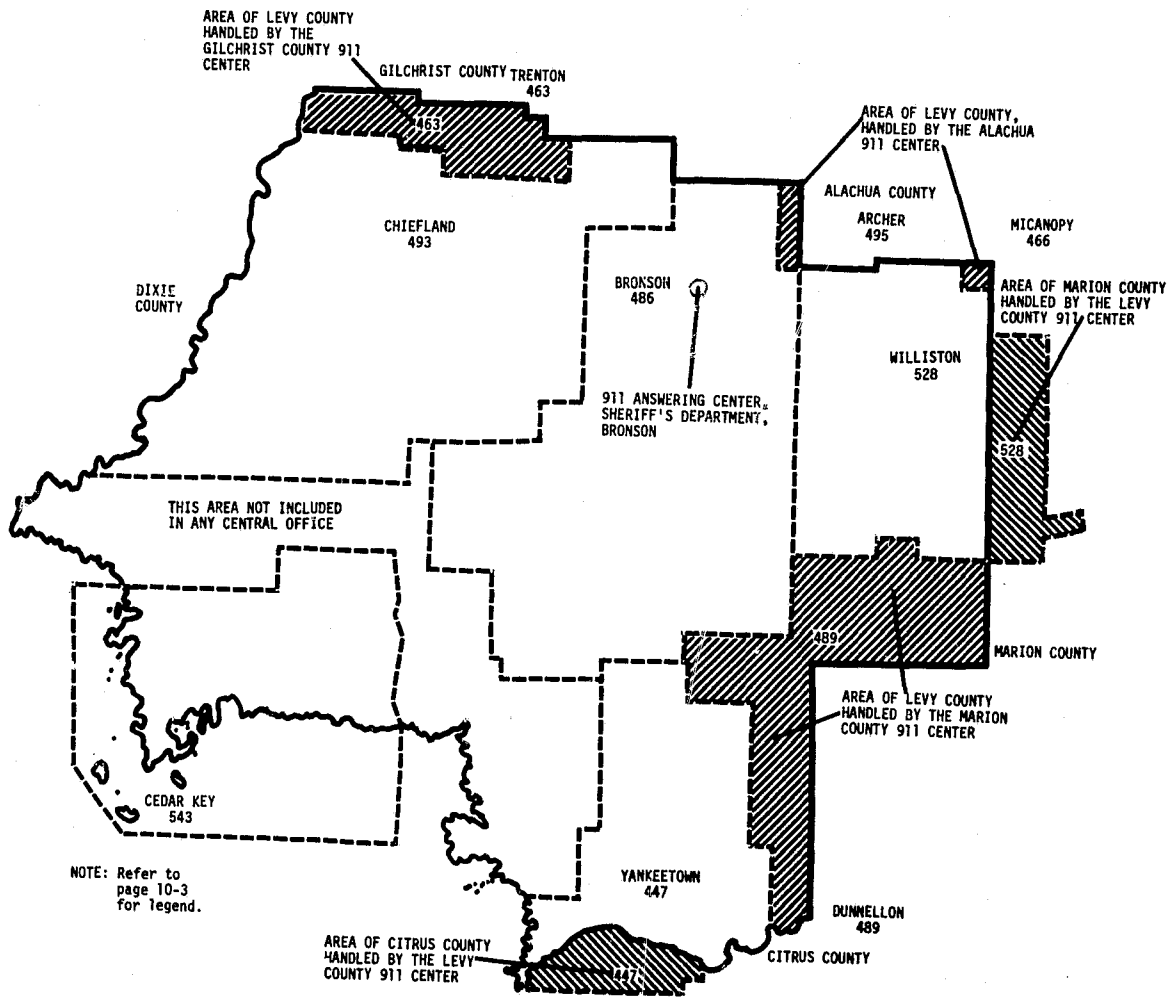
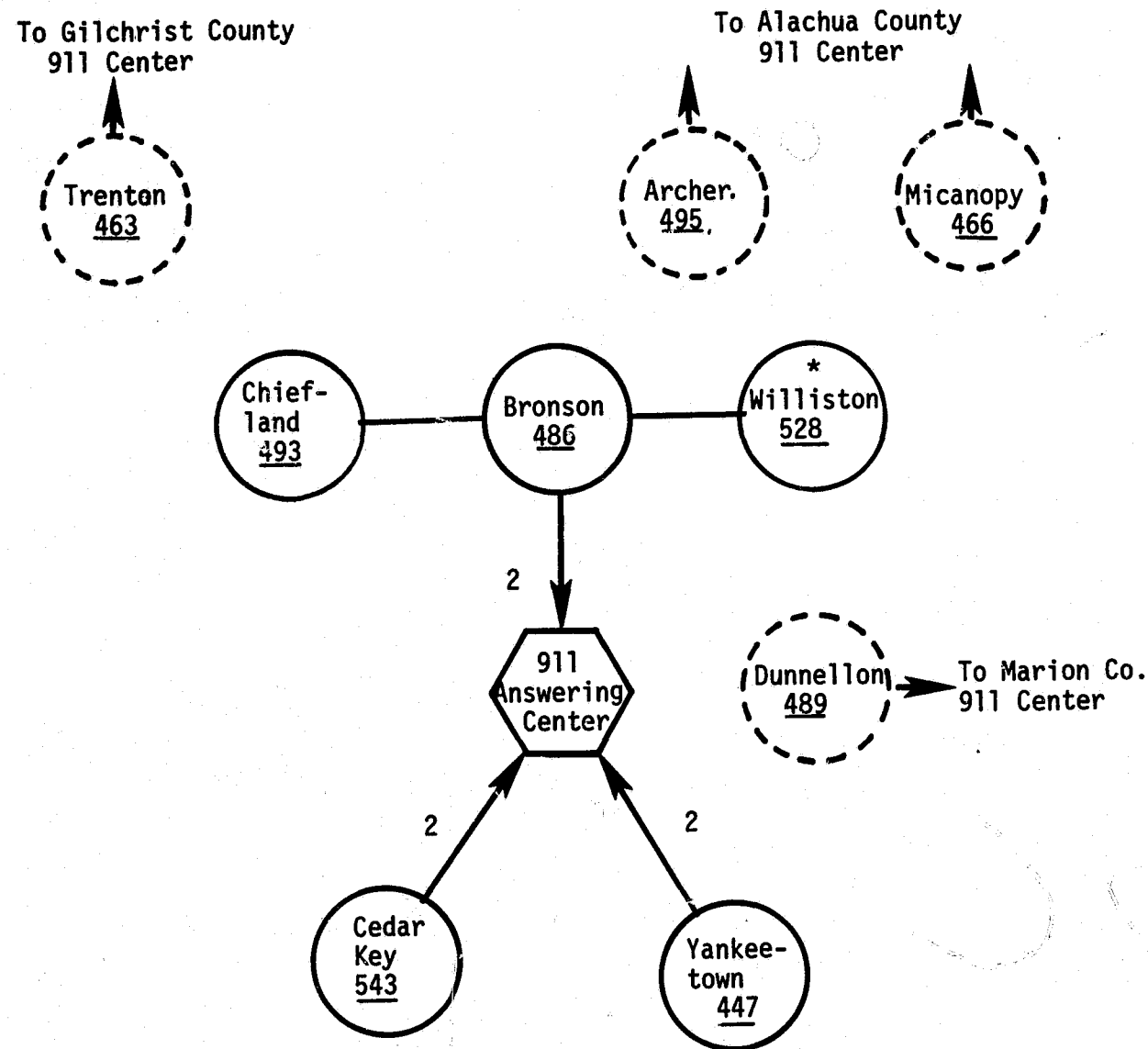


FIGURE 10.38-1 LEVY COUNTY 911 SYSTEM SERVING AREA



All Central Offices are part of the Southern Bell Telephone Company except \* which is a part of the Florida Telephone Company.

FIGURE 10.38-2 LEVY COUNTY CENTRAL OFFICE  
911 TRUNK NETWORK

## 10.39 LIBERTY COUNTY

### 10.39.1 System Summary

Liberty County, a low crime, low tourism area, will be a one center, single county system serving approximately 4,060 people in Liberty County by system cutover in the quarter ending December, 1977. The 911 center will be located in the Sheriff's dispatch center in the city of Bristol and will continue to direct dispatch calls for the Sheriff's Department and handle calls for the Liberty County Ambulance service and the Hosford and Telogia Volunteer Fire Departments. The system will include two telephone central offices, one municipality and seven public safety agencies. The system will include one of the 911 telephone service options listed in Section 3; Central Office Identification. Each of the two central offices will be direct trunked to the answering center. (See Figure 10.39-2). There will be no transfer lines to any of the safety agencies, i.e., calls for agencies other than those dispatched by the Sheriff's Department will be relayed. The calls from the part of Liberty County that is not served by the Liberty County 911 System will be handled by the Franklin County 911 Center and directed to the appropriate agencies. Details of these boundary overlaps are shown in Figure 10.39-1.

### 10.39.2 System Management

The Liberty County 911 System will be operated by the Liberty County Sheriff's Department under the management of the Liberty County Sheriff's Department. The responsible fiscal agent will be the Board of County Commissioners.

The Liberty County 911 System planning was accomplished by the following:

W. A. Woodward, Clerk of Circuit Court

W. McDonald, St. Joseph Telephone Company

### 10.39.3 System Costs

The costs associated with the implementation and operation of the Liberty County 911 System are listed in Section 7.

### 10.39.4 Mutual Aid and Interlocal Agreements

#### 10.39.4.1 Mutual Aid Agreements

A mutual aid agreement, endorsed by all public safety agencies in Liberty County and defining the responsibilities of each agency, is required. The areas of potential 911 system operation problems described in Section 2 shall be addressed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

#### 10.39.4.2 Interlocal Agreements

Table 10.39-3 shows the required interlocal agreements for the Liberty County

911 system. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.39-1  
LIBERTY COUNTY 911 SYSTEM DEFINITION

Location	Liberty County Sheriff's Office, Bristol
Population Served	4,060 (December, 1977)
Calls Per 24 Hours	8
Number of Answering Positions	1
Type of Answering Position	Dispatcher
Total Staff	5
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	1
Call Answering Equipment	1, Key System and 1, 6-Button Telephone
Tie-Lines	0
Dial-Out Lines	Use Existing
Incoming Trunks	4
Transfer Lines	0

TABLE 10.39-2  
LIBERTY COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<u>Liberty County 911 Center</u>		
Bristol Volunteer Fire Department	Call Relay	643-2700
Florida Division of Forestry (Bristol)	Call Relay	643-3551
Florida Highway Patrol (Quincy)	Call Relay	Intercity Radio or 1-627-7528
Liberty County Sheriff's Department	Direct Dispatch	--
Liberty County Ambulance		
Hosford Volunteer Fire Department		
Telogia Volunteer Fire Department		
<u>Franklin County 911 Center</u>		
Any Liberty County Agency (via Liberty County Sheriff's Office)	Call Relay	Intercity Radio or 1-643-3532

TABLE 10.39-3  
LIBERTY COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Liberty County	Franklin County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Liberty County citizens at the Franklin County 911 Center located in the city of Apalachicola. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

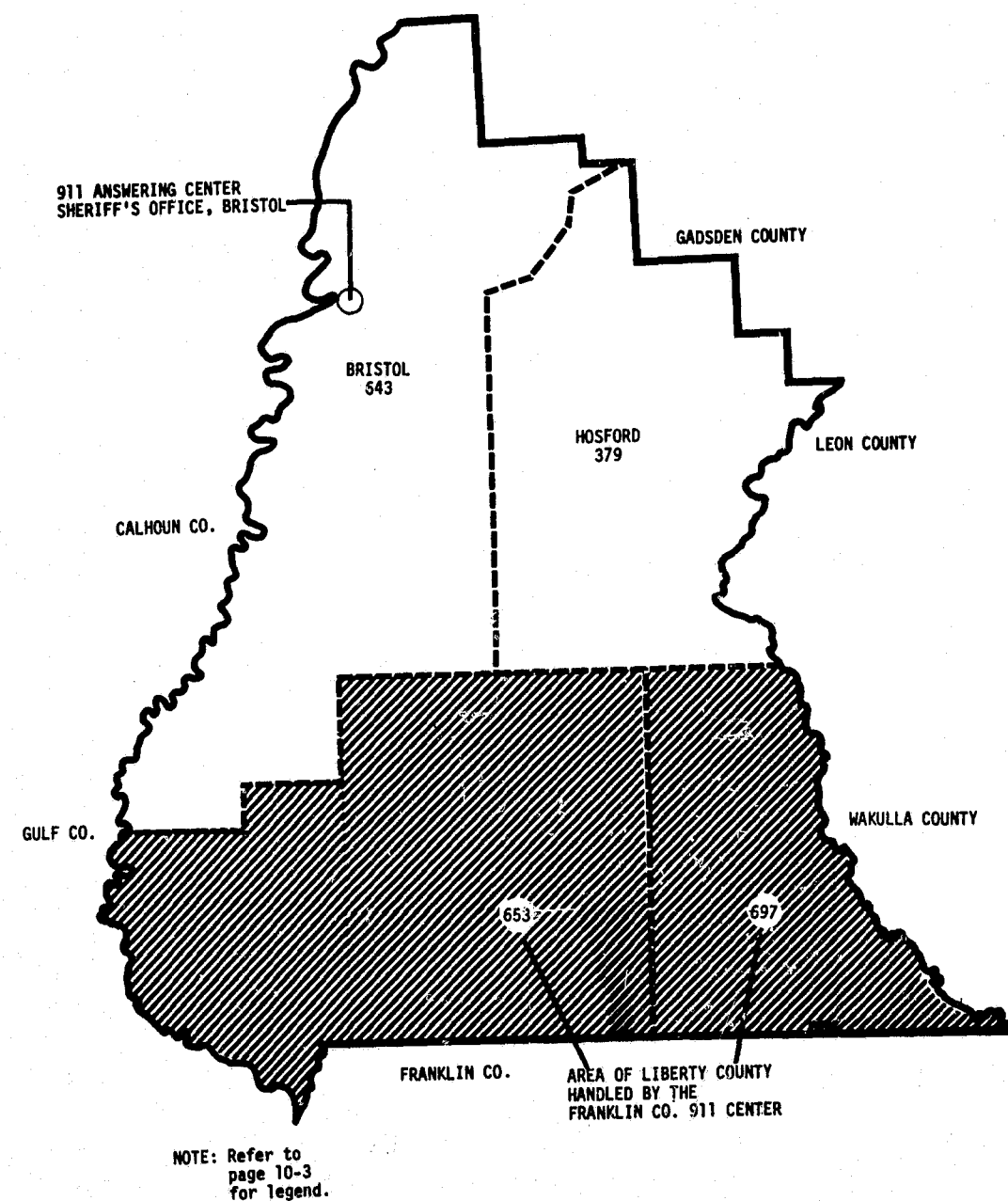
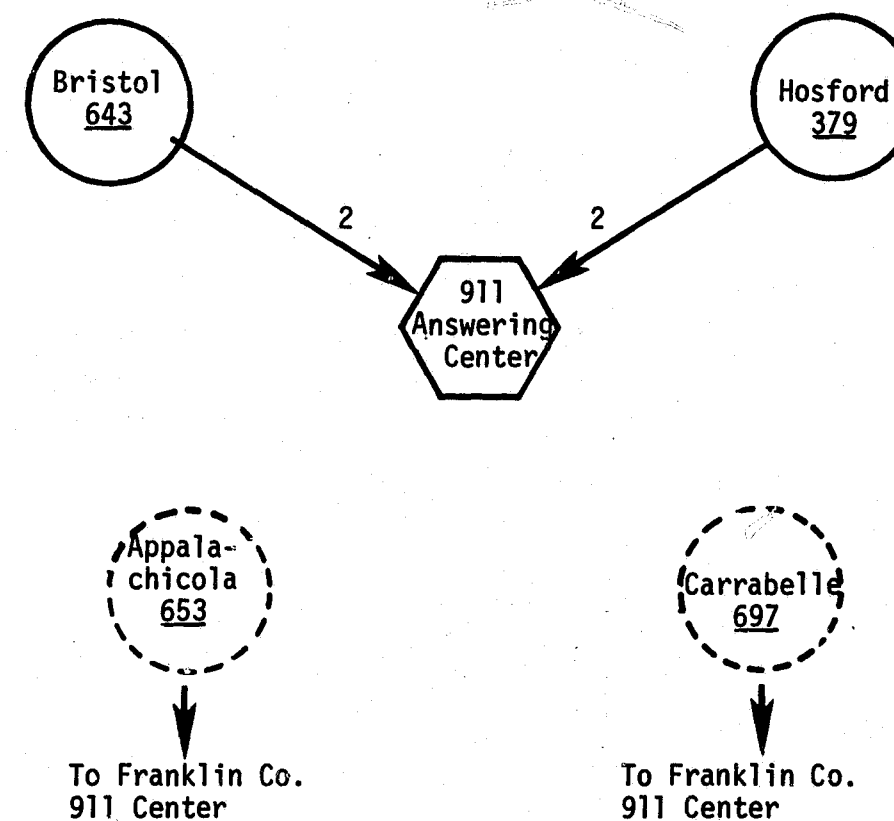


FIGURE 10.39-1 LIBERTY COUNTY 911 SYSTEM SERVING AREA



All Central Offices are part of the St. Joseph Telephone Co.

FIGURE 10.39-2 LIBERTY COUNTY CENTRAL OFFICE 911 TRUNK NETWORK

10.40 MADISON COUNTY

10.40.1 System Summary

Madison County, a low crime, low tourism area is a one center, single county system serving approximately 14,465 people in Madison County and portions of Jefferson County since cutover in June, 1976. The center is located in the Madison County Sheriff's communications center in the Madison County Jail Facility and direct dispatches calls for the Sheriff's Department, Madison Police Department, Greenville Police Department, Lee Police Department, and ambulance service. The system includes four telephone central offices, three municipalities, and twelve public safety agencies. None of the 911 special options listed in Section 3 are included. The four central offices form a 911 tandem network with trunks from the Madison 973 central office directed to the answering center. (See Figure 10.40-2). There are no dedicated transfer lines to any of the safety agencies, i.e., calls for agencies other than those dispatched by the Sheriff's Department are relayed. The calls from the part of Madison County that is not served by the Madison County 911 system will be handled by the Jefferson and Taylor Counties 911 centers and directed to appropriate agencies. Likewise, calls from the part of Jefferson County served by the Madison County 911 System are handled by the Madison County 911 center and directed to the appropriate agencies. Details of these boundary overlaps are shown in Figure 10.37-1.

10.40.2 System Management

The Madison County 911 System is managed and operated by the Madison County Sheriff's Office and is funded by the Board of County Commissioners.

The Madison County 911 System planning was accomplished by the following persons:

- Joe Peavy, Sheriff, Madison County
- O. Sircy, Jr., Chief, Madison County Police Department
- Ray Pinkard, Chief, Madison Fire Department
- D. Carnahan, Central Telephone Company
- D. Perkins, Central Telephone Company

10.40.3 System Costs

The costs associated with the implementation and operation of the Madison County 911 System are listed in Section 7.

10.40.4 Mutual Aid and Interlocal Agreements

10.40.4.1 Mutual Aid Agreements

A mutual aid agreement, endorsed by all of the public safety agencies in the Madison County 911 System, and defining the responsibilities of each agency,

is required.

The areas of potential 911 system operational problems described in Section 2 shall be reviewed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

10.40.4.2 Interlocal Agreements

Table 10.40-3 shows the required interlocal agreements for the Madison County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.40-1  
MADISON COUNTY 911 SYSTEM DEFINITION

Location	Sheriff's Jail Facility, Madison
Population Served	14,465 (June, 1976)
Calls per 24 Hours	29
Number of Answering Positions	1
Type of Answering Position	Answering/Complaint Writer/Dispatcher
Total Staff	5
Additional Staff Due to 911	2
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	Use Existing
Call Answering Equipment	5-Button Keypad (existing)
Inward 911 Trunks	2
Transfer Lines	0
Out-Dial Lines	Use Existing
Telephone Recorder Connectors	2

TABLE 10.40-2  
MADISON COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
Madison County 911 Center		
Madison County Sheriff's Department	Call Dispatch	--
Madison Police Department	Call Dispatch	--
Greenville Police Department	Call Dispatch	--
Lee Police Department	Call Dispatch	--
Ambulance	Call Dispatch	--
Cherry Lake Fire Department	Call Relay	929-4472
Pinetta Fire Department	Call Relay	929-4610
Greenville Fire Department	Call Relay	948-2241
Madison Fire Department	Call Relay	973-2311
Division of Forestry (Mayo Rd)	Call Relay	973-6411

TABLE 10.40-2 Cont.

AGENCY	METHOD	VEHICLE
Florida Highway Patrol (SRIOW) Any Jefferson County Agency (via Jefferson County 911 Center)	Call Relay	973-2251 Intercity Radio or 1-977-5414
Jefferson County 911 Center	Call Relay	
Any Madison County Agency (via Madison County 911 Center)	Call Relay	Intercity Radio or 1-973-2313
Taylor County 911 Center		
Any Madison County Agency (via Madison County 911 Center)	Call Relay	Intercity Radio or 1-973-2313

TABLE 10.40-3

MADISON COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Jefferson County	Madison County	An interlocal agreements is required to define the call handling method and routing of each type of call received from Jefferson County citizens at the Madison County 911 Answering Center located in the city of Madison. The agreement shall be kept current through periodic revisions to reflect new safety agencies, changed call handling methods, etc. Inter-county funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Madison County	Jefferson County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Madison County citizens at the Jefferson County 911 Answering Center located in the city of Monticello. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

TABLE 10.40-3 Cont.

FIRST PARTY	SECOND PARTY	SUBJECT
Madison County	Taylor County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Madison County citizens at the Taylor County 911 Answering Center located in the city of Perry. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.



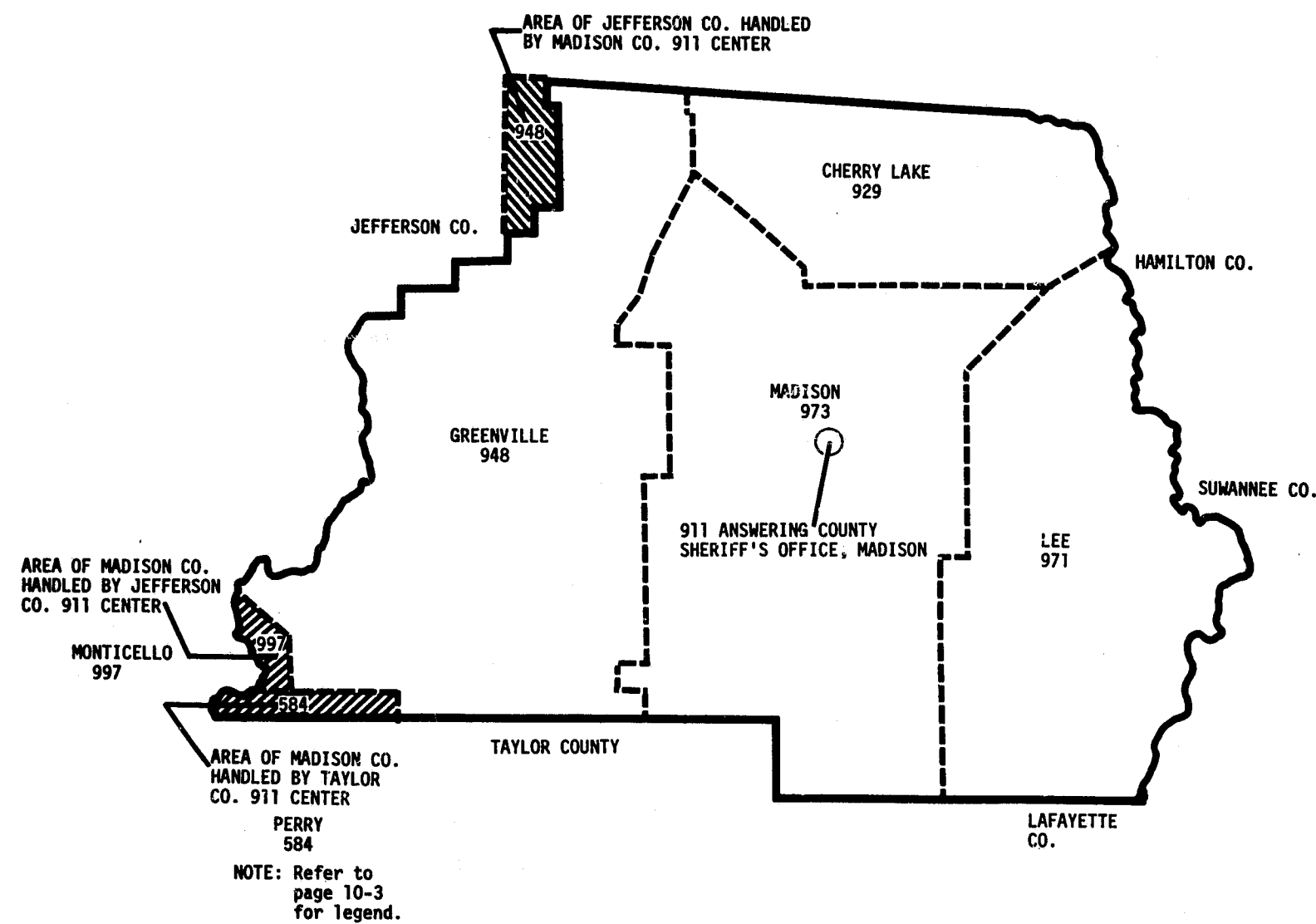
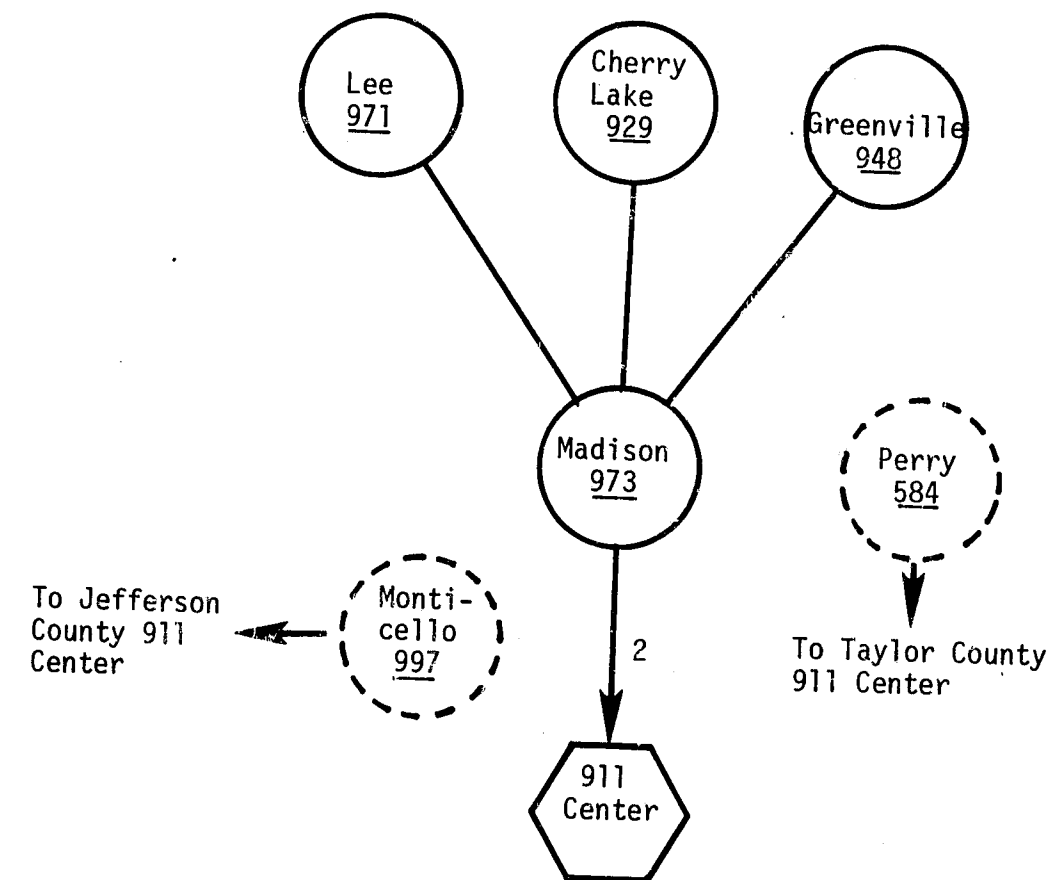


FIGURE 10.40-1 MADISON COUNTY 911 SYSTEM SERVING AREA



All Central Offices are Central Telephone Company except Perry, which is the Gulf Telephone Company.

FIGURE 10.40-2 MADISON COUNTY CENTRAL OFFICE 911 TRUNK NETWORK

## 10.41 MANATEE COUNTY

### 10.41.1 System Summary

Manatee County, a low crime, high tourism area, will be a one center, single county system serving approximately 146,000 people in Manatee County and portions of Sarasota County by system cutover in the quarter ending December, 1979. The center will be located in the Sheriff's Communications Center in the city of Bradenton, and will direct dispatch calls for the Sheriff's Department. The system will include eight telephone central offices, five municipalities, and twenty-one public safety agencies. The system will include one of the 911 special options listed in Section 3; Central Office Identification (for four of the central offices). Four of the central offices will form a 911 tandem network with trunks from the Sarasota Main central office directed to the answering center. Each of the remaining central offices will be direct trunked to the answering center. (See Figure 10.41-2). Dedicated call transfer lines will interconnect the answering center with a majority of the safety agencies including the Sarasota County Sheriff's Office. The calls from the part of Manatee County that are not served by the Manatee County 911 System will be handled by the Sarasota County 911 Center and directed to the appropriate agencies. Likewise, calls from the part of Sarasota County that are served by the Manatee County 911 System will be handled by the Manatee County 911 Center and directed to the appropriate agencies. Details of these boundary overlaps are shown in Figure 10.41-1.

### 10.41.2 System Management

The Manatee County 911 System will be managed and operated by the Manatee County Sheriff's Department. The responsible fiscal agent will be the Board of County Commissioners.

The Manatee County 911 System planning was accomplished by the following members of the Manatee County 911 Advisory Committee:

William F. Kuhn, Director, Civil Defense (Chairman)  
W. H. Adams, Chief, Holmes Beach Police Department  
W. Bellamy, Chief, Palmetto Fire Department  
Dave Bianchi, Lt., Longboat Key Fire Department  
W. W. Brown, Lt., Sheriff's Department  
Gene Buckner, Forester, Division of Forestry  
Greg Burfitt, Manatee Memorial Hospital  
H. Crawford, Chief, Oneco Fire Department  
Larry Diehl, Chief, Bradenton Police Department  
Charles Grinyer, Chairman, Red Cross Disaster

Greg Dodson, Sgt., Florida Highway Patrol

R. Hutches, County Commissioner

R. Jones, Blake Memorial Hospital

Conrad Justice, Chief, Anna Maria Police Department

A. E. Hambacher, Chief, Palmetto Police Department

Robert Kelley, Manatee Memorial Hospital

Glen Lively, Chief, Bradenton Fire Department

V. J. Marinelli, Chief, Whitfield Fire Department

Frank J. Martin, Sgt., Palmetto Police Department

Wayne McCammon, Chief, Longboat Key Police Department

John McClune, Chief, Cedar Hammock Fire Department

Ken McKendree, Manatee County Ambulance Service

R. McKendree, Chief, Ellenton Fire Department

L. P. McKinney, Chief, Westside Fire Department

Michael Keel, District Forester, Division of Forestry

Phil Silverthorn, Chief, Bradenton Beach Police Department

Thomas M. Burton, Jr., Sheriff, Manatee County

### 10.41.3 System Costs

The costs associated with the implementation and operation of the Manatee County 911 System are listed in Section 7.

### 10.41.4 Mutual Aid and Interlocal Agreements

#### 10.41.4.1 Mutual Aid Agreements

A mutual aid agreement endorsed by all of the public safety agencies in the Manatee County 911 System, and defining the responsibilities of each agency is required. The areas of potential 911 system operational problems described in Section 2 shall be reviewed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

#### 10.41.4.2 Interlocal Agreements

Table 10.41-3 shows the required interlocal agreements for the Manatee County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.41-1

## MANATEE COUNTY 911 SYSTEM DEFINITION

Location	Sheriff's Department, Bradenton
Population Served	146,000 (December, 1979)
Calls Per 24 Hours	321
Number of Answering Positions	3
Type of Answering Position	Answering/Complaint Writer
Total Staff	11
Additional Staff Due to 911	6
Number of Logging Recorders	Existing *
Number of Instant Playback Recorders	3
Call Answering Equipment	SD192 PBX and Key Equipment, or equivalent
911 Trunks	17
Transfer Lines	21
Tie-Lines	0
Out-Dial lines	2
Telephone Recorder Connectors	6

\* The existing 24 hour logging recorder can be expanded to accommodate the 911 recording requirements.

TABLE 10.41-2

## MANATEE COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<u>Manatee County 911 Center</u>		
Anna Maria Central Police Department	Call Transfer	2 Lines
Anna Maria Fire Department	Call Transfer	1 Line
Bradenton Police Department	Call Transfer	3 Lines
Bradenton Fire Department	Call Transfer	2 Lines
Cedar Hammock Fire District	Call Transfer	} 1 Line
Alerts Whitfield Fire Department	Call Transfer	
Florida Division of Forestry (Bradenton)	Call Transfer	1 Line
Florida Highway Patrol (Bradenton)	Call Transfer	2 Lines
Manatee County Ambulance (Cedar Hammock)	Call Transfer	2 Lines
Manatee County Civil Defense (Bradenton)	Dial-Out Call Transfer	748-2241
Manatee County Sheriff's Department	Direct Dispatch	--
Oneco-Tallavast Fire District	Call Transfer	1 Line
Palmetto Police Department	Call Transfer	2 Lines
Palmetto Fire Department	Call Transfer	} 2 Lines
Ellenton Fire District	Call Transfer	

TABLE 10.41-2 Cont.

AGENCY	METHOD	VEHICLE
Trailer Estates Fire Department	Call Transfer	} 746-5111 1 Line
Poison Control Center	Dial-Out Call Transfer	
Samoset Fire Department	Call Transfer	
U. S. Coast Guard (St. Petersburg)	Call Referral	896-6187
Westside Fire Department	Dial-Out Call Transfer	746-4050
Sarasota County Sheriff's Department	Call Transfer	1 Line
<u>Sarasota County 911 Center</u>		
Florida Division of Forestry (Bradenton)	Call Transfer	1 Line
Florida Highway Patrol (Bradenton)	Dial-Out Call Transfer	742-1511
*Longboat Key Central Dispatch Center	Call Transfer	2 Lines
Manatee County Ambulance (Cedar Hammock)	Dial-Out Call Transfer	756-5551
Manatee County Sheriff's Department	Call Transfer	1 Line
Oneco-Tallavast Fire District	Dial-Out Call Transfer	755-4444
Whitfield Fire Department (via Cedar Hammock Fire District)	Dial-Out Call Transfer	755-1111

\*If Manatee County should implement their 911 Plan ahead of Sarasota County the Manatee County 911 Center will temporarily answer and transfer calls to the Longboat Key Central Dispatch Center over two transfer lines.

TABLE 10.41-3

## MANATEE COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Manatee County	Sarasota County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Sarasota County citizens at the Manatee County 911 Answering Center in the city of Bradenton. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

TABLE 10.41-3 Cont.

FIRST PARTY	SECOND PARTY	SUBJECT
Sarasota County	Manatee County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Manatee County citizens at the Sarasota County 911 Answering Center located in the city of Sarasota. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

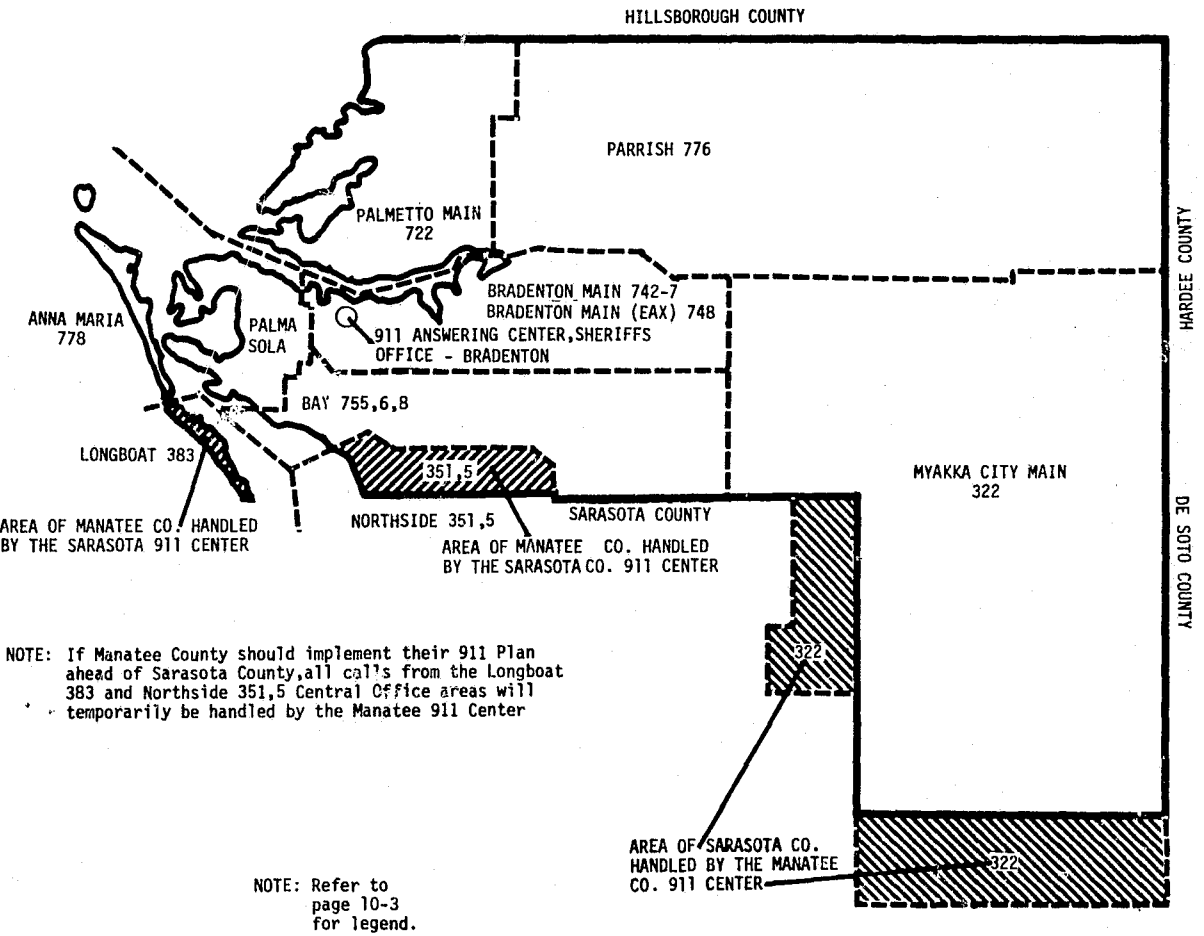
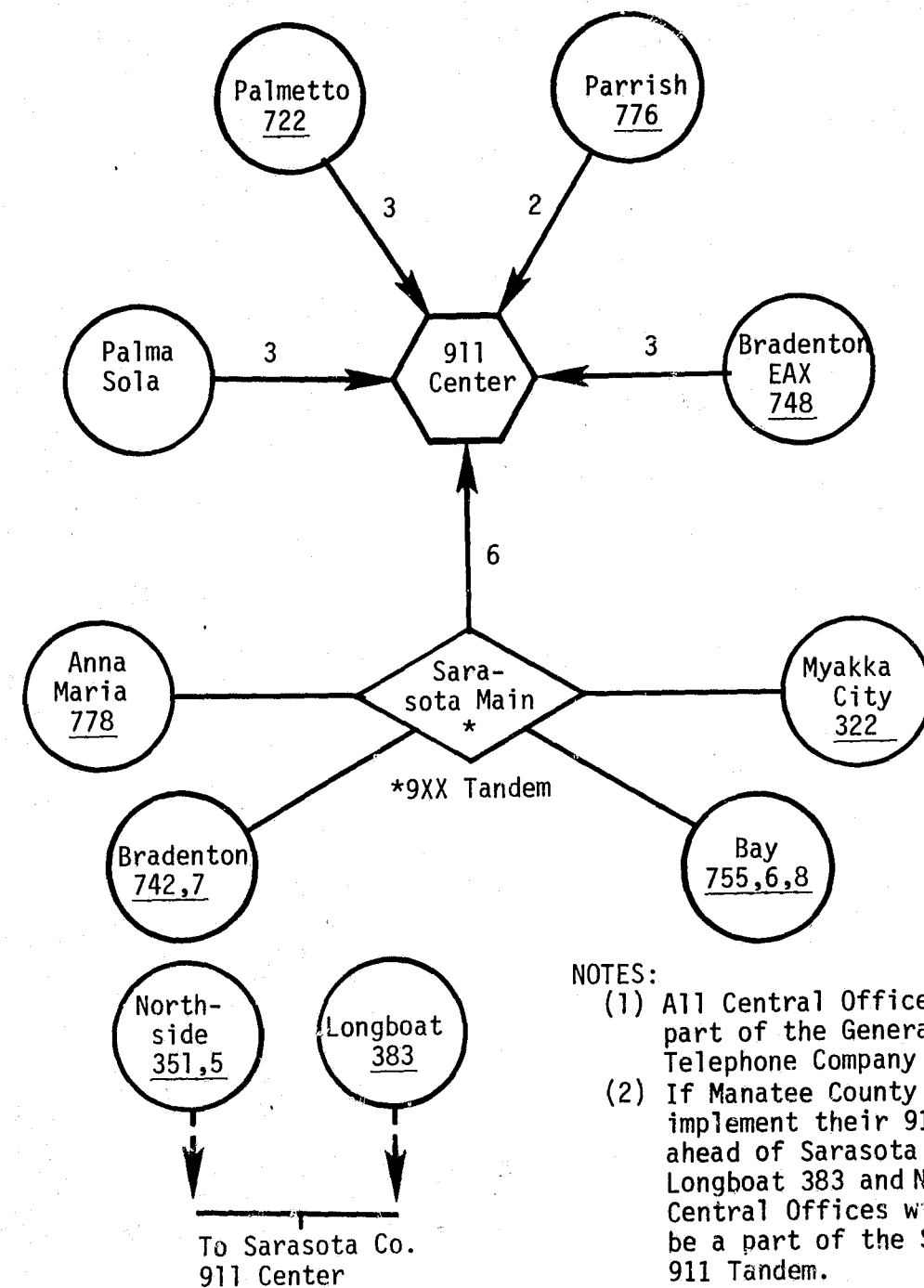


FIGURE 10.41-1 MANATEE COUNTY 911 SYSTEM SERVING AREA

REV 6-79



- NOTES:
- (1) All Central Offices are part of the General Telephone Company System.
  - (2) If Manatee County should implement their 911 Plan ahead of Sarasota County, the Longboat 383 and Northside 351,5 Central Offices will temporarily be a part of the Sarasota Main 911 Tandem.

Figure 10.41-2 Manatee County Central Office  
911 Trunk Network

## 10.42 MARION COUNTY

### 10.42.1 System Summary

Marion County, a low crime, low tourism area in north central Florida, will have a single answering center system serving approximately 120,918 citizens by system cutover in the quarter ending June, 1978. The center will be located at the Sheriff's Department communications center in Ocala and will direct dispatch all calls for the Sheriff's Department and the Belleview Police Department. Calls for Police and Fire Departments in Dunellon will be transferred. The system will include three telephone companies, twelve central office areas, five municipalities and twenty-seven public safety agencies. A telephone central office overlap from Alachua and Levy Counties will require call relays to public safety agencies in Marion County. Similar overlaps from Marion County into Alachua County, Putnam County and Citrus County will require call relays or transfers to public safety agencies in those counties. The Marion County 911 system will include the Called Party Hold, Forced Disconnect and Idle Trunk Tone options provided by the Florida Telephone Corporation. Details of the boundary overlaps are shown in Figure 10.42-1. The central office 911 trunk network is shown in Figure 10.42-2.

### 10.42.2 System Management

The Marion County 911 system will be operated by the Sheriff's Department under the management of the elected Marion County Sheriff. The responsible fiscal agent will be the Board of County Commissioners.

The Marion County 911 system planning was accomplished by the following:

- Murray Fugate, Chairman, 911 Communications System Committee, County Commissioner
- R. J. Smith, Jr., Vice Chairman, 911 Communications System Committee, Sheriff's Department
- Phil Thompson, Recording Secretary, 911 Communications System Planning Committee
- Don R. Moreland, Sheriff, Marion County
- John O. Williams, Emergency Medical System Advisory Council
- Tom Needham, Chairman, Emergency Medical Service

### 10.42.3 System Costs

The costs associated with the implementation and operation of the Marion County 911 system are listed in Section 7.

### 10.42.4 Mutual Aid and Interlocal Agreements

#### 10.42.4.1 Mutual Aid Agreement

A mutual aid agreement, endorsed by all public safety agencies in Marion County and defining the responsibilities of each agency, is required. The areas of potential 911 system operational problems described in Section 2 shall be addressed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

#### 10.42.4.2 Interlocal Agreements

Table 10.42-3 shows the required interlocal agreements for the Marion County 911 system. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.42-1

MARION COUNTY 911 SYSTEM DEFINITION	
Location	Marion County Sheriff's Department Communications Center, Ocala
Population Served	120,918 (June, 1978)
Calls per 24 Hours	242
Number of Answering Positions	2
Type of Answering Position	Answering/Complaint Writer
Total Staff	8
Additional Staff Due to 911	3
Number of Logging Recorders	1, 10 Channel
Number of Instant Playback Recorders	2
Call Answering Equipment	Model 608 Manual Switch Board
Incoming Trunks	2 Consoles in Multiple
Transfer Lines	25
Options	9
	Called Party Hold
	Forced Disconnect
	Idle Trunk Tone

TABLE 10.42-2

MARION COUNTY CALL HANDLING		
AGENCY	METHOD	VEHICLE
<u>Marion County 911 Center</u>		
Sheriff's Department	Direct Dispatch	Radio
Belleview Police Department	Direct Dispatch	Radio
Emergency Medical Service	Direct Dispatch	Radio
Ocala Police Department	Call Transfer	3 Direct Lines
Ocala Fire Department	Call Transfer	2 Direct Lines
Florida Highway Patrol	Call Transfer	1 Direct Line
Florida Division of Forestry	Call Transfer	1 Direct Line
Florida Game and Fresh Water Fish Commission	Call Transfer	1 Direct Line

TABLE 10.42-2 Cont.

AGENCY	METHOD	VEHICLE
Civil Defense/Fire Board Dispatching For: Silver Springs Shores VFD Salt Springs VFD South Marion Fire Dept. North Marion Fire Dept. Spark Volunteer Fire Dept. West Marion VFD Oklawaha VFD Fort McCoy VFD Belleview VFD Shady VFD Orange Springs VFD Anthony VFD Rainbow Lake Estates Dunnellon VFD Citra VFD East Marion VFD Forest Lake VFD Hog Valley VFD Florida Highlands VFD	Call Transfer	1 Direct Line
<u>Lake County 911 System</u>		
Any Marion County Public Safety Agency Via Marion County Sheriff's Department	Call Relay	Inter City Radio
<u>Levy County 911 System</u>		
Any Marion County Public Safety Agency Via Marion County Sheriff's Department	Call Relay	Inter City Radio

TABLE 10.42-3

MARION COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Marion County	Lake County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Marion County citizens at the Lake County 911 Center located at the Sheriff's Department in Tavares. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies,

TABLE 10.42-3 Cont.

FIRST PARTY	SECOND PARTY	SUBJECT
Marion County	Levy County	<p>changed call handling methods, etc. Inter-county funding provisions shall be included, as required, for pro rata sharing of 911 costs.</p> <p>An interlocal agreement is required to define the call handling method and routing of each type of call received from Marion County citizens at the Levy County 911 Center located at the Sheriff's Department in Bronson. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Inter-county funding provisions shall be included, as required, for pro rata sharing of 911 costs.</p>
Marion County	Levy County	<p>An interlocal agreement is required to define the call handling method and routing of each type of call received from Levy County citizens at the Marion County 911 Center located at the Sheriff's Department in Ocala. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Inter-county funding provisions shall be included, as required, for pro rata sharing of 911 costs.</p>
Marion County	Citrus County	<p>An interlocal agreement is required to define the call handling method and routing of each type of call received from Citrus County citizens at the Marion County 911 Center located at the Sheriff's Department in Ocala. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Inter-county funding provisions shall be included, as required, for pro rata sharing of 911 costs.</p>
Marion County	Alachua County	<p>An interlocal agreement is required to define the call handling method and routing of each type of call received from Alachua County citizens at the Marion County 911 Center located at the Sheriff's Department in Ocala. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Inter-county</p>

TABLE 10.42-3 Cont.

FIRST PARTY	SECOND PARTY	SUBJECT
Marion County	Putnam County	<p>funding provisions shall be included, as required, for pro rata sharing of 911 costs.</p> <p>An interlocal agreement is required to define the call handling method and routing of each type of call received from Putnam County citizens at the Marion County 911 Center located at the Sheriff's Department in Ocala. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Inter-county funding provisions shall be included, as required, for pro rata sharing of 911 costs.</p>



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**4 OF 7**

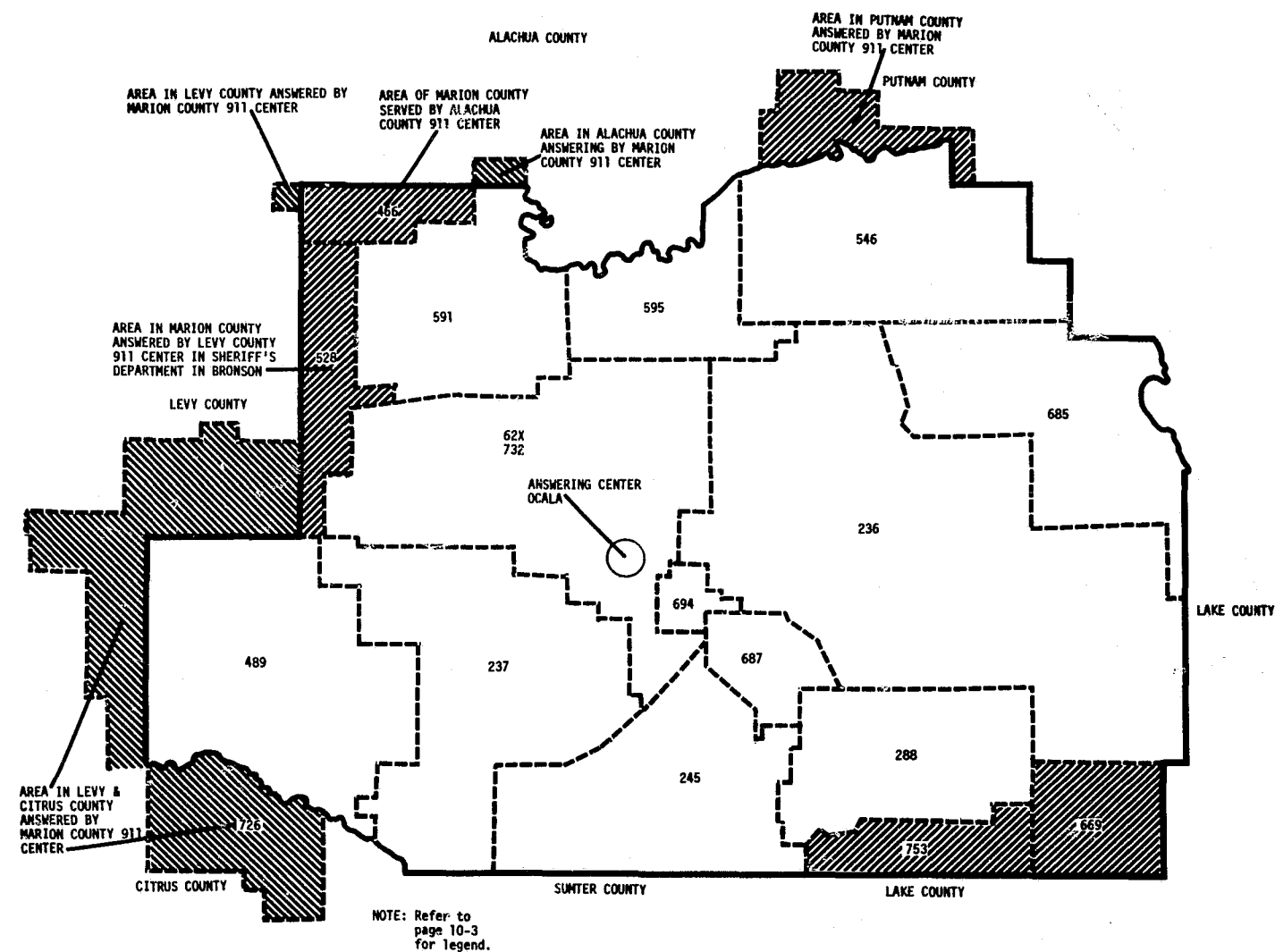
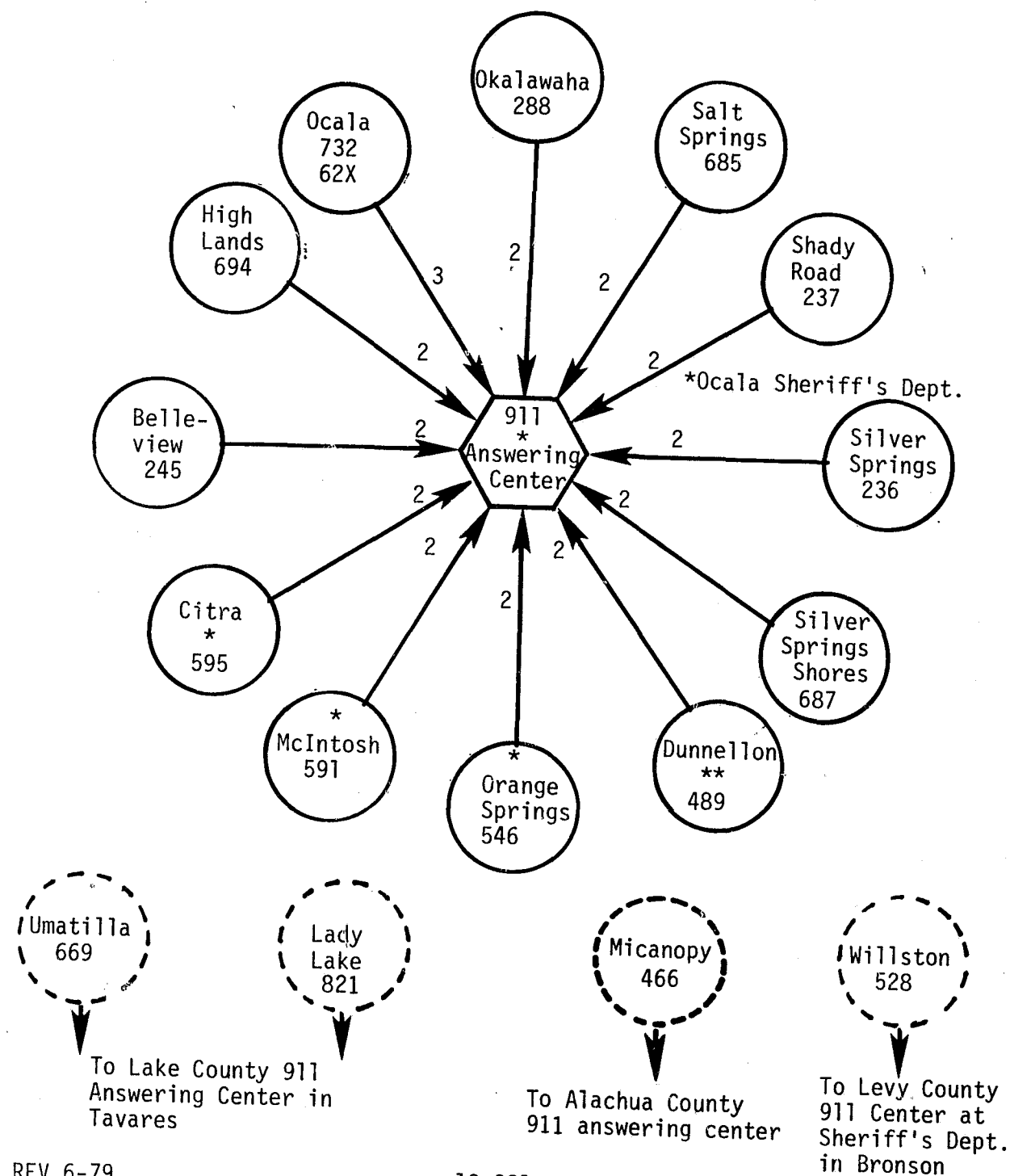


FIGURE 10.42-1 MARION COUNTY 911 SYSTEM SERVING AREA

FIGURE 10.42-2 MARION COUNTY CENTRAL OFFICE 911 TRUNK NETWORK

Florida Telephone Corporation except as shown;  
 \* North Florida Telephone Co.  
 \*\* Southern Bell Telephone Co.



10.43 MARTIN COUNTY

10.43.1 System Summary

Martin County, a low crime, high tourism area on the Atlantic Coast of South Florida, has a single answering center system serving approximately 51,851 people. System cutover was on November 1, 1978. The 911 center is located in the Stuart Emergency Operations Center in Stuart, Florida. This center has direct radio dispatching for the Sheriff's Department, County Volunteer Fire Departments, Division of Forestry and emergency medical services. The system includes two telephone companies, four telephone central office areas, four municipalities and 22 public safety agencies. (See Figure 10.43-2). A central office overlap from Palm Beach County into Martin County requires call transfers and call relays from the Palm Beach County 911 Answering Center located at the Sheriff's Department in West Palm Beach to public safety agencies in Martin County. Details of this boundary overlap are shown in Figure 10.43-1. Included in the system will be the Called Party Hold, Forced Disconnect, and Idle Trunk Tone options provided by Southern Bell Telephone Company.

10.43.2 System Management

The Martin County 911 System is operated by the Sheriff's Department of Martin County under the management of the elected Martin County Sheriff. The responsible fiscal agent is the Board of County Commissioners.

The Martin County 911 System planning was accomplished by the following members of the Martin County 911 Action Committee:

- Jack Noble, Chairman, 911 Action Committee, County Administrator
- John C. Kiernan, Chairman, Board of County Commissioners
- Ross Philbrick, County Commissioner
- Ray M. Cooke, Mayor, City of Stuart
- Robert F. Vandeweghe, Manager, Town of Jupiter Island
- James D. Holt, Sheriff, Martin County
- Jesse Taylor, Chief, Stuart Police Department
- William A. Scott, Sergeant, Sheriff's Department
- Brian Tredray, Director, Civil Defense
- E. K. Shinn, Deputy Director, Civil Defense

10.43.3 System Costs

The costs associated with the implementation and operation of the Martin County 911 System are listed in Section 7.

10.43.4 Mutual Aid and Interlocal Agreements

10.43.4.1 Mutual Aid Agreements

A mutual aid agreement endorsed by all public safety agencies in Martin County and defining the responsibilities of each agency is required. The areas of potential 911 system operational problems described in Section 2 shall be addressed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

10.43.4.2 Interlocal Agreements

Table 10.43-3 shows the required interlocal agreements for the Martin County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.43-1  
MARTIN COUNTY 911 SYSTEM DEFINITION

Location	Stuart Emergency Operations Center
Population Served	51,851 (November 1, 1978)
Calls Per 24 Hours	104
Number of Answering Positions	2
Type of Answering Position	Answering, Complaint Writer
Total Staff	8
Additional Staff Due to 911	3
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	2
Call Answering Equipment	8A Key System
Incoming Trunks	9
Transfer Lines	6
Options Included	Idle Trunk Tone; Forced Disconnect, Called Party Hold

TABLE 10.43-2  
MARTIN COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<u>Martin County 911 Center</u>		
Sheriff's Department	Direct Dispatch	Radio
Sewalls Police Department	Direct Dispatch	Radio
Stuart Police Department	Call Transfer	2 Lines
Jupiter Island Police Department		
and Fire Department	Call Transfer	1 Line
Stuart Fire Department	Call Transfer	1 Line
Jensen Beach Volunteer FD	Direct Dispatch	

TABLE 10.43-2 Cont.

AGENCY	METHOD	VEHICLE
Rio Volunteer Fire Department	Direct Dispatch	
District 2 Volunteer Fire Department	Direct Dispatch	
Palm City Volunteer Fire Department	Direct Dispatch	
Port Salerno Volunteer Fire Department	Direct Dispatch	
Tropical Farms Volunteer Fire Department	Direct Dispatch	
Hobe Sound Volunteer Fire Department	Direct Dispatch	
South County Line Volunteer Fire Department	Direct Dispatch	
Indiantown Volunteer Fire Department	Direct Dispatch	
Booker Park Volunteer Fire Department	Direct Dispatch	
Division of Forestry	Direct Dispatch	
Jensen Ambulance Service	Direct Dispatch	
Stuart Ambulance Service	Direct Dispatch	
Hobe Sound Ambulance Service	Direct Dispatch	
Indiantown Ambulance Service	Direct Dispatch	
Highway Patrol via Sheriff's Department	Call Relay	Radio
<u>Palm Beach County 911 Center</u>		
· Martin County 911 Center	Call Transfer	1 Line
Sheriff's Department	Call Transfer	1 Line
South County Line Volunteer Fire Department	Call Transfer	1 Line
Hobe Sound Ambulance Service	Call Transfer	1 Line

TABLE 10.43-3

MARTIN COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Martin County	Palm Beach County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Martin County citizens at the Palm Beach County 911 Answering Center at West Palm Beach. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be

TABLE 10.43-3 Cont.

FIRST PARTY	SECOND PARTY	SUBJECT
		included, as required, for pro rata sharing of 911 costs.

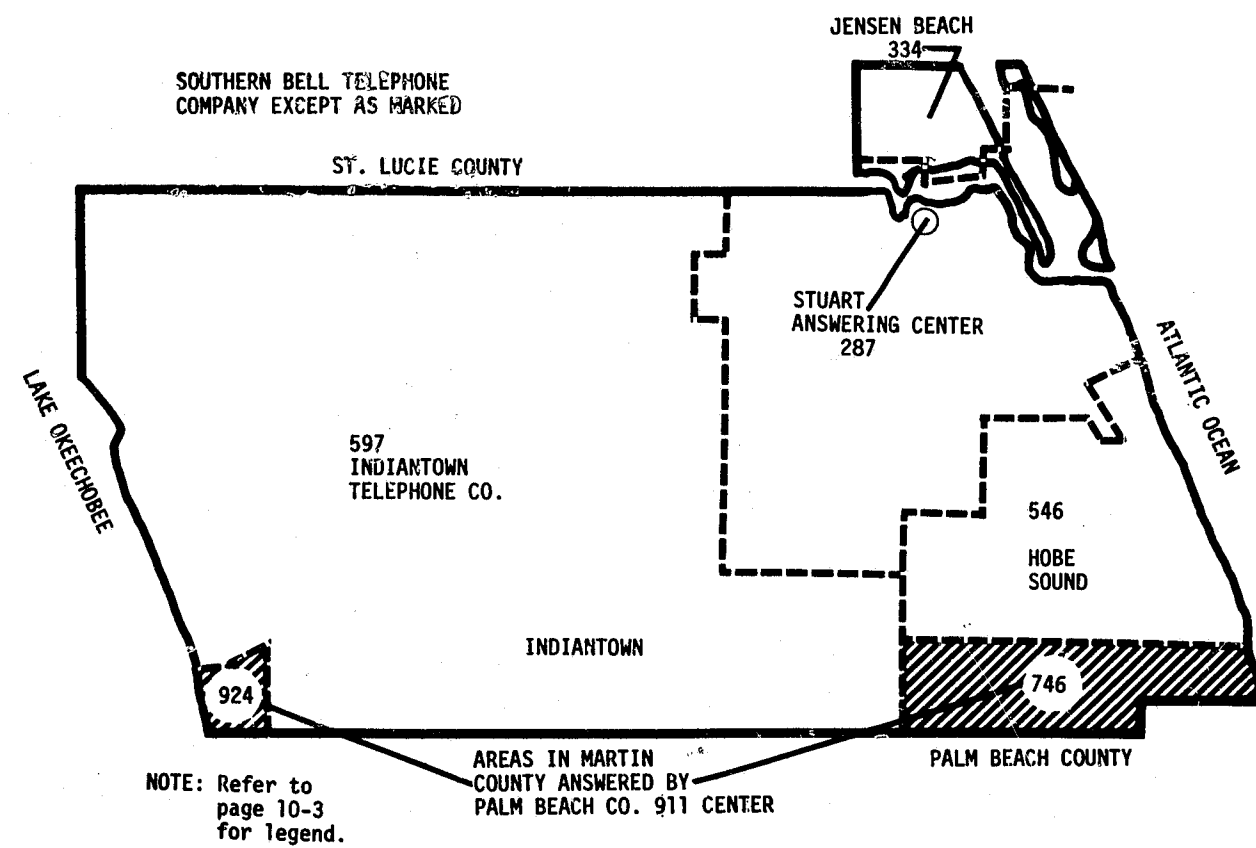


FIGURE 10.43-1 MARTIN COUNTY 911 SYSTEM SERVING AREA

Southern Bell Telephone and Telegraph Company except as indicated.

\* Indiantown Telephone Company

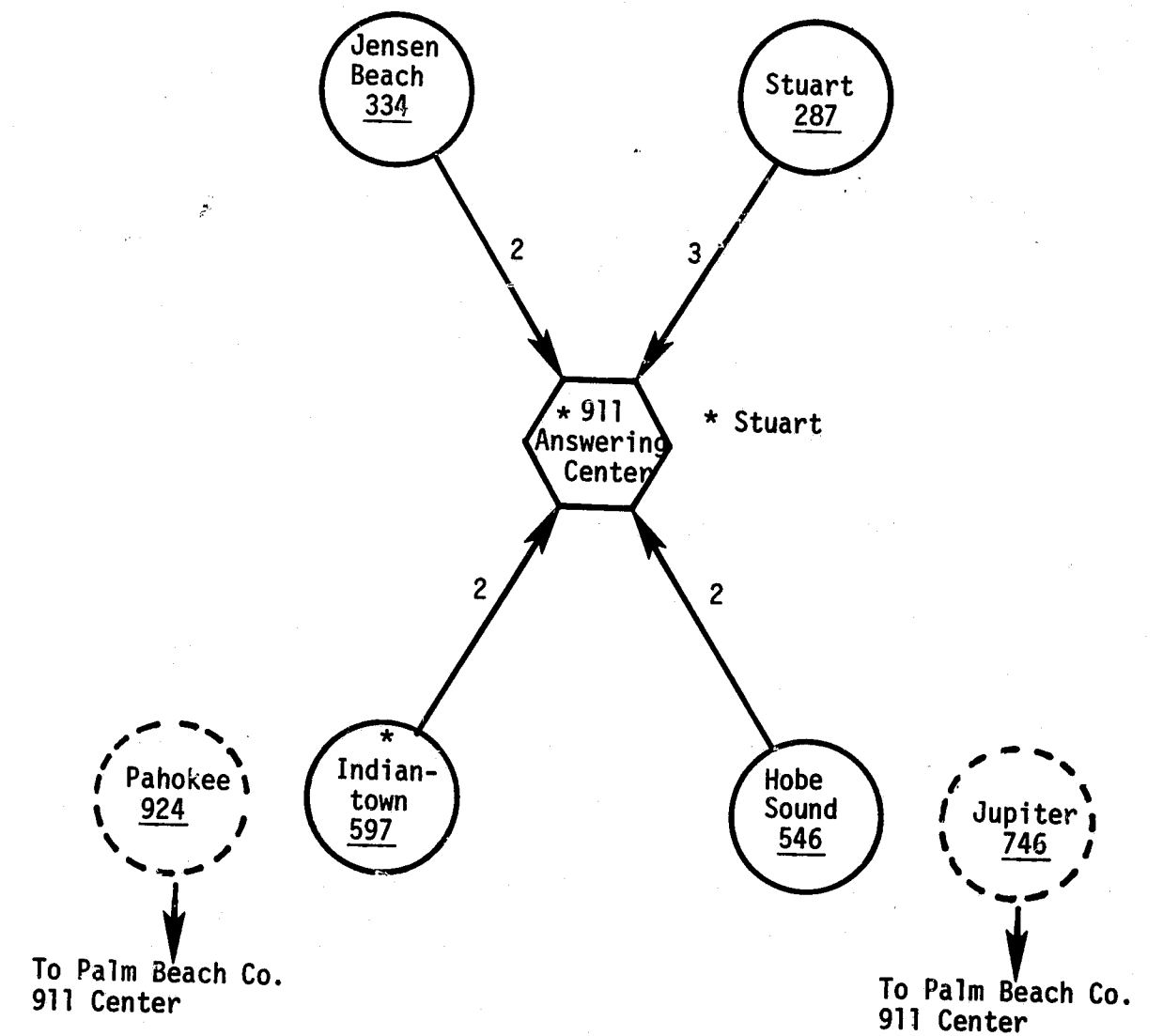


Figure 10.43-2 Martin County Central Office 911 Trunk Network

## 10.44 MONROE COUNTY

### 10.44.1 System Summary

Monroe County is geographically separated into two parts. The northern part is located on the extreme lower southwest Gulf coast of the Florida peninsula and is sparsely populated. All 911 calls originating in this area will be trunked to the Collier County 911 Center at the Sheriff's substation in Carnestown and, if necessary, Monroe County officials will be contacted by radio or telephone.

The southern part of Monroe County, a low crime, high tourism area, consists of the Florida Keys chain of islands extending from Key Largo to Key West and is interconnected by the "Overseas Highway". Three answering centers, interconnected by foreign exchange telephone lines, serve this area.

The Upper Keys extending from Key Largo through Long Key has an answering center presently operating at the Sheriff's substation on Plantation Key, and will be serving approximately 14,528 citizens by the quarter ending June, 1977. Direct dispatching is accomplished at this center for Sheriff's Department, fire service and ambulance calls. No call transfer capability is included. The system includes four telephone central office areas and eleven public safety agencies. A telephone central office overlap from the Islamorada Central Office (664) into the jurisdictional area assigned to the Central Keys Sheriff's substation requires relay of law enforcement calls originating in the Lower Matecumbe Key and Long Key areas. Such calls are relayed by FX telephone line or radio. A similar overlap into the EMS jurisdiction of the rescue vehicles stationed at Fisherman's Hospital in Marathon requires relay of calls originating in Long Key. Included in the system are Called Party Hold, Forced Disconnect, and Idle Trunk Tone options provided by the Southern Bell Telephone Company.

The Central Keys area which extends from Conch Key through Summerland Key has an answering center presently operating at the Sheriff's substation in Marathon and will be serving approximately 11,007 citizens by the quarter ending June, 1977. Direct dispatching is accomplished at this center for Sheriff's Department, fire service and ambulance calls. No call transfer capability is included. The system includes three central office areas and six safety agencies. A telephone central office overlap from the Big Pine Key Central Office into the jurisdictional area assigned to the Sheriff's Department in Key West requires relay of calls originating in the Big Pine Key, Ramrod Key and Summerland Key areas. Such calls are relayed by FX telephone line or radio. A similar overlap into the EMS jurisdiction of the emergency vehicles in Key West requires relay of calls originating in Summerland Key and Ramrod Key. Included in the system are Called Party Hold, Forced Disconnect, and Idle Trunk Tone options provided by the Southern Bell Telephone Company.

The Lower Keys area which extends from Cudjoe Key to Key West has an answering center presently operating at the Sheriff's Department in Key West and will be serving approximately 31,410 citizens by the quarter ending June, 1977. Direct dispatching is accomplished at this center for Sheriff's Department calls. Calls for the Key West Police Department are transferred using a key system with off-premise extensions and intercom capability. Fire service calls and ambulance calls are relayed by telephone. The foregoing arrangement

is an interim solution pending the future establishment of a cooperative dispatch center for the area which will enable the majority of calls to be direct dispatched. The Lower Keys system includes two central office areas and seven public safety agencies. Included in the system are the Called Party Hold, Forced Disconnect, and Idle Trunk Tone options provided by the Southern Bell Telephone Company. Figure 10.44-2 shows the trunking networks for these answering centers. Details of boundary overlaps are shown in Figure 10.44-1.

### 10.44.2 System Management

The Monroe County 911 System is operated by the Sheriff's Department under the management of the elected Monroe county Sheriff. The responsible fiscal agent is the Board of County Commissioners.

The Monroe County 911 System planning was accomplished by the following:

Jack Burke, Director, Development Department, Monroe County

Robert L. Brown, Sheriff, Monroe County

Phil Neighbors, Southern Bell Telephone Company

### 10.44.3 System Costs

The costs associated with the implementation and operation of the Monroe County 911 System are listed in Section 7.

### 10.44.4 Mutual Aid and Interlocal Agreements

#### 10.44.4.1 Mutual Aid Agreement

A mutual aid agreement, endorsed by all public safety agencies in Monroe County and defining the responsibilities of each agency, is required. The areas of potential 911 system operational problems described in Section 2 shall be addressed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

#### 10.44.4.2 Interlocal Agreements

Table 10.44-3 shows the required interlocal agreements for the Monroe County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.44-1

## MONROE COUNTY 911 SYSTEM DEFINITION

Plantation Key 911 Center (Upper Center)

Location	Sheriff's Department Substation, Plantation Key
Population Served	14,528 (June, 1977)
Calls Per 24 Hours	24
Number of Answering Positions	1
Type of Answering Position	Answering/Complaint Writer/ Dispatcher
Total Staff	5
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	1
Call Answering Equipment	1, Key Telephone, 10-Button
Incoming Lines	8, B1
Transfer Lines	0
Options	Called Party Hold, Forced Dis- connect, Idle Trunk Tone

Marathon Key 911 Center (Central Center)

Location	Sheriff's Department Substation, Marathon Key
Population Served	11,007 (June, 1977)
Calls Per 24 Hours	24
Number of Answering Positions	1
Type of Answering Position	Answering/Complaint Writer/ Dispatcher
Total Staff	5
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	1
Call Answering Equipment	1, Key Telephone, 10-Button
Incoming Lines	6, B1
Transfer Lines	0
Options	Called Party Hold, Forced Dis- connect, Idle Trunk Tone

Key West 911 Center (Lower Center)

Location	Sheriff's Department, Key West
Population Served	31,410 (June, 1977)
Calls Per 24 Hours	69
Number of Answering Positions	1
Type of Answering Position	Answering/Complaint Writer/ Dispatcher
Total Staff	5
Additional Staff Due to 911	0

TABLE 10.44-1 Cont.

Key West 911 Center (Lower Center)

Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	1
Call Answering Equipment	1, Key Telephone, 10 Button
Incoming Lines	5, B1
Transfer Lines	2 (Key Extensions at Key West Police Department with intercom)
Options	Called Party Hold, Forced Dis- connect, Idle Trunk Tone

TABLE 10.44-2

## MONROE COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<u>Plantation Key 911 Center (Upper Center)</u>		
Sheriff's Department	Direct Dispatch	
Ocean Reef Resort Volunteer Fire Department	Direct Dispatch	Radio (Plectron)
Key Largo Volunteer Fire Department	Direct Dispatch	Radio (Plectron)
Tavernier Volunteer Fire Department	Direct Dispatch	Radio (Plectron)
Islamorada Volunteer Fire Department	Direct Dispatch	Radio (Plectron)
Layton Volunteer Fire Department	Direct Dispatch	Radio (Plectron)
Highway Patrol	Call Relay	Radio or Telephone
Ambulance		
Ocean Reel Security Force	Direct Dispatch	Radio
Key Largo Volunteers	Direct Dispatch	Radio
Tavernier Volunteers	Direct Dispatch	Radio
Islamorada Volunteer Ambulance & Rescue	Direct Dispatch	Radio
<u>Marathon Key 911 Center (Central Center)</u>		
Sheriff's Department	Direct Dispatch	Radio
Conch Key Volunteer Fire Department	Direct Dispatch	Radio (Plectron)
Marathon Volunteer Fire Department	Direct Dispatch	Radio (Plectron)
Big Pine Key Volunteer Fire Department	Direct Dispatch	Radio (Plectron)



TABLE 10.44-2 Cont.

AGENCY	METHOD	VEHICLE
Fishermans Hospital Ambulance Service Highway Patrol	Direct Dispatch Call Relay	Radio Radio or Telephone
<u>Plantation Key 911 Center</u>		
Any Central Keys Public Safety Agency via Sheriff's Substation at Marathon Key	Call Relay	Telephone FX Line
<u>Key West 911 Center (Lower Center)</u>		
Sheriff's Department Key West Police Department	Direct Dispatch Call Transfer	Radio Key System Extension line with Intercom
Sugar Loaf Volunteer Fire Department Big Coppit Volunteer Fire Department	Direct Dispatch	Radio (Plectron)
Key West Fire Department J & J Ambulance Service Highway Patrol	Direct Dispatch Call Relay Direct Dispatch Call Relay	Radio (Plectron) Telephone Radio Radio or Telephone
<u>Marathon Key 911 Center</u>		
Any Lower Keys Public Safety Agency via Sheriff's Department in Key West	Call Relay	Telephone FX Line

TABLE 10.44-3

## MONROE COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Monroe County	Collier County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Monroe County citizens at the Collier County 911 Center located at the Sheriff's substation in Carnestown. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Inter-county funding provisions shall be included, as required, for pro rata sharing of 911 costs.

TABLE 10.44-3 Cont.

FIRST PARTY	SECOND PARTY	SUBJECT
Plantation 911 Center	Marathon Key 911 Center	An interlocal agreement is required to define the call handling method and routing of each type of call received from citizens within the jurisdiction of the Central Keys law enforcement and EMS public safety agencies at the Marathon Key 911 Center located at the Sheriff's substation in Plantation. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc.
Marathon Key 911 Center	Key West 911 Center	An interlocal agreement is required to define the call handling method and routing of each type of call received from citizens within the jurisdiction of the Lower Keys law enforcement and EMS public safety agencies at the Marathon Key 911 Center located at the Sheriff's substation in Marathon. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc.

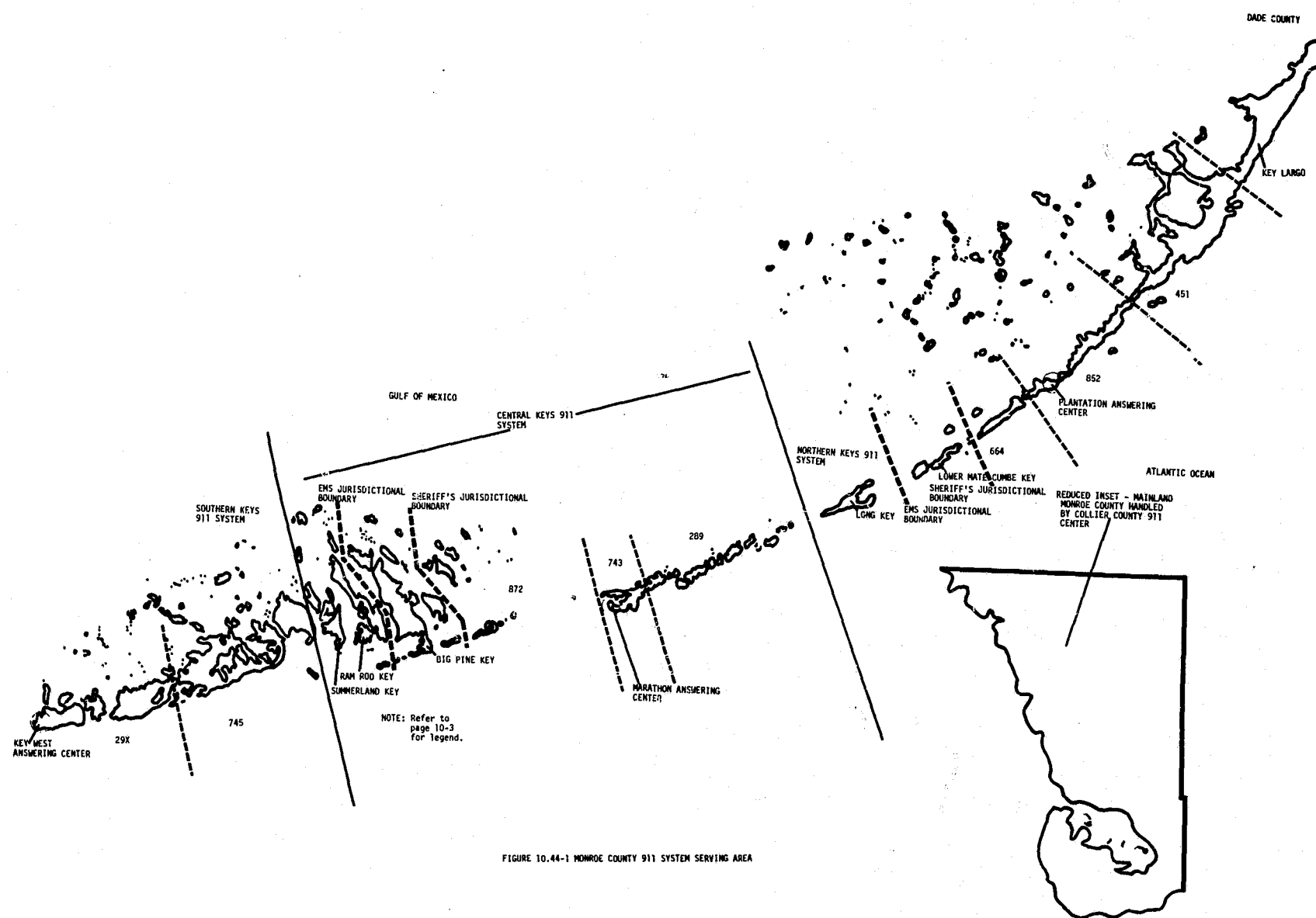


FIGURE 10.44-1 MONROE COUNTY 911 SYSTEM SERVING AREA

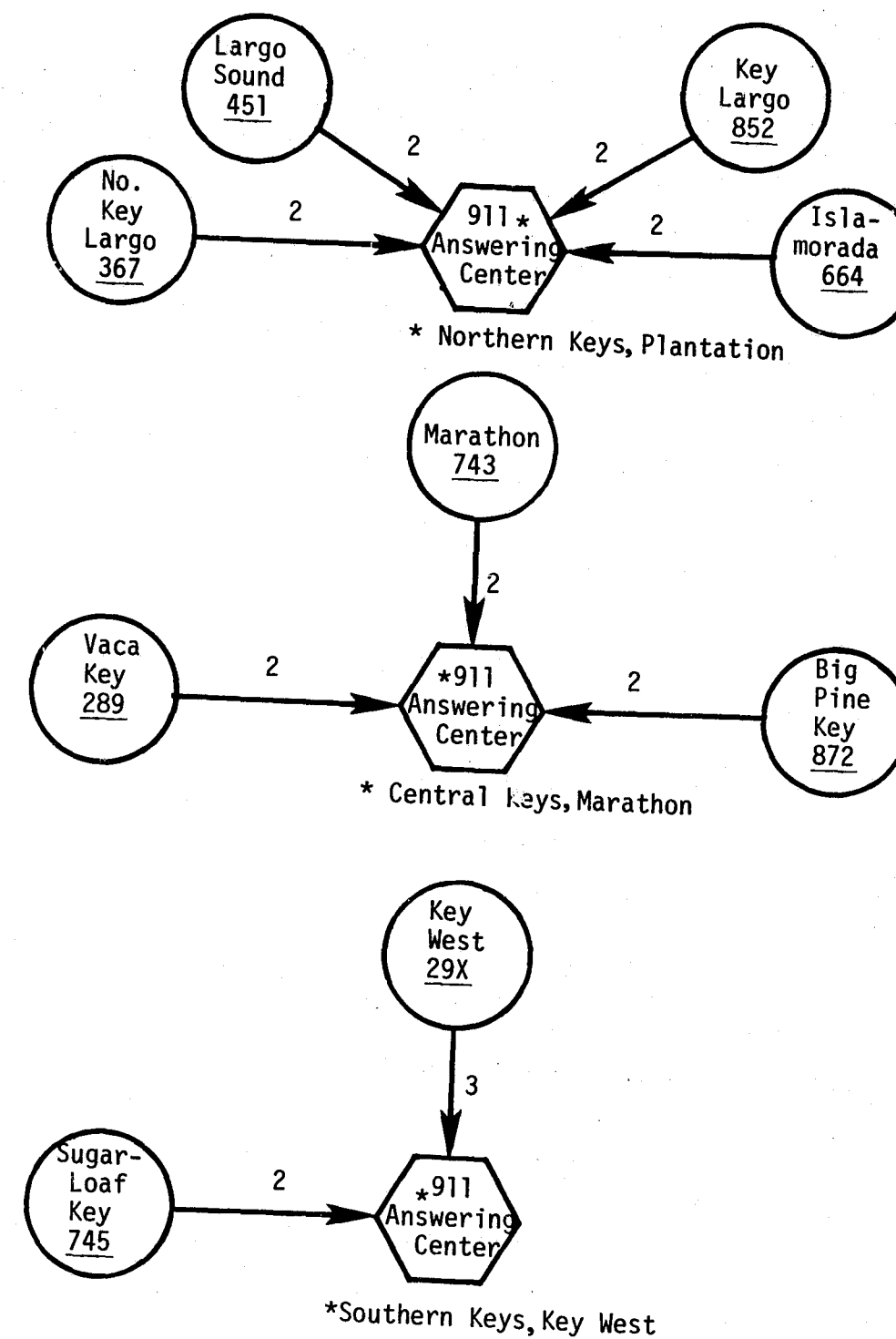


Figure 10.44-2 Monroe County Central Office 911 Trunk Network

10.45 NASSAU COUNTY

10.45.1 System Summary

Nassau County, a low crime, low tourism area in northeast Florida will have a single answering center system serving approximately 33,873 people by system cutover in December, 1979. The 911 center will be operated by the Sheriff's Department and will be located in the Police Administration and Correctional Facility in Yulee, Florida. This center will have direct dispatching for the Sheriff's Department, the Hilliard Police Department, the Callahan Police Department, the Fernandina Beach Police Department and several fire and rescue departments. The system will include three telephone companies, five telephone central office areas, three municipalities and fourteen public safety agencies. A central office overlap from Duval County into Nassau County will require call relays or call transfers from the 911 center in Jacksonville to public safety agencies in Nassau County. Details of the boundary overlaps are shown in Figure 10.45-1. The central office 911 trunk network is shown in Figure 10.45-2.

10.45.2 System Management

The Nassau County 911 System will be operated by the Sheriff's Department under the management of the elected Sheriff of Nassau County. The responsible fiscal agent will be the Nassau County Board of County Commissioners.

The Nassau County 911 System planning was accomplished by the following:

- R. L. King, Chairman, Nassau County 911 Planning Committee
- John F. Armstrong, Chairman, Nassau County Commission
- H. S. McKendrr, Sheriff, Nassau County
- Adam Fisher, Board of County Commissioners
- Francis E. Cox, Fernandina Beach Fire Department
- David F. Harris, Amelia Island Volunteer Fire Department
- Paul E. Duckworth, Nassauville Fire Department
- Ron Davidson, Nassauville Fire Department
- E. F. Fouraker, Bryceville Fire Department & Rescue Service
- Harold Stokes, Bryceville Fire Department & Rescue Service
- Terry Griffin, Communications Consultant, Board of County Commissioners
- L. T. Hailey, Florida Highway Patrol
- H. A. Goodwin, Hilliard Fire Department & Rescue Service

- Joe Mosier, Callahan Fire Department & Rescue Service
- Jack Sikes, Callahan Fire Department & Rescue Service
- Elvin Bowles, Yulee Fire Department & Rescue Service
- Carl Arnold, Southern Bell Telephone Company
- Bruce Barrett, North Florida Telephone Company
- Nancy Rosdeutscher, Southern Bell Telephone Company

10.45.3 System Costs

The costs associated with the implementation and operation of the Nassau County 911 System are listed in Section 7.

10.45.4 Mutual Aid and Interlocal Agreements

10.45.4.1 Mutual Aid Agreements

A mutual aid agreement, endorsed by all public safety agencies in Nassau County and defining the responsibilities of each agency, is required. The areas of potential 911 system operational problems described in Section 2 shall be addressed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

10.45.4.2 Interlocal Agreements

Table 10.45-3 shows the required interlocal agreements for the Nassau County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.45-1

NASSAU COUNTY 911 SYSTEM DEFINITION	
Location	Police Administration and Correctional Facility, Yulee, Florida-Operated by the Sheriff's Department
Population Served	33,873 (December, 1979)
Calls Per 24 Hours	68
Number of Answering Positions	1
Type of Answering Position	Answering/Complaint Writer
Total Staff	4
Additional Staff Due to 911	4
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	2

TABLE 10.45-1

Call Answering Equipment	8 A Key System
Incoming Lines	11
Out Dial Lines	2
FX Lines	1 to Jacksonville

TABLE 10.45-2

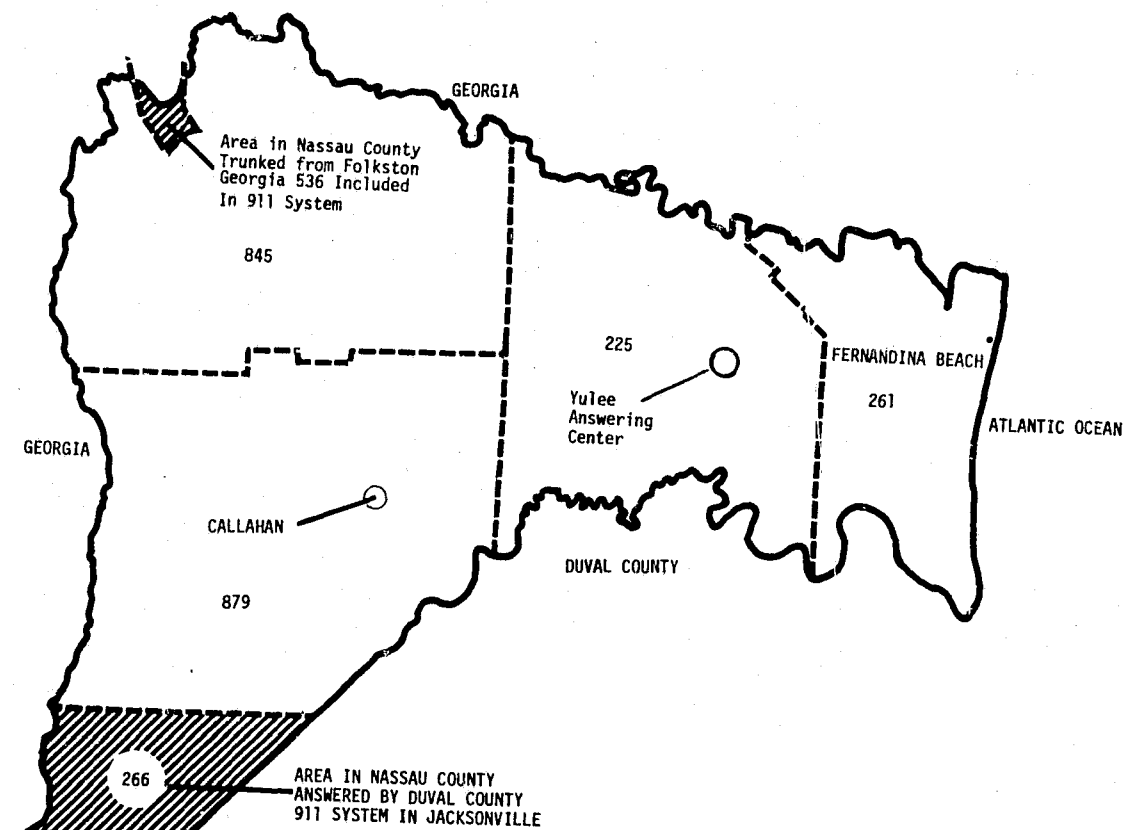
## NASSAU COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<u>Nassau County 911 Center</u>		
Sheriff's Department	Direct Dispatch	Radio
Hilliard Police Department	Direct Dispatch	Radio
Callahan Police Department	Direct Dispatch	Radio
Fernandina Beach Police Department	Direct Dispatch	Radio
Callahan Fire & Rescue	Direct Dispatch	Radio Pagers
Fernandina Beach Fire & Rescue Department	Direct Dispatch	Radio
Yulee Volunteer Fire & Rescue Department	Call Transfer	Out Dial Line
Hilliard Volunteer Fire & Rescue Department	Direct Dispatch	Radio Pagers Out Dial
Bryceville Volunteer Fire Department	Call Transfer	FX Line
Amelia Island Fire & Rescue	Call Transfer	Out Dial Line
Nassauville Volunteer Fire Department	Call Transfer	Out Dial Line
Highway Patrol	Call Transfer	Out Dial FX Line
Civil Defense	Call Transfer	Out Dial Line
Division of Forestry	Call Transfer	Out Dial Line to (800) 342-4719
<u>Duval County 911 Center</u>		
Any Nassau County Public Safety Agency via Nassau County Sheriff's Department	Call Transfer	FX Line

TABLE 10.45-3

## NASSAU COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Nassau County	Consolidated City of Jacksonville- Duval County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Nassau County citizens at the Duval County 911 Center located at the Sheriff's Department in Jacksonville. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Inter-county funding provisions shall be included, as required, for pro rata sharing of 911 costs.



NOTE: Refer to page 10-3 for legend.

Rev. 6-79

FIGURE 10.45-1 NASSAU COUNTY 911 SYSTEM SERVING AREA

10-300

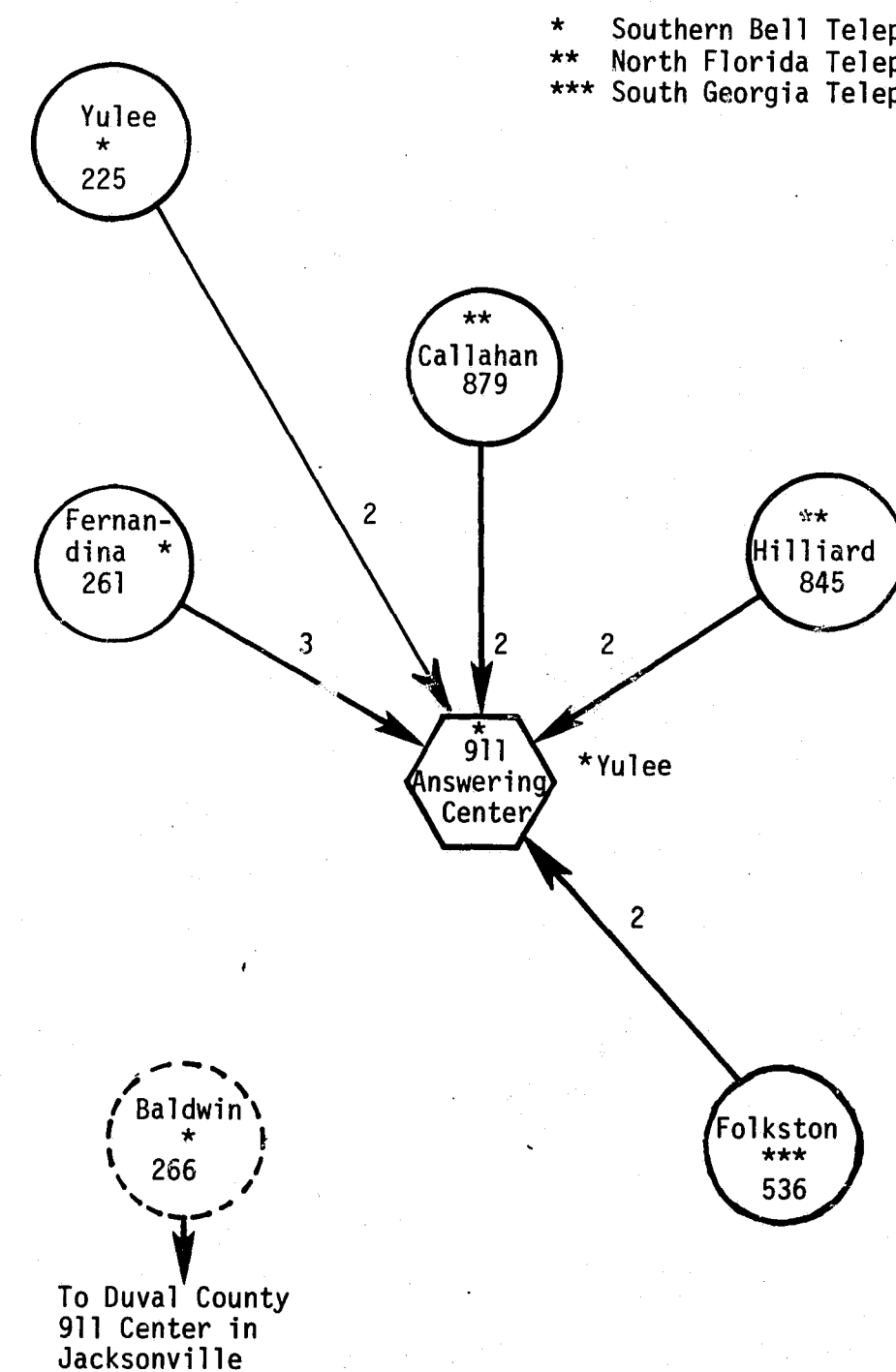


Figure 10.45-2 Nassau County Central Office 911 Trunk Network

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10-301

## 10.46 OKALOOSA COUNTY

### 10.46.1 System Summary

Okaloosa County, a low crime, high tourism area, will be a two center, single county system serving approximately 124,695 people in Okaloosa County and portions of Walton County by system cutover in the quarter ending September, 1977. The north center, located in the Sheriff's communications center in Crestview will direct dispatch calls for the Sheriff's Department. The south center, located in the Sheriff's substation communications center in Shalimar, will direct dispatch calls for the Sheriff's Department and the Shalimar Police Department. The system will include eight telephone central offices, eight municipalities, and over twenty-eight public safety agencies. The system will include one of the 911 telephone service options listed in Section 3; Central Office Identifications, for one of the central offices. Trunks from two tandem networks plus one central office will serve the Okaloosa County 911 System. (See Figure 10.46-2). Dedicated call transfer lines will interconnect the centers with ten of the public safety agencies. The calls from the portion of Walton County served by the Okaloosa County system will be handled by the Okaloosa County South 911 Center and directed to the appropriate agencies. Details of these boundary overlaps are shown in Figure 10.46-2.

### 10.46.2 System Management

The Okaloosa County 911 System will be managed and operated by the Okaloosa County Sheriff's Office. The responsible fiscal agent will be the Board of County Commissioners.

The Okaloosa County 911 System planning was accomplished by the following members of the Okaloosa County 911 Communications Committee:

John Blackburn, Chief, Shalimar Police Department (Chairman)

Tom Nichols, Director, Civil Defense (Co-chairman)

Billy Lee, Chief, Fort Walton Beach Fire Department

Ray Wilson, Sheriff, Okaloosa County

Lomax Donaldson, Chief, Valparaiso Police Department

Tommy Ray, Chief, Ft. Walton Beach Police Department

Dalton Brannon, Chief, Crestview Fire Department

Aubrey Williamson, Chief, Niceville Fire Department

Maurice Sansom, Chief, Shalimar, Ocean City & Wright Fire Departments

George French, Chief, Destin Fire Department

D. F. White, Chief, Crestview Police Department

Calvin Agerton, Chief, Niceville Police Department

Weldon Ivey, Sergeant, Florida Highway Patrol

Charles Niefert, Chief, Valparaiso Fire Department

Travis Hurst, Chief, Mary Esther Fire Department

James Cox, Okaloosa County Ambulance Service (Crestview)

John Nesbitt, District Forester, Florida Division of Forestry (Milton)

### 10.46.3 System Costs

The costs associated with the implementation and operation of the Okaloosa County 911 System are listed in Section 7.

### 10.46.4 Mutual Aid and Interlocal Agreements

#### 10.46.4.1 Mutual Aid Agreement

A mutual aid agreement, endorsed by all of the public safety agencies in the Okaloosa County 911 System, and defining the responsibilities of each agency, is required.

The areas of potential 911 system operational problems described in Section 2 shall be reviewed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

#### 10.46.4.2 Interlocal Agreements

Table 10.46-3 shows the required interlocal agreements for the Okaloosa County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.46-1  
OKALOOSA COUNTY 911 SYSTEM DEFINITION

Crestview 911 Center	
Location	Sheriff's Office, Crestview
Population Served	20,625 (September, 1977)
Calls Per 24 Hours	41
Number of Answering Positions	1
Type of Answering Position	Answering/Complaint Writer/Dispatcher
Total Staff	5
Additional Staff Due to 911	2
Number of Logging Recorders	Use Existing
Number of Instant Playback Recorders	1
Call Answering Equipment	1, Automatic Switchboard

TABLE 10.46-1 Cont.

Number of 911 Trunks	5
Number of Transfer Lines	4
Number of Out-Dial Lines	Use Existing
Number of Tie-Lines	0
Telephone Recorder Connectors	2
<u>Shalimar 911 Center</u>	
Location	Sheriff's Substation, Shalimar
Population Served	104,070 (September, 1977)
Calls Per 24 Hours	229
Number of Answering Positions	2
Type of Answering Position	Answering/ Complaint Writer/ Dispatcher
Total Staff	8
Additional Staff Due to 911	4
Number of Logging Recorders	1, 10-Channel *
Number of Instant Playback Recorders	2
Call Answering Equipment	2, Automatic Switchboard
Number of 911 Trunks	5
Number of Transfer Lines	9
Number of Out-Dial Lines	Use Existing
Number of Tie-Lines	0
Telephone Recorder Connectors	4

\* Being purchased as part of substation relocation program.

TABLE 10.46-2

## OKALOOSA COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<u>Crestview 911 Center</u>		
Crestview Police Department	Call Transfer	2 Lines
Crestview Fire Department	Call Transfer	1 Line
Eglin Auxiliary Field 3 Security	Dial-Out Call Transfer or Call Relay	883-1437
Eglin Auxiliary Field 3 Ambulance Service	Dial-Out Call Transfer or Call Relay	883-1333
Florida Division of Forestry (Coldwater - Milton)	Dial-Out Call Transfer or Call Relay	} 682-2255 (FX)
Baker Volunteer Fire Dept.	Dial-Out Call	
Florida Highway Patrol (Crestview)	Transfer or Call Relay	682-2762 or Intercity Radio

TABLE 10.46-2 Cont.

AGENCY	METHOD	VEHICLE
Laurel Hill Volunteer Fire Department	Dial-Out Call Transfer or Call Relay	1-338-3456
Okaloosa County Sheriff's Office	Direct Dispatch	--
Okaloosa County Ambulance Service (Crestview)	Call Transfer	1 Line
Okaloosa County Civil Defense	Dial-Out Call Transfer or Call Relay	682-2711
<u>Shalimar 911 Center</u>		
Destin Fire Department	Dial-Out Call Transfer or Call Relay	837-6715
Eglin Base Security	Call Transfer	1 Line
Eglin Fire Department (Eglin Housing)	Dial-Out Call Transfer or Call Relay	651-1117
Eglin Hospital Ambulance Service	Dial-Out Call Transfer or Call Relay	882-2333
Florida Division of Forestry (Coldwater Work Center - Milton)	Dial-Out Call Transfer or Call Relay	1-682-2255
Florida Highway Patrol (Crestview)	Dial-Out Call Transfer or Call Relay	243-2412(FX)
Ft. Walton Beach Police Department	Call Transfer	3 Lines
Ft. Walton Beach Fire Department	Call Transfer	1 Line
Hurlburt Field Fire Department (Hurlburt Housing)	Dial-Out Call Transfer or Call Relay	243-0117
Hurlburt Field Ambulance Service	Dial-Out Call Transfer or Call Relay	884-7333
Mary Esther Volunteer Fire Department	Dial-Out Call Transfer or Call Relay	243-7221
Niceville Police Department	Call Transfer	1 Line
Niceville Fire Department	Dial-out Call Transfer or Call Relay	678-4611
Ocean City - Wright Fire Department	Call Transfer	1 Line



TABLE 10.46-2 Cont.

AGENCY	METHOD	VEHICLE
Okaloosa County Sheriff	Direct Dispatch	--
Shalimar Police Department	Direct Dispatch	--
Okaloosa County Ambulance Service (Ft. Walton Beach)	Call Transfer	1 Line
Okaloosa County Ambulance Service (Niceville)	Dial-Out Call	
	Transfer or Call	678-5715
	Relay	
Okaloosa County Civil Defense (Ocean City)	Dial-Out Call	
	Transfer or Call	242-7123
	Relay	
Florosa - Seashore - Wynnhaven	Dial-Out Call	
S. W. Okaloosa County Fire Department	Transfer or Call	581-3456
	Relay	
Seminole Volunteer Fire Department (Fire Chief)	Dial-Out Call	
	Transfer or Call	897-2681
	Relay	
Tri Village - Choctaw Beach Fire Department (Walton Co.)	Dial-Out Call	
	Transfer or Call	897-2222
	Relay	1 Line
Valparaiso Police Department	Call Transfer	
Valparaiso Fire Department	Dial-Out Call	
	Transfer or Call	678-2222
	Relay	
Remaining Walton County Agencies (via Walton County 911 Center)	Dial-out Call	
	Transfer or Call	1-892-5423
	Relay	

TABLE 10.46-3

OKALOOSA COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Walton County	Okaloosa County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Walton County citizens at the Okaloosa County 911 Center located in the city of Shalimar. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

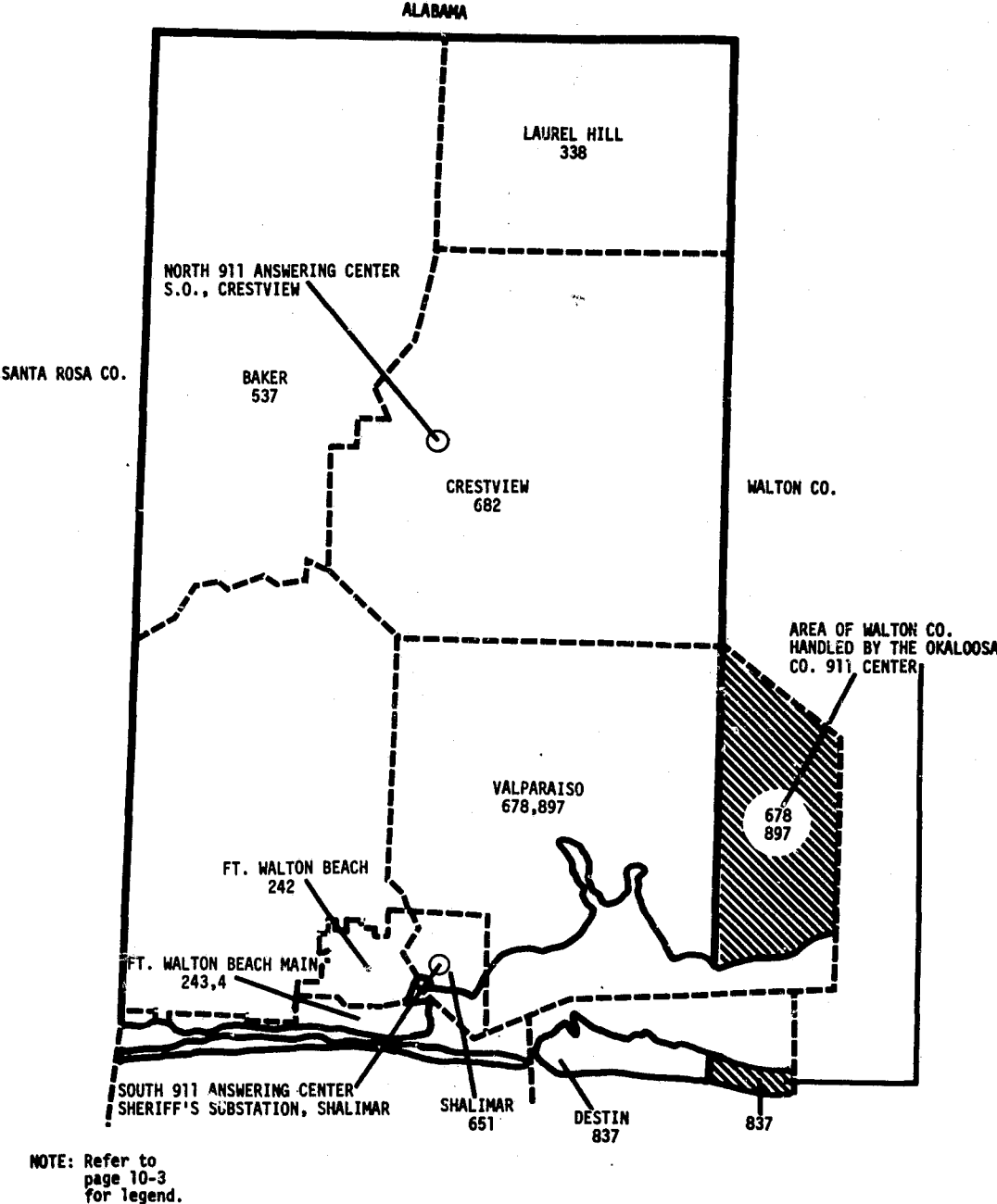


FIGURE 10.46-1 OKALOOSA COUNTY 911 SYSTEM SERVING AREA

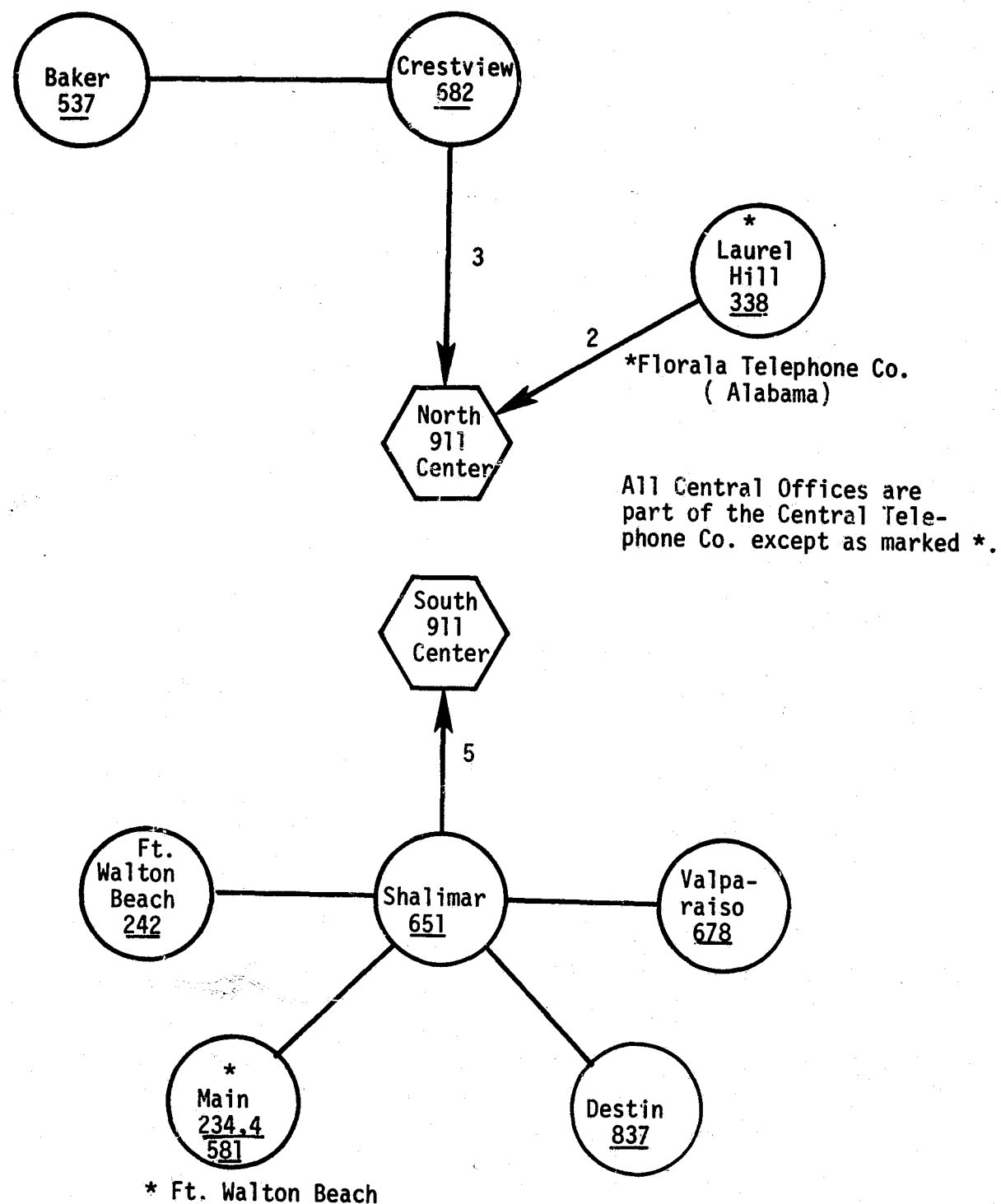


Figure 10.46-2 Okaloosa County Central Office 911 Trunk Network

## 10.47 OKEECHOBEE COUNTY

### 10.47.1 System Summary

Okeechobee County, a low crime, low tourism area located on the northern shore of Lake Okeechobee in south central Florida, has a single answering center system serving approximately 22,000 people. The cutover date was November 1, 1978. The answering center is located at the Sheriff's Department in the city of Okeechobee. This center direct dispatches all Sheriff's Department calls and transfer calls to other safety agencies in the county. The system includes one telephone central office area, one municipality and eight public safety agencies. A telephone office overlap from Okeechobee County into Highlands County, Glades County and St. Lucie County requires call relays from the Okeechobee County 911 center to public safety agencies in those counties. The incoming 911 lines terminated in the Sheriff's 911 Center also appear at the nearby Civil Defense Center, thereby, providing dual capability in the event of a civil defense emergency.

### 10.47.2 System Management

The Okeechobee County 911 System is operated by the Sheriff's Department under the management of the elected Okeechobee County Sheriff. The responsible fiscal agent is the Board of County Commissioners.

The Okeechobee County 911 System planning was accomplished by the following members of the Okeechobee County 911 Action Committee:

Charles W. Harvey, 911 Action Committee Chairman, County Commissioner

Clayton Williams, Sheriff

Dewitt H. Staats, Chief, City of Okeechobee Police Department

Olin Goodwin, Chief, City of Okeechobee Fire Department

Clyde E. Kauffman, Director, Civil Defense

Ivan Beasley, Director, Emergency Medical Services

Earnest Hunt, City of Okeechobee City Council

### 1.47.3 System Costs

The costs associated with the implementation and operation of the Okeechobee County 911 System are shown in Section 7.

### 10.47.4 Mutual Aid and Interlocal Agreements

#### 10.47.4.1 Mutual Aid Agreements

A mutual aid agreement endorsed by all public safety agencies in Okeechobee County defining the responsibilities of each agency is required. The areas of potential 911 system operational problems described in Section 2 shall be

addressed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

#### 1.47.4.2 Interlocal Agreements

Table 10.47-3 shows the required interlocal agreements for the Okeechobee County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.47-1

#### OKEECHOBEE COUNTY 911 SYSTEM DEFINITION

Location	Sheriff's Department, City of Okeechobee
Population Served	22,000
Calls Per 24 Hours	44
Number of Answering Positions	1
Type of Answering Position	Answering, Complaint Writer
Total Staff	5
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	1
Call Answering Equipment	Telepatcher KTS-1700 and Call Director
Incoming Lines	3
Transfer Lines	5

TABLE 10.47-2

#### OKEECHOBEE COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<u>Okeechobee County 911 Center</u>		
Okeechobee County Sheriff's Department	Direct Dispatch	
City of Okeechobee Police Department	Call Transfer	1, Direct Line
Okeechobee County Ambulance Service	Call Transfer	1, Direct Line
City of Okeechobee Fire Department	Call Transfer	1, Direct Line
Division of Forestry	Call Transfer	1, Direct Line
Civil Defense	Call Transfer	1, Direct Line
Highway Patrol, Ft. Pierce	Call Relay	Intercity Radio
Buckhead Ridge FD	Call Relay	763-7200

TABLE 10.47-2 Cont.

Any Highlands County Public Safety Agency via Highlands County Sheriff's Department	Call Relay	Intercity Radio
Any St. Lucie County Public Safety Agency via St. Lucie County Sheriff's Department	Call Relay	Intercity Radio
Any Glades County Public Safety Agency via Glades County Sheriff's Department	Call Relay	Intercity Radio

TABLE 10.47-3

#### OKEECHOBEE COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Okeechobee County	Glades County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Glades County citizens at the Okeechobee County 911 Answering Center located in the city of Okeechobee. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Okeechobee County	Highlands County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Highlands County citizens at the Okeechobee County 911 Answering Center located in the city of Okeechobee. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Okeechobee County	St. Lucie County	An interlocal agreement is required to define the call handling method and routing of each type of call received from St. Lucie County citizens at the Okeechobee County 911 Answering Center located in the city of Okeechobee. The agreement shall be kept current through periodic revisions to reflect changing conditions, Cont.

TABLE 10.47-3 Cont.

Okeechobee County	St. Lucie County	i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding pro- visions shall be included, as required, for pro rata sharing of 911 costs.
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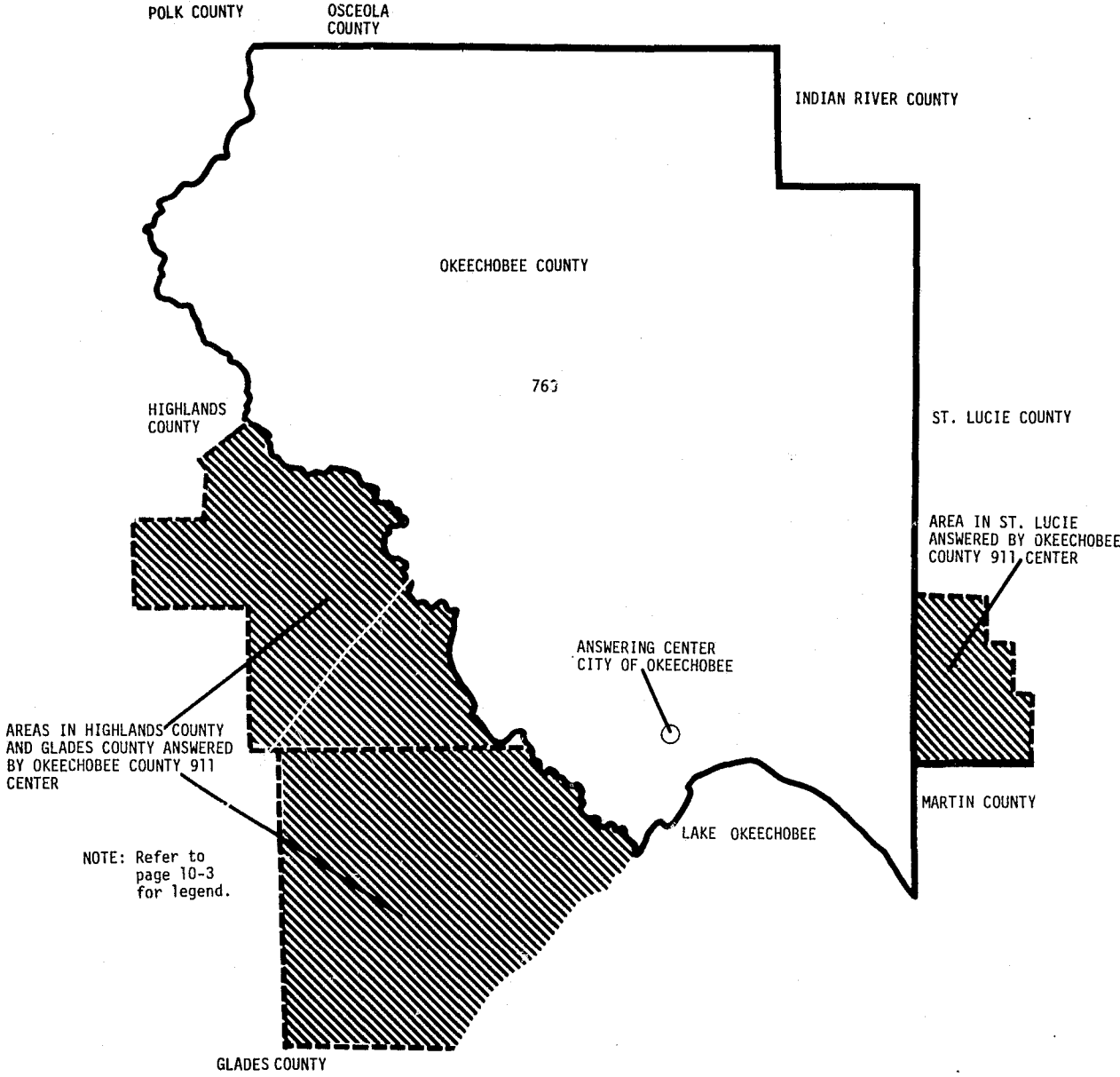


FIGURE 10.47-1 OKEECHOBEE COUNTY 911 SYSTEM SERVING AREA

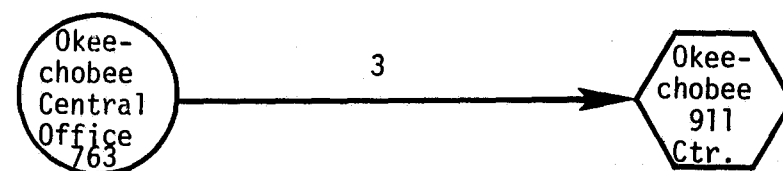


Figure 10.47-2 Okeechobee County Central Office  
911 Trunk Network

## 10.48 ORANGE COUNTY

### 10.48.1 System Summary

Orange County, a high crime, high tourism area, in central Florida, will have a 911 system consisting of nine answering centers. Selective Routing will be used to route each call directly to the 911 center having jurisdiction for the area of the calling party. Automatic Number Identification (ANI) and Automatic Location Identification (ALI) will also be included in the system with displays at each center. In addition, the display will include the designation of the particular fire district where the call originates to expedite transfer of the call to the fire department. The system will include both single button and 7 digit dial transfer or Speed Dialing Code transfer capability. The forced disconnect feature will also be part of the system.

The nine 911 centers will be as follows:

- City of Orlando 911 Center
- City of Winter Park 911 Center
- City of Apopka 911 Center
- City of Eatonville 911 Center
- City of Edgewood 911 Center
- City of Winter Garden 911 Center
- City of Maitland 911 Center
- City of Ocoee 911 Center
- Orange County 911 Center

#### 10.48.1.1 Orlando 911 Center

The City of Orlando will have a 911 center located at the Orlando Police Department serving approximately 147,000 citizens by system cutover in July, 1980. Direct Dispatching will be accomplished at this center for all law enforcement calls. Calls for fire and rescue emergency will be transferred to the Orlando Fire Department. Calls requiring hospital transport will be relayed or transferred by telephone to Herndon Ambulance Service.

#### 10.48.1.2 Winter Park 911 Center

The City of Winter Park will have a 911 center located at the Winter Park Police Department serving approximately 30,000 citizens by system cutover in July, 1980. Direct Dispatching will be accomplished at this center for all law enforcement calls. Calls for fire and rescue emergencies will be transferred to the Winter Park Fire Department. Calls requiring hospital transport will be relayed or transferred by telephone to Herndon Ambulance Service.

#### 10.48.1.3 Apopka 911 Center

The City of Apopka will have a 911 center located at the Apopka Police Department serving approximately 6,700 citizens by system cutover in July, 1980. Direct Dispatching will be accomplished at this center for all law enforcement calls. Calls for fire, rescue, and hospital transport emergencies will be transferred to the Apopka Fire Department.

#### 10.48.1.4 Eatonville 911 Center

The City of Eatonville will have a 911 center located at the Eatonville Police Department serving approximately 2,800 citizens by July, 1980. Direct Dispatching will be accomplished at this center for all law enforcement calls and for fire and rescue emergencies. Calls requiring hospital transport will be relayed or transferred by telephone to Herndon Ambulance Service.

#### 10.48.1.5 Edgewood 911 Center

The City of Edgewood will have a 911 center located at the Edgewood Police Department serving approximately 1,361 citizens by system cutover in July, 1980. Direct Dispatching will be accomplished at this center for all law enforcement calls. Calls for fire and rescue emergencies will be transferred to the Pinecastle Fire Department. Calls requiring hospital transport will be relayed or transferred to Herndon Ambulance Service.

#### 10.48.1.6 Winter Garden 911 Center

The City of Winter Garden will have a 911 center located at the Winter Garden Police Department serving approximately 8,300 citizens by system cutover July, 1980. Direct Dispatching will be accomplished at this center for all law enforcement calls for the cities of Winter Garden and Oakland. Calls for fire and rescue emergencies will be transferred to the Winter Garden Fire Department. Calls requiring hospital transport will be relayed or transferred to the Herndon Ambulance Service.

#### 10.48.1.7 Maitland 911 Center

The City of Maitland will have a 911 center located at the Maitland Police Department serving approximately 10,600 citizens by system cutover in July, 1980. Direct Dispatching will be accomplished at this center for all law enforcement, fire, and rescue emergencies. Calls requiring hospital transport will be relayed or transferred to the Herndon Ambulance Service.

#### 10.48.1.8 Ocoee 911 Center

The City of Ocoee will have a 911 center located at the Ocoee Police Department serving approximately 7,900 citizens by system cutover in July, 1980. Direct Dispatching will be accomplished at this center for all law enforcement, fire, and rescue emergencies within the cities of Ocoee and Windermere. Calls requiring hospital transport will be relayed or transferred to the Herndon Ambulance Service.

#### 10.48.1.9 Orange County 911 Center

The Orange County 911 Center will be located at the Orange County Sheriff's Department in Orlando and will serve approximately 318,428 citizens by system cutover in July, 1980. All law enforcement emergency calls will be direct dispatched at this center. Calls for fire and rescue emergencies will be transferred to Herndon Ambulance Service except as follows: Calls for hospital transport originating in the Zellwood area and in West Orange County will be transferred to the Zellwood Fire Department and the West Orange County Memorial Ambulance Company respectively.

#### 10.48.2 System Management

Each of the city 911 systems referred to in paragraph 10.48.1 will be under the management of the respective Chief of Police. The Orange County 911 System will be under the management of the elected Orange County Sheriff. The responsible fiscal agent will be the Orange County Board of County Commissioners.

The Orange County 911 System planning was accomplished by the following:

James Harris, 911 Advisory Board Chairman, Orange County Administrator

Robert Chewning, Director, Department of Emergency Services

Tom Collins, Chief, Apopka Police Department

Mel Colman, Sheriff, Orange County

Leon Everett, Chief, Pine Hills Fire Department

Charles C. Hall, Medical Doctor

Ralph Jones, Chief, Maitland Police Department

Aubrey O'Pry, Lieutenant, Florida Highway Patrol

#### 10.48.3 System Costs

The costs associated with the implementation and operation of the Orange County 911 System are listed in Section 7.

#### 10.48.4 Mutual Aid and Interlocal Agreements

##### 10.48.4.1 Mutual Aid Agreement

A mutual aid agreement, endorsed by all public safety agencies in Orange County and defining the responsibilities of each agency, is required. The areas of potential 911 system operational problems described in Section 2 shall be addressed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

##### 10.48.4.2 Interlocal Agreements

Table 10.48-3 shows the required interlocal agreements for the Orange County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.48-1

## ORANGE COUNTY 911 SYSTEM DEFINITION

<u>Orlando 911 Center</u>	
Location	Orlando Police Department
Population Served	147,000 (April, 1980)
Calls Per 24 Hours	441
Number of Answering Positions	3
Type of Answering Positions	Answering/Complaint Writer
Total Staff	11
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	3
Call Answering Equipment	ANI/ALI Control & Display Unit
Incoming Lines	5
Transfer Lines	3
Options:	Same as Orange County
<u>Winter Park 911 Center</u>	
Location	Winter Park Police Department
Population Served	30,000 (April, 1980)
Calls Per 24 Hours	90
Number of Answering Positions	2
Type of Answering Positions	Answering/Complaint Writer
Total Staff	8
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	2
Call Answering Equipment	ANI/ALI Control & Display Unit
Incoming Lines	3
Transfer Lines	3
Options:	Same as Orange County

Table 10.48-1 Cont.

<u>Apopka 911 Center</u>	
Location	Apopka Police Department
Population	6,700 (April, 1980)
Calls Per 24 Hours	18
Number of Answering Positions	1
Type of Answering Positions	Answering/Complaint Writer
Total Staff	5
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	1
Call Answering Equipment	ANI/ALI Control & Display Unit
Incoming Lines	2
Transfer Lines	2
Options:	Same as Orange County
<u>Eatonville 911 Center</u>	
Location	Eatonville Police Department
Population Served	2,800 (April, 1980)
Calls Per 24 Hours	9
Number of Answering Positions	1
Type of Answering Positions	Answering/Complaint Writer
Total Staff	5
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	1
Call Answering Equipment	ANI/ALI Control & Display Unit
Incoming Lines	2
Transfer Lines	2
Options:	Same as Orange County
<u>Edgewood 911 Center</u>	
Location	Edgewood Police Department
Population Served	1,361 (April, 1980)
Calls Per 24 Hours	5
Number of Answering Positions	1
Type of Answering Positions	Answering/Complaint Writer
Total Staff	5
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	1
Call Answering Equipment	ANI/ALI Control & Display Unit
Incoming Lines	2
Transfer Lines	2
Options:	Same as Orange County



Table 10.48-1 Cont.

<u>Winter Garden 911 Center</u>	
Location	Winter Garden Police Department
Population Served	8,300 (April, 1980)
Call Per 24 Hours	25
Number of Answering Positions	1
Type of Answering Positions	Answering/Complaint Writer
Total Staff	5
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	1
Call Answering Equipment	ANI/ALI Control & Display Unit
Incoming Lines	2
Transfer Lines	2
Options:	Same as Orange County
<u>Maitland 911 Center</u>	
Location	Maitland Police Department
Population Served	10,600 (April, 1980)
Calls Per 24 Hours	33
Number of Answering Positions	1
Type of Answering Positions	Answering/Complaint Writer
Total Staff	5
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	1
Call Answering Equipment	ANI/ALI Control & Display Unit
Incoming Lines	2
Transfer Lines	2
Options:	Same as Orange County
<u>Ocoee 911 Center</u>	
Location	Ocoee Police Department
Population Served	7,900 (April, 1980)
Calls Per 24 Hours	24
Number of Answering Positions	1
Type of Answering Positions	Answering/Complaint Writer
Total Staff	5
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	1
Call Answering Equipment	ANI/ALI Control & Display Unit
Incoming Lines	2
Transfer Lines	2
Options:	Same as Orange County

Table 10.48-1 Cont.

<u>Orange County 911 Center</u>	
Location	Orange County Sheriff's Department, Orlando
Population Served	318,428 (April, 1980)
Calls Per 24 Hours	955
Number of Answering Positions	3
Type of Answering Positions	Answering/Complaint Writer
Total Staff	11
Additional Staff Due to 911	11
Number of Logging Recorders	1, 15-Channel
Number of Instant Playback Recorders	3
Call Answering Equipment	ANI/ALI Control & Display Unit
Incoming Lines	6
Transfer Lines	6
Options:	Selective Routing, Automatic Number Identification, Automatic Location Identification with Safety Agency Designation, Forced Disconnect, Central Office Transfer

TABLE 10.48-2

## ORANGE COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<u>City of Orlando 911 Center</u>		
Orlando Police Department Orlando Fire & Rescue Department Herndon Ambulance Service	Direct Dispatch Call Transfer Call Relay or Transfer	Radio Central Office Switch Central Office Switch
<u>City of Winter Park 911 Center</u>		
Winter Park Police Department Winter Park Fire & Rescue Department Herndon Ambulance Service	Direct Dispatch  Call Transfer Call Relay or Transfer	Radio  Central Office Switch Central Office Switch

Table 10.48-2 Cont.

AGENCY	METHOD	VEHICLE
<u>City of Apopka 911 Center</u>		
Apopka Police Department Apopka Fire & Rescue Department Including Ambulance	Direct Dispatch	Radio Central Office Switch
<u>City of Eatonville 911 Center</u>		
Eatonville Police Department Eatonville Fire & Rescue Department	Direct Dispatch	Radio
Herndon Ambulance Service	Direct Dispatch Call Relay or Transfer	Radio Radio
<u>City of Edgewood 911 Center</u>		
Edgewood Police Department Pinecastle Fire & Rescue Department	Direct Dispatch	Radio
Herndon Ambulance Service	Call Transfer Call Relay or Transfer	Central Office Switch Central Office Switch
<u>City of Winter Garden 911 Center</u>		
Winter Garden Police Department Winter Garden Fire & Rescue Department	Direct Dispatch	Radio
Herndon Ambulance Service	Call Transfer Call Relay or Transfer	Central Office Switch Central Office Switch
<u>City of Maitland 911 Center</u>		
Maitland Police Department Maitland Fire Department Herndon Ambulance Service	Direct Dispatch Direct Dispatch Call Relay or Transfer	Radio Radio Central Office Switch
<u>City of Ocoee 911 Center</u>		
Ocoee Police Department Windermere Police Department Ocoee Fire Department Herndon Ambulance Service	Direct Dispatch Direct Dispatch Direct Dispatch Call Relay or Transfer	Radio Radio Radio Central Office Switch

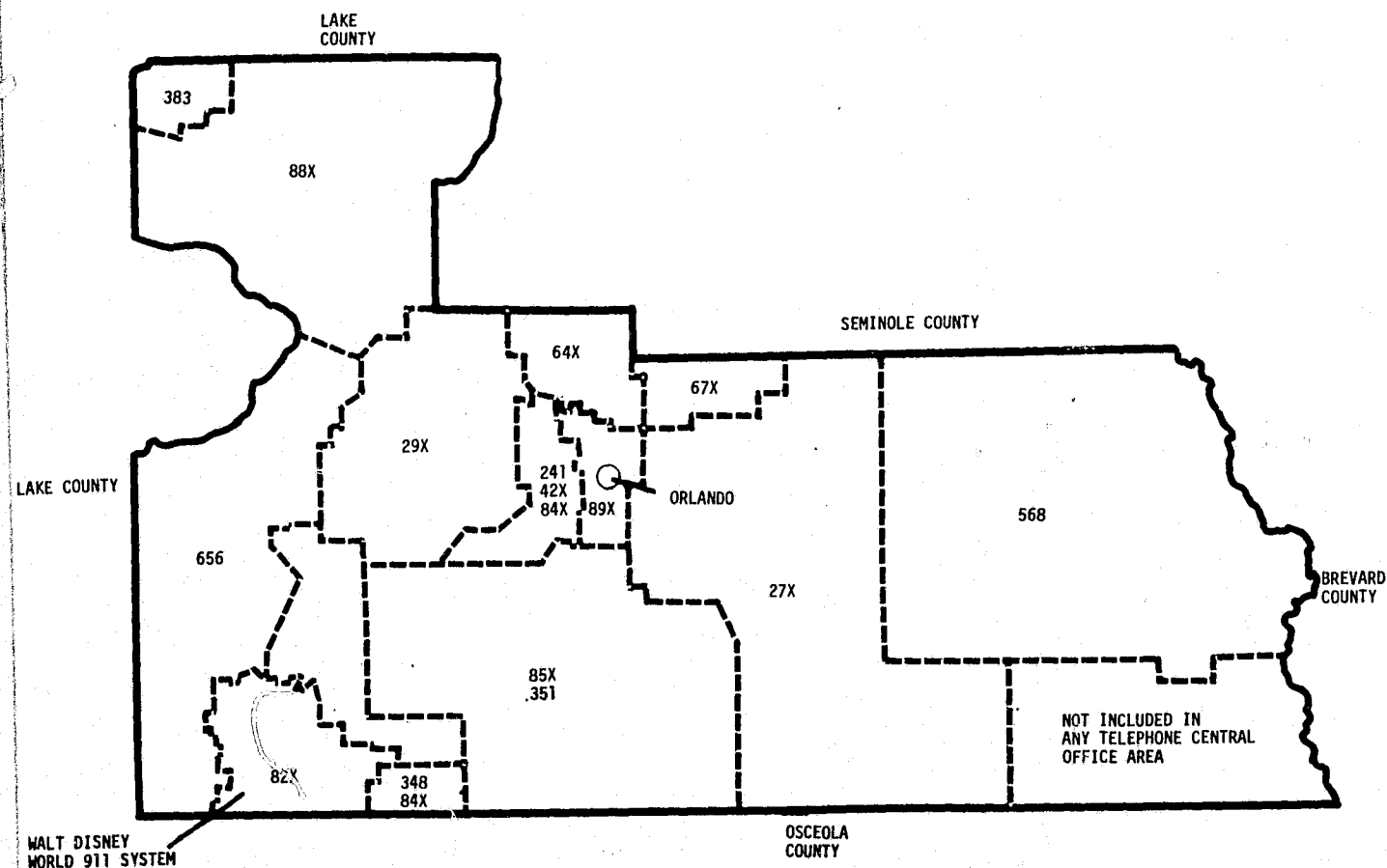
Table 10.48-2 Cont.

AGENCY	METHOD	VEHICLE
<u>Orange County 911 Center</u>		
Sheriff's Department Florida Highway Patrol Zellwood Fire Department Goldenrod/Dommerick Fire Department	Direct Dispatch Call Transfer Call Transfer	Radio Central Office Switch Central Office Switch
Lockhart Killarney Fire Department	Call Transfer	Central Office Switch
Chirstmas Fire Department Holden Heights Fire Department Union Park Fire Department	Call Transfer Call Transfer Call Transfer	Central Office Switch Central Office Switch Central Office Switch
Lake Barton Fire Department Conway Fire Department Pine Hills Fire Department Pinecastle Fire Department Orla Vista Fire Department Taft Fire Department Herndon Ambulance Service	Call Transfer Call Transfer Call Transfer Call Transfer Call Transfer Call Transfer Call Relay or Transfer	Central Office Switch Central Office Switch Central Office Switch Central Office Switch Central Office Switch Central Office Switch Central Office Switch
West Orange Memorial Hospital Ambulance Florida Division of Forestry	Call Transfer Call Transfer	Central Office Switch Central Office Switch

TABLE 10.48-3

ORANGE COUNTY INTERLOCAL AGREEMENTS

PARTIES	SUBJECT
City of Orlando City of Winter Park City of Apopka City of Eatonville City of Edgewood City of Maitland City of Ocoee Orange County	An interlocal agreement is required to define the call handling method and routing of each type of call received by error or design by a given 911 center not having direct jurisdiction for the area involved. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc.



NOTE: Refer to  
page 10-3  
for legend.

FIGURE 10.48-1 ORANGE COUNTY 911 SYSTEM SERVING AREA

Rev. 6-79

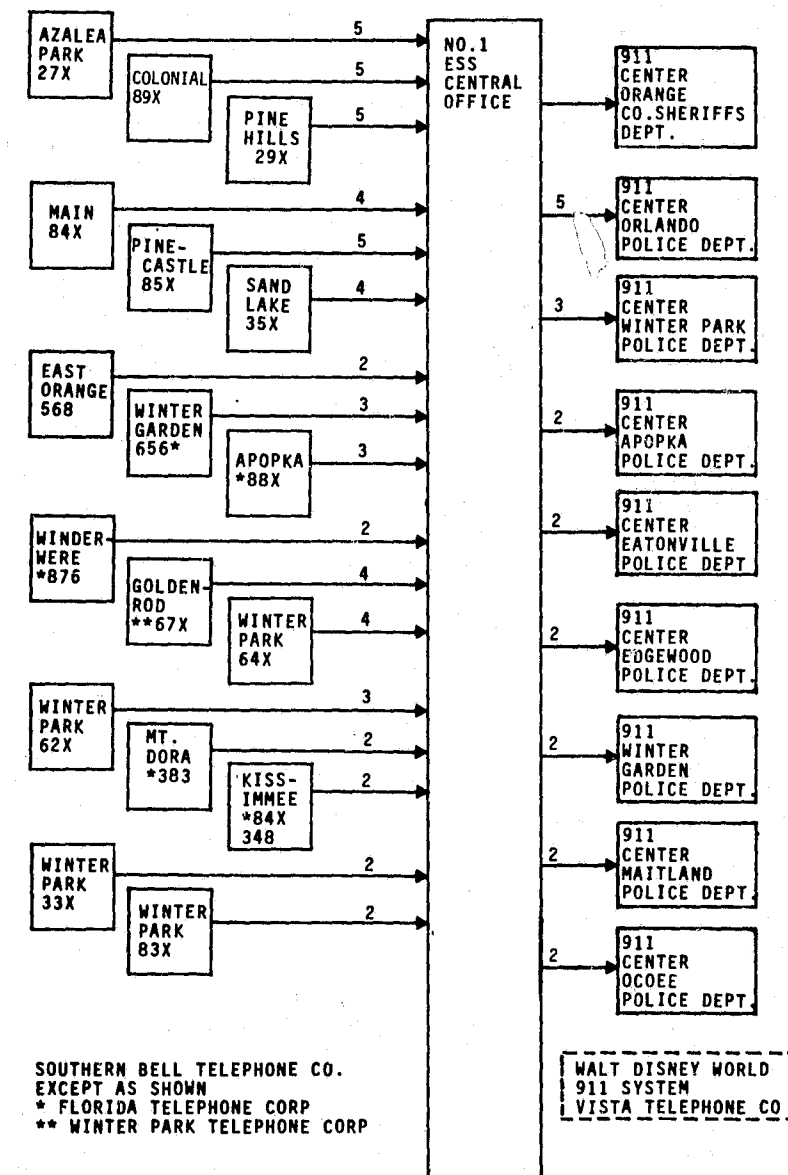


Figure 10.48-2 ORANGE COUNTY CENTRAL OFFICE 911 TRUNK NETWORK

REV. 6-79

## 10.49 OSCEOLA COUNTY

### 10.49.1 System Summary

Osceola County, a low crime, low tourism area in central Florida, will have a single answering center 911 system serving approximately 47,502 people by system cutover in the quarter ending June, 1977. The answering center will be located in the Sheriff's Department in Kissimmee. This center will have direct dispatching for Sheriff's Department calls with calls for the Kissimmee Police Department and St. Cloud Police Department transferred to those agencies. The system will include four telephone central office areas, two municipalities and fourteen public safety agencies. A minor telephone central office overlap from Polk County into Osceola County will require call relays from the Polk County 911 Center in Bartow to public safety agencies in Osceola County. Disney World extends into Osceola County and has a self-contained telephone system and 911 system. The Osceola 911 System will have the Called Party Hold, Forced Disconnect and Idle Trunk Tone options provided by Florida Telephone Company. Details of the boundary overlaps are shown in Figure 10.49-1. The central office 911 trunk network is shown in Figure 10.49-2.

### 10.49.2 System Management

The Osceola County 911 System will be operated by the Osceola County Sheriff's Department under the management of the elected Sheriff of Osceola County. The responsible fiscal agent will be the Board of County Commissioners.

The Osceola County 911 System planning was accomplished by the following:

Clem Tesauro, Chairman, 911 Action Committee; Vice Chairman, Board of County Commissioners

Mark McClain, Osceola County Commissioners

Kayo Murphy, Sheriff, Osceola County

Frank O'Brien, Kissimmee Police Department

Dwight D. Mason, Sergeant, St. Cloud Police Department

A. L. Lawrence, Chief, Kissimmee Fire Department

K. Wheeler, Chief, St. Cloud Fire Department

Mike McClain, Kissimmee Heights Fire Department

Keith Cripe, Chief, Kissimmee Heights Fire Department

Richard P. Baker, Manager, Osceola Ambulance Service

Tom Kessler, Comptroller, Osceola County

Joe Carroll, Osceola County Civil Defense

Don Trippensee, Florida Division of Forestry

R. E. Hisler, Sergeant, Highway Patrol

### 10.49.3 System Costs

The costs associated with the implementation and operation of the Osceola County 911 System are listed in Section 7.

### 10.49.4 Mutual Aid and Interlocal Agreements

#### 10.49.4.1 Mutual Aid Agreements

A mutual aid agreement, endorsed by all public safety agencies in Osceola County and defining the responsibilities of each agency, is required. The areas of potential 911 system operational problems described in Section 2 shall be addressed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

#### 10.49.4.2 Interlocal Agreements

Table 10.49-3 shows the required interlocal agreements for the Osceola County 911 System. Typical interlocal agreements are shown in Appendix 2.2 and 2.3.

TABLE 10.49-1

OSCEOLA COUNTY 911 SYSTEM DEFINITION

Location	Osceola County Sheriff's Department, Kissimmee
Population Served	47,502 (June, 1977)
Calls Per 24 Hours	95
Number of Answering Positions	1
Type of Answering Position	Answering/Complaint Writer
Total Staff	5
Additional Staff Due to 911	2
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorder	1
Call Answering Equipment	PEIX II Key Telephone Dispatch System - 24 Line Capacity Plant Equipment included.
Incoming Lines	9
Transfer Lines	8
Options	Called Party Hold Forced Disconnect Idle Trunk Tone

TABLE 10.49-2  
OSCEOLA COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<u>Osceola County 911 Center</u>		
Sheriff's Department	Direct Dispatch	Radio
Kissimmee Police Department	Call Transfer	2 Direct Lines
St. Cloud Police Department	Call Transfer	1 Direct Line
Kissimmee Fire Department	Call Transfer	1 Direct Line
St. Cloud Fire Department	Call Transfer	1 Direct Line
Kissimmee Heights Volunteer Fire Department	Call Transfer	1 Direct Line
Florida Highway Patrol	Call Transfer	1 Direct Line
Osceola Ambulance Service	Call Transfer	1 Direct Line
Poinciana Volunteer Fire Department	Call Transfer	} Out Dial Line
Intercession City Volunteer Fire Department	Call Transfer	
Campbell City Volunteer Fire Department	Call Transfer	
Lake Cecile Volunteer Fire Department	Call Transfer	
Civil Defense	Call Transfer	
Florida Division of Forestry	Call Transfer	
<u>Polk County 911 Center</u>		
Any Osceola County Public Safety Agency via Osceola County Sheriff's Department	Call Relay	Intercity Radio

TABLE 10.49-3  
OSCEOLA COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Osceola County	Polk County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Osceola County citizens at the Polk County 911 Center located at the Polk County Communications Center in Bartow. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required for pro rata sharing of

TABLE 10.49-3 Cont.

FIRST PARTY	SECOND PARTY	SUBJECT
Osceola County	Orange County	911 costs.  An interlocal agreement is required to define the call handling method and routing of each type of call received from Orange County citizens at the Osceola County 911 Center located at the Sheriff's Department in Kissimmee. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

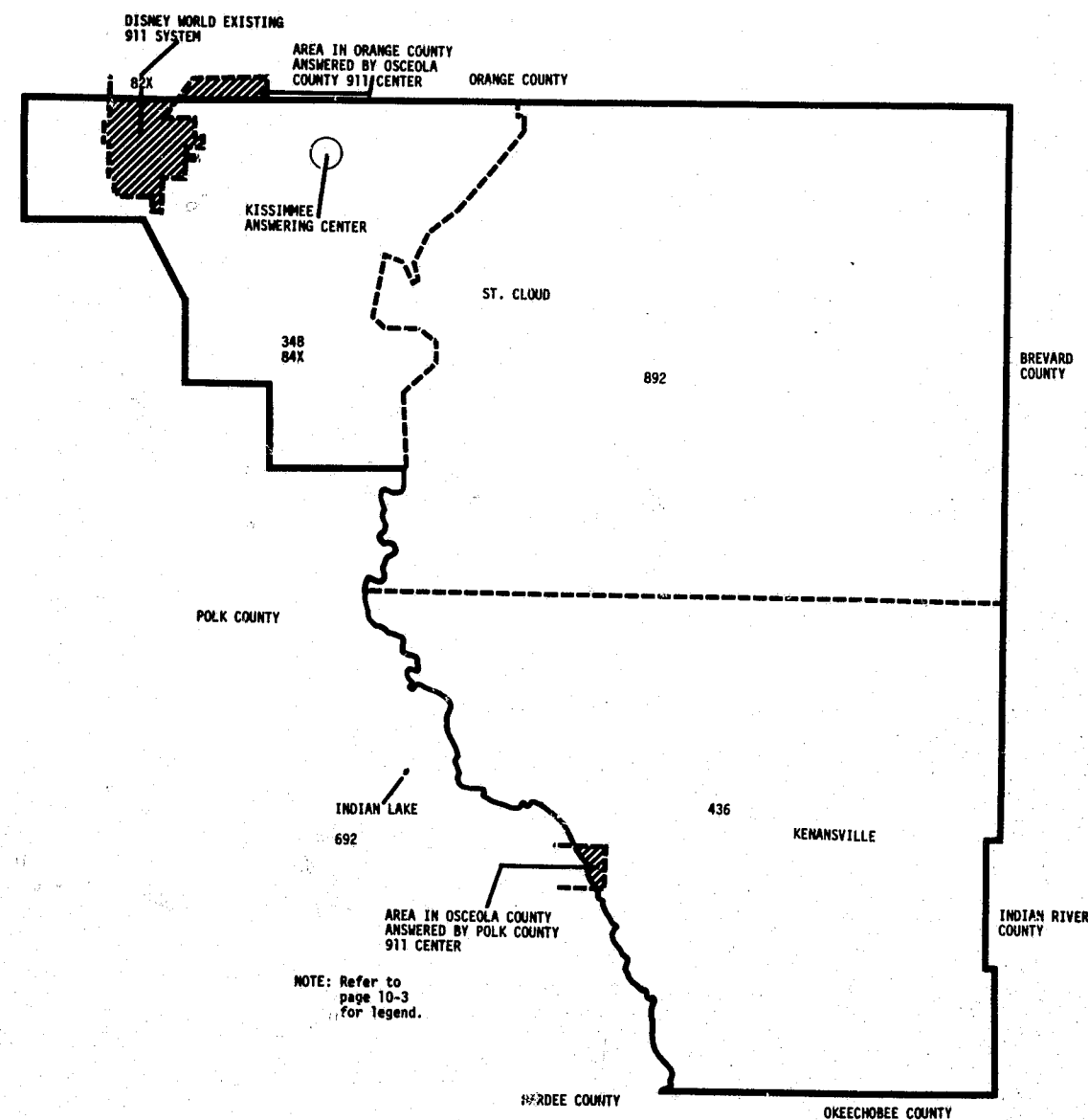


FIGURE 10.49-1 OSCEOLA COUNTY 911 SYSTEM SERVING AREA

Florida Telephone Company except as shown  
 \* General Telephone Company

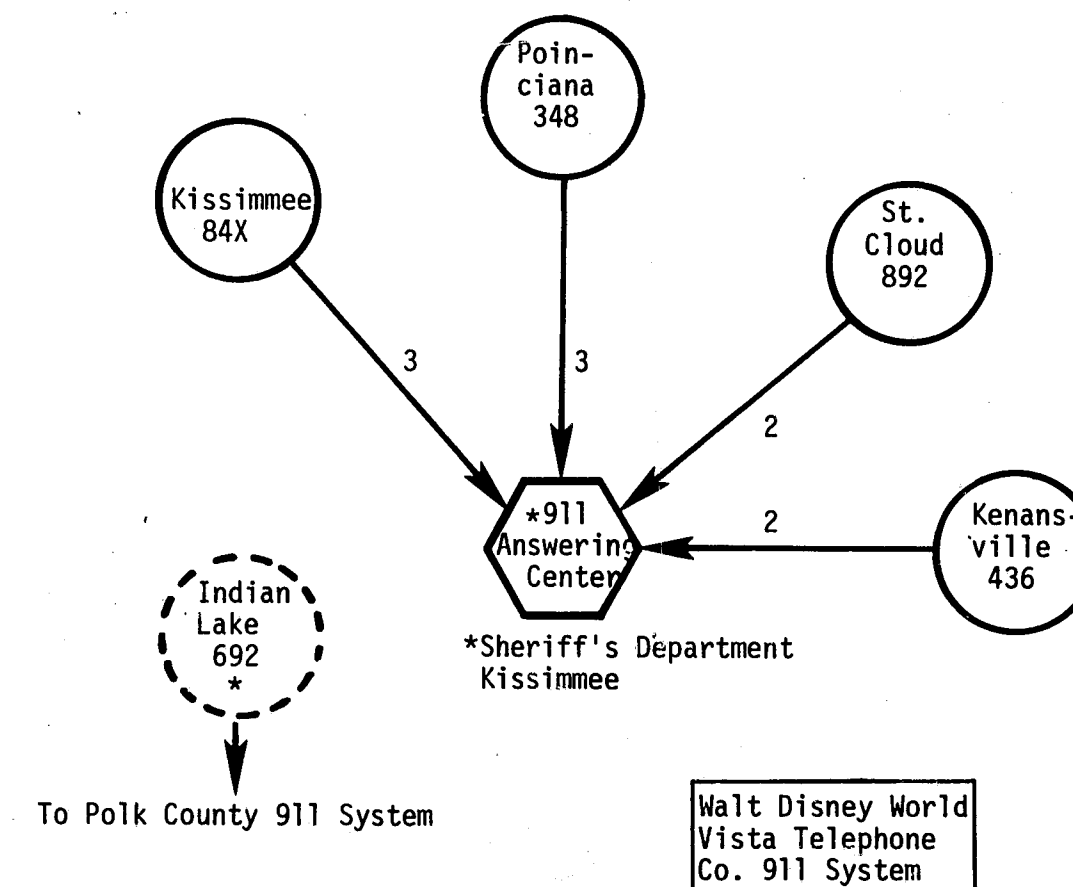


FIGURE 10.49-2 OSCEOLA COUNTY CENTRAL OFFICE 911 TRUNK NETWORK

## 10.50 PALM BEACH COUNTY

### 10.50.1 System Summary\*

Palm Beach County, a high crime, high tourism area on the lower east coast of Florida, will have a 911 system consisting of 18 answering centers. Selective routing will be used to route each call directly to the 911 center having jurisdiction for the area of the calling party. Automatic number identification (ANI) will be available for those individual answering centers which elect to install this feature. The system will include single button and 7 digit dial transfer or speed dialing capability. The forced disconnect feature will also be part of the system.

The 18 answering 911 centers will be as follows:

- (1) Palm Beach County 911 Center
- (2) South County CDC 911 Center
- (3) Atlantis 911 Center
- (4) Belle Glade 911 Center
- (5) Jupiter 911 Center
- (6) Lake Park 911 Center
- (7) Lake Worth 911 Center
- (8) Lantana 911 Center
- (9) North Palm Beach 911 Center
- (10) Ocean Ridge CDC 911 Center
- (11) Pahokee 911 Center
- (12) Palm Beach 911 Center
- (13) Palm Beach Gardens 911 Center
- (14) Palm Springs 911 Center
- (15) Riviera Beach 911 Center
- (16) South Bay 911 Center
- (17) Tequesta 911 Center
- (18) West Palm Beach 911 Center

#### 10.50.1.1 Palm Beach County 911 Center

Palm Beach County will have a 911 center located at the Palm Beach County Sheriff's Department in West Palm Beach and will serve approximately 180,025 citizens. All law enforcement emergency calls including seven municipal police departments as well as the sheriff's department, will be direct dispatched at this center. Calls for fire and rescue emergencies will be transferred to the fire department or the EMS dispatch point having jurisdiction in the area of the caller.

#### 10.50.1.2 South County Cooperative Dispatch 911 Center

A 911 answering center will be installed at the South County Cooperative Dispatch Center in Boca Raton serving approximately 112,029 citizens. All law enforcement emergency calls will be direct dispatched at this center for the five municipalities of Boca Raton, Boynton Beach, Delray Beach, Highland Beach

\*At time of publication, the Palm Beach County Plan was not finalized. The plan shown herein may differ slightly from the operational configuration.

and Gulf Stream. Calls for fire and rescue emergencies will be transferred to the fire department of EMS dispatch point having jurisdiction in the area of the caller.

#### 10.50.1.3 Atlantis 911 Center

The city of Atlantis will have a 911 center located at the Trail Park Fire District headquarters serving approximately 960 citizens. Direct dispatching will be accomplished at this center for all law enforcement, fire and rescue emergencies originating within the city limits. No calls will be transferred.

#### 10.50.1.4 Belle Glade 911 Center

The city of Belle Glade will have a 911 center located at the Belle Glade Police Department serving approximately 16,906 citizens. Direct dispatching will be accomplished at this center for all law enforcement calls originating within the city limits. Calls for fire and rescue emergencies will be transferred to the Belle Glade Fire Department.

#### 10.50.1.5 Jupiter 911 Center

The city of Jupiter will have a 911 center located at the Jupiter Police Department serving approximately 7,143 citizens. Direct dispatching will be accomplished at this center for all law enforcement calls originating within the city limits. Calls for fire emergencies will be transferred to the Jupiter Fire Control District Dispatch Center. Calls for EMS emergencies will be transferred to the EMS dispatch center in West Palm Beach.

#### 10.50.1.6 Lake Park 911 Center

The city of Lake Park will have a 911 answering center located at the Lake Park Police Department serving approximately 8,520 citizens. Direct dispatching will be accomplished at this center for all law enforcement calls and fire emergency calls originating within the city limits. Calls for EMS emergencies will be transferred to the EMS dispatch center in West Palm Beach.

#### 10.50.1.7 Lake Worth 911 Center

The city of Lake Worth will have a 911 center located at the Lake Worth Police Department serving approximately 27,340 citizens. Direct dispatching will be accomplished at this center for all law enforcement calls originating within the city limits. Calls for fire and rescue emergencies will be transferred to the Lake Worth Fire Department.

#### 10.50.1.8 Lantana 911 Center

The city of Lantana will have a 911 center located at the Lantana Police Department serving approximately 7,768 citizens. Direct dispatching will be accomplished at this center for all law enforcement calls originating within the city limits. Calls for fire and rescue will be transferred to the Lantana Fire Department.

#### 10.50.1.9 North Palm Beach 911 Center



The city of North Palm Beach will have a 911 center located at the North Palm Beach Police Department serving approximately 12,482 citizens. Direct dispatching will be accomplished at this center for all law enforcement, fire and EMS emergency calls.

#### 10.50.1.10 Ocean Ridge 911 Center

The city of Ocean Ridge will have a 911 center located at the Ocean Ridge Police Department serving approximately 1,243 citizens. Direct dispatching will be accomplished at this center for all law enforcement, fire and EMS emergency calls.

#### 10.50.1.11 Pahokee 911 Center

The city of Pahokee will have a 911 center located at the Pahokee Police Department serving approximately 6,142 citizens. Direct dispatching will be accomplished at this center for all law enforcement, fire and EMS emergency calls.

#### 10.50.1.12 Palm Beach 911 Center

The city of Palm Beach will have a 911 center located at the Palm Beach Police Department serving approximately 9,809 citizens. Direct dispatching will be accomplished at this center for all law enforcement calls originating within the city limits. Calls for fire and EMS emergencies will be transferred to the Palm Beach Fire Department.

#### 10.50.1.13 Palm Beach Gardens 911 Center

The city of Palm Beach Gardens will have a 911 center located at the Palm Beach Gardens Police Department serving approximately 9,387 citizens. Calls for fire emergencies will be transferred to the Palm Beach Gardens Fire Department and calls for EMS emergencies will be transferred to the EMS dispatch center in West Palm Beach.

#### 10.50.1.14 Palm Springs 911 Center

The city of Palm Springs will have a 911 center located at the Palm Springs Police Department serving approximately 8,340 citizens. All emergency calls for law enforcement and fire service will be direct dispatched at this center. Calls for EMS emergencies will be transferred to the EMS dispatch center in West Palm Beach.

#### 10.50.1.15 Riviera Beach 911 Center

The city of Riviera Beach will have a 911 center located at the Riviera Beach Police Department serving approximately 27,385 citizens. Direct dispatching will be accomplished at the center for all law enforcement calls originating within the city limits. All calls for fire and EMS emergencies will be transferred to the Riviera Beach Fire Department.

#### 10.50.1.16 South Bay 911 Center

The city of South Bay will have a 911 center located at the South Bay Police Department serving approximately 3,454 citizens. All law enforcement and fire emergency calls will be direct dispatched at this center. Calls for EMS emergencies will be transferred to a private ambulance service serving the city.

#### 10.50.1.17 Tequesta 911 Center

The city of Tequesta will have a 911 center located at the Tequesta Police Department serving approximately 4,251 citizens. Direct dispatching will be accomplished at this center for all law enforcement calls for the Tequesta Police Department and Jupiter Inlet Police Department. Calls for fire emergencies will be transferred to the Jupiter Fire Control District Dispatch Center. EMS emergency calls will be transferred to the EMS dispatch center in West Palm Beach.

#### 10.50.1.18 West Palm Beach 911 Center

The city of West Palm Beach will have a 911 center located at the West Palm Beach Police Department serving approximately 61,566 citizens. Direct dispatching will be accomplished at this center for all law enforcement calls and for all EMS calls. Calls for fire emergencies will be transferred to the West Palm Beach Fire Department.

#### 10.50.2 System Management

Each of the city 911 systems referred to in paragraph 10.50.1 will be under the management of the respective Chief of Police except for the city of Atlantis which will be under the management of the Chief of the Trail Park Fire District. The Palm Beach County 911 system will be under the management of the elected Palm Beach County Sheriff. The responsible fiscal agent will be the Palm Beach County Board of County Commissioners.

##### 10.50.2.1 System Planning

The Palm Beach County planning effort was accomplished by the following:

John Duvall, Department of Criminal Justice

Doug Dickenson, Emergency Communications Division

Paul Milelli, Emergency Medical Division

John Rothfuss, Central Communications

##### 10.50.3 System Costs

The cost associated with the implementation and operation of the Palm Beach County 911 System are listed in Section 7.

##### 10.50.4 Mutal Aid and Interlocal Agreements

###### 10.50.4.1 Mutual Aid Agreement

A mutual aid agreement, endorsed by all public safety agencies in Palm Beach County and defining the responsibilities of each agency, is required. The areas of potential 911 system operational problems described in Section 2 shall be addressed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

#### 10.50.4.2 Interlocal Agreements

There are no central office overlaps with other counties. Therefore, no inter-local agreements are required.

TABLE 10.50-1

#### PALM BEACH COUNTY 911 SYSTEM DEFINITION

<u>PALM BEACH COUNTY 911 CENTER</u>	
Location	Sheriff's Department, West Palm Beach
Population Served	180,025
Calls Per 24 Hours	540
Number of Answering Positions	4
Type of Answering Position	Answering, Complaint Writer
Total Staff	15
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10 Channel
Number of Instant Playback Recorders	4
Call Answering Equipment	To Be Determined
Incoming Lines	6
Transfer Lines	11
Options:	Selective Routing. Others to be Determined.
<u>SOUTH COUNTY COOPERATIVE DISPATCH 911 CENTER</u>	
Location	South County CDC, Boca Raton
Population Served	112,029
Calls Per 24 Hours	336
Number of Answering Positions	3
Type of Answering Position	Answering, Complaint Writer
Total Staff	11
Additional Staff Due to 911	0
Number of Logging Recorders	1
Number of Instant Playback Recorders	3
Call Answering Equipment	To Be Determined
Incoming Lines	5
Transfer Lines	6
Options:	Selective Routing. Others to be Determined.

TABLE 10.50-1

## PALM BEACH COUNTY 911 SYSTEM DEFINITION

<u>ATLANTIS 911 CENTER</u>	
Location	Atlantis Police Department
Population Served	960
Calls Per 24 Hours	30
Number of Answering Positions	1
Type of Answering Position	Answering, Complaint Writer
Total Staff	5
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10 Channel
Number of Instant Playback Recorders	1
Call Answering Equipment	To Be Determined
Incoming Lines	2
Transfer Lines	0
Options:	Selective Routing. Others to be Determined.
<u>BELLE GLADE 911 CENTER</u>	
Location	Belle Glade Police Department
Population Served	16,906
Calls Per 24 Hours	51
Number of Answering Positions	1
Type of Answering Position	Answering, Complaint Writer
Total Staff	5
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10 Channel
Number of Instant Playback Recorders	1
Call Answering Equipment	To Be Determined
Incoming Lines	2
Transfer Lines	0
Options:	Selective Routing. Others to be Determined.

TABLE 10.50-1

## PALM BEACH COUNTY 911 SYSTEM DEFINITION

<u>JUPITER 911 CENTER</u>	
Location	Jupiter Police Department
Population Served	7,143
Calls Per 24 Hours	21
Number of Answering Positions	1
Type of Answering Position	Answering, Complaint Writer
Total Staff	5
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10 Channel
Number of Instant Playback Recorders	1
Call Answering Equipment	To Be Determined
Incoming Lines	2
Transfer Lines	2
Options:	Selective Routing. Others to be Determined.
<u>LAKE PARK 911 CENTER</u>	
Location	Lake Park Police Department
Population Served	8,520
Calls Per 24 Hours	27
Number of Answering Positions	1
Type of Answering Position	Answering, Complaint Writer
Total Staff	5
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10 Channel
Number of Instant Playback Recorders	1
Call Answering Equipment	To Be Determined
Incoming Lines	2
Transfer Lines	1
Options:	Selective Routing. Others to be Determined.

TABLE 10.50-1

## PALM BEACH COUNTY 911 SYSTEM DEFINITION

<u>LAKE WORTH 911 CENTER</u>	
Location	Lake Worth Police Department
Population Served	27,340
Calls Per 24 Hours	82
Number of Answering Positions	1
Type of Answering Position	Answering, Complaint Writer
Total Staff	5
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10 Channel
Number of Playback Recorders	1
Call Answering Equipment	To Be Determined
Incoming Lines	3
Transfer Lines	1
Options:	Selective Routing. Others to be Determined.
<u>LANTANA 911 CENTER</u>	
Location	Lantana Police Department
Population Served	12,482
Calls Per 24 Hours	37
Number of Answering Positions	1
Type of Answering Position	Answering, Complaint Writer
Total Staff	5
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10 Channel
Number of Instant Playback Recorders	1
Call Answering Equipment	To Be Determined
Incoming Lines	2
Transfer Lines	2
Options:	Selective Routing. Others to be Determined.

TABLE 10.50-1

## PALM BEACH COUNTY 911 SYSTEM DEFINITION

<u>NORTH PALM BEACH 911 CENTER</u>	
Location	North Palm Beach Police Department
Population Served	12,482
Calls Per 24 Hours	37
Number of Answering Positions	1
Type of Answering Position	Answering, Complaint Writer
Total Staff	5
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10 Channel
Number of Instant Playback Recorders	1
Call Answering Equipment	To Be Determined
Incoming Lines	2
Transfer Lines	0
Options:	Selective Routing. Others to be Determined.
<u>OCEAN RIDGE 911 CENTER</u>	
Population	Ocean Ridge Police Department
Population Served	6,142
Calls Per 24 Hours	18
Number of Answering Positions	1
Type of Answering Position	Answering, Complaint Writer
Total Staff	5
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10 Channel
Number of Instant Playback Recorders	1
Call Answering Equipment	To Be Determined
Incoming Lines	2
Transfer Lines	0
Options:	Selective Routing. Others to be Determined.

TABLE 10.50-1  
PALM BEACH COUNTY 911 SYSTEM DEFINITION

<u>PAHOKEE 911 CENTER</u>	
Location	Pahokee Police Department
Population Served	6,142
Calls Per 24 Hours	18
Number of Answering Positions	1
Type of Answering Position	Answering, Complaint Writer
Total Staff	5
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10 Channel
Number of Instant Playback Recorders	1
Call Answering Equipment	To Be Determined
Incoming Lines	2
Transfer Lines	0
Options:	Selective Routing. Others to be Determined.
<u>PALM BEACH 911 CENTER</u>	
Location	Palm Beach Police Department
Population Served	9,908
Calls Per 24 Hours	39
Number of Answering Positions	1
Type of Answering Position	Answering, Complaint Writer
Total Staff	5
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10 Channel
Number of Instant Playback Recorders	1
Call Answering Equipment	To Be Determined
Incoming Lines	2
Transfer Lines	1
Options:	Selective Routing. Others to be Determined.

TABLE 10.50-1  
PALM BEACH COUNTY 911 SYSTEM DEFINITION

<u>PALM BEACH GARDENS 911 CENTER</u>	
Location	Palm Beach Gardens Police Department
Population Served	9,387
Calls Per 24 Hours	30
Number of Answering Positions	1
Type of Answering Position	Answering, Complaint Writer
Total Staff	5
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10 Channel
Number of Instant Playback Recorders	1
Call Answering Equipment	To Be Determined
Incoming Lines	2
Transfer Lines	2
Options:	Selective Routing. Others to be Determined.
<u>PALM SPRINGS 911 CENTER</u>	
Location	Palm Springs Police Department
Population Served	8,340
Calls Per 24 Hours	25
Number of Answering Positions	1
Type of Answering Position	Answering, Complaint Writer
Total Staff	5
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10 Channel
Number of Instant Playback Recorders	1
Call Answering Equipment	To Be Determined
Incoming Lines	2
Transfer Lines	1
Options:	Selective Routing. Others to be Determined.

TABLE 10.50-1

## PALM BEACH COUNTY 911 SYSTEM DEFINITION

<u>RIVIERA BEACH 911 CENTER</u>	
Location	Riviera Beach Police Department
Population Served	27,385
Calls Per 24 Hours	82
Number of Answering Positions	1
Type of Answering Position	Answering, Complaint Writer
Total Staff	5
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10 Channel
Number of Instant Playback Recorders	1
Call Answering Equipment	To Be Determined
Incoming Lines	3
Transfer Lines	1
Options:	Selective Routing. Others to be Determined.
 <u>SOUTH BAY 911 CENTER</u>	
Location	South Bay Police Department
Population Served	3,454
Calls Per 24 Hours	10
Number of Answering Positions	1
Type of Answering Position	Answering Complaint Writer
Total Staff	5
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10 Channel
Number of Instant Playback Recorders	1
Call Answering Equipment	To Be Determined
Incoming Lines	2
Transfer Lines	1
Options:	Selective Routing. Others to be Determined.

TABLE 10.50-1

## PALM BEACH COUNTY 911 SYSTEM DEFINITION

<u>TEQUESTA 911 CENTER</u>	
Location	Tequesta Police Department
Population Served	4,251
Calls Per 24 Hours	9
Number of Answering Positions	1
Type of Answering Position	Answering, Complaint Writer
Total Staff	5
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10 Channel
Number of Instant Playback Recorders	1
Call Answering Equipment	To Be Determined
Incoming Lines	2
Transfer Lines	2
Options:	Selective Routing. Others to be Determined.
 <u>WEST PALM BEACH 911 CENTER</u>	
Location	West Palm Beach Police Department
Population Served	61,566
Calls Per 24 Hours	186
Number of Answering Positions	2
Type of Answering Position	Answering, Complaint Writer
Total Staff	8
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10 Channel
Number of Instant Playback Recorders	2
Call Answering Equipment	To Be Determined
Incoming Lines	4
Transfer Lines	1
Options:	Selective Routing. Others to be Determined.

TABLE 10.50-2  
PALM BEACH COUNTY CALL HANDLING

<u>AGENCY</u>	<u>METHOD</u>	<u>VEHICLE</u>
<u>PALM BEACH COUNTY 911 CENTER</u>		
Sheriff's Department	Direct Dispatch	Radio
Green Acres City Police Department	Direct Dispatch	Radio
Hypoluxo Police Department	Direct Dispatch	Radio
Lake Clarke Shores Police Department	Direct Dispatch	Radio
Mangonia Park Police Department	Direct Dispatch	Radio
Palm Beach Shores Police Department	Direct Dispatch	Radio
Royal Palm Beach Police Department	Direct Dispatch	Radio
Juno Beach Police Department	Direct Dispatch	Radio
Jupiter Fire Control District	Call Transfer	To Be Determined
Old Dixie Fire Control District #2	Call Transfer	To Be Determined
Juno Fire Control District #3	Call Transfer	To Be Determined
Military Fire Control District #4	Call Transfer	To Be Determined
Southwest Fire Control District #6	Call Transfer	To Be Determined
Trail Park Fire Center District #7	Call Transfer	To Be Determined
Reservation Fire Control District #8	Call Transfer	To Be Determined
Del Trail Fire Control District #9	Call Transfer	To Be Determined
Westside Fire Department	Call Transfer	To Be Determined
Canal Point Fire Department	Call Transfer	To Be Determined
EMS Dispatch - West Palm Beach	Call Transfer	To Be Determined

TABLE 10.50-2  
PALM BEACH COUNTY CALL HANDLING

<u>AGENCY</u>	<u>METHOD</u>	<u>VEHICLE</u>
<u>SOUTH COUNTY CDC 911 CENTER - BOCA RATON</u>		
Boca Raton Police Department	Direct Dispatch	Radio
Boynton Beach Police Department	Direct Dispatch	Radio
Delray Beach Police Department	Direct Dispatch	Radio
Highland Beach Police Department	Direct Dispatch	Radio
Gulf Stream Police Department	Direct Dispatch	Radio
Boca Raton Fire Department	Call Transfer	To Be Determined
Boynton Beach Fire Department	Call Transfer	To Be Determined
Delray Beach Fire Department	Call Transfer	To Be Determined
Del Trail Fire Control District	Call Transfer	To Be Determined
Ocean Ridge Cooperative Dispatch Center (For Gulf Stream Fire)	Call Transfer	To Be Determined
AA Ambulance Service	Call Transfer	To Be Determined
EMS Dispatch, West Palm Beach (For Gulf Stream EMS)	Call Transfer	To Be Determined



TABLE 10.50-2  
PALM BEACH COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<u>ATLANTIS 911 CENTER</u>		
Atlantis Police Department	Direct Dispatch	Radio
Atlantis Fire And Rescue Department	Direct Dispatch	Radio
<u>BELLE GLADE 911 CENTER</u>		
Belle Glade Police Department	Direct Dispatch	Radio
Belle Glade Fire And Rescue Department	Call Transfer	To Be Determined
<u>JUPITER 911 CENTER</u>		
Jupiter Police Department	Direct Dispatch	Radio
Jupiter Fire Control District #1	Call Transfer	To Be Determined
EMS Dispatch - West Palm Beach	Call Transfer	To Be Determined
<u>LAKE PARK 911 CENTER</u>		
Lake Park Police Department	Direct Dispatch	Radio
Lake Park Fire Department	Direct Dispatch	Radio
EMS Dispatch - West Palm Beach	Call Transfer	To Be Determined
<u>LAKE WORTH 911 CENTER</u>		
Lake Worth Police Department	Direct Dispatch	Radio
Lake Worth Fire And Rescue Department	Call Transfer	To Be Determined

TABLE 10.50-2  
PALM BEACH COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<u>LANTANA 911 CENTER</u>		
Lantana Police Department	Direct Dispatch	Radio
Lantana Fire And Rescue Department	Call Transfer	To Be Determined
<u>NORTH PALM BEACH 911 CENTER</u>		
North Palm Beach Police Department	Direct Dispatch	Radio
North Palm Beach Fire And Rescue Department	Direct Dispatch	Radio
<u>OCEAN RIDGE CDC 911 CENTER</u>		
Ocean Ridge Police Department	Direct Dispatch	Radio
Ocean Ridge Fire And Rescue Department	Direct Dispatch	Radio
<u>PAHOKEE 911 CENTER</u>		
Pahokee Police Department	Direct Dispatch	Radio
Pahokee Fire And Rescue Department	Direct Dispatch	Radio

TABLE 10.50-2  
PALM BEACH COUNTY CALL HANDLING

<u>AGENCY</u>	<u>METHOD</u>	<u>VEHICLE</u>
<u>PALM BEACH 911 CENTER</u>		
Palm Beach Police Department	Direct Dispatch	Radio
Palm Beach Fire And Rescue Department	Call Transfer	To Be Determined
<u>PALM BEACH GARDENS 911 CENTER</u>		
Palm Beach Gardens Police Department	Direct Dispatch	Radio
Palm Beach Gardens Fire Department	Call Transfer	To Be Determined
EMS Dispatch - West Palm Beach	Call Transfer	To Be Determined
<u>PALM SPRINGS 911 CENTER</u>		
Palm Springs Police Department	Direct Dispatch	Radio
Palm Springs Fire Department	Call Transfer	To Be Determined
EMS Dispatch - West Palm Beach	Call Transfer	To Be Determined
<u>RIVIERA BEACH 911 CENTER</u>		
Riviera Beach Police Department	Direct Dispatch	Radio
Riviera Beach Fire And Rescue Department	Direct Dispatch	Radio

TABLE 10.50-2  
PALM BEACH COUNTY CALL HANDLING

<u>AGENCY</u>	<u>METHOD</u>	<u>VEHICLE</u>
<u>SOUTH BAY 911 CENTER</u>		
South Bay Police Department	Direct Dispatch	Radio
South Bay Fire Department	Direct Dispatch	Radio
Terry Moss Ambulance Service	Call Transfer	To Be Determined
<u>TEQUESTA 911 CENTER</u>		
Tequesta Police Department	Direct Dispatch	Radio
Jupiter Inlet Police Department	Direct Dispatch	Radio
Jupiter Fire Control District	Call Transfer	To Be Determined
EMS Dispatch - West Palm Beach	Call Transfer	To Be Determined
<u>WEST PALM BEACH 911 CENTER</u>		
West Palm Beach Police Department	Direct Dispatch	Radio
West Palm Beach Fire And Rescue Department	Call Transfer	To Be Determined

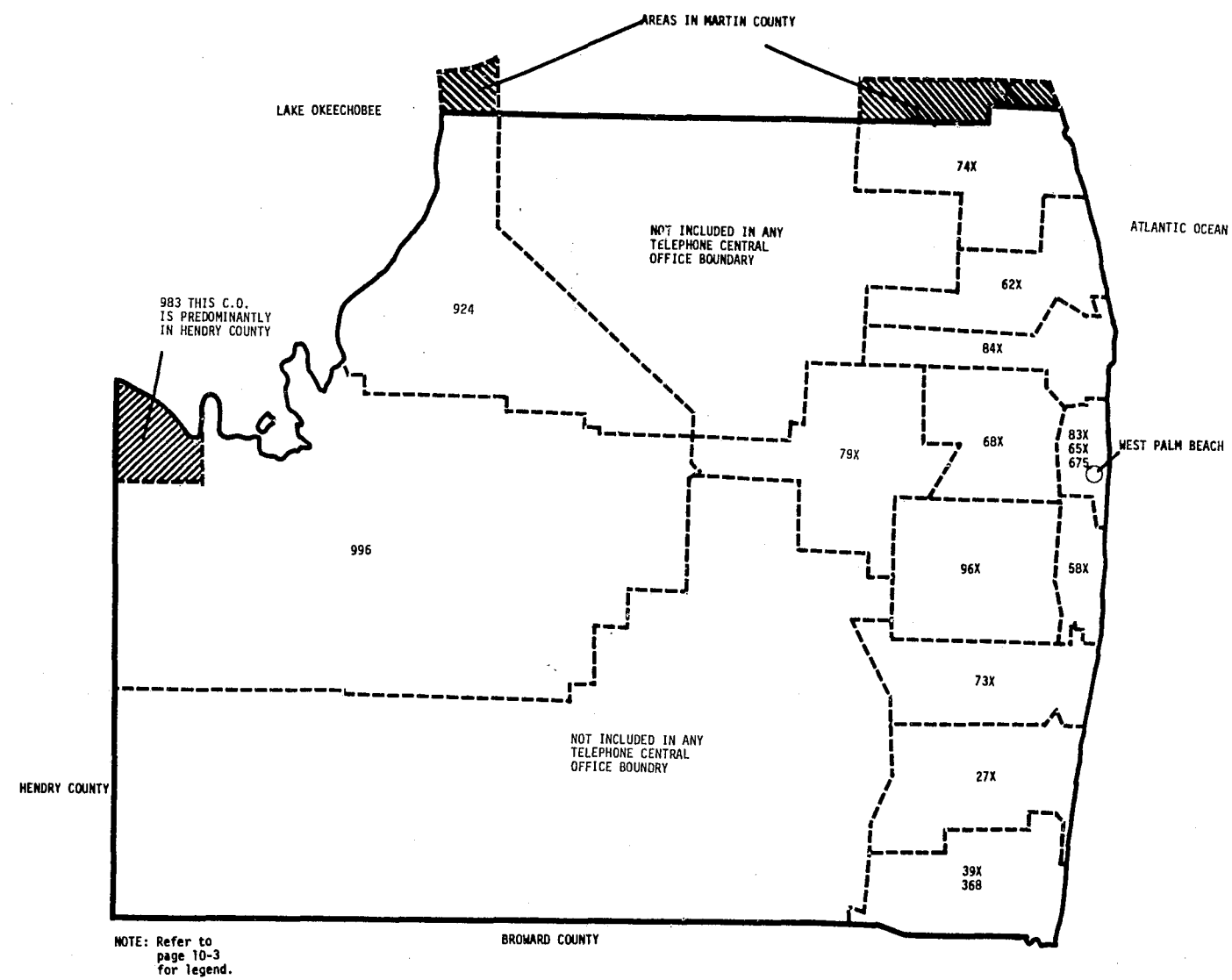


FIGURE 10.50-1 PALM BEACH COUNTY 911 SYSTEM SERVING AREA

REV 6-79

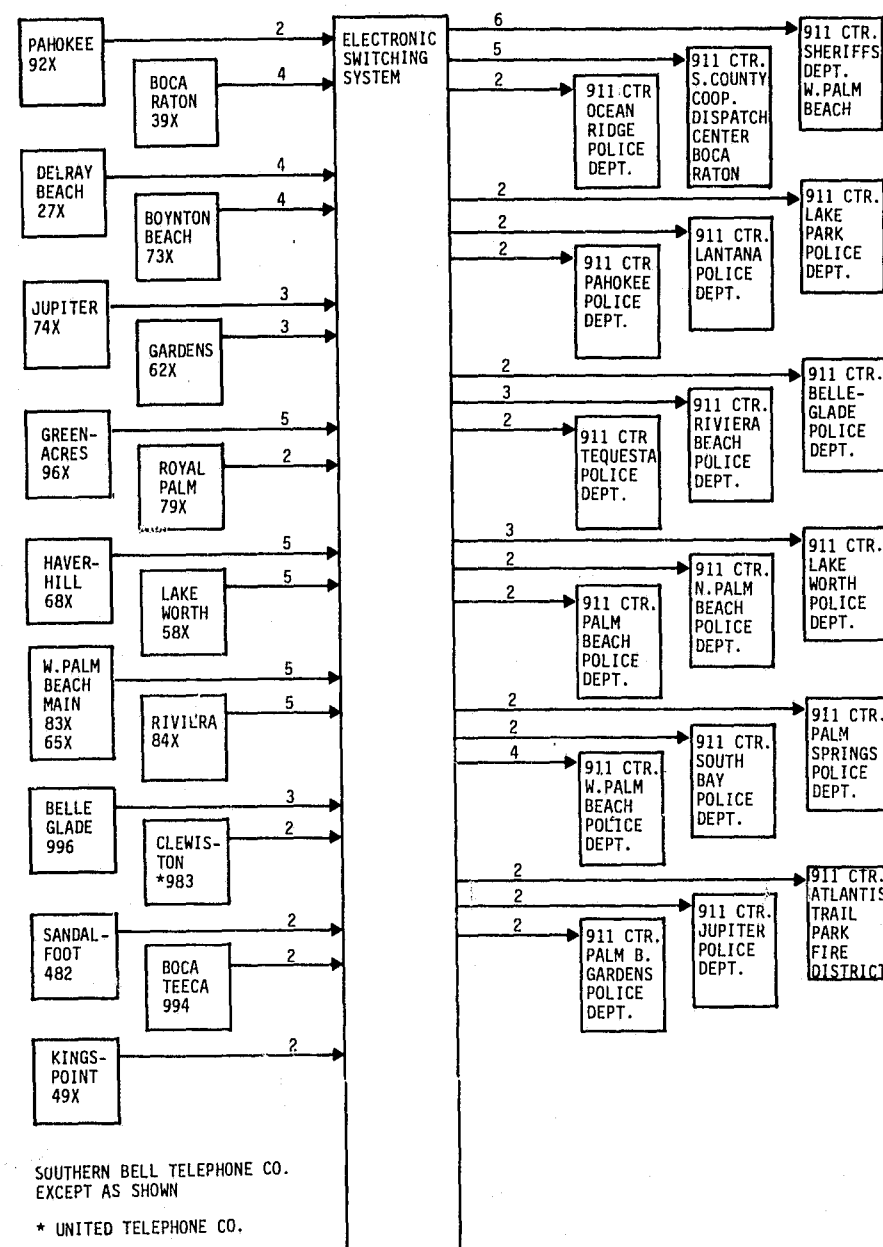


Figure 10.50-2 PALM BEACH COUNTY CENTRAL OFFICE TRUNK NETWORK

Rev. 6-79

## 10.51 PASCO COUNTY

### 10.51.1 System Summary

Pasco County, a low crime, high tourism area, will be a one center, single county system serving approximately 188,290 people in Pasco and portions of Hernando, Hillsborough, Pinellas, and Polk counties by system cutover in the quarter ending September, 1977. The center will be located in the Pasco County Central Dispatch Center on U. S. Highway 41 near the railroad viaduct and will dispatch calls for the Pasco County EMS Ambulance Service and the Southwest Pasco Fire Tax District. The system will include nine telephone central offices, six municipalities, and forty-five public safety agencies. The system will include two of the 911 telephone service options listed in Section 3; Central Office Identification, and Recorded Announcement. Each of the nine central offices will be direct trunked to the answering center. (See Figure 10.51-2). Dedicated call transfer lines and tie-lines will interconnect the answering center with twenty-two of the public safety agencies in Pasco County and two 911 centers in adjacent Hernando and Hillsborough counties. The calls from the portion of Pasco County that is not served by the Pasco County 911 system will be handled by the Hernando and Hillsborough County 911 centers and directed to the appropriate agencies. Likewise, calls from the portions of Hernando, Hillsborough, Pinellas, and Polk counties that are served by the Pasco County 911 System will be handled by the Pasco County 911 Center and directed to the appropriate agencies. Details of these boundary overlaps are shown in Figure 10.51-1.

### 10.51.2 System Management

The Pasco County 911 System will be operated and managed by the Director of the Pasco County Central Dispatch Center. The responsible fiscal agent will be the Board of County Commissioners.

The Pasco County 911 System planning was accomplished by the following members of the Pasco County 911 Committee:

Mathew J. Prahasky, County Commissioner (Chairman)

Miller Newton, County Clerk

Joe Currelly, Chief, S. W. Pasco Fire Tax District

Basil Gaines, Sheriff, Pasco County

Clem Heilen, Director, Civil Defense

Bill Eiland, Chief, Zephyrhills Police Department

Gary Mattix, Chief, Hudson Volunteer Fire Department

### 10.51.3 System Costs

The costs associated with the implementation and operation of the Pasco County 911 System are listed in Section 7.

10.51.4 Mutual Aid and Interlocal Agreements

10.51.4.1 Mutual Aid Agreements

A mutual aid agreement, endorsed by all public safety agencies in Pasco County and defining the responsibilities of each agency, is required. The areas of potential 911 system operational problems described in Section 2 shall be addressed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

10.51.4.2 Interlocal Agreements

Table 10.51-3 shows the required interlocal agreements for the Pasco County 911 system. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.51-1

PASCO COUNTY 911 SYSTEM DEFINITION

Location	Pasco County Central Dispatching Center, Land O Lakes
Population Served	188,290 (September, 1977)
Calls Per 24 Hours	414
Number of Answering Positions	2
Type of Answering Position	Answering/Complaint Writer/Dispatcher
Total Staff	8
Additional Staff Due to 911	2
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	3
Call Answering Equipment	2, Turrets and GTE 911 Common Control Equipment
Tie-Lines	2 (1)
Incoming Trunks	25
Transfer Lines	45
Telephone Recorder Connectors	6

(1) These lines are part of the adjacent countys' 911 system.

TABLE 10.51-2

PASCO COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
Pasco County 911 Center		
Emergency Medical Service	Direct Dispatch	--
S. W. Pasco Fire Department	Direct Dispatch	--

TABLE 10.51-2 Cont.

AGENCY	METHOD	VEHICLE
New Port Richey Police Department	Call Transfer	} 3 Lines
New Port Richey Fire Department	Call Transfer	
Port Richey Police Department	Call Transfer	
Port Richey Volunteer Fire Department	Call Transfer	
Magnolia Valley Volunteer Fire Department	Call Transfer	
Pasco County Sheriff's Office (Dade City)	Call Transfer	3 Lines
Pasco County Sheriff's Substation (New Port Richey)	Call Transfer	4 Lines
Richland Volunteer Fire Department	Call Transfer	1 Line
Crystal Springs Volunteer Fire Department	Call Transfer	1 Line
Odessa Volunteer Fire Department	Call Transfer	1 Line
Hudson Volunteer Fire Department	Call Transfer	2 Lines
U. S. 19 Volunteer Fire Department	Call Transfer	1 Line
Highway 52 Volunteer Fire Department (Lakewood Acres)	Call Transfer	1 Line
Highland Forest Volunteer Fire Department (Shady Hills)	Call Transfer	1 Line
San Antonio Police Department	Call Transfer	} 2 Lines
St. Leo Police Department	Call Transfer	
Dade City Police Department	Call Transfer	2 Lines
Dade City Fire Department	Call Transfer	2 Lines
S. E. Pasco Fire Association	Call Transfer	1 Line
Zephyrhills Police Department	Call Transfer	2 Lines
Zephyrhills Fire Department	Call Transfer	1 Line
Central Pasco Fire Department (Quail Hollow)	Call Transfer	1 Line
Land 'O Lakes Volunteer Fire Department	Call Transfer	1 Line
Tri-Community Fire Department (Lacoochee)	Call Transfer	1 Line
Florida Division of Forestry (Brooksville)	Call Transfer	1 Line
Florida Highway Patrol (Brooksville)	Call Transfer	3 Lines
Pasco County Civil Defense (Dade City)	Call Transfer	1 Line
Emergency Mental Health (Clearwater)	Dial-Out Call Transfer	1-446-8188
San Antonio Volunteer Fire Dept.	Call Transfer	1 Line

TABLE 10.51-2 Cont.

AGENCY	METHOD	VEHICLE
Florida Division of Forestry (Brandon)	Call Referral	733-5850 (FX)
Florida Highway Patrol (Pinellas Park)	Dial-Out Call	
Ozona-Palm Harbor - Crystal Beach Fire Department	Transfer	1-893-2711
Pinellas County Civil Defense (Pinellas Park)	Dial-Out Call	
Pinellas County Sheriff's Department (Largo)	Transfer	1-784-1349
Poison Control (St. Petersburg)	Dial-Out Call	
	Transfer	1-531-3541
Tarpon Springs Police Department	Call Transfer	2 Lines
Tarpon Springs Fire Department	Dial-Out Call	
Tarpon Springs Memorial Ambulance	Transfer	1-821-5858
U. S. Coast Guard (St. Petersburg)	Call Transfer	2 Lines
Hillsborough County Civil Defense Fire Control (Tampa)	Call Transfer	1 Line
Hillsborough County Ambulance (Tampa)	Call Transfer	1 Line
Remaining Hillsborough County Agencies (via Hillsborough County Sheriff's Office)	Call Transfer	1 Tie-Line (1)
Any Hernando County Agency (via Hernando County Sheriff's Office)	Call Transfer	1 Tie-Line (2)
Any Polk County Agency (via Polk County Communications Center)	Call Relay	Intercity Radio or 1-533-2105
<u>Hillsborough County 911 Center</u>		
Central Pasco Fire Department (Quail Hollow)	Dial-Out Call	
Florida Division of Forestry (Brooksville)	Transfer	949-3333
Florida Highway Patrol (Brooksville)	Dial-Out Call	
Land 'O Lakes Volunteer Fire Department	Transfer	1-904-796-3574
Odessa Fire Department	Dial-Out Call	
	Transfer	1-904-796-3535
	Dial-Out Call	
	Transfer	996-2234
	Dial-Out Call	
	Transfer	920-3135
Pasco County EMS (Pasco County 911 Center)	Call Transfer	1 Tie-Line (1)
Pasco County Sheriff's Office (Dade City)	Call Relay or Dial-Out Call	
	Transfer	Intercity Radio or 1-904-567-5131

TABLE 10.51-2 Cont.

AGENCY	METHOD	VEHICLE
San Antonio Fire Department	Dial-Out Call	
S. E. Pasco Fire Association (SR 597 & 54)	Transfer	1-904-588-3581
	Dial-Out Call	
	Transfer	1-782-9511
<u>Hernando County 911 Center</u>		
Any Pasco County Agency (via Pasco County 911 Center)	Call Transfer	1 Tie-Line (2)

## NOTES:

- (1) This is one and the same line. It is a two-way transfer line between the Hillsborough County 911 Center and the Pasco County 911 Center. It is a part of the Hillsborough County 911 System.
- (2) This is one and the same line. It is a two-way transfer line between the Hernando County 911 Center and the Pasco County 911 Center. It is part of the Hernando County 911 System.

TABLE 10.51-3

## PASCO COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Pasco County	Hernando County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Pasco County citizens at the Hernando County 911 Center located in the city of Brooksville. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Pasco County	Hillsborough County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Pasco County citizens at the Hillsborough County 911 Center located in the city of Tampa. The agreement shall be kept current through periodic

TABLE 10.51-3 Cont.

FIRST PARTY	SECOND PARTY	SUBJECT
Hernando County	Pasco County	revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.  An interlocal agreement is required to define the call handling method and routing of each type of call received from Hernando County citizens at the Pasco County 911 Center located in Land 'O Lakes. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Hillsborough County	Pasco County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Hillsborough County citizens at the Pasco County 911 Center located in Land 'O Lakes. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Polk County	Pasco County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Polk County citizens at the Pasco County 911 Center located in Land 'O Lakes. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

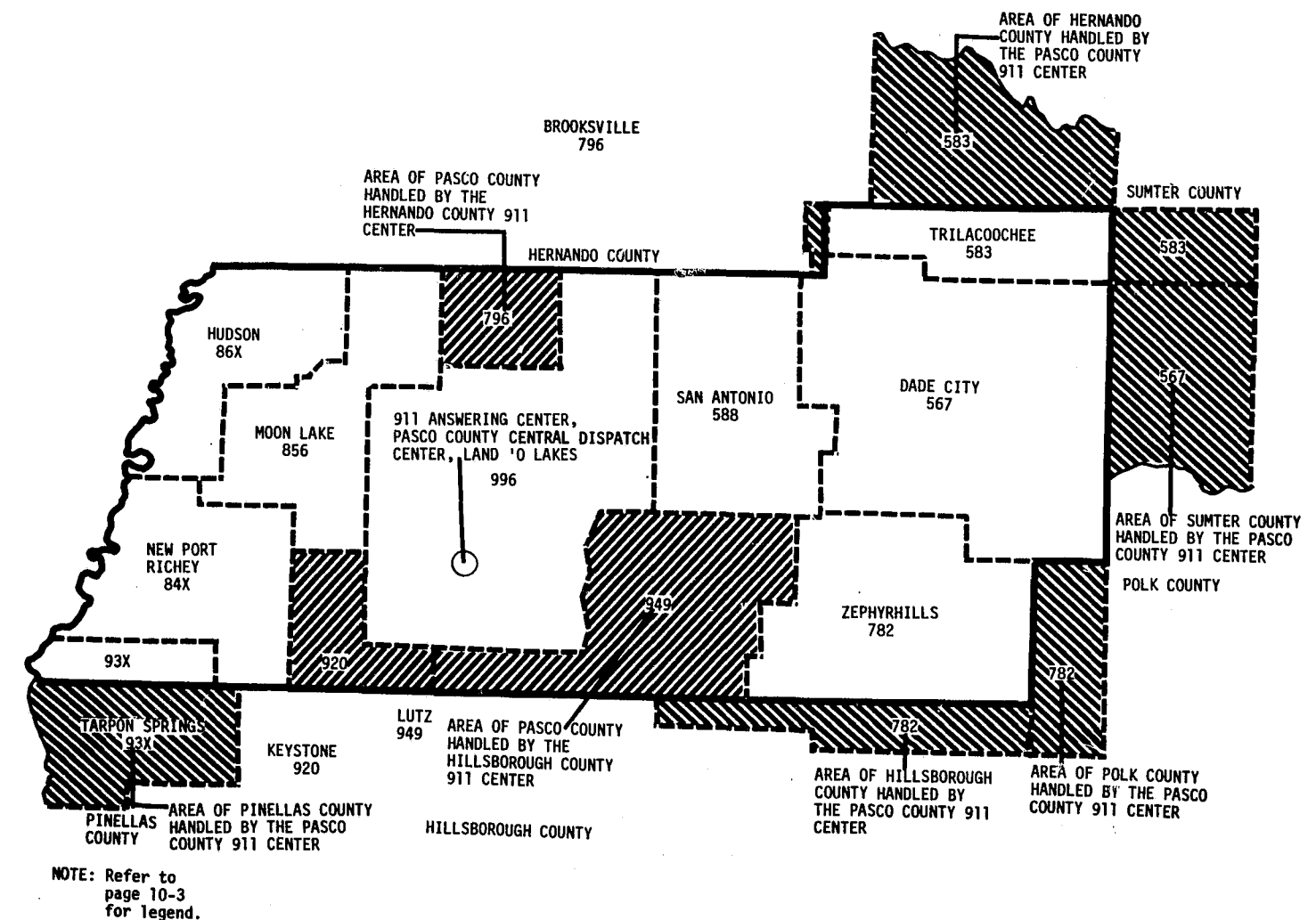


FIGURE 10.51-1 PASCO COUNTY 911 SYSTEM SERVING AREA



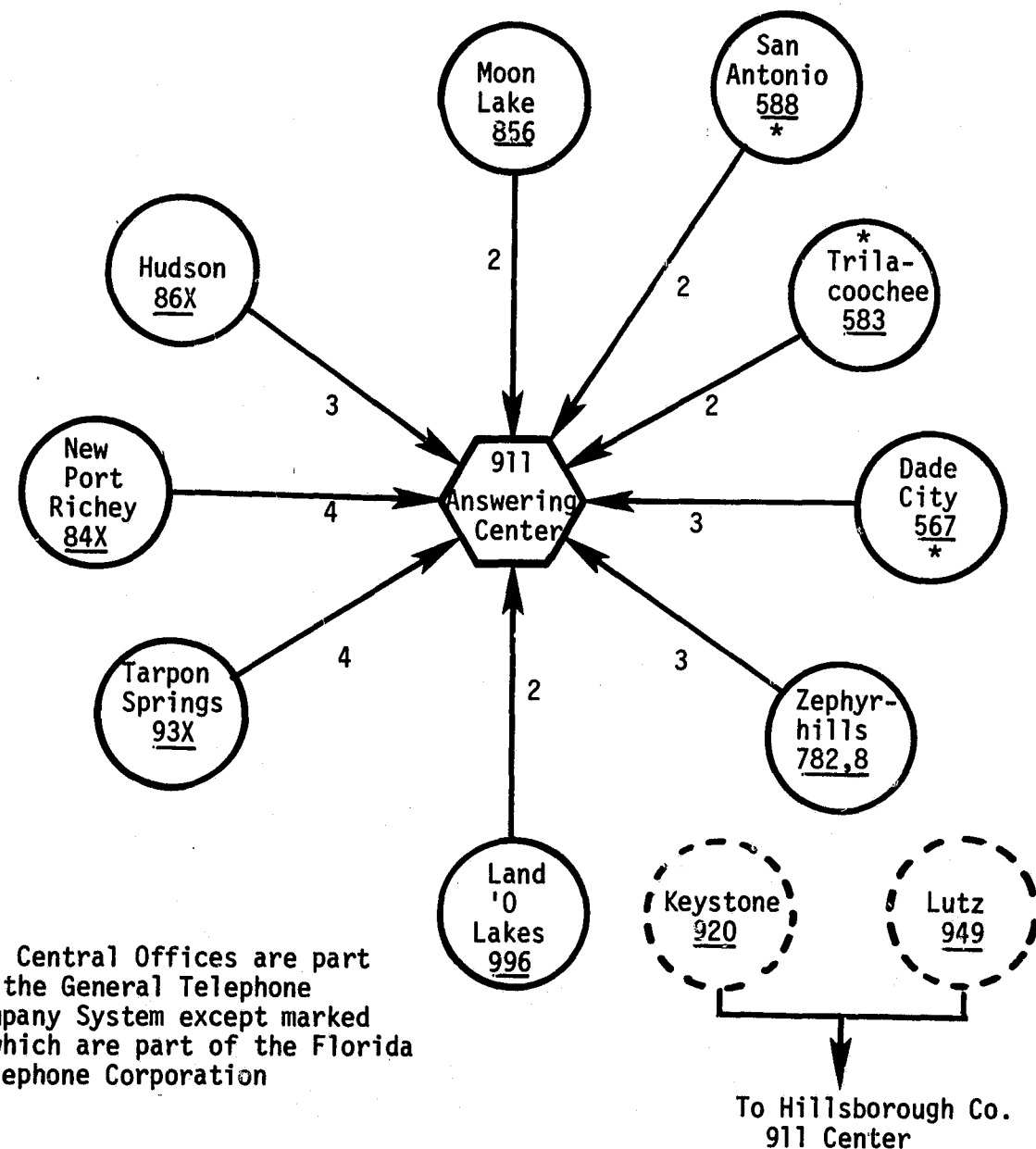


FIGURE 10.51-2 PASCO COUNTY CENTRAL OFFICE  
911 TRUNK NETWORK

## 10.52 PINELLAS COUNTY

### 10.52.1 System Summary

Pinellas County, a high crime, high tourism area, is a two center system serving approximately 748,105 people in Pinellas County and portions of Hillsborough County. System cutover was in July, 1978. The north center, located at the Pinellas County Sheriff's Office in Largo, direct dispatches calls for the Sheriff's Department and calls for four additional public safety agencies. The south center, located in the St. Petersburg Police Department, direct dispatches calls for the police department and for the St. Petersburg Fire Department. The system includes 16 telephone central offices, 23 municipalities, and over 60 public safety agencies. The system includes two of the 911 service options listed in Section 3; Central Office Identification for three of the central offices, and Recorded Announcement. Trunks from two tandem networks plus three central offices serve the Pinellas County System. (See Figure 10.52-2). Dedicated call transfer lines and tie-lines interconnect the two centers with 47 public safety agencies and with each other. The calls from the part of Pinellas County not served by the Pinellas County System will be handled by the Pasco County 911 center and directed to appropriate agencies in Pinellas County when the Pasco County System is activated. Likewise, calls from the part of Hillsborough County served by the Pinellas County System are handled by the north 911 center and directed to the appropriate agencies in Hillsborough County.

### 10.52.2 System Management

The Pinellas County 911 system is under the management of the 911 Administrative Committee. The north 911 center is operated by the Sheriff's Department of Pinellas County. The south 911 Center is operated by the St. Petersburg Police Department. The responsible fiscal agent is the Board of County Commissioners.

The Pinellas County 911 system planning was accomplished by the following members of the Pinellas County 911 Administrative Committee:

Lt. Gene Gell, St. Petersburg Fire Department (Chairman)

Chief Frank Daniels, Clearwater Police Department

Chief Robert Lighthiser, Largo Fire Department

James Parrish, Assistant to County Administrator

Sheriff William Roberts, Sheriff's Department

Mayor Jim Roesler, City of Indian Rocks

William C. Ross, EMS Task Force Director

Chief Gilbert Thivener, St. Petersburg Beach Police Department

Mayor Joe Wornicki, City of Pinellas Park

10.52.3 System Costs

The costs associated with the implementation and operation of the Pinellas County 911 system are listed in Section 7.

10.52.4 Mutual Aid and Interlocal Agreements

10.52.4.1 Mutual Aid Agreement

A mutual aid agreement, endorsed by all of the public safety agencies in the Pinellas County 911 System, and defining the responsibilities of each agency, is required. The areas of potential 911 system operational problems described in Section 2 shall be reviewed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

10.52.4.2 Interlocal Agreements

Table 10.52-3 shows the required interlocal agreements for the Pinellas County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.52-1

PINELLAS COUNTY 911 SYSTEM DEFINITION

Largo 911 Center (North Center)	
Location	Sheriff's Office, Largo
Population Served	404,155 (July, 1978)
Calls Per 24 Hours	1,657
Number of Answering Positions	7
Number of Supervisory Positions	1
Total Answering Operators	24
Total Supervisors	5
Type of Answering Positions	Answering/Complaint Writer
Additional Answering Operators Due to 911	10
Additional Supervisors Due to 911	5
Number of Logging Recorders	1, 25-Channel*
Number of Instant Playback Recorders	8
Call Answering Equipment	7 + 1 Supervisory GTE Custom 911 Switch
911 Trunks	29
Transfer Lines	46
Tie-Lines	0
Out-Dial Lines	0
Telephone Recorder Connectors	16
St. Petersburg 911 Center (South Center)	
Location	St. Petersburg Police Department
Population Served	343,950 (September 1978)
Call Pe. 24 Hours	1,410

TABLE 10.52-1 Cont.

Number of Answering Positions	8
Number of Supervisory Positions	1
Total Answering Operators	27
Total Supervisors	5
Type of Answering Positions	Answering/Complaint Writer
Additional Answering Operators Due to 911	10
Additional Supervisors Due to 911	5
Number of Logging Recorders	1, 25-Channel*
Number of Instant Playback Recorders	9
Call Answering Equipment	8 + 1 GTE Custom 911 Switch
911 Trunks	10
Transfer Lines	33
Tie-Lines	9
Out-Dial Lines	3
Telephone Recorder Connectors	18

\*911 implementation cost projections based upon a 10-Channel Recorder.

TABLE 10.52-2

PINELLAS COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
Largo 911 Center (North Center)		
Pinellas County Sheriff's Department	Call Transfer & Direct Dispatch	4 Lines
Kenneth City Police Department (1)	Direct Dispatch	--
South Pasadena Police Department (1)	Direct Dispatch	--
Seminole Police Department	Direct Dispatch	--
Oldsmar Police Department	Direct Dispatch	--
Safety Harbor Police Department	Direct Dispatch	--
Belleair Police Department & Fire Department	Call Transfer	3 Lines
Belleair Bluffs Police Department	Call Transfer	
Belleair Beach Police Department	Call Transfer	
Belleair Bluffs Fire Department	Call Transfer	2 Lines
Clearwater Fire Department	Call Transfer	
Clearwater Cooperative Dispatch Center	Call Transfer	6 Lines
Clearwater Police Department	Call Transfer	
Dunedin Police Department	Call Transfer	
Largo Police Department	Call Transfer	
Dunedin Fire Department	Call Transfer	1 Line
Highpoint Volunteer Fire Department (1)	Call Transfer	1 Line

TABLE 10.52-2 Cont.

AGENCY	METHOD	VEHICLE
Indian Rocks Beach Police Department	Call Transfer	2 Lines
Indian Rocks Beach Fire Department	Call Transfer	1 Line
Kenneth City Fire Department (1)	Call Transfer	1 Line
Lake Tarpon Volunteer Fire Department	Call Transfer	1 Line
Largo Fire Department	Call Transfer	2 Lines
Lealman Fire Department (1)	Call Transfer	1 Line
Madeira Beach Police Department & Fire Department	Direct Dispatch	
Redington Beach Police Department	Direct Dispatch	
Treasure Island Police Department	Call Transfer	1 Line
Oldsmar Fire Department	Call Transfer	1 Line
Ozona-Palm Harbor-Crystal Beach Police & Fire Department	Call Transfer	1 Line
Pinellas Park Police Department (1)	Call Transfer	3 Lines
Pinellas Park Fire Department (1)	Call Transfer	2 Lines
Redington Beach Fire Department	Call Transfer	1 Line
Safety Harbor Fire Department	Call Transfer	1 Line
Seminole and Seminole Park Volunteer Fire Department	Call Transfer	2 Lines
C & R Ambulance (Clearwater)	Call Transfer	1 Line
Florida Ambulance (St. Petersburg) (1)	Call Transfer	1 Line
H & H Ambulance (Largo) (1)	Call Transfer	1 Line
Emergency Mental Health (Clearwater) (1)	Call Referral	443-0476
Florida Division of Forestry (Brandon) (1)	7-Digit Call Transfer	733-5850
Florida Highway Patrol (Pinellas Park) (1)	Call Transfer	2 Lines
Pinellas County Civil Defense (Pinellas Park) (1)	Call Transfer	1 Line
Poison Control (St. Petersburg) (1)	Call Transfer	1 Line
U. S. Coast Guard (St. Petersburg) (1)	Call Referral	896-6187
Hillsborough County Ambulance (Tampa)	Call Transfer	1 Line
Hillsborough County Sheriff's Office (Tampa)	Call Transfer	1 Line
Hillsborough County Fire Control Dispatch (Tampa)	Call Transfer	1 Line
Other Hillsborough County Agencies	Dial-Out Call Transfer	As Appropriate

TABLE 10.52-2 Cont.

AGENCY	METHOD	VEHICLE
St. Petersburg 911 Center (South Center)		
St. Petersburg Police Department & Fire Department	Call Transfer & Direct Dispatch	3 Lines
Gandy Volunteer Fire Department	Call Transfer	--
Gulfport Police Department & Fire Department	Call Transfer	1 Line
Highpoint Volunteer Fire Department (1)	Call Transfer	2 Lines
Kenneth City Police Department (1)	Dial-Out Call Transfer	As Appropriate
Kenneth City Fire Department (1)	Call Transfer	3 Tie-Lines (2)
Largo Fire Department	Call Transfer	1 Line
Lealman Fire Department (1)	Call Transfer	1 Line
Pinellas County Sheriff's Office (1)	Call Transfer	2 Lines
Pinellas Park Police Department (1)	Call Transfer	3 Tie-Lines (2)
Pinellas Park Fire Department (1)	Call Transfer	2 Lines
South Pasadena Police Department (1)	Call Transfer	2 Lines
South Pasadena Fire Department	Call Transfer	3 Tie-Lines (2)
St. Petersburg Beach Police Department & Fire Department	Call Transfer	1 Line
Treasure Island Police Department & Fire Department (1)	Call Transfer	3 Lines
Florida Ambulance (St. Pete.) (1)	Call Transfer	2 Lines
C & R Ambulance (1)	Call Transfer	1 Line
Pinellas Ambulance (South Pasadena)	Call Transfer	1 Line
Emergency Mental Health (Clearwater) (1)	Call Referral	1 Line
Florida Division of Forestry (Brandon) (1)	Dial-Out Call Transfer	443-5476
Florida Highway Patrol (Pinellas Park) (1)	Transfer	733-5850
Pinellas County Civil Defense (Pinellas Park) (1)	Call Transfer	2 Lines
Poison Control (St. Pete.) (1)	Call Transfer	1 Line
U. S. Coast Guard (St. Petersburg) (1)	Call Transfer	1 Line
	Call Referral	896-6187
Pasco County 911 Center		
Emergency Mental Health (Clearwater) (1)	7-Digit Call Transfer	446-8188

TABLE 10.52-2 Cont.

AGENCY	METHOD	VEHICLE
Florida Division of Forestry (Brandon) (1)	Call Referral	733-5850
Florida Highway Patrol (Pinellas Park) (1)	7-Digit Call	
Ozona-Palm Harbor-Crystal Beach Fire Department (1)	Transfer	893-2711
Pinellas County Civil Defense (Pinellas Park) (1)	7-Digit Call	784-1349
Pinellas County Sheriff's Department (Largo) (1)	Transfer	531-3541
Poison Control (St. Pete.) (1)	Call Transfer	2 Lines (3)
	7-Digit Call	
	Transfer	821-5858
Tarpon Springs Police Department	Call Transfer	2 Lines (3)
Tarpon Springs Fire Department	Call Transfer	1 Line (3)
Tarpon Springs Memorial Ambulance (1)		
U. S. Coast Guard (St. Petersburg) (1)	Call Transfer	1 Line (3)
	Call Referral	896-6187

NOTES:

- (1) Calls for these agencies will also be handled by the other centers.
- (2) Calls will be transferred to the North 911 Center for dispatching over one of the three tie-lines that interconnect the North and South centers.
- (3) These lines are part of the Pasco County 911 System.
- (4) Prior to the implementation of the Pasco County 911 System, the North 911 Center will also handle calls for the following public safety agencies: Tarpon Springs Police Department-call transfer, 2 lines; Tarpon Springs Fire Department-call transfer, 1 line; Tarpon Springs Volunteer Ambulance-call transfer, 1 line; and in Pasco County, Pasco County Sheriff's Department (New Port Richey) call transfer, 1 line; Southwest Pasco Volunteer Fire Department (Pasco County EMS Center), 1 line.

TABLE 10.52-3

PINELLAS COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Pinellas County	Hillsborough County	An interlocal agreement is required to define the call handling method and routing of calls received from the Hillsborough County citizens at the Pinellas County North 911 Center. The agreement shall be kept current through

TABLE 10.52-3

FIRST PARTY	SECOND PARTY	SUBJECT
Pasco County	Pinellas County	periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling method, etc. Inter-county funding provisions shall be included, as required, for pro rata sharing of 911 costs.  An interlocal agreement is required to define the call handling method and routing of calls received from the Pinellas County citizens at the Pasco County 911 Center. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling method, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

NOTE: PRIOR TO THE IMPLEMENTATION OF THE PASCO CO. 911 SYSTEM, ALL CALLS FROM THE TARPON SPRINGS 93X CENTRAL OFFICE AREA WILL BE HANDLED BY THE NORTH 911 CENTER.

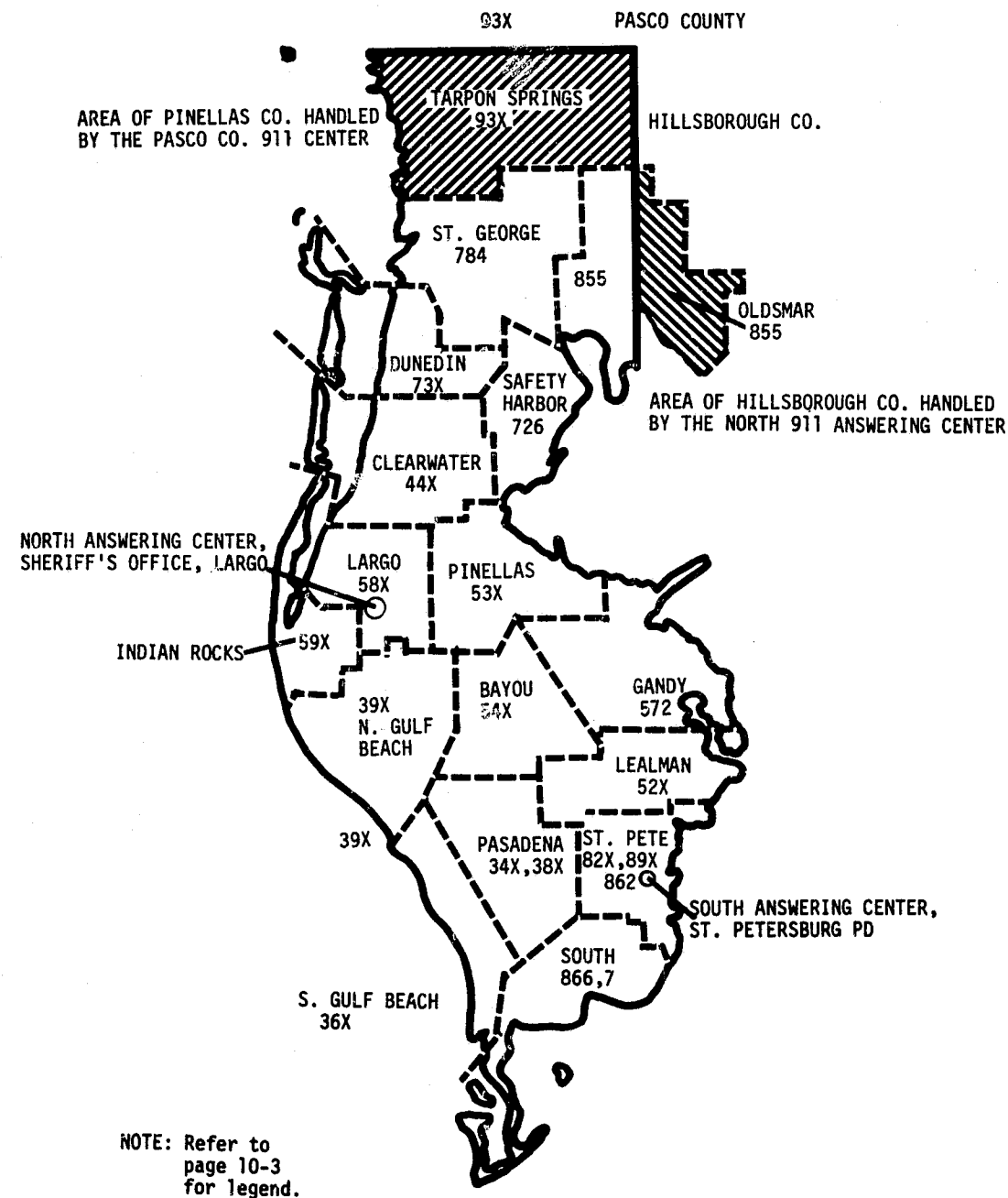


FIGURE 10.52-1 PINELLAS COUNTY 911 SYSTEM SERVING AREA

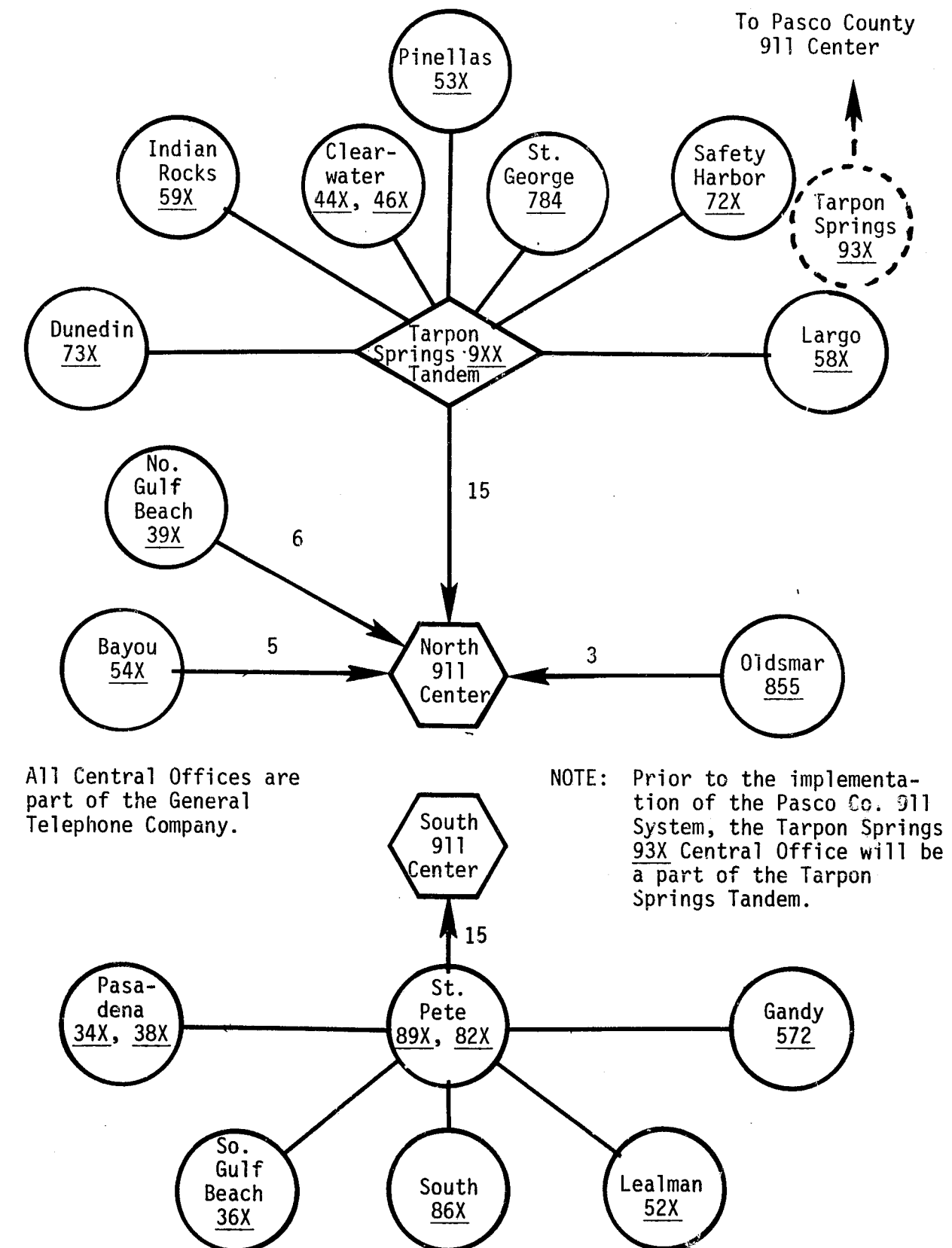


Figure 10.52-2 Pinellas County Central Office 911 Trunk Network

## 10.53 POLK COUNTY

### 10.53.1 System Summary

Polk County, a high crime, high tourism area, will be a one center, single county system serving approximately 328,240 people in Polk County and portions of Osceola County by system cutover in the quarter ending September, 1977. The 911 center will be located in the Polk County Communications Center in the city of Bartow and will direct dispatch calls for all volunteer fire Departments and ambulance service. The system will include twenty-three telephone central offices, seventeen municipalities and approximately seventy-six public safety agencies. The system will include two of the 911 special telephone service options listed in Section 3; Central Office Identification for eighteen of the central offices, and Recorded Announcement. Trunks from one tandem network plus eighteen central offices will serve the Polk County 911 system. (See Figure 10.53-2). Dedicated call transfer lines will interconnect the center with twenty-three public safety agencies. The calls from the part of Polk County that is not served by the Polk County 911 System will be handled by the Hardee, Highlands, and Pasco counties 911 centers and directed to the appropriate agencies. Likewise, calls from the part of Osceola County served by the Polk County system will be handled by the Polk County 911 center and directed to the appropriate agencies. Details of these boundary overlaps are shown in Figure 10.53-1.

### 10.53.2 System Management

The Polk County 911 System will be managed and operated by the Polk County Public Safety Division. The responsible fiscal agent will be the Board of County Commissioners.

The Polk County 911 System planning was accomplished by the following members of the Polk County 911 System Planning Committee:

Charles E. Whitten, County Commissioner (Chairman)

Carolyn Bower, Orlando Sentinel Star

Monroe Brannen, Sheriff

S. L. Clements, Capt. Florida Highway Patrol

Charles M. Deal, Chief, Lakeland Fire Department

G. Wes Gunn, Director, Polk County Public Safety Division

Billy K. Gunter, City Commissioner, Fort Meade

James Hancock, Jr., Chief, Auburndale Fire Department

Claude E. Holmes, Mayor, Haines City

Robert Kenney, Chief, Lake Wales Police Department

Cecil M. Lewis, City Administrator, Bartow

Irvin S. Cowie, County Attorney

James O'Conner, City Manager, Mulberry

Charles A. Richardson, City Commissioner, Bartow

Hamp Rogers, Chief, Winter Haven Police Department

Dan H. Ruhl, Jr., Public Works Director, Frostproof

George Stalman, City Planning Director, Bartow

Robert V. Youkey, City Manager, Lakeland

Richard C. Anger, General Telephone Company

### 10.53.3 System Costs

The costs associated with the implementation and operation of the Polk County 911 System are listed in Section 7.

### 10.53.4 Mutual Aid and Interlocal Agreements

#### 10.53.4.1 Mutual Aid Agreements

A mutual aid agreement, endorsed by all of the public safety agencies in the Polk County 911 System, and defining the responsibilities of each agency, is required.

The areas of potential 911 system operational problems described in Section 2 shall be reviewed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

#### 10.53.4.2 Interlocal Agreements

Table 10.53-3 shows the required interlocal agreements for the Polk County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.53-1  
POLK COUNTY 911 SYSTEM DEFINITION

Location	Polk County Communications Center, Bartow
Population Served	328,240 (September, 1977)
Calls Per 24 Hours	985
Answering Positions	3
Type of Answering Position	Answering/Complaint Writer
Total Staff	11



TABLE 10.53-1 Cont.

Additional Staff Due to 911	10
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	3
Call Answering Equipment	2 + 1 Supervisory, GTE 911 Switch
911 Trunks	50
Transfer Lines	44
Tie-Lines	None
Out-Dial Lines	1
Telephone Recorder Connectors	6

TABLE 10.53-2

## POLK COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<u>Polk County 911 Center</u>		
Auburndale Police Department	Call Transfer	2 Lines
Auburndale Fire Department	Call Transfer	1 Line
Bartow Police Department	Call Transfer	2 Lines
Bartow Fire Department	Call Transfer	1 Line
Dundee Police & Fire Department	Call Transfer	1 Line
Fire District No. 1	Call Transfer	1 Line
Florida Division of Forestry (Lakeland)	Call Transfer	2 Lines
Florida Highway Patrol (Lakeland)	Call Transfer	4 Lines
Fort Meade Police Department & Fire Department	Call Transfer	2 Lines
Frostproof Police Department	Call Transfer	2 Lines
Haines City Police Department	Call Transfer	} 2 Lines
Davenport Police Department	Call Transfer	
Lake Hamilton Police Department	Call Transfer	1 Line
Haines City Fire Department	Call Transfer	2 Lines
Lake Alfred Police Department	Call Transfer	1 Line
Lake Alfred Fire Department	Call Transfer	3 Lines
Lakeland Police Department	Call Transfer	2 Lines
Lakeland Fire Department	Call Transfer	2 Lines
Lake Wales Police Department	Call Transfer	1 Line
Lake Wales Fire Department	Call Transfer	2 Lines
Mulberry Police Department & Fire Department	Call Transfer	2 Lines
Polk City Police Department & Fire Department	Call Transfer	1 Line
Polk County Ambulance Service (All)	Direct Dispatch	--
Polk County Civil Defense	Direct Dispatch	--
Polk County Sheriff's Office	Call Transfer	5 Lines

TABLE 10.53-2 Cont.

AGENCY	METHOD	VEHICLE
Volunteer Fire Departments (All)	Direct Dispatch	--
Winter Haven Police Department	Call Transfer	} 2 Lines
Eagle Lake Police Department	Call Transfer	
Winter Haven Fire Department	Call Transfer	2 Lines
Osceola County Sheriff's Office	Call Relay	Intercity Radio
Remaining Osceola County Agencies	Dial-Out Call Transfer	As Listed
<u>Pasco County 911 Center</u>		
Any Polk County Agency via Polk County Communications Center	Call Relay	Intercity Radio
<u>Hardee County 911 Center</u>		
Any Polk County Agency via Polk County Communications Center	Call Relay	Intercity Radio
<u>Highlands County 911 Center</u>		
Any Polk County Agency via Polk County Communications Center	Call Relay	Intercity Radio

TABLE 10.53-3

## POLK COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Polk County	Pasco County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Polk County citizens at the Pasco County 911 Answering Center located in the Land 'O Lakes Area. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.



TABLE 10.53-3 Cont.

FIRST PARTY	SECOND PARTY	SUBJECT
Polk County	Hardee County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Polk County citizens at the Hardee County 911 Answering Center located in the city of Wauchula. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Polk County	Highlands County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Polk County citizens at the Highlands County 911 Answering Center located in the city of Sebring. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Osceola County	Polk County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Osceola County citizens at the Polk County 911 Answering Center located in the city of Bartow. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

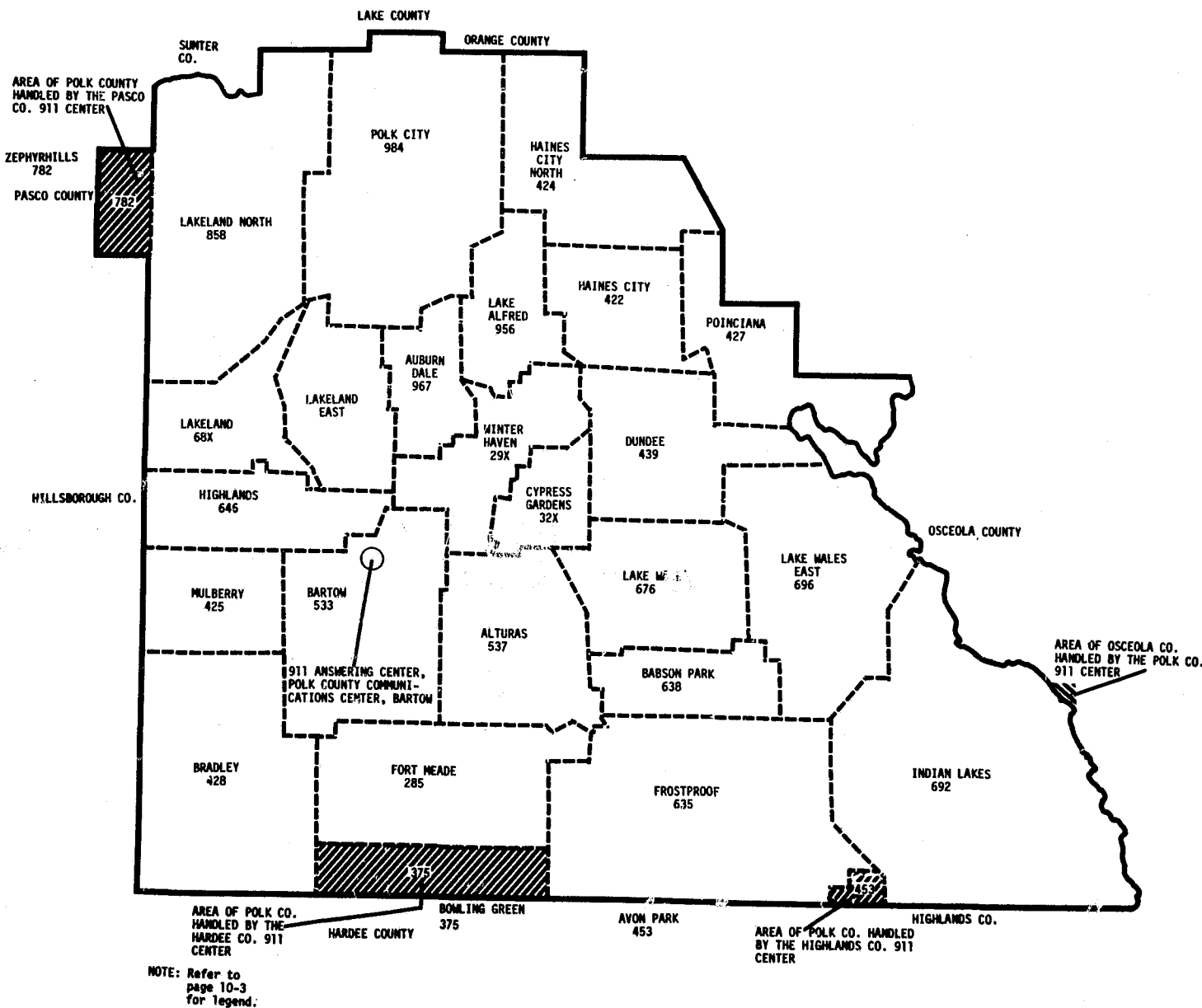
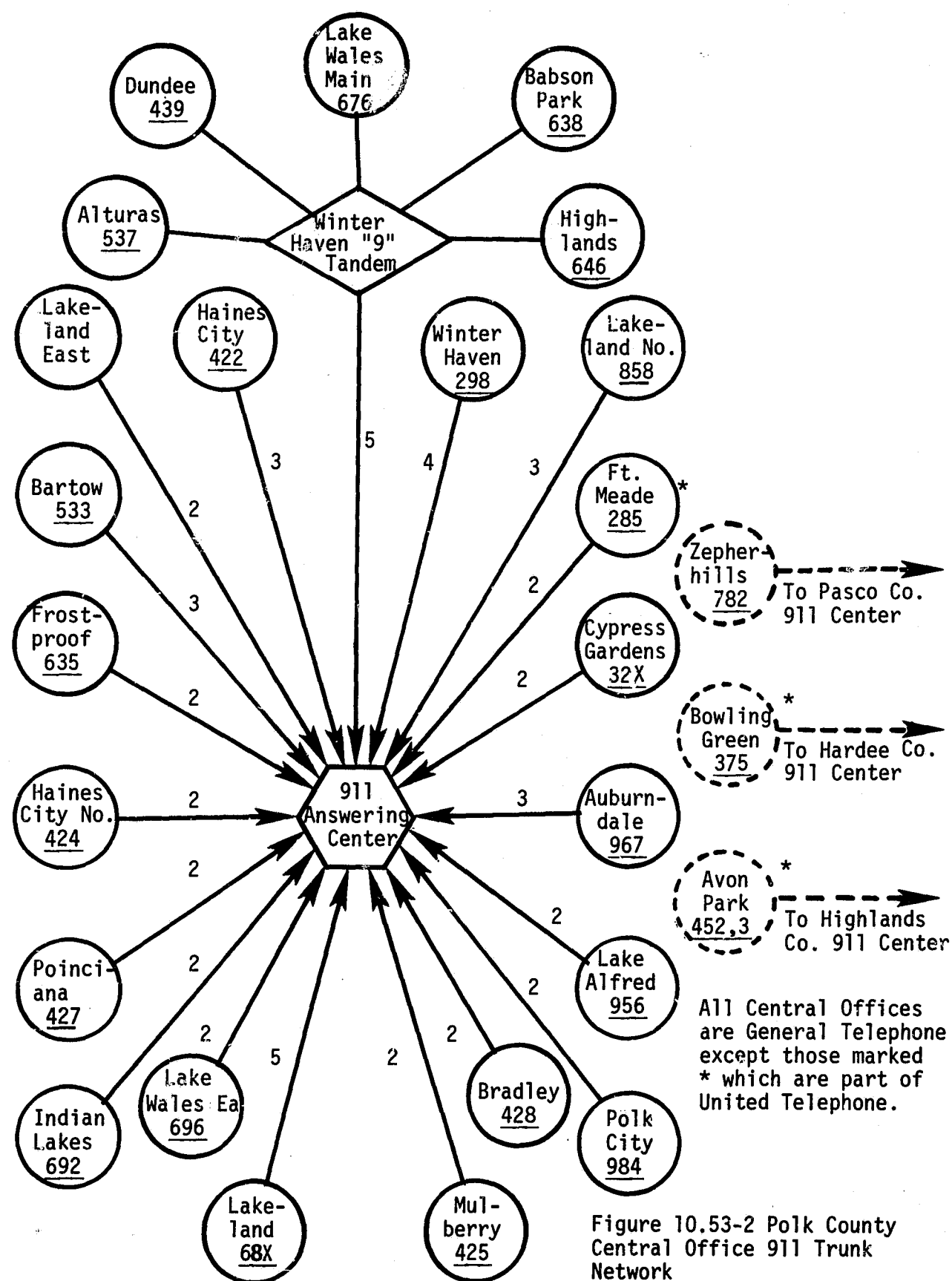


FIGURE 10.53-1 POLK COUNTY 911 SYSTEM SERVING AREA



## 10.54 PUTNAM COUNTY

### 10.54.1 System Summary

Putnam County, a low crime, low tourism area in northeast Florida, will have a single answering center system serving approximately 57,861 people by system cutover in the quarter ending June, 1978. The center will be located at the Sheriff's Department in Palatka and will have direct dispatching for the Sheriff's Department, the Interlachen Police Department, the Welaka Police Department, the Pomona Park Police Department, the Crescent City Police Department, Fire Department, and Emergency Rescue Service will be transferred. The system will include two telephone companies, seven central office areas, five municipalities and twenty-six public safety agencies. Telephone central office overlaps from Putnam County into Clay County, Alachua County, and Bradford County will require call relays to public safety agencies in those counties. Overlaps from St. Johns, Marion, Clay and Alachua counties into Putnam County will require call relays from 911 centers in those counties to public safety agencies in Putnam County. Details of the boundary overlaps are shown in Figure 10.54-1. The central office 911 trunk network is shown in Figure 10.54-2.

### 10.54.2 System Management

The Putnam County 911 System will be operated by the Sheriff's Department under the management of the elected Putnam County Sheriff. The responsible fiscal agent will be the Board of County Commissioners.

The Putnam County 911 System Planning was accomplished by the following:

George Duck, 911 Action Committee Chairman, Department of Public Safety

Care Hannah, EMS Advisory Council

Edward H. Smith, Welaka Police Department

S. M. Dannill, Mayor, City of Welaka

Roy Daugherty, Palatka Fire Department

Lee Yeomans, Emergency Rescue Service

Jim Hill, Palatka Police Department

Tom Sigman, Florida Highway Patrol

George Winah, Sheriff's Department

Larry Beaton, Sheriff's Department

Henry Bower, Interlachen Fire Department

Eugene Walker, Crescent City Police Department  
Brian Michaels, Planning & Codes Department  
E. M. Matthews, County Commissioner  
E. W. Pellicer, Sheriff  
Frank W. Cone, Division of Forestry  
Joe Montonye, President, PCFA

10.54.3 System Costs

The costs associated with the implementation and operation of the Putnam County 911 System are listed in Section 7.

10.54.4 Mutual Aid and Interlocal Agreements

10.54.4.1 Mutual Aid Agreements

A mutual aid agreement, endorsed by all public safety agencies in Putnam County and defining the responsibilities of each agency, is required. The areas of potential 911 system operational problems described in Section 2 shall be addressed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

10.54.4.2 Interlocal Agreements

Table 10.54-3 shows the required interlocal agreements for the Putnam County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.54-1  
PUTNAM COUNTY 911 SYSTEM DEFINITION

Location	Putnam County Sheriff's Department Palatka
Population Served	57,861 (June, 1978)
Calls Per 24 Hours	116
Number of Answering Positions	2
Type of Answering Position	Answering/Complaint Writer
Total Staff	8
Additional Staff Due to 911	3
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	2
Call Answering Equipment	8A Key System, 2 Operator Consoles
Incoming Lines	11, B1
Transfer Lines	3 Direct Lines 3 Dial Out Transfer

TABLE 10.54-2  
PUTNAM COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
Putnam County 911 Center		
Sheriff's Department	Direct Dispatch	Radio
Interlachen Police Department	Direct Dispatch	Radio
Welaka Police Department	Direct Dispatch	Radio
Pomona Park Police Department	Direct Dispatch	Radio
Palatka Police Department	Call Transfer	1 Direct Line
Palatka Fire Department	Call Transfer	1 Direct Line
Palatka Emergency Rescue Service	Call Transfer	1 Direct Line
Crescent City Police Department	Call Transfer	} 3 Out Dial Lines
Clayton Frank & Sons Ambulance - Crescent City	Call Transfer	
Florida Division of Forestry	Call Transfer	
Florida Highway Patrol	Call Transfer	
Georges Lake Volunteer Fire Department	Direct Dispatch	Radio or Telephone
Florahome Volunteer Fire Department	Direct Dispatch	Radio or Telephone
Melrose Volunteer Fire Department	Direct Dispatch	Radio or Telephone
Johnson Volunteer Fire Department	Direct Dispatch	Radio or Telephone
Interlachen Volunteer Fire Department	Direct Dispatch	Radio or Telephone
Hollister Volunteer Fire Department	Direct Dispatch	Radio or Telephone
Bostwich Volunteer Fire Department	Direct Dispatch	Radio or Telephone
E. Palatka Volunteer Fire Department	Direct Dispatch	Radio or Telephone
Southwest Volunteer Fire Department	Direct Dispatch	Radio or Telephone
San Mateo Volunteer Fire Department	Direct Dispatch	Radio or Telephone
Welaka Volunteer Fire Department	Direct Dispatch	Radio or Telephone
Pomona Park Volunteer Fire Department	Direct Dispatch	Radio or Telephone
Crescent City Volunteer Fire Department	Direct Dispatch	Radio or Telephone
George Town - Fruitland Park Fire Department	Direct Dispatch	Radio or Telephone
Barsin Fire Department	Direct Dispatch	Radio or Telephone

TABLE 10.54-2 Cont.

AGENCY	METHOD	VEHICLE
<u>Alachua County 911 Center</u> Any Putnam County Public Safety Agency via Putnam County Sheriff's Department	Call Relay	Intercity Radio
<u>Marion County 911 Center</u> Any Putnam County Public Safety Agency via Putnam County Sheriff's Department	Call Relay	Intercity Radio
<u>St. Johns County 911 Center</u> Any Putnam County Public Safety Agency via Putnam County Sheriff's Department	Call Relay	Intercity Radio
<u>Clay County 911 Center</u> Any Putnam County Public Safety Agency via Putnam County Sheriff's Department	Call Relay	Intercity Radio

TABLE 10.54-3

## PUTNAM COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Putnam County	Clay County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Clay County citizens at the Putnam County 911 Answering Center located in the Sheriff's Department in Palatka. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Putnam County	Alachua County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Alachua County citizens at the Putnam County 911 Answering Center located at the Sheriff's Department in Palatka. The agreement shall be kept current

TABLE 10.54-3 Cont.

FIRST PARTY	SECOND PARTY	SUBJECT
Putnam County	Bradford County	through periodic revisions to reflect changing conditions, i.e., new safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.  An interlocal agreement is required to define the call handling method and routing of each type of call received from Bradford County citizens at the Putnam County 911 Answering Center located at the Sheriff's Department in Palatka. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Putnam County	St. Johns County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Putnam County citizens at the St. Johns County 911 Answering Center located at the Sheriff's Department in St. Augustine. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Putnam County	Marion County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Putnam County citizens at the Marion County 911 Answering Center located at the Sheriff's Department in Ocala. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Putnam County	Clay County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Putnam County citizens at the Clay County 911 Answering Center located at the Sheriff's Department in Green Cove Springs. The agreement shall be kept current through periodic revisions to

TABLE 10.54-3 Cont.

FIRST PARTY	SECOND PARTY	SUBJECT
Putnam County	Alachua County	reflect changing conditions, i.e., new safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Putnam County	Flagler County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Putnam County citizens at the Alachua County 911 Answering Center located at the Sheriff's Department in Gainesville. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
		An interlocal agreement is required to define the call handling method and routing of each type of call received from Flagler County citizens at the Putnam County 911 Center located in the Sheriff's Department in Palatka. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

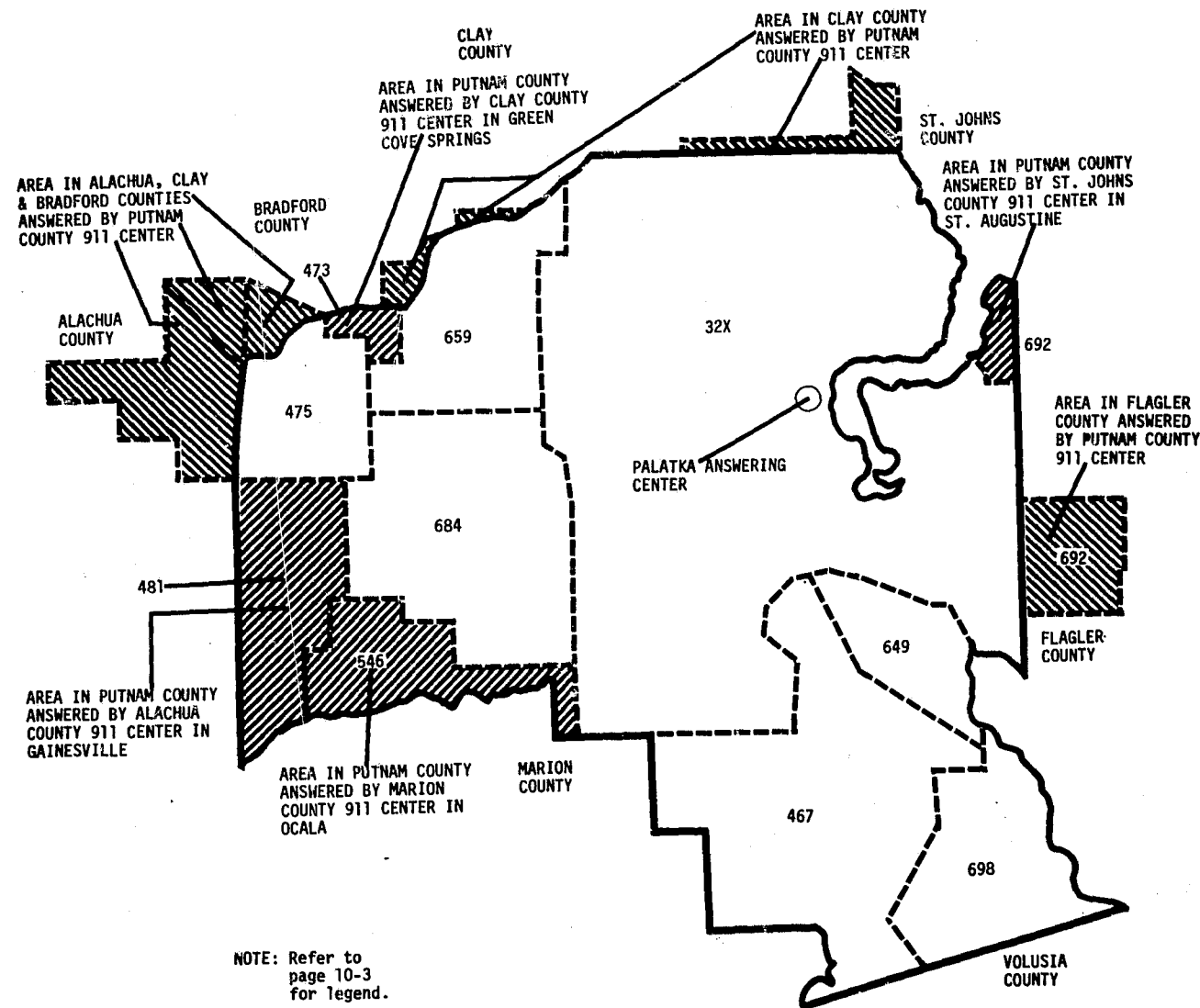


FIGURE 10.54-1 PUTNAM COUNTY 911 SYSTEM SERVING AREA

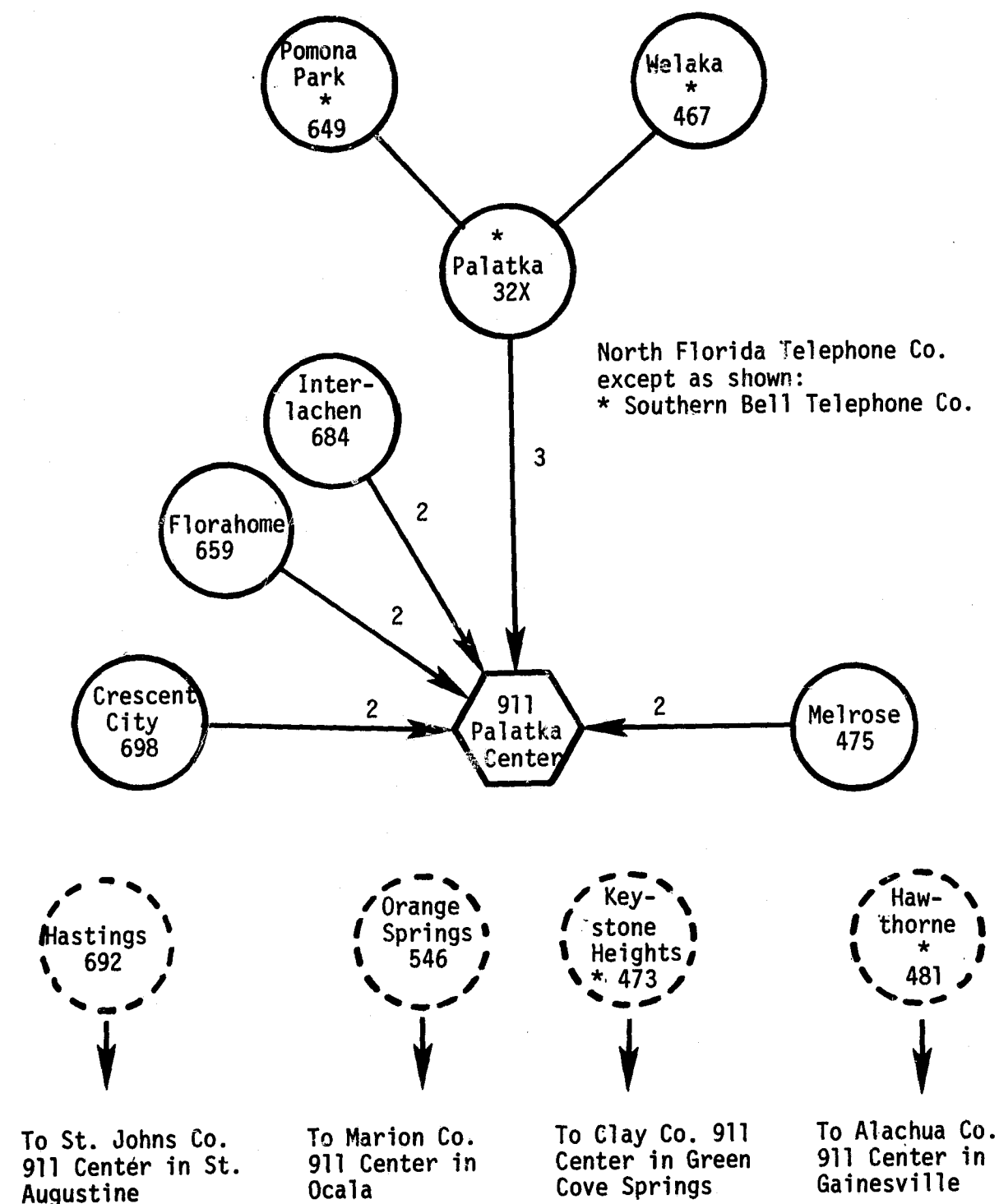


FIGURE 10.54-2 PUTNAM COUNTY CENTRAL OFFICE  
911 TRUNK NETWORK

## 10.55 ST. JOHNS COUNTY

### 10.55.1 System Summary

St. Johns County, a low crime, high tourism area on the Atlantic coast of north Florida, will have a single answering center system serving approximately 46,352 people by system cutover in the quarter ending June, 1978. The 911 center will be located at the Sheriff's Department in St. Augustine, Florida. This center will have direct radio dispatching for the Sheriff's Department, all county fire departments, and ambulance service. Call transfer will be used for the St. Augustine Police Department. The system will include two telephone companies, four central office areas, two municipalities, and twenty-one public safety agencies. Telephone central office overlaps from St. Johns County into Duval, Putnam, and Flagler counties will require call transfers and call relays from the St. Johns County 911 Answering Center to public safety agencies in those counties. A central office overlap from Clay County into St. Johns County will require call transfers from the 911 center in Green Cove Springs to public safety agencies in St. Johns County. An overlap from Duval County into St. Johns County will require call transfers from the 911 centers in Jacksonville and Atlantic Beach to public safety agencies in St. Johns County. Included in the system will be the Called Party Hold, Forced Disconnect, Idle Trunk Tone and Emergency Ringback options provided by the Southern Bell Telephone Company. Details of the boundary overlaps are shown in Figure 10.55-1. The central office 911 trunk network is shown in Figure 10.55-2.

### 10.55.2 System Management

The St. Johns County 911 System will be operated by the Sheriff's Department under the management of the elected St. Johns County Sheriff. The responsible fiscal agent will be the Board of County Commissioners.

The St. Johns County 911 System planning was accomplished by the following:

Fred V. Willis, Chairman, 911 Planning Committee, Civil Defense Director

Dudley Garrett, Sheriff, St. Johns County

Hollis Gupton, Sheriff's Communication Department

Tom Nelson, Chief, St. Augustine Fire Department

Virgil Stuart, Chief, St. Augustine Police Department

James Petroglou, Lieutenant, St. Augustine Police Department

James Conzemius, Assistant Administrator, Flagler Hospital

David Driggs, Administrator, St. Augustine General Hospital

George Wehrll, Corporal, Florida Highway Patrol

Bobby C. Jones, Director, Public Works, City of St. Augustine

Ronnie Joiner, Civil Defense

Jim Marquis, Florida Division of Forestry

Herman E. Whaley, Sr., Sergeant, Florida Highway Patrol

Bill Moore, St. Augustine General Hospital

J. W. Smith, Southern Bell Telephone Company

10.55.3 System Costs

The costs associated with the implementation and operation of the St. Johns County 911 System are listed in Section 7.

10.55.4 Mutual Aid and Interlocal Agreements

10.55.4.1 Mutual Aid Agreements

A mutual aid agreement, endorsed by all public safety agencies in St. Johns County and defining the responsibilities of each agency, is required. The areas of potential 911 system operational problems described in Section 2 shall be addressed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

10.55.4.2 Interlocal Agreements

Table 10.55-3 shows the required interlocal agreements for the St. Johns County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.55-1

ST. JOHNS COUNTY 911 SYSTEM DEFINITION

Location	St. Johns County Sheriff's Department, St. Augustine
Population Served	46,352 (June, 1978)
Calls Per 24 Hours	102
Number of Answering Positions	1
Type of Answering Position	Answering/Complaint Writer
Total Staff	5
Additional Staff Due to 911	2
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	1
Call Answering Equipment	8A Key System
Incoming Lines	8, B1
Transfer Lines	8
Options Included	Called Party Hold, Forced Disconnect, Emergency Ringback, Idle Trunk Tone

TABLE 10.55-2

ST. JOHNS COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<u>St. Johns County 911 Center</u>		
Sheriff's Department	Direct Dispatch	Radio
St. Augustine Police Department	Call Transfer	1 Line
Florida Highway Patrol	Call Transfer	1 Line
St. Augustine Fire Department	Call Transfer	1 Line
Ponte Vedra Beach Fire Department	Direct Dispatch	Pager
Palm Valley Fire Department	Direct Dispatch	Pager
St. Augustine Beach Fire Department	Direct Dispatch	Pager
Crescent Beach Fire Department	Direct Dispatch	Pager
St. Augustine South Fire Department	Direct Dispatch	Pager
Hastings Fire Department	Direct Dispatch	Pager
Colee Cove City Fire Department	Direct Dispatch	Pager
Switzerland Fire Department	Direct Dispatch	Pager
St. Augustine North Fire Department	Direct Dispatch	Pager
St. Augustine Shores Fire Department	Direct Dispatch	Pager
Riverdale Fire Department	Direct Dispatch	Pager
St. Augustine West Fire Department	Direct Dispatch	Pager
Bakersville Fire Department	Direct Dispatch	Pager
So. Ponte Vedra Fire Department	Direct Dispatch	Pager
Associated Ambulance Service	Direct Dispatch	Pager
Florida Division of Forestry	Call Transfer	Dial Up
Civil Defense	Call Transfer	Dial Up
<u>Consolidated City of Jacksonville 911 Center</u>		
Any St. Johns County Public Safety Agency via St. Johns County 911 Center	Call Transfer	1 Line
<u>Jacksonville Beach Area 911 Center</u>		
Any St. Johns County Public Safety Agency via St. Johns County Sheriff's Department	Call Relay	Intercity Radio



TABLE 10.55-2 Cont.

AGENCY	METHOD	VEHICLE
Clay County 911 Center		
Any St. Johns County Public Safety Agency via St. Johns County 911 Center	Call Transfer	1 Line

TABLE 10.55-3

## ST. JOHNS COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
St. Johns County	Consolidated City of Jacksonville	An interlocal agreement is required to define the call handling method and routing of each type of call received from St. Johns County citizens at the Consolidated City of Jacksonville 911 Center located at the Sheriff's Department in Jacksonville. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
St. Johns County	Jacksonville Beach Area 911 Center	An interlocal agreement is required to define the call handling method and routing of each type of call received from St. Johns County citizens at the Jacksonville Beach 911 Center located in the Atlantic Beach Police Department. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
St. Johns County	Clay County	An interlocal agreement is required to define the call handling method and routing of each type of call received from St. Johns County citizens at the Clay County 911 Center located in the Sheriff's Department in Green Cove Springs. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included,

TABLE 10.55-3 Cont.

FIRST PARTY	SECOND PARTY	SUBJECT
St. Johns County	Putnam County	as required, for pro rata sharing of 911 costs.  An interlocal agreement is required to define the call handling method and routing of each type of call received from Putnam County citizens at the St. Johns County 911 Center located at the Sheriff's Department in St. Augustine. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

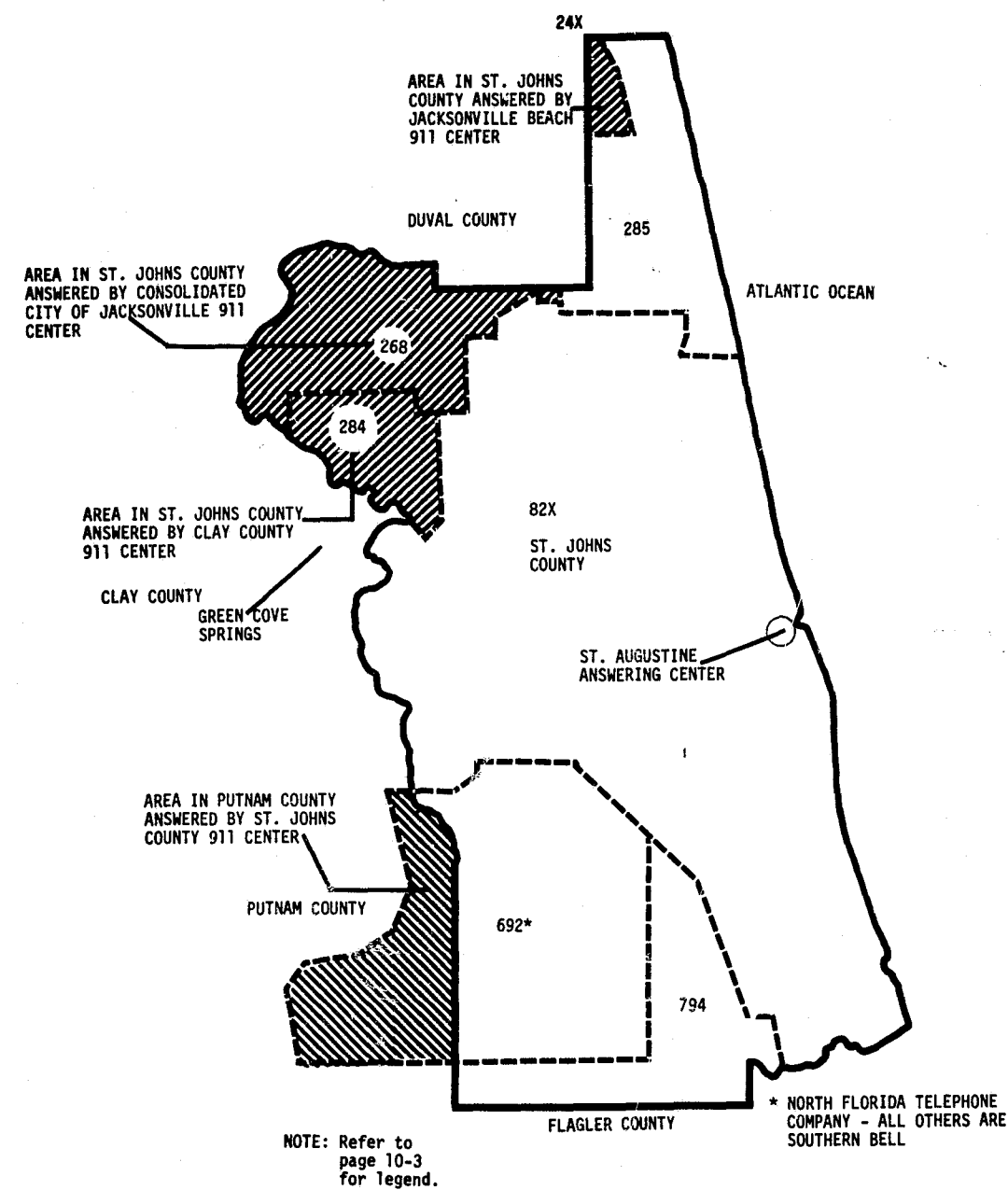


FIGURE 10.55-1 ST. JOHNS COUNTY 911 SYSTEM SERVING AREA

Southern Bell Telephone Company except as indicated:  
 \* North Florida Telephone Company

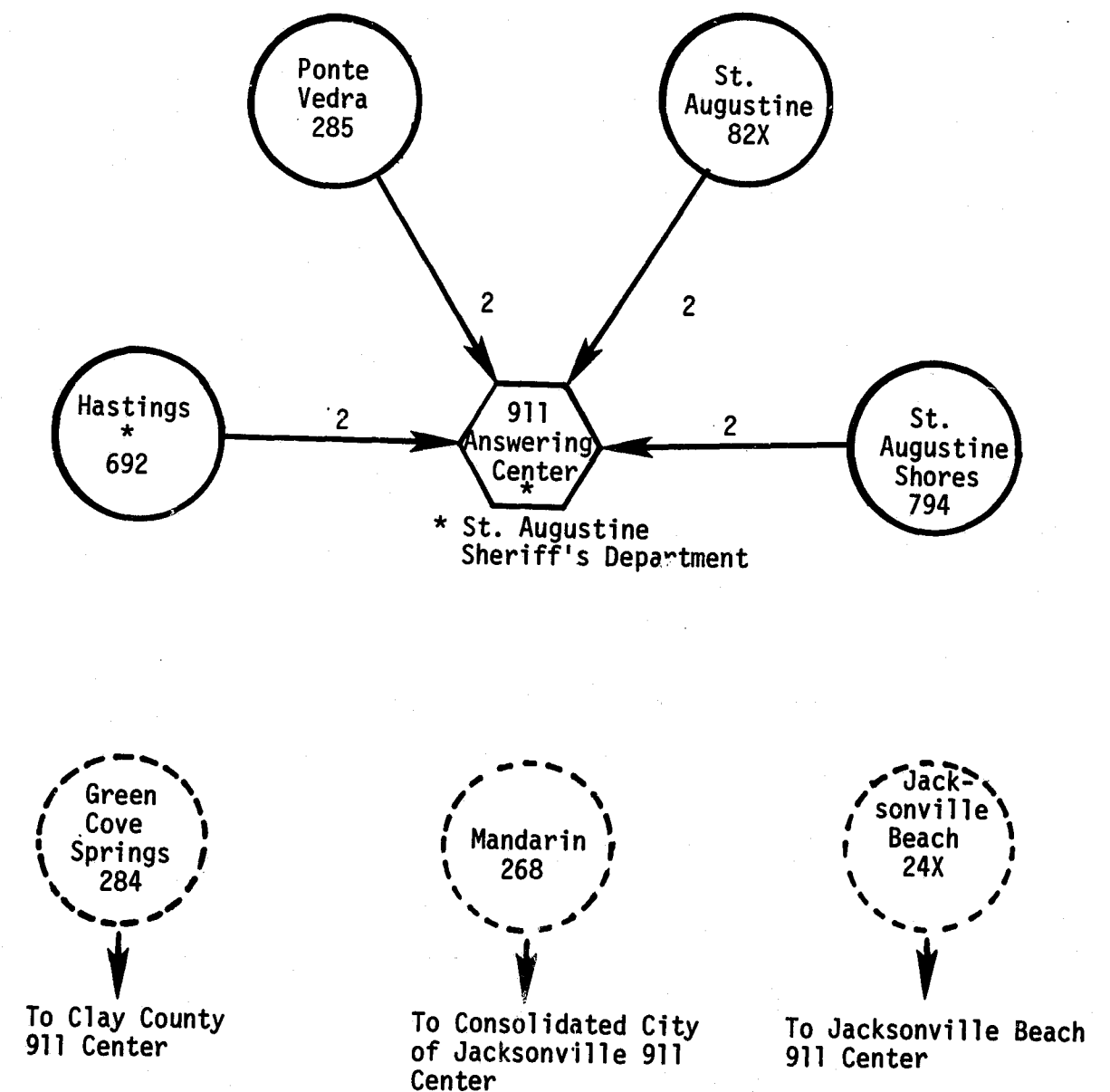


Figure 10.55-2 St. Johns County Central Office 911 Trunk Network

10.56 ST. LUCIE COUNTY

10.56.1 System Summary

St. Lucie County, a low crime, high tourism area on the Atlantic coast of south Florida, presently has an operating single answering center system which will be serving approximately 81,042 people by June, 1977. The answering center is located in the Civil Defense building in Fort Pierce and is operated by the Sheriff's Department, Fort Pierce Police Department, and Civil Defense. Radio dispatcher personnel and equipment is located at this center for the Sheriff's Department and the Fort Pierce Police Department. Space is provided for the future addition of a Fire Department dispatcher. The system includes three telephone central office areas, three municipalities and eleven public safety agencies. A telephone central office overlap from Okeechobee County into St. Lucie County will require call relays from the Okeechobee County 911 Center to public safety agencies in St. Lucie County. Included in the system are the Called Party Hold, Forced Disconnect, and Idle Trunk Tone options provided by Southern Bell Telephone Company. Details of the boundary overlaps are shown in Figure 10.56-1. The central office 911 trunk network is shown in Figure 10.56-2.

10.56.2 System Management

The St. Lucie County 911 System is operated by the Sheriff's Department, Fort Pierce Police Department, and Civil Defense. The responsible fiscal agent is the Board of County Commissioners.

The St. Lucie County 911 System planning was accomplished by the following:

Phillip S. Thibedeau, Director, St. Lucie County Civil Defense

Al Test, Lieutenant, Sheriff's Department

10.56.3 System Costs

The costs associated with the implementation and operation of the St. Lucie County 911 System are listed in Section 7.

10.56.4 Mutual Aid and Interlocal Agreements

10.56.4.1 Mutual Aid Agreements

A mutual aid agreement, endorsed by all public safety agencies in St. Lucie County and defining the responsibilities of each agency, is required. The areas of potential 911 system operational problems described in Section 2 shall be addressed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

10.56.4.2 Interlocal Agreements

Table 10.56-3 shows the required interlocal agreements for the St. Lucie County 911 system. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.56-1

ST. LUCIE COUNTY 911 SYSTEM DEFINITION

Location	Civil Defense Building, Fort Pierce
Population Served	81,042 (June, 1977)
Calls Per 24 Hours	178
Number of Answering Positions	2
Type of Answering Position	Answering/Complaint Writer
Total Staff	8
Additional Staff Due to 911	3
Number of Logging Recorders	1
Number of Instant Playback Recorders	2
Call Answering Equipment	Call Director - 30 Button with Transfer Capability Qyt: 2
Incoming Lines	8, B1
Transfer Lines	4
Options	Called Party Hold, Idle Trunk Tone, Forced Disconnect

TABLE 10.56-2

ST. LUCIE COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<u>St. Lucie County 911 Center</u>		
Sheriff's Department	Direct Dispatch	Radio
Fort Pierce Police Department	Direct Dispatch	Radio
Fort Pierce Fire Department	Call Transfer	Direct Line
Ambulance Service	Call Transfer	Direct Line
Florida Highway Patrol	Call Transfer	Direct Line
Coast Guard	Call Transfer	Direct Line
Florida Division of Forestry	Call Relay	Telephone
Airport Fire Department	Call Relay	Telephone
Beach Fire Department	Call Relay	Telephone
Port St. Lucie Fire Department	Call Relay	Telephone
St. Lucie- Fort Pierce Fire District	Call Relay	Telephone
<u>Okeechobee County 911 Center</u>		
Any St. Lucie County Public Safety Agency via Sheriff's Department	Call Relay	Intercity Radio

TABLE 10.56-3

ST. LUCIE COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
St. Lucie County	Okeechobee County	An interlocal agreement is required to define the call handling method and routing of each type of call received from St. Lucie County citizens at the Okeechobee County 911 Center located at the Sheriff's Department in the city of Okeechobee. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

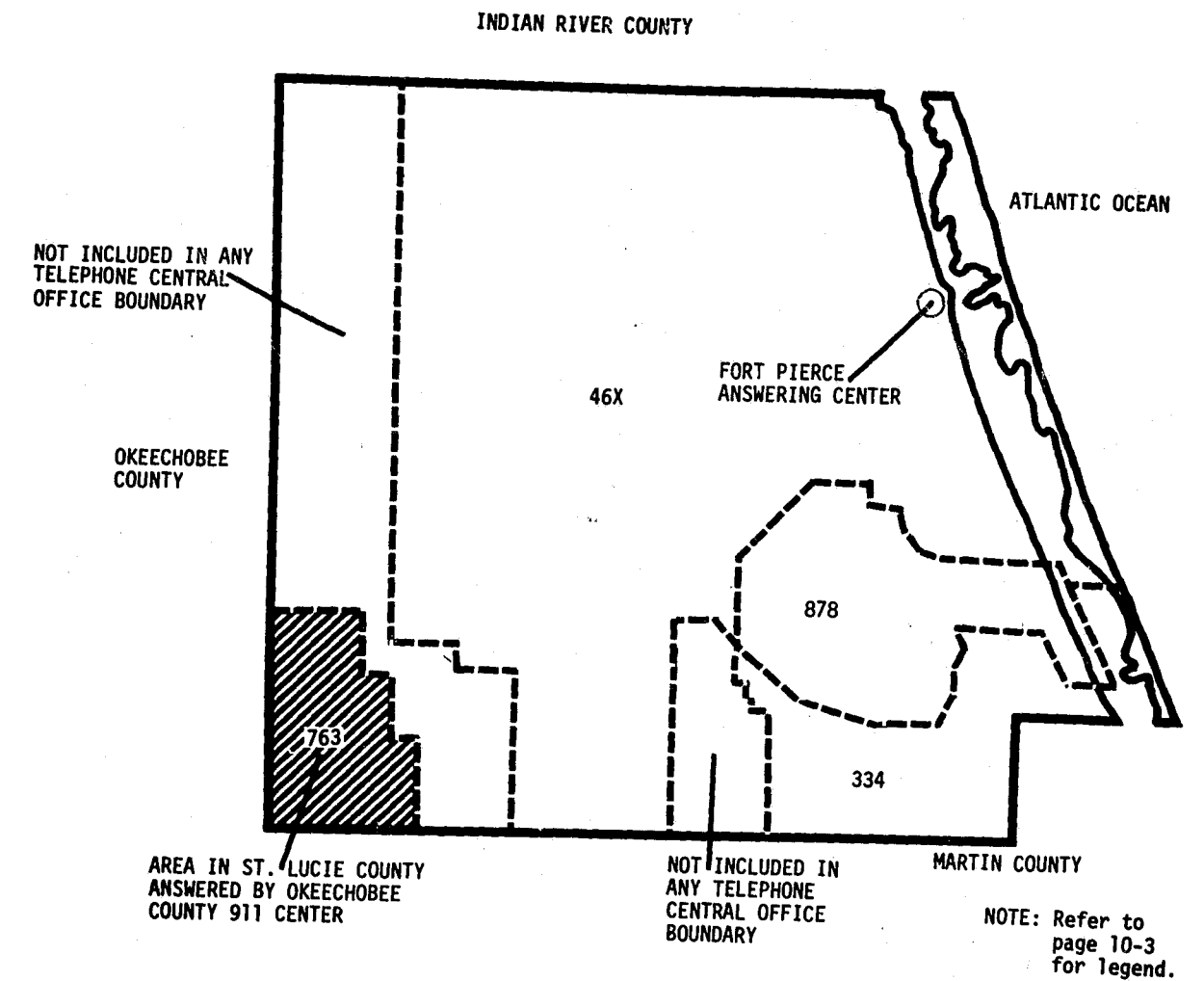
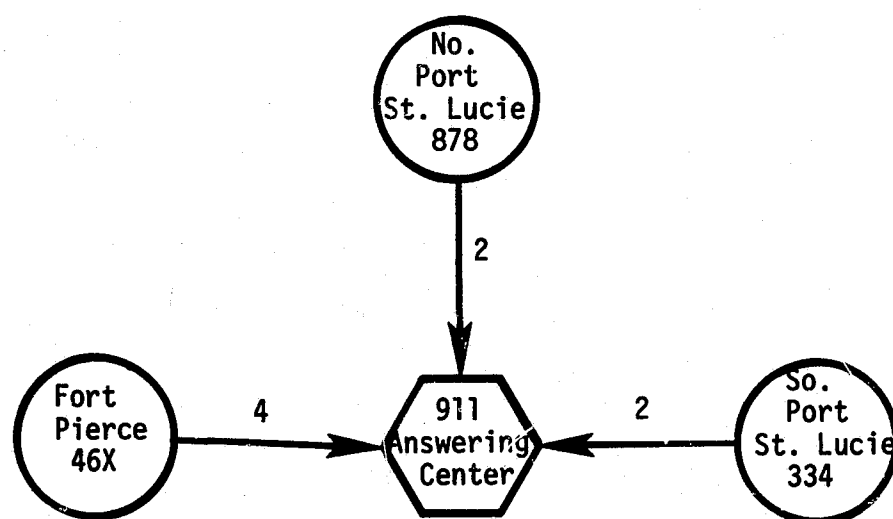


FIGURE 10.56-1 ST. LUCIE COUNTY 911 SYSTEM SERVING AREA



To Okeechobee County  
911 Answering Center

FIGURE 10.56-2 ST. LUCIE COUNTY CENTRAL OFFICE  
911 TRUNK NETWORK

## 10.57 SANTA ROSA COUNTY

### 10.57.1 System Summary

Santa Rosa County, a low crime, low tourism area is a one center, single county system serving approximately 59,575 people in Santa Rosa County and a portion of Escambia County. System cutover was in March, 1977. The center is located in the Santa Rosa County Sheriff's Communications Center in the city of Milton, and transfers all calls. The system includes six telephone central offices, three municipalities, and over eleven public safety agencies. The system includes six of the 911 telephone service options listed in Section 3; Emergency Ringback, Switchhook Status, Called Party Hold, Idle Trunk Tone Application, Forced Disconnect, and Central Office Identification. Four of these options are provided on a no-charge basis by Southern Bell Telephone Company. Each of the six central offices are direct trunked to the answering center. (See Figure 10.57-2). Dedicated call transfer lines interconnect the answering center with five of the safety agencies. Calls from the portion of Escambia County that is served by the Santa Rosa County 911 System are handled by the Santa Rosa County 911 Center and directed to the appropriate agencies. Details of these boundary overlaps are shown in Figure 10.57-1.

### 10.57.2 System Management

The Santa Rosa County System is under the management of the Santa Rosa County Sheriff. The responsible fiscal agent is the Board of County Commissioners.

The Santa Rosa County 911 System planning was accomplished by the following members of the Santa Rosa County 911 Committee:

- F. D. Lewis (Chairman), County Commission
- J. D. Cumbie, Chief, Milton Fire Department
- Whitey Andrews, Department of Emergency Services
- Donald Ivey, Administrator, Jay Hospital
- Lavon Henley, Administrator, Santa Rosa Hospital
- Cecil Pitts, Florida Division of Forestry
- Glenn Marble, Midway Volunteer Fire Department
- Dr. Hirschfield
- Don Gay, Southern Bell Telephone Company

10.57.3 System Cost

The costs associated with the implementation and operation of the Santa Rosa County 911 system are listed in Section 7.

10.57.4 Mutual Aid and Interlocal Agreements

A mutual aid agreement, endorsed by all of the public safety agencies in the Santa Rosa County 911 System, and defining the responsibilities of each agency, is required.

The areas of potential 911 system operational problems described in Section 2 shall be reviewed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

10.57.4.2 Interlocal Agreements

Table 10.57-3 shows the required interlocal agreements for the Santa Rosa County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3

TABLE 10.57-1

SANTA ROSA COUNTY 911 SYSTEM DEFINITION

Location	Santa Rosa County Sheriff's Department (Milton)
Population Served	59,575 (March, 1977)
Calls Per 24 Hours	119
Number of Answering Positions	2
Type of Answering Position	Answering
Total Staff	8
Additional Staff Due to 911	8
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	2
Call Answering Equipment	2, 608 Switchboards
911 Trunks	14
Transfer Lines	10
Dial Out Lines	3 Local, 2 Pace 994 FX
Tie Lines	0
Telephone Recorder Connectors	4

TABLE 10.57-2

SANTA ROSA COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
Santa Rosa County 911 Center		
Florida Division of Forestry (Coldwater Work Center, Milton)	Dial Out Call Transfer	957-4141

TABLE 10.57-2 Cont.

AGENCY	METHOD	VEHICLE
Florida Highway Patrol (Pensacola)	Dial Out	994-5961 Using FX Line
Gulf Breeze Police Department	Call Transfer	
During Business Hours, After Business Hours Via Pensacola Police Department	Dial-Out Call Transfer	932-3549 or 438-4911 Using FX Line
Milton Police Department	Call Transfer	2 Lines
Milton Fire Department	Call Transfer	1 Line
Pensacola Beach Police Department (via Escambia County Sheriff's Office)	Dial-Out Call Transfer	
Pensacola Beach Volunteer Fire Department (Via Escambia County Department of Emergency Services, Pensacola)		433-8371 Using FX Line
Santa Rosa County Department of Emergency Services	Dial-Out Call Transfer	434-2253 Using FX Line
Ambulance		
Gulf Breeze Volunteer Fire Department	Call Transfer	2 Lines
All Remaining Volunteer Fire Departments		
Santa Rosa County Sheriff's Dispatcher	Call Transfer	
Jay Police Department (via Sheriff's Dispatcher)	Call Transfer	5-Lines

TABLE 10.57-3

SANTA ROSA COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Santa Rosa County	Escambia County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Escambia County citizens at the Santa Rosa County 911 Answering Center located in the city of Milton. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

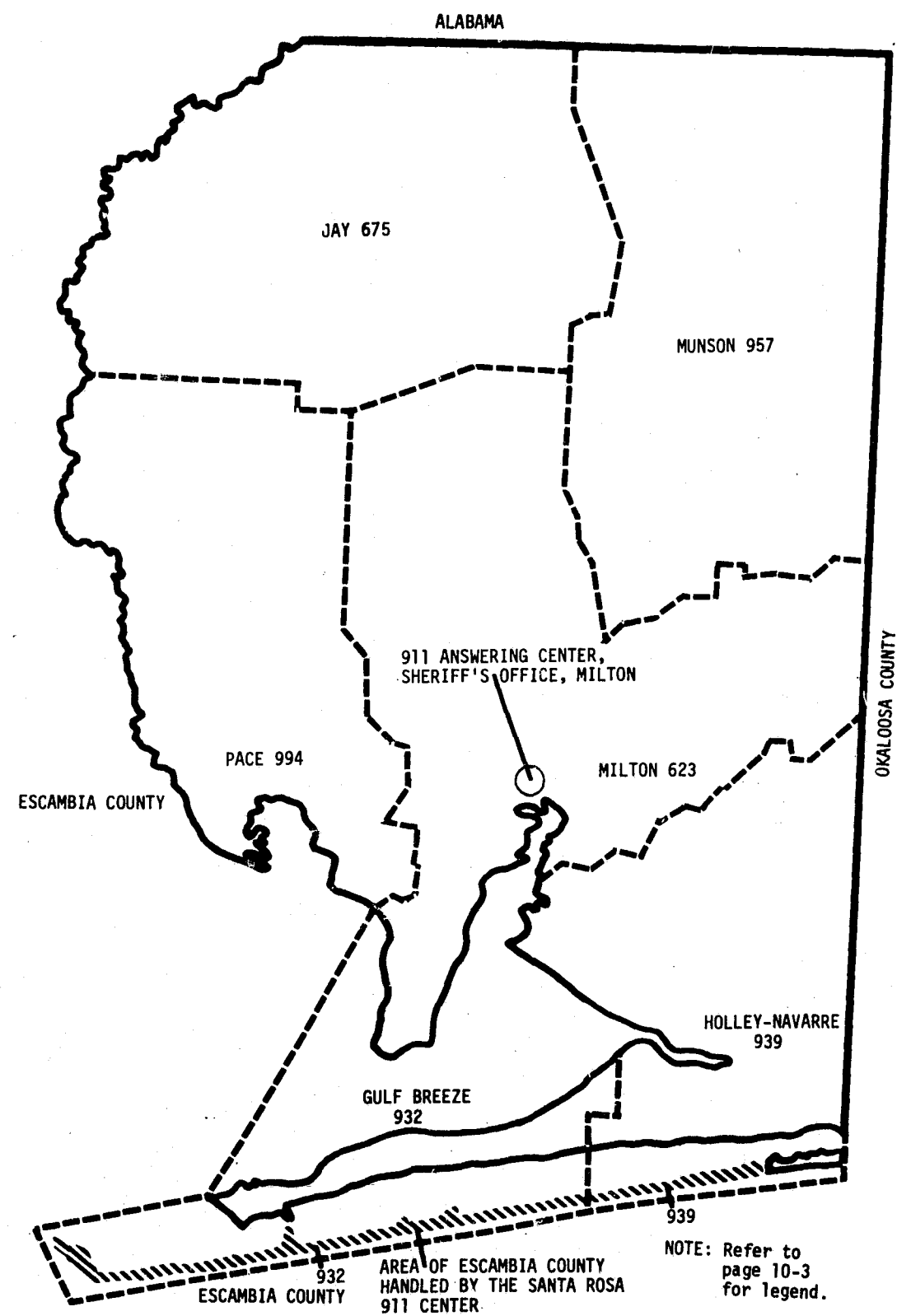
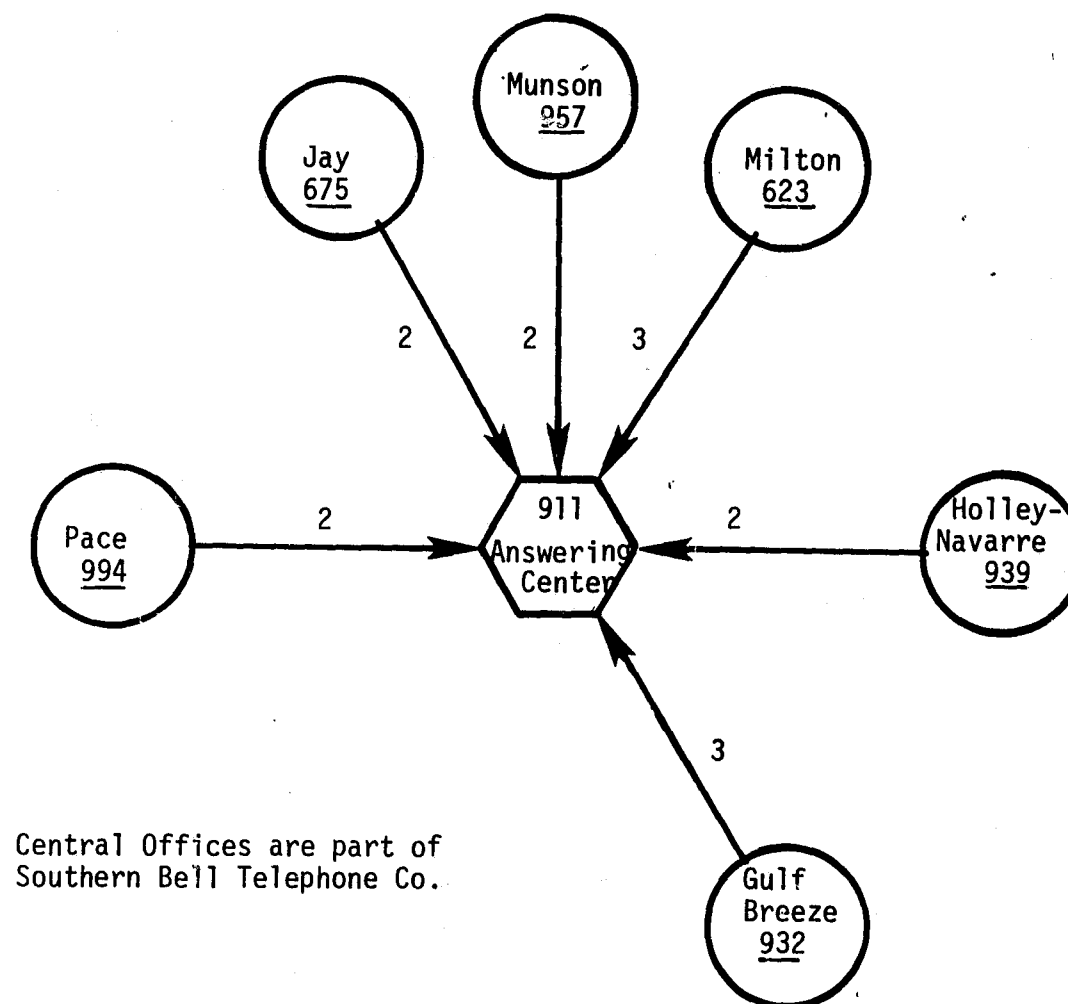


FIGURE 10.57-1 SANTA ROSA COUNTY 911 SYSTEM SERVING AREA



All Central Offices are part of the Southern Bell Telephone Co.

FIGURE 10.57-2 SANTA ROSA COUNTY CENTRAL OFFICE 911 TRUNK NETWORK



10.58 SARASOTA COUNTY

10.58.1 System Summary

Sarasota County, a low crime, high tourism area, will be one center, single county system serving approximately 160,700 people in Sarasota and portions of Manatee and Charlotte counties. The center will be located in the Sarasota County Sheriff's communications center on Aston Road and will direct dispatch calls for the Sheriff's Department. The system will include 13 telephone central offices, four municipalities, and 24 public safety agencies. The system will include one of the 911 special options listed in Section 3: Central Office Identification, (for all but three of the central offices). Three of the central offices will form a 911 tandem network with trunks from the Sarasota "9" Tandem directed to the answering center. Each of the remaining central offices will inherently be direct trunked to the answering center. (See Figure 10.58-2.) Dedicated call transfer lines will interconnect the center with all of the safety agencies in Sarasota County including three agencies in Manatee and Charlotte counties. The calls from the part of Sarasota County that is not served by the Sarasota County 911 System will be handled by the Manatee County 911 Center and directed to the appropriate agencies. Likewise, calls from the part of Manatee and Charlotte counties served by the Sarasota County 911 System will be handled by the Sarasota County Center and directed to the appropriate agencies. Details of these boundary overlaps are shown in Figure 10.58-1.

10.58.2 System Management

The Sarasota County 911 System will be managed and operated by the Sarasota County Sheriff's Office. The responsible fiscal agent will be the Board of County Commissioners. A 911 Administrative Committee, subordinate to the Board of County Commissioners, shall serve in a policy making and advisory capacity.

The original Sarasota County 911 system planning was accomplished by the following members of the Sarasota County 911 Systems Planning Committee:

- Harold Stinchcomb, Chief, Sarasota Fire Department (Chairman)
- Bruce Barnado, Englewood Fire Department
- Ted Deming, Chief, Venice Fire Department
- Robert Dietz, Sarasota County Civil Defense
- William Drymon, Chief, South Trail Fire Department
- Robert Ferry, Chief, Venice Police Department
- Howard Gilmore, Northeast Fire Control District
- A. E. Hambacher, Captain, Florida Highway Patrol
- Clifford Horn, Chief, South Venice Volunteer Fire Department

- Edward Hoyt, City of Sarasota
- Earl Jacobson, Captain, Sarasota County Sheriff's Department
- Ray Jechoreck, Nakomis Volunteer Fire Department
- Michael Keel, Division of Forestry
- Irving Nutter, Chief, Fruitville Volunteer Fire Department
- Ed Petrick, Commissioner, Town of Longboat
- Francis Scott, Chief, Sarasota Police Department
- Abraham Verman, City of Venice

10.58.3 System Costs

The costs associated with the implementation and operation of the Sarasota County 911 System are listed in Section 7.

10.58.4 Mutual Aid and Interlocal Agreements

10.58.4.1 Mutual Aid Agreements

A mutual aid agreement, endorsed by all of the public safety agencies in the Sarasota County 911 System, and defining the responsibilities of each agency, is required.

The areas of potential 911 system operational problems described in Section 2 shall be reviewed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

10.58.4.2 Interlocal Agreements

Table 10.58-3 shows the required interlocal agreements for the Sarasota County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.58-1  
SARASOTA COUNTY 911 SYSTEM DEFINITION

Location	Sarasota County Sheriff's Department
Population served	160,700 (December, 1977)
Calls per 24 hours	353
Number of answering positions	3
Type of answering positions	Answering/complaint writer
Total Staff	11
Additional staff due to 911	8
Number of logging recorders	**
Number of instant playback recorders	3
911 trunks	29
Call answering equipment	SD192 PBX and Key Equipment, or equivalent

TABLE 10.58-1 Cont.

Transfer lines	32
Tie-lines	0
Out-dial lines	2
Telephone Recorder Connectors	8

\*\*The Sheriff's present logging recorder has four spare channels,  
one for each answering position.

TABLE 10.58-2

AGENCY	METHOD	VEHICLE
Sarasota 911 Center		
Englewood Fire Department	Call transfer	1 line
Ewing Ambulance	Call transfer	1 line
Florida Division of Forestry (Bradenton)	Call transfer	1 line
*Fruitville Fire Department	Call transfer	2 lines
Nokomis Fire Department	Call transfer	1 line
*Northeast Fire Department	Call transfer	1 line
Northport Police Department	Call transfer	1 line
Poison Control (Sarasota)	Call transfer	1 line
Sarasota County Civil Defense (Sarasota)	Call transfer	1 line
Sarasota Police Department	Call transfer	4 lines
Sarasota Fire Department	Call transfer	3 lines
South Trail Fire Dept.	Call transfer	
Sarasota County Sheriff's Office (Aston Road)	Call dispatch	--
Sarasota County Sheriff's Substation (Venice)	Call transfer	1 line
South Venice Fire Department	Call transfer	1 line
Venice Police Department	Call transfer	3 lines
Venice Fire Department	Call transfer	2 lines
Charlotte County Sheriff's Substation (Englewood)	Call transfer	1 line
Longboat Key CDC	Call transfer	2 lines
Manatee County Ambulance (Bradenton)	Dial-Out Call transfer	756-5551
Manatee County Sheriff's Office (Bradenton)	Call transfer	1 line
Oneco-Tallavast Fire Department	Dial-Out call transfer	755-4444
Whitfield Fire Department	Dial-Out Call transfer	755-1111
Florida Highway Patrol (Venice)	Call transfer	2 lines

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TABLE 10.58-2 Cont.

AGENCY	METHOD	VEHICLE
Manatee County 911 Center		
Sarasota County Sheriff's Office (Sarasota) and Remaining Sarasota County Agencies	Call transfer	1 line

\*These lines are to enable the 911 Answering Complaint Writer to permit a non-busy Sarasota (or Venice) Police Department radio dispatcher to listen to the operator/citizen conversation and take advanced action before receipt of the complaint data.

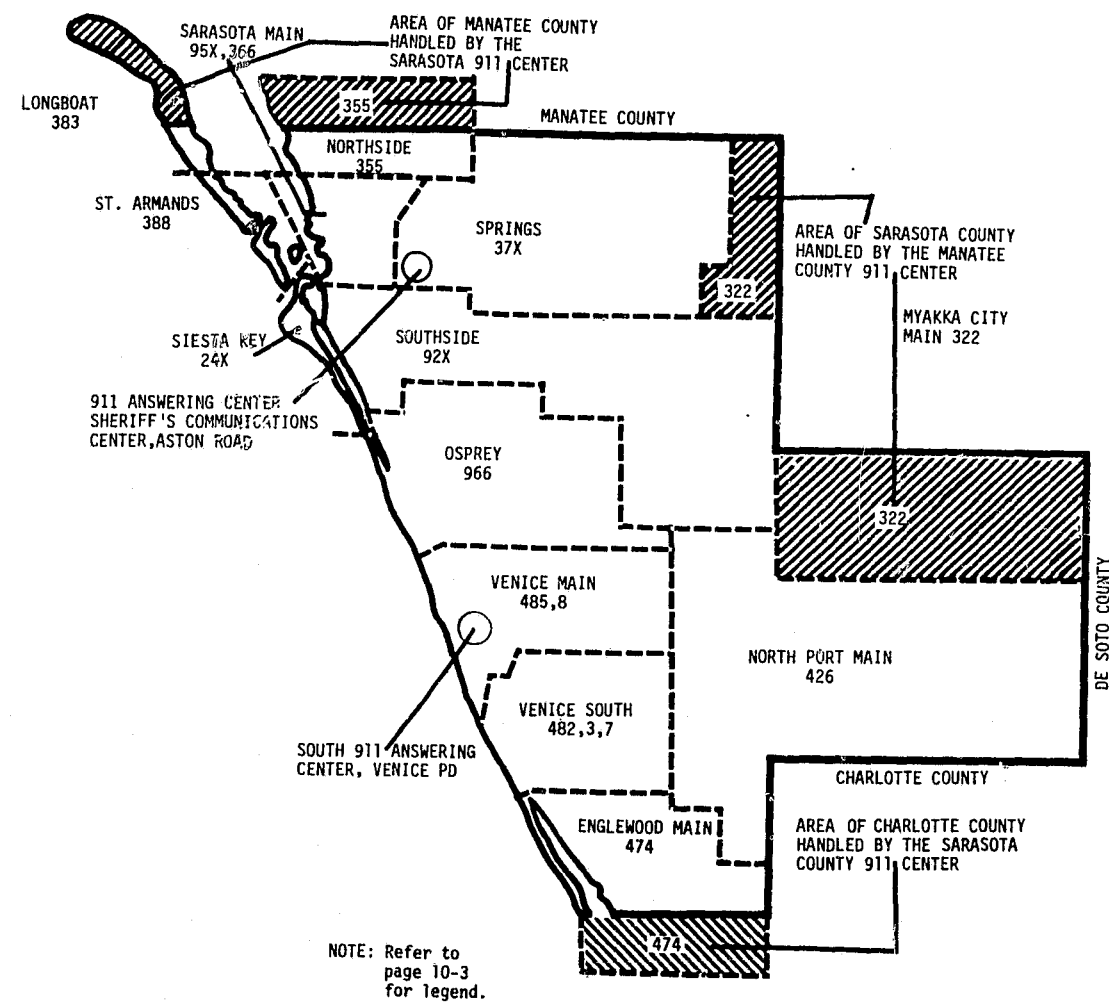
TABLE 10.58-3

## SARASOTA COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Sarasota County	Manatee County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Manatee County citizens at the Sarasota County 911 Answering Center located near the city of Sarasota. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e. new safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for prorata sharing of 911 costs.
Sarasota County	Charlotte County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Charlotte County citizens at the Sarasota County 911 Answering Center located near the city of Sarasota. The agreement shall be kept current

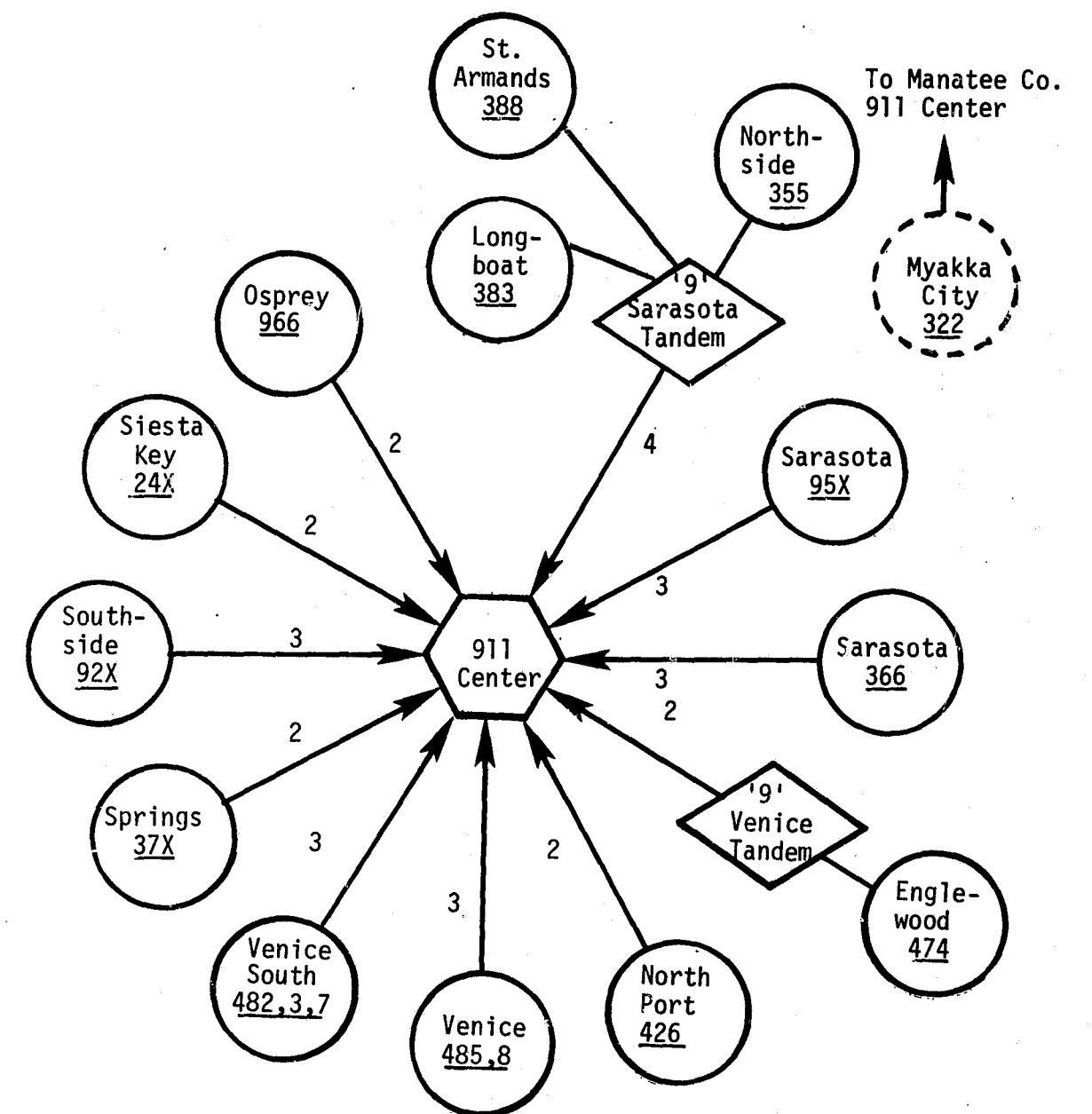
TABLE 10.58-3 Cont.

FIRST PARTY	SECOND PARTY	SUBJECT
Sarasota County	Charlotte County	through periodic revisions to reflect changing conditions, i.e. new safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for prorata sharing of 911 costs.
Manatee County	Sarasota County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Sarasota County citizens at the Manatee County 911 Answering Center located in the city of Bradenton. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e. new safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for prorata sharing of 911 costs.



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FIGURE 10.58-1 SARASOTA COUNTY 911 SYSTEM SERVING AREA



All Central Offices are part of the General Telephone Company

Figure 10.58-2 Sarasota County Central Office 911 Trunk Network

## 10.59 SEMINOLE COUNTY

### 10.59.1 System Summary

Seminole County, a high tourism area in central Florida will have a single answering center system. Although not officially designated a high crime area, Seminole County is closely associated with Orange County which has been so designated, and this consideration has been factored into the Seminole County plan. The Seminole County answering center will be located in a Cooperative Dispatch Center in the "Five Points" area and will serve approximately 138,742 citizens by system cutover in the quarter ending June, 1977. The center will have direct radio dispatching for all law enforcement, fire service and EMS calls originating in the county. The system will include two telephone companies, seven municipalities, and twenty-four public safety agencies. Central office overlaps from Seminole County into Volusia County and Orange County will require call transfers or relays from the Seminole County 911 system to public safety agencies in those counties. An overlap from Orange County into Seminole County will require call transfers from the Orange County 911 Center to the Seminole County Cooperative Dispatch Center. Included in the system will be the Called Party Hold, Emergency Ringback, Forced Disconnect, and Idle Trunk Tone options provided by Southern Bell Telephone Company. Details of the boundary overlaps are shown in Figure 10.59-1. The 911 central office 911 trunk network is shown in Figure 10.59-2.

### 10.59.2 System Management

The Seminole County 911 System will be operated by the Department of Public Safety under the management of an appointed 911 supervisor. The responsible fiscal agent will be the Board of County Commissioners.

The Seminole County 911 System planning was accomplished by the following:

John Spolski, 911 Supervisor, Deputy Director, Civil Defense

Dwayne Harrell, Chief Deputy, Sheriff's Department

Bob Lowe, Consultant, Sheriff's Department

John Polk, Sheriff, Seminole County

Sid Vihlen, Board of County Commissioners

Gary Kaiser, Director, Department of Public Safety

Sam Ackley, Assistant to Sanford City Manager

John Percy, Director, Land Development

Ben Butler, Chief, Sanford Police Department

George Karcher, Chief, Casselberry Police Department

Ken Triplett, Chief, Oviedo Police Department

John Govoruhk, Chief, Winter Springs Police Department

Doug Keller, Chief, Longwood

Harry Benson, Chief, Lake Mary Police Department

Justus East, Chief, Altamonte Springs Police Department

### 10.59.3 System Costs

The costs associated with the implementation and operation of the Seminole County 911 System are listed in Section 7.

### 10.59.4 Mutual Aid and Interlocal Agreements

#### 10.59.4.1 Mutual Aid Agreements

A mutual aid agreement, endorsed by all public safety agencies in Seminole County and defining the responsibilities of each agency, is required. The areas of potential 911 system operational problems described in Section 2 shall be addressed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

#### 10.59.4.2 Interlocal Agreements

Table 10.59-3 shows the required interlocal agreements for the Seminole County 911 System. Typical interlocal agreements are shown in Appendix 2.2 and 2.3.

TABLE 10.59-1

SEMINOLE COUNTY 911 SYSTEM DEFINITION

Location	Cooperative Dispatch Center Department of Public Safety, Five Points
Population Served	138,742 (June, 1977)
Calls Per 24 Hours	410
Number of Answering Positions	4
Type of Answering Positions	Answering/Complaint Writer
Total Staff	15
Additional Staff Due to 911	8
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	4
Call Answering Equipment	Model 608 Switchboard Low Profile, QTY: 4, Multiple
Incoming Trunks	19
Transfer Lines	1
Options	Called Party Hold, Forced Dis- connect, Emergency Ringback, Idle Trunk Tone

TABLE 10.59-2  
SEMINOLE COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<u>Seminole County 911 Center</u>		
Sheriff's Department	Direct Dispatch	Radio
Altamonte Springs Police Department	Direct Dispatch	Radio
Casselberry Police Department	Direct Dispatch	Radio
Lake Mary Police Department	Direct Dispatch	Radio
Longwood Police Department	Direct Dispatch	Radio
Oviedo Police Department	Direct Dispatch	Radio
Sanford Police Department	Direct Dispatch	Radio
Winter Springs Police Department	Direct Dispatch	Radio
Altamonte Springs Fire Department	Direct Dispatch	Radio
Casselberry Fire Department	Direct Dispatch	Radio
Lake Mary Fire Department	Direct Dispatch	Radio
Longwood Fire Department	Direct Dispatch	Radio
Oviedo Fire Department	Direct Dispatch	Radio
Sanford Fire Department	Direct Dispatch	Radio
Winter Springs Fire Department	Direct Dispatch	Radio
Geneva Fire Department	Direct Dispatch	Radio
Chuluota Volunteer Fire Department	Direct Dispatch	Radio
Midway-Cinderville Volunteer Fire Department	Direct Dispatch	Radio
Seminole Goldenrod Fire Department	Direct Dispatch	Radio
Forest City Fire Department	Direct Dispatch	Radio
Fern Park Fire Department	Direct Dispatch	Radio
Herndon Ambulance	Direct Dispatch	Radio
Highway Patrol	Call Relay	Radio
Division of Forestry	Call Relay	Telephone
<u>Orange County 911 Center</u>		
Any Seminole County Public Safety Agency via Seminole County 911 Center	Call Transfer	Direct Line

TABLE 10.59-3  
SEMINOLE COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Seminole County	Orange County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Seminole County citizens at the Orange County 911 Center located at the Sheriff's Department in Orlando. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Inter-county funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Seminole County	Orange County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Orange County citizens at the Seminole County 911 Center located at the Seminole County Cooperative Dispatch Center. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Seminole County	Volusia County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Volusia County citizens at the Seminole County 911 Center located at the Seminole County Cooperative Dispatch Center. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

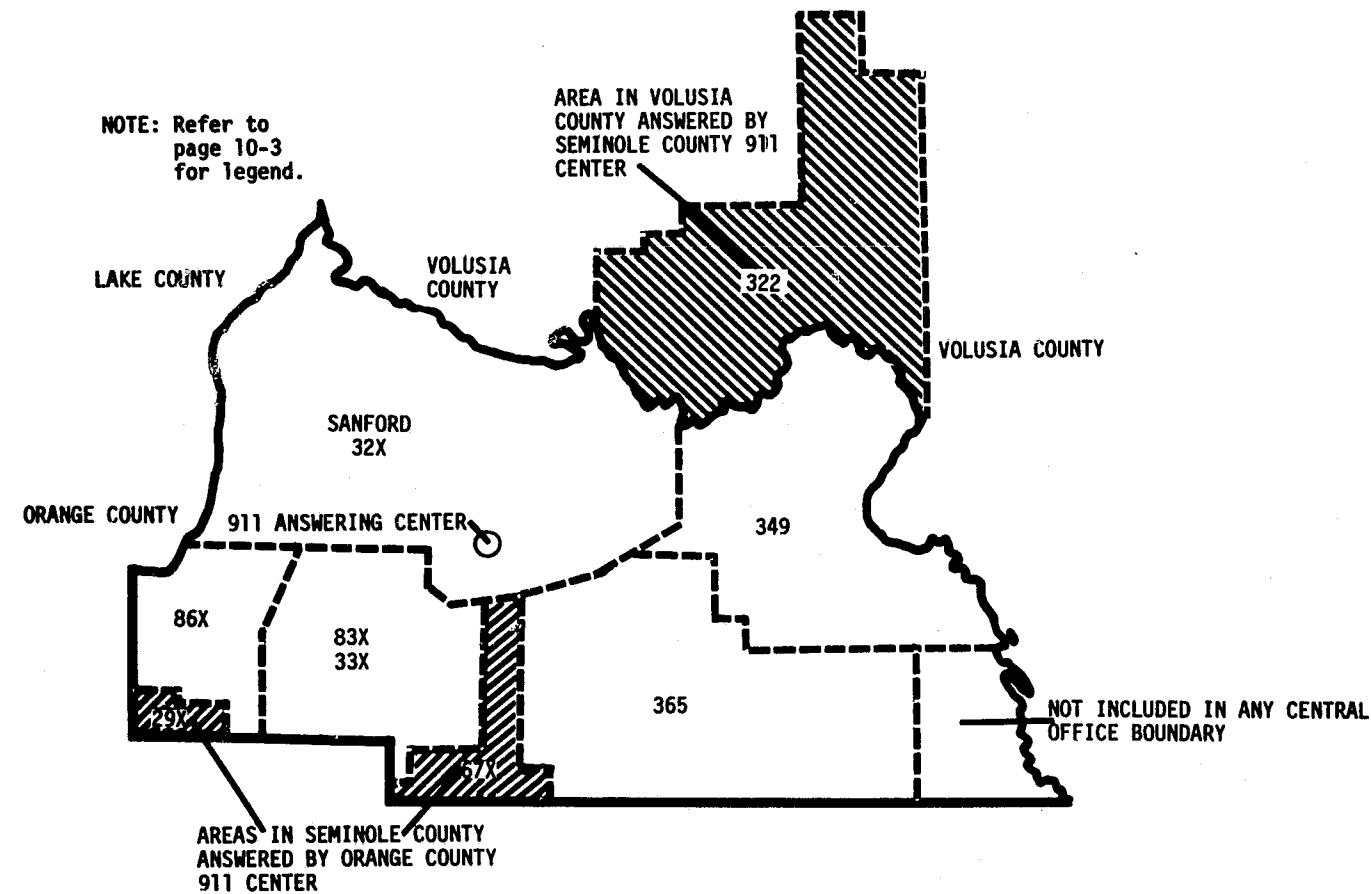


FIGURE 10.59-1 SEMINOLE COUNTY 911 SYSTEM SERVING AREA

Southern Bell Telephone Company except  
as shown  
\* Winter Park Telephone Company

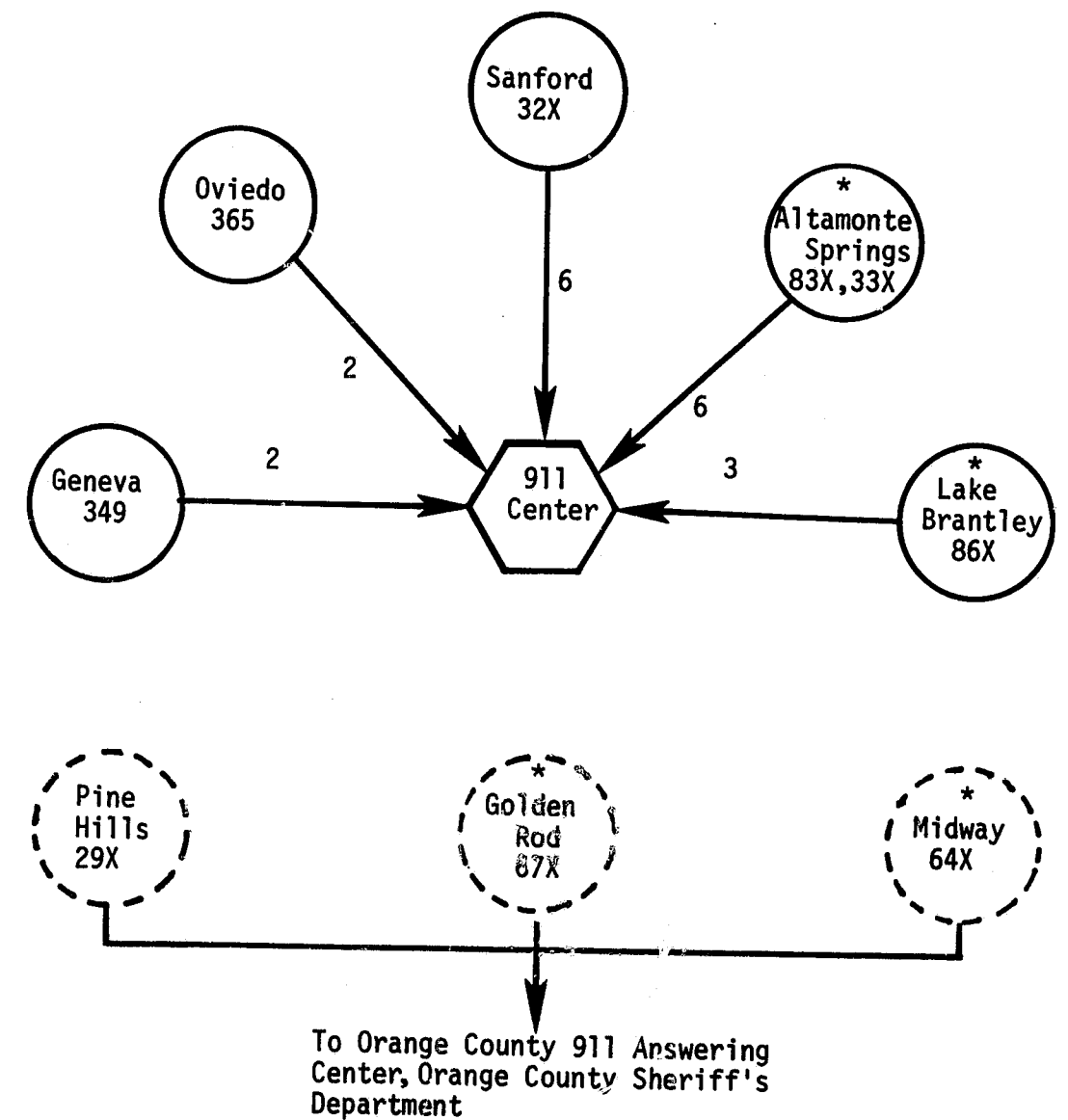


FIGURE 10.59-2 SEMINOLE COUNTY CENTRAL OFFICE  
911 TRUNK NETWORK



## 10.60 SUMTER COUNTY

### 10.60.1 System Summary

Sumter County, a low crime, low tourism area, will be a one center, single county system serving approximately 22,895 people in Sumter County by system cutover in the quarter ending June, 1977. The 911 center will be located in the Sumter County Sheriff's Communication Center in the city of Bushnell and will direct dispatch calls for the Sheriff's Department, the Center Hill Police Department, Coleman Police Department, Bushnell Police Department, and the Webster Police Department. The system will include two telephone central offices, five municipalities, and about 14 public safety agencies. The system will include three of the 911 special options listed in Section 3; Forced Disconnect, Called Party Hold, and Central Office Identification. These options will be provided on a no-charge basis. Each of the two telephone central offices will be direct trunked to the answering center. (See Figure 10.60-2). Dedicated call transfer lines will interconnect the answering center with three of the public safety agencies. The calls from the part of Sumter County that is not part of the Sumter County 911 System will be handled by the Lake County 911 Center and the Pasco County 911 Center and directed to the appropriate agency. Details of these boundary overlaps are shown in Figure 10.60-1.

### 10.60.2 System Management

The Sumter County 911 System will be managed and operated by the Sumter County Sheriff's Office. The responsible fiscal agent will be the Board of County Commissioners.

The Sumter County 911 System planning was accomplished by the following members of the Sumter County 911 Planning Committee and the Advisory Committee:

#### Planning Committee:

Vernon Berry, Civil Defense (Chairman)

John M. Pacheco, Chief, Bushnell Fire Department

C. W. Stover, Chief, Bushnell Police Department

Ralph Berry, Chief, Center Hill Police Department

Leonard Mealer, Chief, Center Hill Fire Department

Lt. Floyd, Florida Highway Patrol (Brooksville)

Don Clark, Chief Deputy, Sheriff's Department

J. W. Argo, County Commissioner

Herbert H. LaMere, Lake Panasoffkee Fire Association

Franklin C. Murphy, City of Webster

William F. Eichelberger, Tri-County Fire Department

Glen A. Mathis, Mayor, City of Webster

Ed Williams, Chief, Wildwood Police Department

John Lackey, Chief, Wildwood Fire Department

Bob Drogo, Florida Telephone Company

#### Advisory Committee:

Len Ballard, Lake Panasoffkee

Julius Willis, Herndon Ambulance

Roosevelt McMullen, City of Bushnell

Russell Whitchel, Herndon Ambulance

John Springstead, County Water Board Engineer

Joe Strickland, Superintendent of Schools

### 10.60.3 System Costs

The costs associated with the implementation and operation of the Sumter County 911 System are listed in Section 7.

### 10.60.4 Mutual Aid and Interlocal Agreements

#### 10.60.4.1 Mutual Aid Agreement

A mutual aid agreement, endorsed by all of the public safety agencies in the Sumter County 911 System, and defining the responsibilities of each agency, is required.

The areas of potential 911 system operational problems described in Section 2 shall be reviewed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

#### 10.60.4.2 Interlocal Agreements

Table 10.60-3 shows the required interlocal agreements for the Sumter County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.60-1

## SUMTER COUNTY 911 SYSTEM DEFINITION

Location	Sheriff's Department, Bushnell
Population Served	22,895 (June, 1977)
Calls Per 24 Hours	46
Number of Answering Positions	1
Type of Answering Position	Dispatcher
Total Staff	5
Additional Staff Due to 911	4
Number of Logging Recorders	1, 10-Channel *
Number of Instant Playback Recorders	1
Call Answering Equipment	1, PEIX-II
911 Trunks	4
Transfer Lines	3
Tie-Lines	0
Out-Dial Lines	2
Telephone Recorder Connectors	5

\*This unit is being obtained under a LEAA Grant.

TABLE 10.60-2

## SUMTER COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<u>Sumter County 911 Center</u>		
Sumter County Sheriff's Department	Call Dispatch	--
Bushnell Police Department	Call Dispatch	--
Center Hill Police Department	Call Dispatch	--
Coleman Police Department	Call Dispatch	--
Webster Police Department	Call Dispatch	--
Florida Division of Forestry (Leesburg)	Dial-Out Call Transfer	748-3025
Florida Highway Patrol (Brooksville)	Call Transfer	1 Line
Herndon Ambulance (Bushnell)	Call Transfer	1 Line
Lake Panasoffkee Fire Protection Association	Dial-Out Call Transfer	793-4388
Sumter County Civil Defense	Dial-Out Call Transfer,	793-2641 or 793-3938
Tri-County Volunteer Fire Department (Nobleton)	Dial-Out Call Transfer	793-3364
Webster Volunteer Fire Department	Dial-Out Call Transfer	793-2072 or 793-3340

TABLE 10.60-2 Cont.

AGENCY	METHOD	VEHICLE
Wildwood Police Department Wildwood Volunteer Fire Department	Call Transfer Dial-Out Call Transfer	1 Line 748-1851
<u>Lake County 911 Center</u>		
Any Sumter County Agency via Sumter County Sheriff's Department	Call Relay	Intercity Radio
<u>Pasco County 911 Center</u>		
Any Sumter County Agency via Sumter County Sheriff's Department	Call Relay	Intercity Radio

TABLE 10.60-3

## SUMTER COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Lake County	Sumter County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Sumter County citizens at the Lake County 911 Answering Center located in the city of Tavares. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Pasco County	Sumter County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Sumter County citizens at the Pasco County 911 Answering Center located in Land O Lakes. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

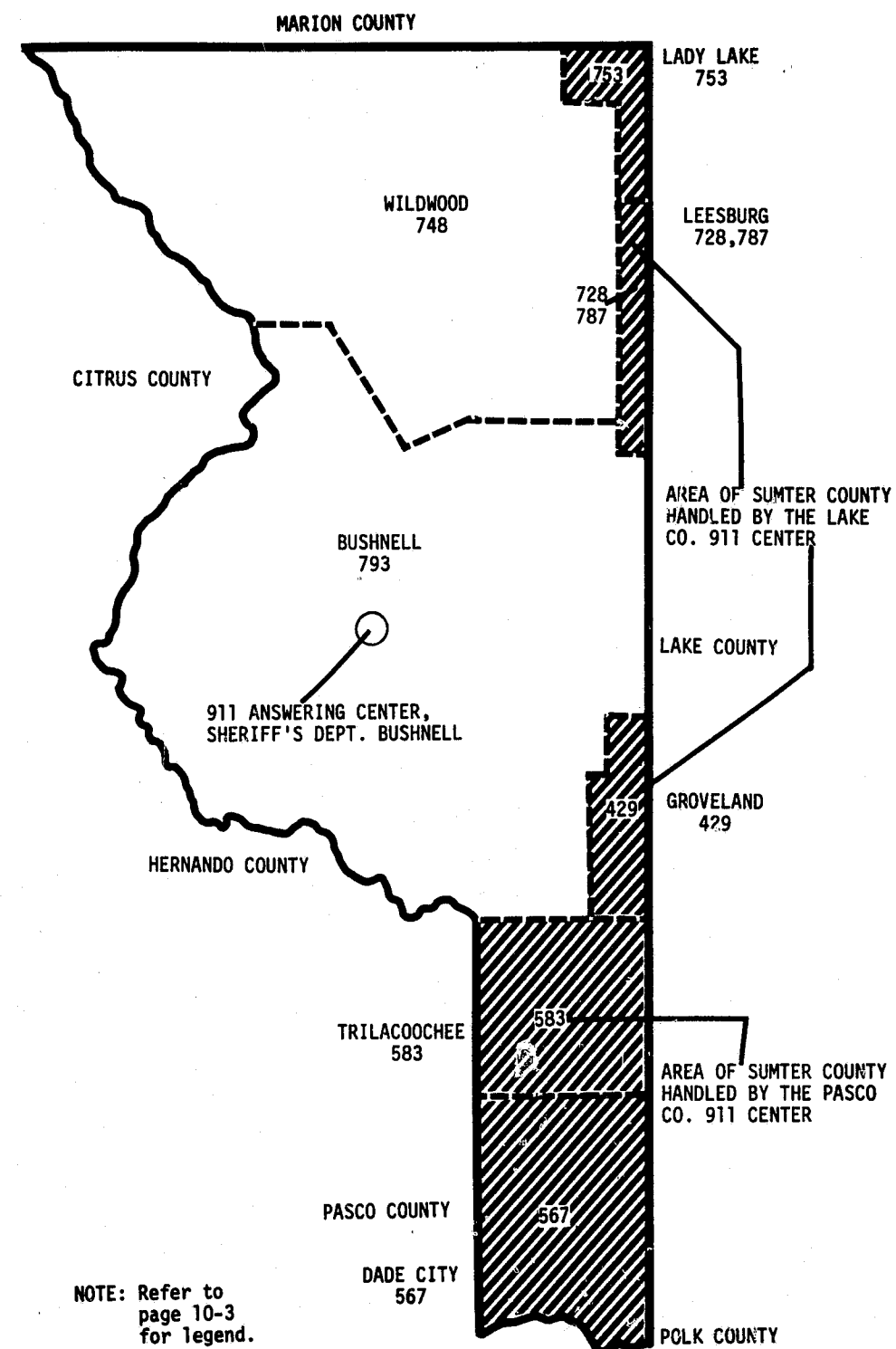


FIGURE 10.60-1 SUMTER COUNTY 911 SYSTEM SERVING AREA

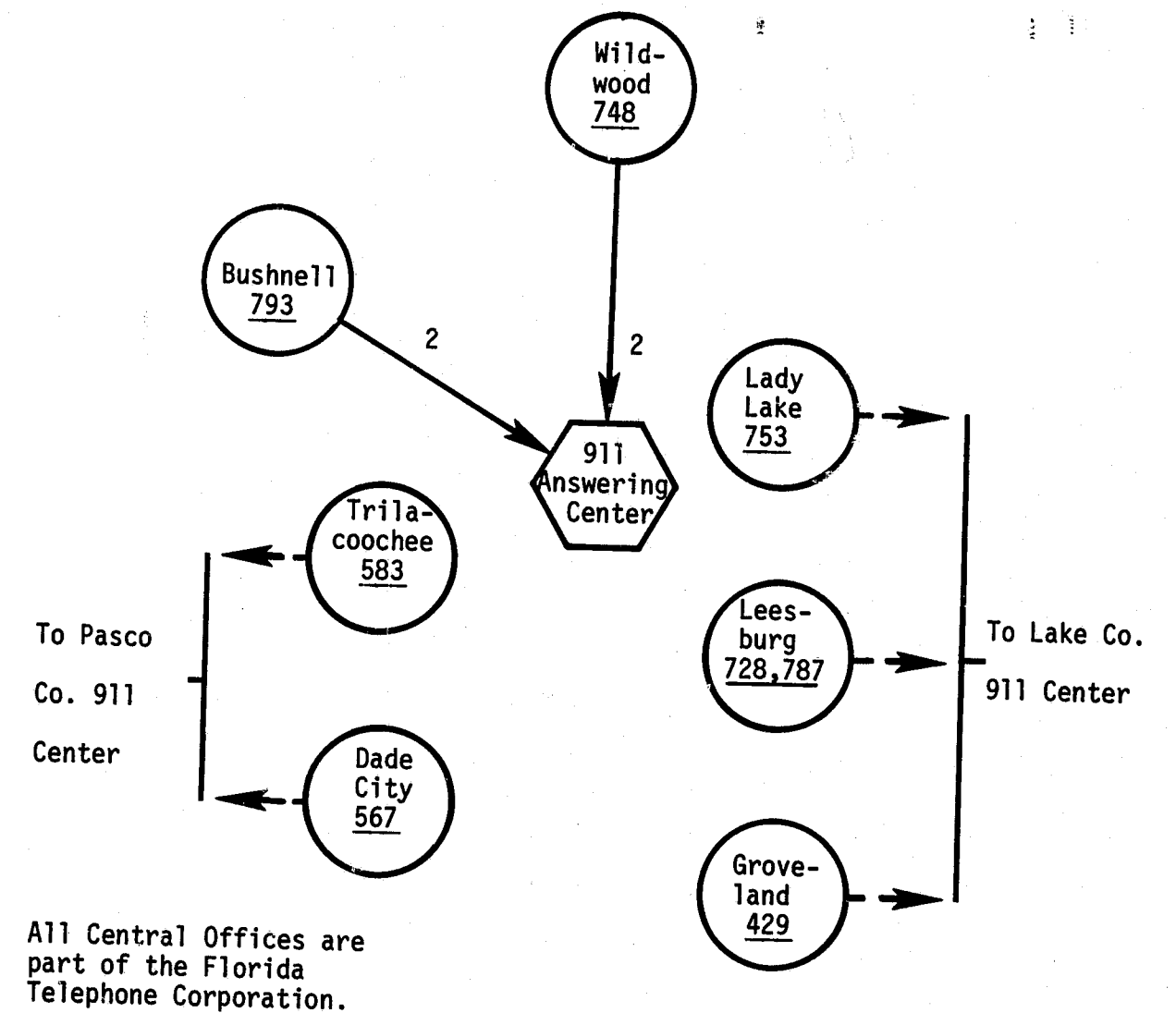


Figure 10.60-2 Sumter County Central Office 911 Trunk Network

## 10.61 SUWANNEE COUNTY

### 10.61.1 System Summary

Suwannee County, a low crime, low tourism area, will be a one center, single county system serving approximately 20,080 people in Suwannee County and portions of Gilchrist, and Lafayette counties by system cutover in the quarter ending December, 1977. The center will be located in the Sheriff's communications center in the city of Live Oak and will direct dispatch calls for the Sheriff's Department the Branford Police Department. The system will consist of five telephone central offices, two municipalities, and fourteen public safety agencies. The system will include one of the 911 telephone service options listed in Section 3; Central Office Identification for three of the central offices. Two of the central offices will form a 911 tandem network with trunks from the Live Oak central office directed to the answering center. Each of the remaining central offices will be direct trunked to the answering center. (See Figure 10.61-2). Dedicated call transfer lines will interconnect the answering center with three of the public safety agencies. Calls from the part of Gilchrist and Lafayette counties served by the Suwannee County 911 System will be handled by the Suwannee County 911 Center and directed to the appropriate agencies.

### 10.61.2 System Management

The Suwannee County 911 System will be managed and operated by the Suwannee County Sheriff's Office. The responsible fiscal agent will be the Board of County Commissioners.

The Suwannee County 911 System planning was accomplished by the following members of the Suwannee County 911 Emergency Communications Committee:

Bill K. Thompson, County Commissioner (Chairman)  
Ben Gilmore, City Administrator, Live Oak  
Howard Wright, Chief, Live Oak Fire Department  
Elwood Howard, Chief, Live Oak Police Department  
Robert Leonard, Sheriff, Suwannee County  
Bob Howard, Administrator, Suwannee County Hospital  
S. T. McDowell, Mayor, Live Oak  
Jessie Philpot, Live Oak  
Bruce Barrett, North Florida Telephone Company  
Lee Bronson, Mosquito Control  
Charles Hall, Live Oak  
Lawrence Lee, Live Oak

Douglas Ude11, Live Oak

### 10.61.3 System Costs

The costs associated with the implementation and operation of the Suwannee County 911 System are listed in Section 7.

### 10.61.4 Mutual Aid and Interlocal Agreements

#### 10.61.4.1 Mutual Aid Agreements

A mutual aid agreement, endorsed by all of the public safety agencies, in the Suwannee County 911 System, and defining the responsibilities of each agency, is required.

The areas of potential 911 system operational problems described in Section 2 shall be reviewed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

#### 10.61.4.2 Interlocal Agreements

Table 10.61-3 shows the required interlocal agreements for the Suwannee County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.61-1

SUWANNEE COUNTY 911 SYSTEM DEFINITION

Location	Suwannee County Sheriff's Office, Live Oak
Population Served	20,080 (December, 1977)
Calls Per 24 Hours	40
Number of Answering Positions	1
Type of Answering Position	Answering/Complaint Writer/Dispatcher
Total Staff	5
Additional Staff Due to 911	2
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	1
Call Answering Equipment	1, Allen Tel GB 9900 Dispatch System
Inward 911 Trunks	8
Transfer Lines	3
Tie-Lines	0
Out-Dial Lines	1
Telephone Recorder Connectors	6

TABLE 10.62-2  
SUWANNEE COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<u>Suwannee County 911 Center</u>		
Branford Volunteer Fire Department	Dial-Out Call Transfer	935-1222
Florida Division of Forestry (Live Oak)	Call Transfer	} 1 Line
Dowling Park Volunteer Fire Department	Call Transfer	
McAlpin Volunteer Fire Department	Call Transfer	
O'Brien Volunteer Fire Department	Call Transfer	
Florida Sheriff's Boys Ranch Volunteer Fire Department	Call Transfer	
Florida Division of Forestry (Chiefland)	Call Transfer	
Florida Division of Forestry (Cross City)	Call Transfer	1-752-3735 or Intercity Radio
Florida Highway Patrol (Lake City)	Dial-Out Call Transfer	
Live Oak Fire Department and County Ambulance	Call Transfer	1 Line
Live Oak Police Department	Call Transfer	1 Line
Suwannee County Sheriff's Department	Direct Dispatch	--
Branford Police Department	Direct Dispatch	--
Wellborn Volunteer Fire Department	Dial-Out Call Transfer	963-2252
Any Gilchrist County Agency (via Gilchrist County 911 Center)	Dial-Out Call Transfer	1-463-2245 or Intercity Radio
Any Lafayette County Agency (via Lafayette County 911 Center)	Dial-Out Call Transfer	294-1222 or Intercity Radio

TABLE 10.61-3  
SUWANNEE COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Gilchrist County	Suwannee County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Gilchrist County citizens at the Suwannee County 911 Center

TABLE 10.61-3 Cont.

FIRST PARTY	SECOND PARTY	SUBJECT
		located in the city of Live Oak. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Lafayette County	Suwannee County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Lafayette County citizens at the Suwannee County 911 Center located in the city of Live Oak. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

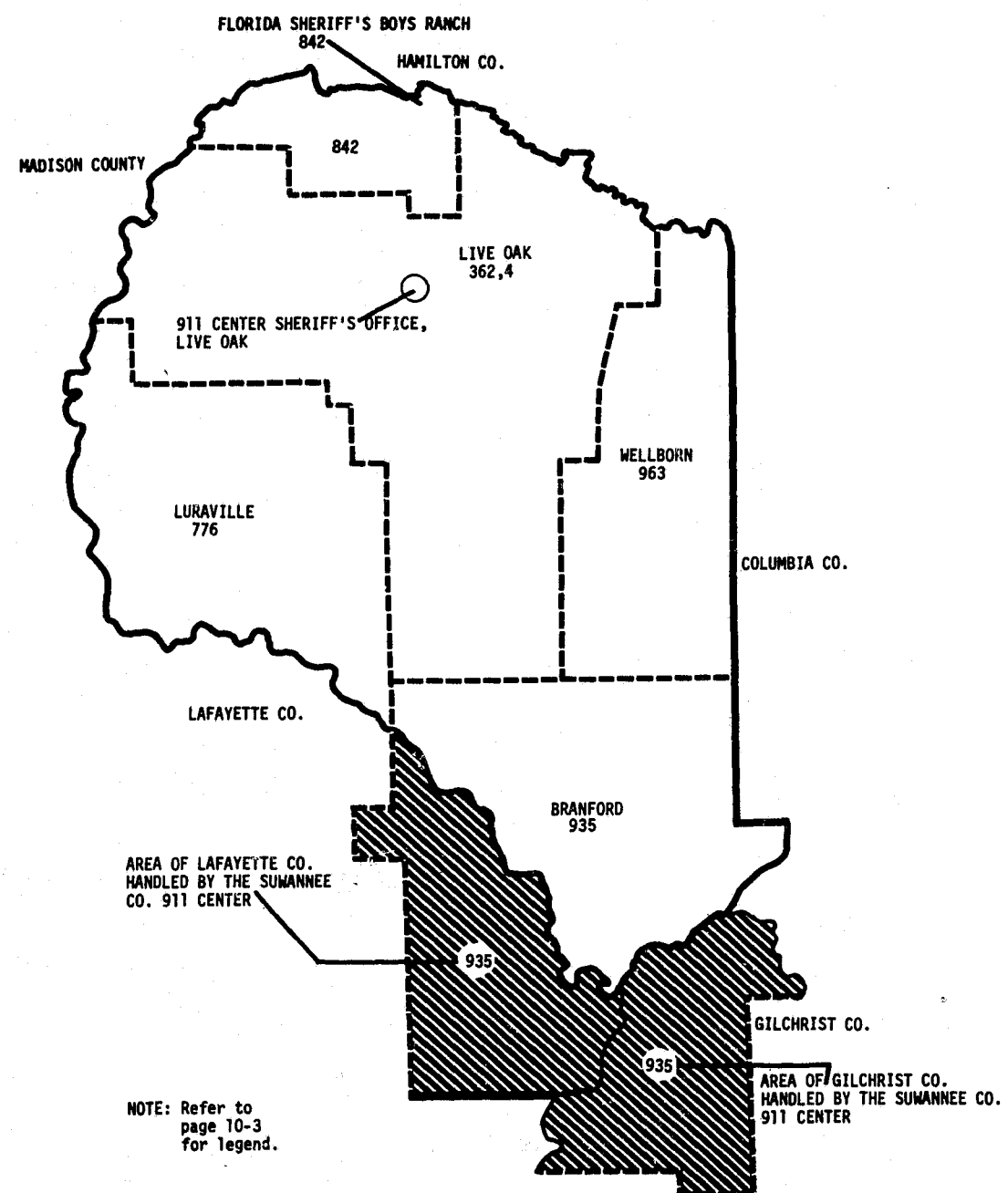


FIGURE 10.61-1 SUWANNEE COUNTY 911 SYSTEM SERVING AREA

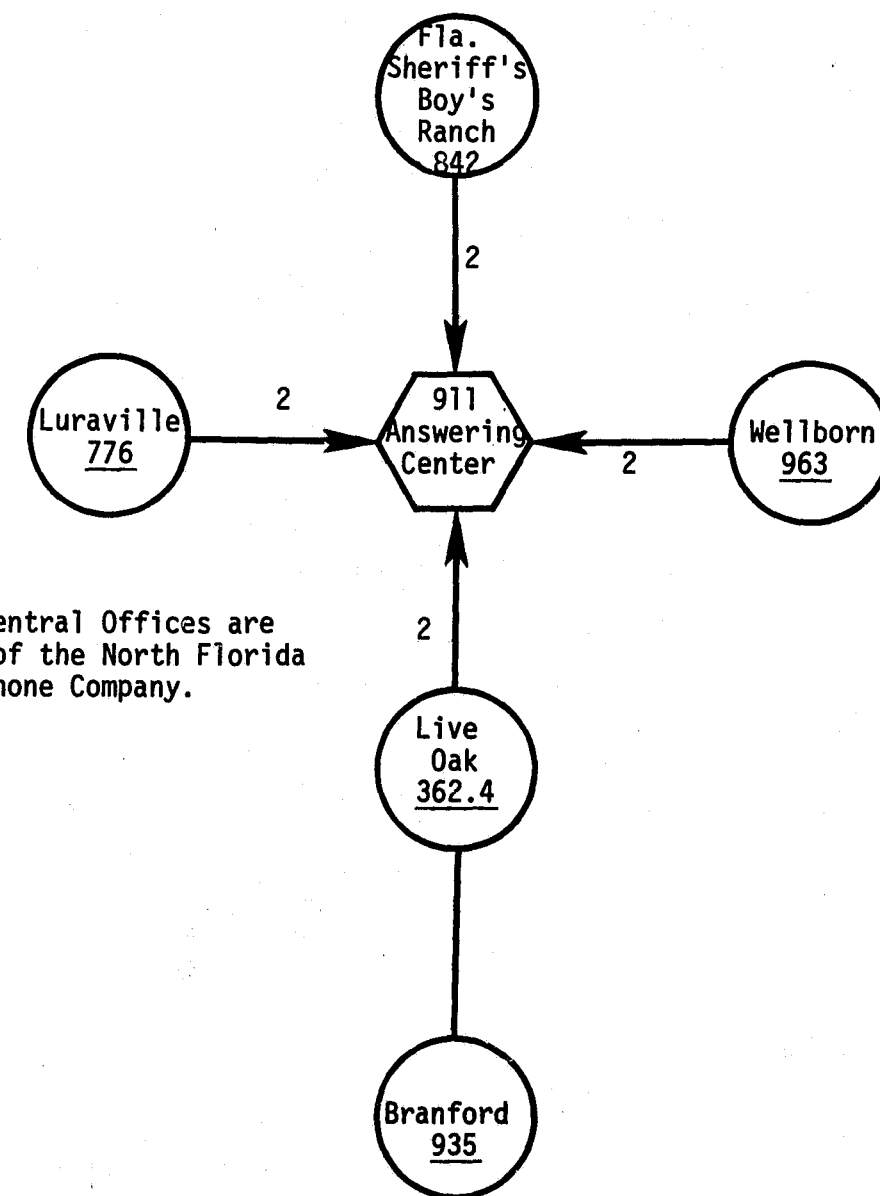


Figure 10.61-2 Suwannee County Central Office 911 Trunk Network

10.62 TAYLOR COUNTY

10.62.1 System Summary

Taylor County, a low crime, low tourism area, will be a one center, single county system serving approximately 14,995 people in Taylor County and portions of Madison and Jefferson counties by system cutover in the quarter ending December, 1976. The 911 center will be located in the Taylor County Sheriff's Communications Center in the jail facility and will direct dispatch calls for the Sheriff's Department and the Perry Police Department. The system will include two telephone central offices, one municipality, and over five public safety agencies. None of the 911 special options listed in Section 3 will be included. The two central offices form a 911 tandem network with trunks from the Perry 584 central office directed to the answering center. (See Figure 10.62-2). Dedicated transfer lines will connect the answering center with four of the safety agencies. The calls from the part of Taylor County that is not served by the Taylor County 911 System will be handled by the Dixie County 911 Center and directed to the appropriate agencies. Likewise, calls from the parts of Jefferson, and Madison counties served by the Taylor County 911 System will be handled by the Taylor County 911 Center and directed to the appropriate agencies. Details of these boundary overlaps are shown in Figure 10.62-1.

10.62.2 System Management

The Taylor County 911 System will be managed and operated by the Taylor County Sheriff's Office. The responsible fiscal agent will be the Board of County Commissioners.

The Taylor County 911 System planning was accomplished by the following persons:

- Ed Allen, Taylor County Planner
- Bert Fife, County Commissioner
- Maurice Linton, Sheriff, Taylor County
- Dewayne Lanier, Gulf Telephone Company

10.62.3 System Costs

The costs associated with the implementation and operation of the Taylor County 911 System are listed in Section 7.

10.62.4 Mutual Aid and Interlocal Agreements

10.62.4.1 Mutual Aid Agreements

A mutual aid agreement, endorsed by all of the public safety agencies in the Taylor County 911 System, and defining the responsibilities of each agency, is required.

The areas of potential 911 system operational problems described in Section 2 shall be reviewed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

10.62.4.2 Interlocal Agreements

Table 10.62-3 shows the required interlocal agreements for the Taylor County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.62-1  
TAYLOR COUNTY 911 SYSTEM DEFINITION

Location	Sheriff's Department, Jail Facility, Perry
Population Served	14,995 (December, 1976)
Calls Per 24 Hours	30
Number of Answering Positions	1
Type of Answering Position	Dispatcher
Total Staff	5
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	1
Call Answering Equipment	1, Leich 20B
911 Trunks	2
Transfer Lines	4
Tie-Lines	0
Dial-Out Lines	0
Telephone Recorder Connectors	3

TABLE 10.62-2  
TAYLOR COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
Taylor County 911 Center		
Doctors Hospital Ambulance Service (Perry)	Call Transfer	1 Line
Florida Division of Forestry (Perry)	Call Transfer	} 1 Line
Taylor Beaches Volunteer Fire Department		
Florida Highway Patrol (Highway 19N)	Call Transfer	1 Line
Perry Fire Department	Call Transfer	1 Line
Taylor County Sheriff's Department	Direct Dispatch	--



TABLE 10.62-2 Cont.

AGENCY	METHOD	VEHICLE
Perry Police Department	Direct Dispatch	--
Any Madison County Agency via Madison County 911 Center	Call Relay	Intercity Radio
Any Jefferson County Agency via Jefferson County 911 Center	Call Relay	Intercity Radio
Dixie County 911 Center		
Florida Division of Forestry (Shamrock)	Call Relay	} 498-3381
Steinhatchee Volunteer Fire Department		
Doctors Hospital Ambulance Service (Perry)	Call Relay via Taylor 911 Center	Intercity Radio
Taylor County Sheriff's Department	Call Relay	Intercity Radio
Florida Highway Patrol (Cross City)	Call Relay	498-3309

TABLE 10.62-3

## TAYLOR COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Taylor County	Dixie County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Taylor County citizens at the Dixie County 911 Answering Center located in the city of Cross City. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Madison County	Taylor County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Madison County citizens at the Taylor County 911 Answering Center located in the city of Perry. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for

TABLE 10.62-3 Cont.

FIRST PARTY	SECOND PARTY	SUBJECT
Jefferson County	Taylor County	pro rata sharing of 911 costs.  An interlocal agreement is required to define the call handling method and routing of each type of call received from Jefferson County citizens at the Taylor County 911 Answering Center located in the city of Perry. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

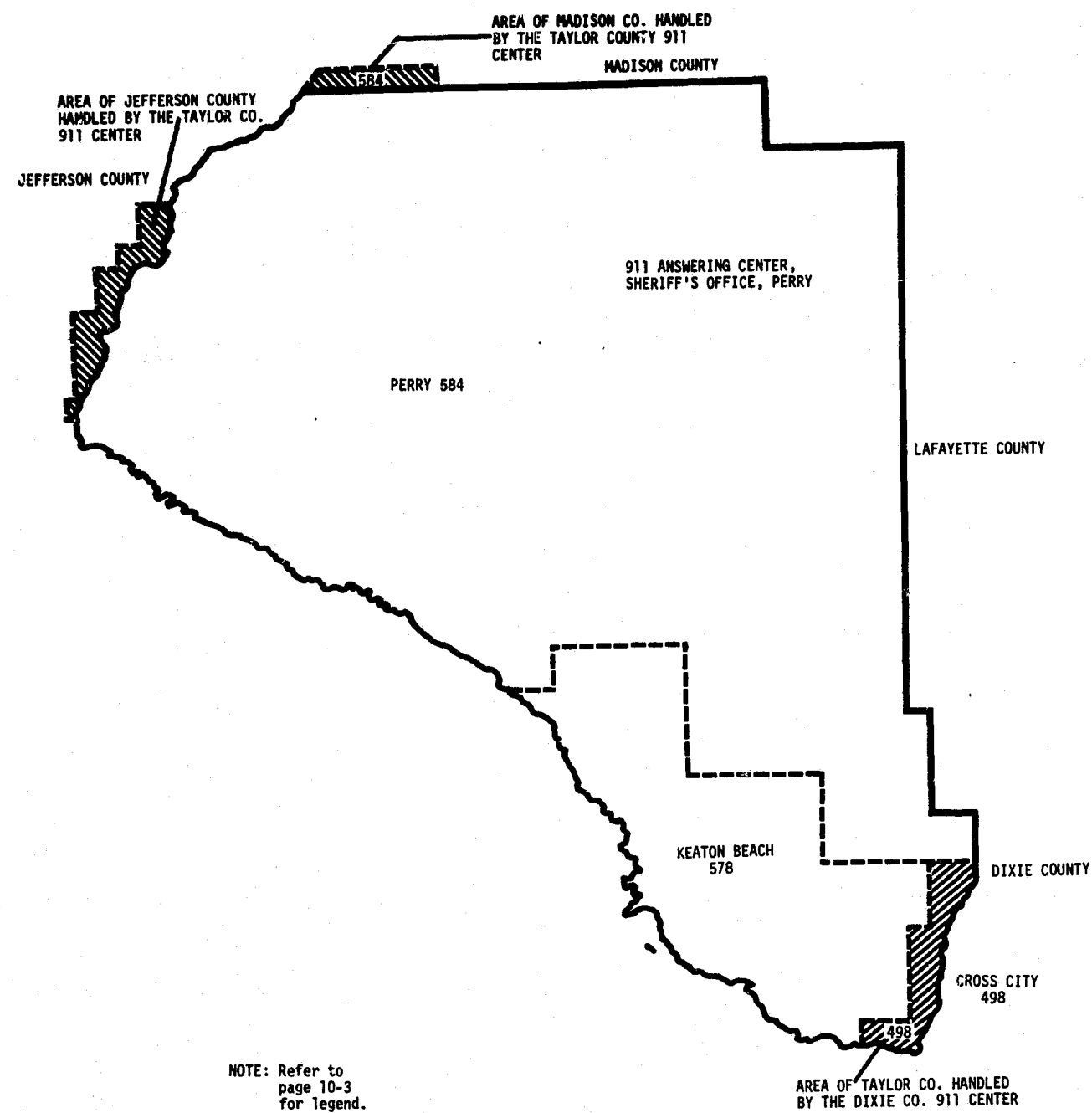


FIGURE 10.62-1 TAYLOR COUNTY 911 SYSTEM SERVING AREA

All Central Offices are part of the Gulf Telephone Company except as marked.

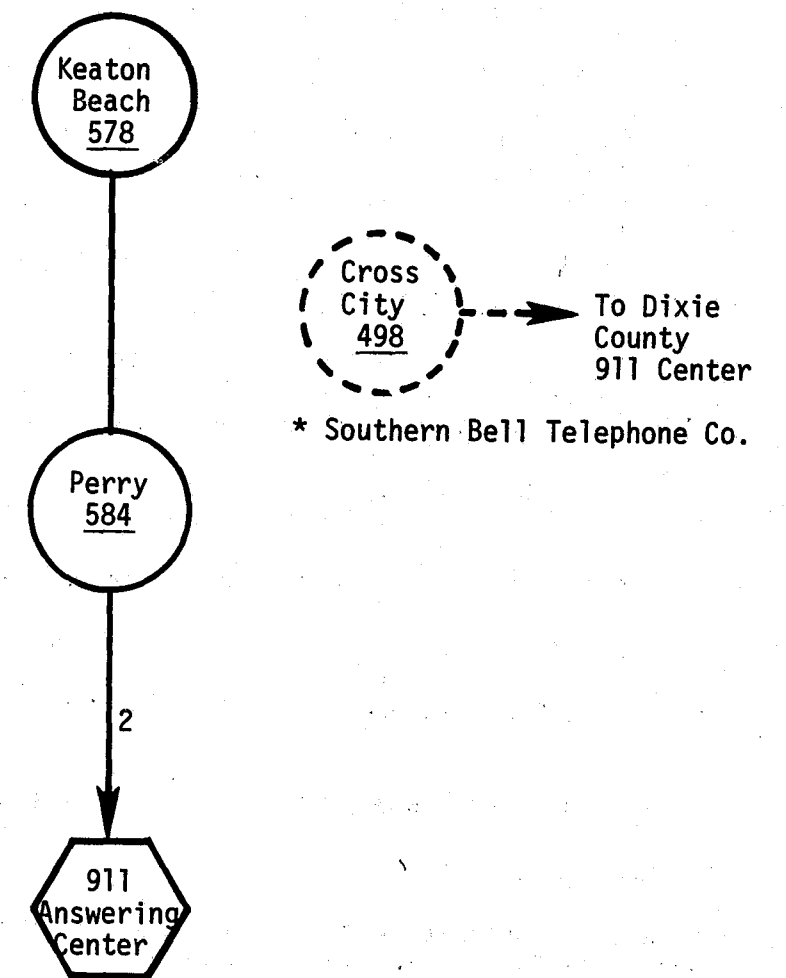


Figure 10.62-2 Taylor County Central Office 911 Trunk Network

10.63 UNION COUNTY

10.63.1 System Summary

Union County, a low crime, low tourism area in North Florida, has a single answering center system serving approximately 6,961 people at system cutover in the quarter ending March, 1976. The center is located at the Sheriff's Department in Lake Butler and direct dispatches for all public safety agencies in Union County. The system includes two central office areas, three municipalities and five public safety agencies. The two central offices are connected in tandem and trunked to the answering center from the Lake Butler office. (See Figure 10.63-2). A central office overlap from Columbia County into Union County requires call relays by intercity radio from the 911 center at the Sheriff's Department in Lake City to the Union County center. Similar call relays are required from the 911 center in Lake Butler to the Sheriff's Department in Starke due to central office overlaps from Union County into Bradford County. Details of these boundary overlaps are shown in Figure 10.63-1.

10.63.2 System Management

The Union County 911 System is operated by the Sheriff's Department of Union County under the management of the elected Union County Sheriff. The responsible fiscal agent is the Board of County Commissioners.

The Union County 911 System planning was accomplished by the following members of the Union County 911 Action Committee:

John H. Whitehad, Sheriff of Union County

Ron Prokop, Chief of Volunteer Fire Department

Bruce Barrett, General Commercial Manager, North Florida Telephone Company

Ralph Becker, North Florida Telephone Company

10.63.3 System Costs

The costs associated with the implementation and operation of the Union County 911 System are listed in Section 7.

10.63.4 Mutual Aid and Interlocal Agreements

10.63.4.1 Mutual Aid Agreements

A mutual aid agreement endorsed by all public safety agencies in Union County and defining the responsibilities of each agency is required. The areas of potential 911 system operational problems described in Section 2 shall be addressed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

10.63.4.2 Interlocal Agreements

Table 10.63-3 shows the required interlocal agreements for the Union County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.63-1  
UNION COUNTY 911 SYSTEM DEFINITION

Location	Sheriff's Department, Lake Butler
Population Served	6,961 (March, 1976)
Calls Per 24 Hours	14
Number of Answering Positions	1
Type of Answering Position	Answering/Complaint Writer/Dispatcher
Total Staff	5
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	1
Call Answering Equipment	2 Telephone Instruments
Incoming Lines	2, B1

TABLE 10.63-2  
UNION COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<u>Union County 911 Center</u>		
Union County Sheriff's Department	Direct Dispatch	--
Lake Butler Volunteer Fire Department	Direct Dispatch	--
Union County Ambulance Service	Direct Dispatch	--
Raiford Volunteer Fire Department	Direct Dispatch	--
Providence Volunteer Fire Department	Direct Dispatch	--
Division of Forestry	Call Relay	496-4321
Bradford County Sheriff's Department	Call Relay	Intercity Radio
Highway Patrol in Bradford County	Call Relay	Intercity Radio
<u>Columbia County 911 Center</u>		
Any Union County Public Safety Agency via Union County Sheriff's Department	Call Relay	Intercity Radio

TABLE 10.63-2 Cont.

AGENCY	METHOD	VEHICLE
Bradford County 911 Center		
Any Union County Public Safety Agency Via Union County Sheriff's Department	Call Relay	Intercity Radio

TABLE 10.63-3  
UNION COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Union County	Columbia County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Union County citizens at the Columbia County 911 Answering Center. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new safety agencies, changed call handling methods, etc. Inter-county funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Union County	Bradford County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Bradford County citizens at the Union County 911 Answering Center. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new safety agencies, changed call handling methods, etc. Inter-county funding provisions shall be included, as required, for pro rata sharing of 911 costs.

NOTE: Refer to page 10-3 for legend.

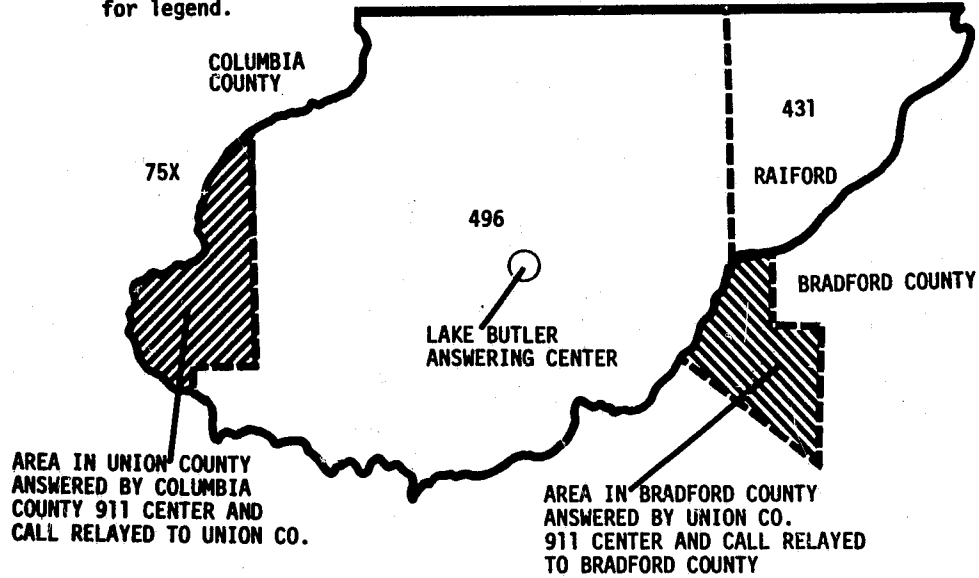


FIGURE 10.63-1 UNION COUNTY 911 SYSTEM SERVING AREA

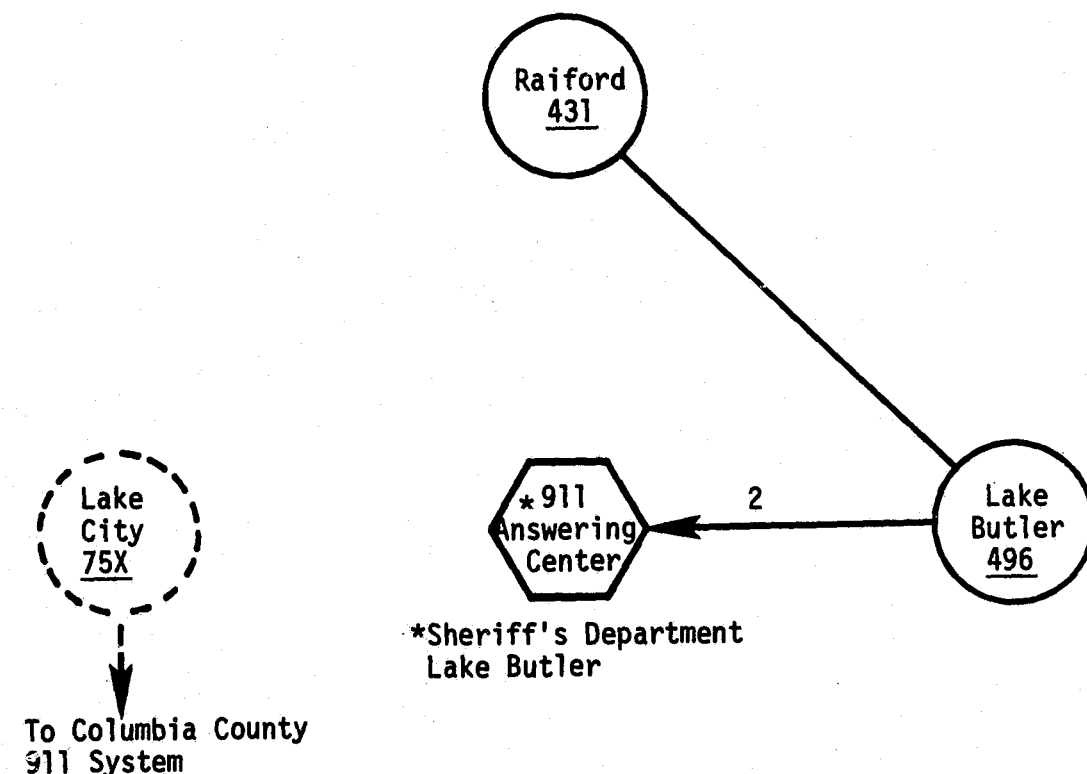


Figure 10.63-2 Union County Central Office  
911 Trunk Network

## 10.64 VOLUSIA COUNTY

### 10.64.1 System Summary

Volusia County, a high crime, high tourism area on the Atlantic Coast of north Florida, will have a 911 system consisting of three answering centers.

Eastern Volusia County which is comprised of approximately 155,232 people, will be served by an answering center located at the Daytona Beach Police Department by system cutover in the quarter ending June, 1978. Direct dispatching will be accomplished at this center for the Daytona Beach Police Department and Daytona Beach Fire Department. Calls for the Sheriff's Department and various other municipal police, fire, and rescue departments will be transferred. Three telephone central offices, Daytona Beach Main (25X), Ormond Beach (67X) and Port Orange (76X) will be trunked to this center. The system will include seven municipalities, and seventeen public safety agencies. Included in the system will be the Forced Disconnect and Idle Trunk Tone options provided by Southern Bell Telephone Company. A minor central office overlap into Flagler County will require call relays to public safety agencies in Flagler County.

Western Volusia County will be served by an answering center located at the Civil Defense Communications Center situated on U.S. 92 between Daytona Beach and Deland. This center will serve approximately 65,889 people by June, 1978. Direct dispatching will be accomplished for calls to the Sheriff's Department and four fire departments. Call transfers will be made to the Deland Police and Fire Departments as well as other public safety agencies in western Volusia County. Two telephone companies will be included in the system with a total of eight central office areas. Four incorporated municipalities and twenty public safety agencies will be covered. Included in the system will be the Called Party Hold, Forced Disconnect, and Idle Trunk Tone options provided by Southern Bell Telephone Company. A central office overlap from Seminole County into Volusia County will require call transfers or relays from the Seminole County 911 Center to public safety agencies in southwestern Volusia County.

Southern Volusia County will be served by an answering center located at the New Smyrna Beach Police Department. This center will serve approximately 31,728 people by June, 1978. Direct dispatching will be accomplished at this center for the New Smyrna Beach Police Department and the Oak Hill Police Department. Fire Department and other calls will be transferred. Two telephone central offices, New Smyrna Beach (42X) and Oak Hill (345), will be connected to this center. The system will include three municipalities, and ten public safety agencies. A minor telephone central office overlap from Volusia County to Brevard County will require call relays to public safety agencies in northern Brevard County. Included in the system will be the Called Party Hold, Forced Disconnect and Idle Trunk Tone options provided by Southern Bell Telephone Company.

Details of the boundary overlaps are shown in Figure 10.64-1. The central office 911 trunk network is shown in Figure 10.64-2.

### 10.64.2 System Management

#### 10.64.2.1 East Volusia County 911 Center

The east Volusia County 911 Center will be operated by the Daytona Beach Police Department under the management of the Chief of Police. The responsible fiscal agent will be the Board of City Commissioners of Daytona Beach. Surrounding municipalities served by the center will fund their pro rata share of the center.

#### 10.64.2.2 West Volusia County 911 Center

The west Volusia County 911 Center will be operated by Volusia County Civil Defense under the management of the Director of Civil Defense and the elected Sheriff. The responsible fiscal agent will be the Board of County Commissioners.

#### 10.64.2.3 South Volusia County 911 Center

The South Volusia County 911 Center will be operated by the New Smyrna Beach Police Department under the management of the Chief of Police. The responsible fiscal agent will be the New Smyrna Beach Board of City Commissioners. Surrounding municipalities served by the center will fund their pro rata share of the center.

#### 10.64.2.4 System Planning

The Volusia County 911 System planning was accomplished by the following:

Edwin Duff, II, Chairman, 911 Planning Committee, Sheriff, Volusia County

Paul K. Reid, Jr., Director, Civil Defense

Dr. Thomas Scott, Jr., Emergency Medical Services

Jerry Horton, Halifax Fire Department

Bill Sennett, Spring Lakes Fire Department

Ed Froman, New Smyrna Beach Fire Department

Sgt. Stevens, Florida Highway Patrol

Lt. Thomhill, Florida Highway Patrol

#### 10.64.3 System Costs

The costs associated with the implementation and operation of the Volusia County 911 System are listed in Section 7.

#### 10.64.4 Mutual Aid and Interlocal Agreements

##### 10.64.4.1 Mutual Aid Agreements

A mutual aid agreement, endorsed by all public safety agencies in Volusia County and defining the responsibilities of each agency, is required. The areas of potential 911 system operational problems described in Section 2 shall be

addressed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

#### 10.64.4.2 Interlocal Agreements

Table 10.64-3 shows the required interlocal agreements for the Volusia County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.64-1

#### VOLUSIA COUNTY SYSTEM DEFINITION

East Volusia County 911 Center	
Location	Daytona Beach Police Department
Population Served	155,232 (June, 1978)
Calls Per 24 Hours	465
Number of Answering Positions	3
Type of Answering Position	Answering/Complaint Writer
Total Staff	11
Additional Staff Due to 911	3
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	3
Call Answering Equipment	Model 608 Manual Switchboard, 3 Consoles in Multiple
Incoming Lines	6
Transfer Lines	9
Options	Forced Disconnect, Idle Trunk Tone
West Volusia County 911 Center	
Location	Civil Defense Communications Center
Population Served	65,889 (June, 1978)
Calls Per 24 Hours	198
Number of Answering Positions	2
Type of Answering Position	Answering/Complaint Writer
Total Staff	8
Additional Staff Due to 911	3
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	2
Call Answering Equipment	Model 608 Manual Switchboard, 2 Consoles in Multiple
Incoming Lines	17
Transfer Lines	3 Direct Lines 2 Out Dial Lines
Options	Called Party Hold, Forced Dis- connect, Idle Trunk Tone

TABLE 10.64-1 Cont.

<b>South Volusia County 911 Center</b>	
Location	New Smyrna Beach Police Department
Population Served	31,728
Calls Per 24 Hours	96
Number of Answering Positions	1
Type of Answering Position	Answering/Complaint Writer
Total Staff	5
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	1
Call Answering Equipment	8A Key System, One Console
Incoming Lines	3
Transfer Lines	3 Direct Lines 2 Out Dial Lines
Options	Forced Disconnect, Emergency Ringback

TABLE 10.64-2

VOLUSIA COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<b>East Volusia County 911 Center</b>		
Daytona Beach Police Department	Direct Dispatch	Radio
Daytona Beach Fire Department	Direct Dispatch	Radio
Daytona Beach Shores, Police & Fire Departments	Call Transfer	1 Direct Line
Dispatching for: Ponce Inlet Police & Fire Departments	Call Transfer	1 Direct Line
Edge Water Police & Fire Departments	Call Transfer	1 Direct Line
Florida Highway Patrol	Call Transfer	1 Direct Line
Holly Hill Police Department	Call Transfer	1 Direct Line
Ormond Beach Police Department & Fire Department	Call Transfer	1 Direct Line
Port Orange Police Department & Fire Department	Call Transfer	1 Direct Line
South Daytona Police & Fire Department	Call Transfer	1 Direct Line
Sheriff's Department	Call Transfer	1 Direct Line
Beacon Ambulance	Call Transfer	1 Direct Line
Florida Division of Forestry	Call Relay	
<b>West Volusia County 911 Center</b>		
Sheriff' Department	Direct Dispatch	Radio

TABLE 10.64-2 Cont.

AGENCY	METHOD	VEHICLE
Halifax Fire Department	Direct Dispatch	Radio
North Peninsula Fire Department	Direct Dispatch	Radio
South Halifax Fire Department	Direct Dispatch	Radio
Spring Lake Fire Department	Direct Dispatch	Radio
Florida Highway Patrol	Call Transfer	1 Direct Line
Deland Police Department	Call Transfer	1 Direct Line
Deland Fire Department	Call Transfer	1 Direct Line
Lake Helen Police & Fire Departments	Call Transfer	2 Out Dial Lines
Debary Fire Department	Call Transfer	
Deleon Springs Fire Department	Call Transfer	
Deltona Fire Department	Call Transfer	
Spring City Fire Department	Call Transfer	
Osteen Fire Department	Call Transfer	
Pierson Fire Department	Call Transfer	
Seville Fire Department	Call Transfer	
Stone Island Fire Department	Call Transfer	
Beacon Ambulance	Call Transfer	
Florida Division of Forestry	Call Transfer	
New Smyrna Beach Police Department	Direct Dispatch	Radio
Oak Hill Police Department	Direct Dispatch	Radio
<b>South Volusia County 911 Center</b>		
New Smyrna Beach Fire Department	Call Transfer	1 Direct Line
Dispatching for: Oak Hill Fire Department	Call Transfer	1 Direct Line
Edgewater Police Department	Call Transfer	1 Direct Line
Sheriff's Department	Call Transfer	1 Direct Line
Florida Highway Patrol	Call Transfer	2 Out Dial Lines
Edgewater Fire Department	Call Transfer	
Turnbull Fire Department	Call Transfer	
Beacon Ambulance	Call Transfer	

TABLE 10.64-3

VOLUSIA COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Volusia County	Flagler County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Flagler County citizens at the East Volusia County 911 Center located at the Daytona Beach Police Department. The agreement shall be kept current through periodic revisions to reflect changing



TABLE 10.64-3 Cont.

FIRST PARTY	SECOND PARTY	SUBJECT
Volusia County	Brevard County	conditions, i.e., new public safety agencies, changed call handling methods, etc. Inter-county funding provisions shall be included, as required, for pro rata sharing of 911 costs.  An interlocal agreement is required to define the call handling method and routing of each type of call received from Brevard County citizens at the South Volusia County 911 Center located at the New Smyrna Beach Police Department. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Volusia County	Seminole County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Volusia County citizens at the Seminole County 911 Center located at the Sheriff's Department, Corporate Dispatch Center (CDC). The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

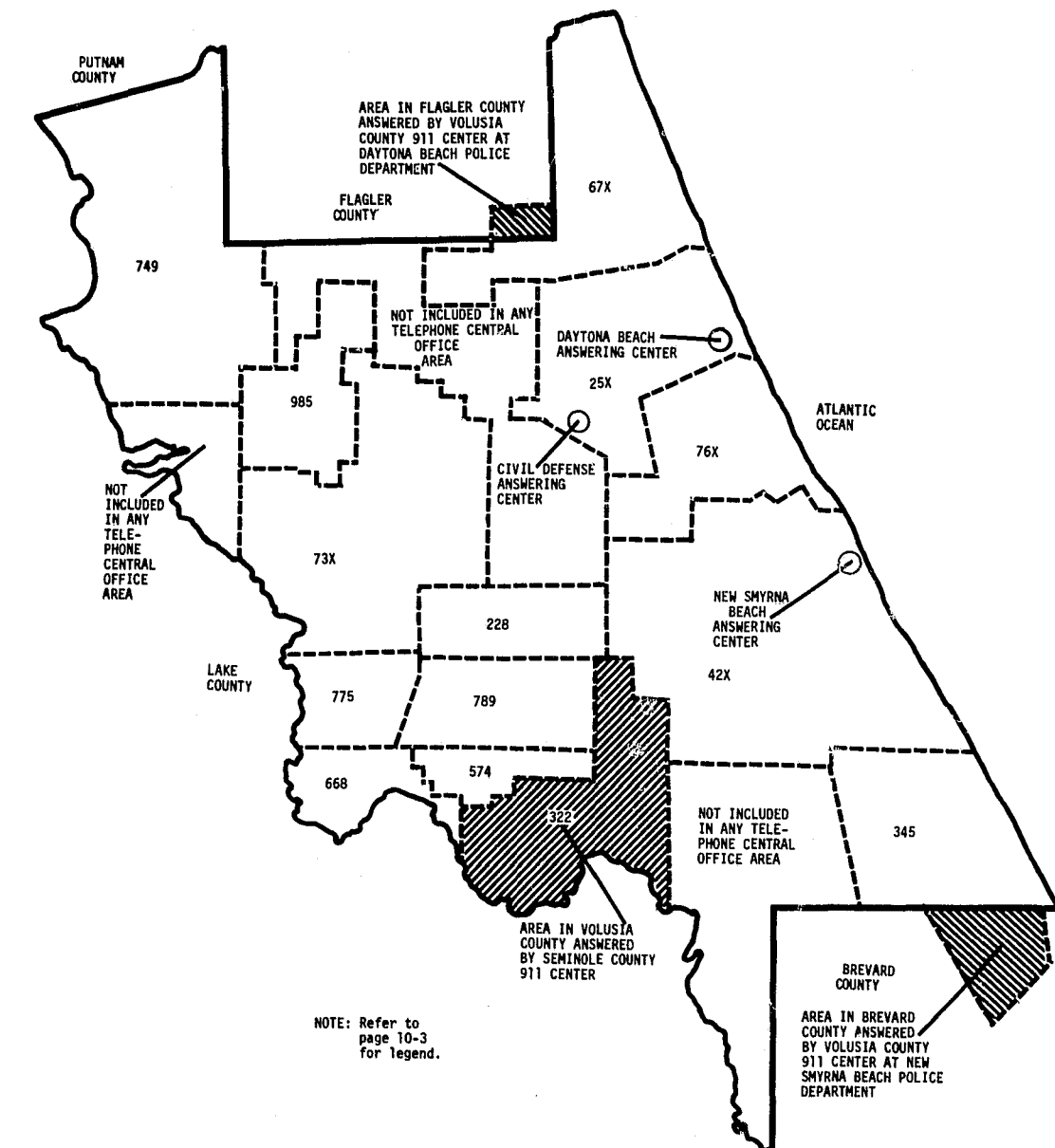


FIGURE 10.64-1 VOLUSIA COUNTY SYSTEM SERVING AREA

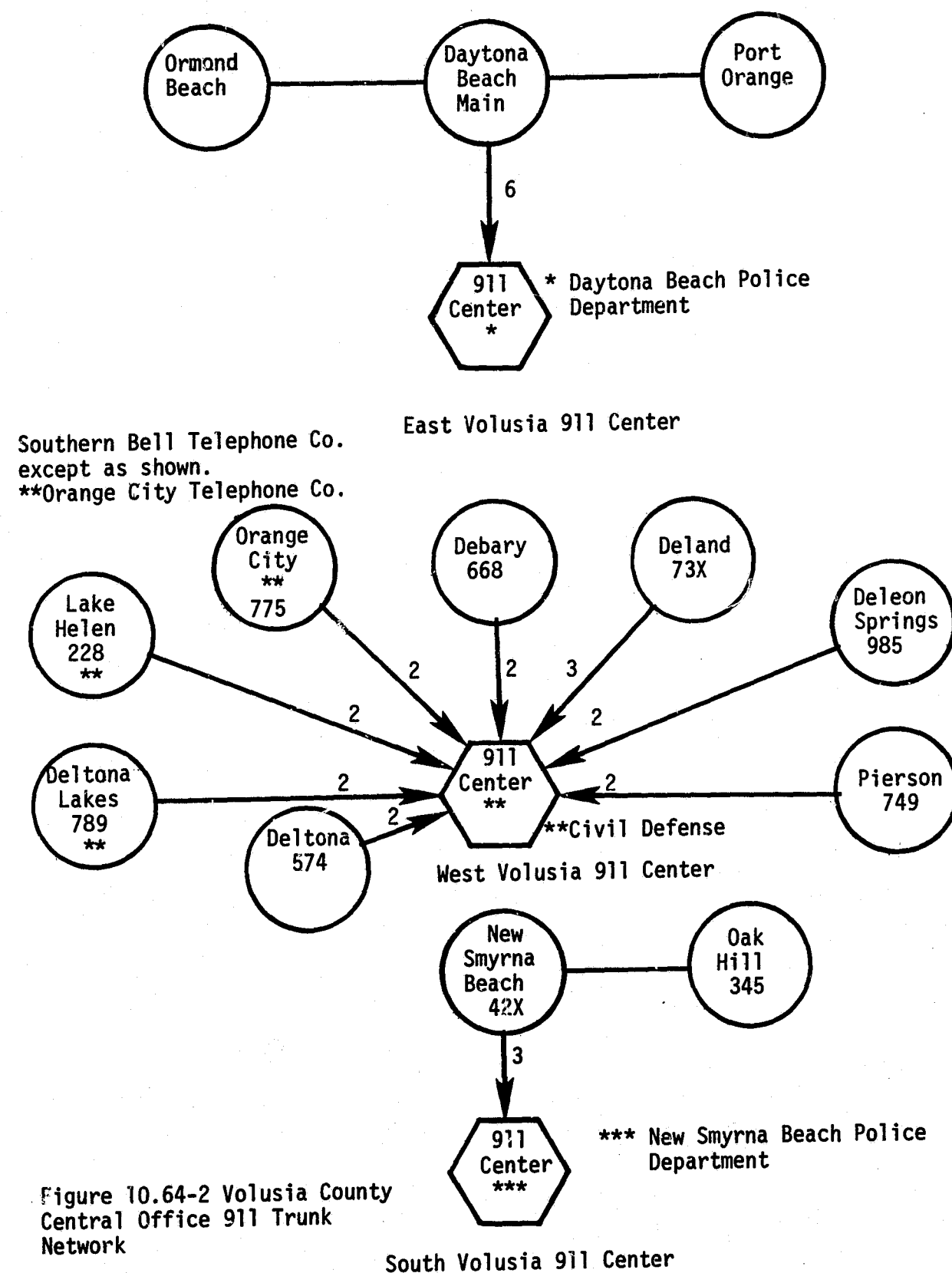


Figure 10.64-2 Volusia County Central Office 911 Trunk Network

10-428

## 10.65 WAKULLA COUNTY

### 10.65.1 System Summary

Wakulla County, a low crime, low tourism area is a one center, single county system serving approximately 12,180 people. System cutover was in May, 1977. The center is located in the Wakulla County Sheriff's Dispatch Facility in Crawfordville and direct dispatches calls for the Sheriff's Department and ambulance service, and relays calls to the volunteer fire departments via a group alerting system. The system includes four telephone central offices, two municipalities, and fifteen public safety agencies. None of the 911 special options listed in Section 3 is included. The four central offices form a tandem network with trunks from the Crawfordville 926 central office directed to the answering center. (See Figure 10.65-2). There are no dedicated transfer lines to any of the safety agencies, i.e., calls for agencies other than those dispatched or alerted by the Sheriff's Department are relayed. However, a dedicated call transfer line interconnects the answering center with the answering center in adjacent Leon County. The calls from a portion of Wakulla County not served by the Wakulla County System are handled by the Leon County 911 Center and directed to the appropriate agencies. Details of this boundary overlap are shown in Figure 10.65-1

### 10.65.2 System Management

The Wakulla County 911 System is managed and operated by the Wakulla County Sheriff's Office. The responsible fiscal agent is the Board of County Commissioners.

The Wakulla County 911 System Planning was accomplished by the following persons:

William Taff, Sheriff, Wakulla County

John Burke, County Planning Coordinator

Dewitt Perkins, Central Telephone Company

### 10.65.3 System Cost

The costs associated with the implementation and operation of the Wakulla County 911 System are listed in Section 7.

### 10.65.4 Mutual Aid and Interlocal Agreements

#### 10.65.4.1 Mutual Aid Agreement

A mutual aid agreement, endorsed by all of the public safety agencies in the Wakulla County 911 System, and defining the responsibilities of each agency, is required.

The areas of potential 911 system operational problems described in Section 2 shall be reviewed in drafting the agreement. A typical mutual aid

Rev. 6-79

10-429

agreement is shown in Appendix 2.1.

10.65.4.2 Interlocal Agreements

Table 10.65-3 shows the required interlocal agreements for the Wakulla County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.65-1

WAKULLA COUNTY 911 SYSTEM DEFINITION

Location	Sheriff's Office, Crawfordville
Population Served	12,180 (May, 1977)
Calls per 24 Hours	24
Number of Answering Positions	1
Type of Answering Positions	Complaint Writer/Dispatcher
Total Staff	5
Additional Staff Due to 911	1
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	2
Call Answering Equipment	4, 10 Button Telephones & 1A Key Equipment(2 at Dispatchers station, 1 at Jailers station, 1 at Chief Deputy station)
Inward 911 Trunks	2
Tie Lines	1*
Out-Dial Lines	Use Existing
Transfer Lines	0
Telephone Recorder Connectors	4

\* This line is with the Leon County 911 Center.

TABLE 10.65-2

WAKULLA COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<u>Wakulla County 911 Center</u>		
Wakulla Co. Sheriff's Office	Direct Dispatch	-
Wakulla Co. Ambulance	Direct Dispatch	-
Fire (11 Volunteer Departments)	Call Relay	Via Group Alerting Line System
Florida Division of Forestry (Crawfordville Tower)	Call Relay	926-3241
Florida Highway Patrol (Tallahassee)	Call Relay	Intercity Radio/ 488-8676

TABLE 10.65-2 Cont.

AGENCY	METHOD	VEHICLE
<u>Leon County 911 Center</u>		
Any Wakulla Co. Agency (via Wakulla Co. 911 Center)	Call Transfer to Wakulla 911 Center	1 Tie-Line

TABLE 10.65-3

WAKULLA COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Wakulla County	Leon County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Wakulla County citizens at the Leon County 911 Answering Center located in the city of Tallahassee. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

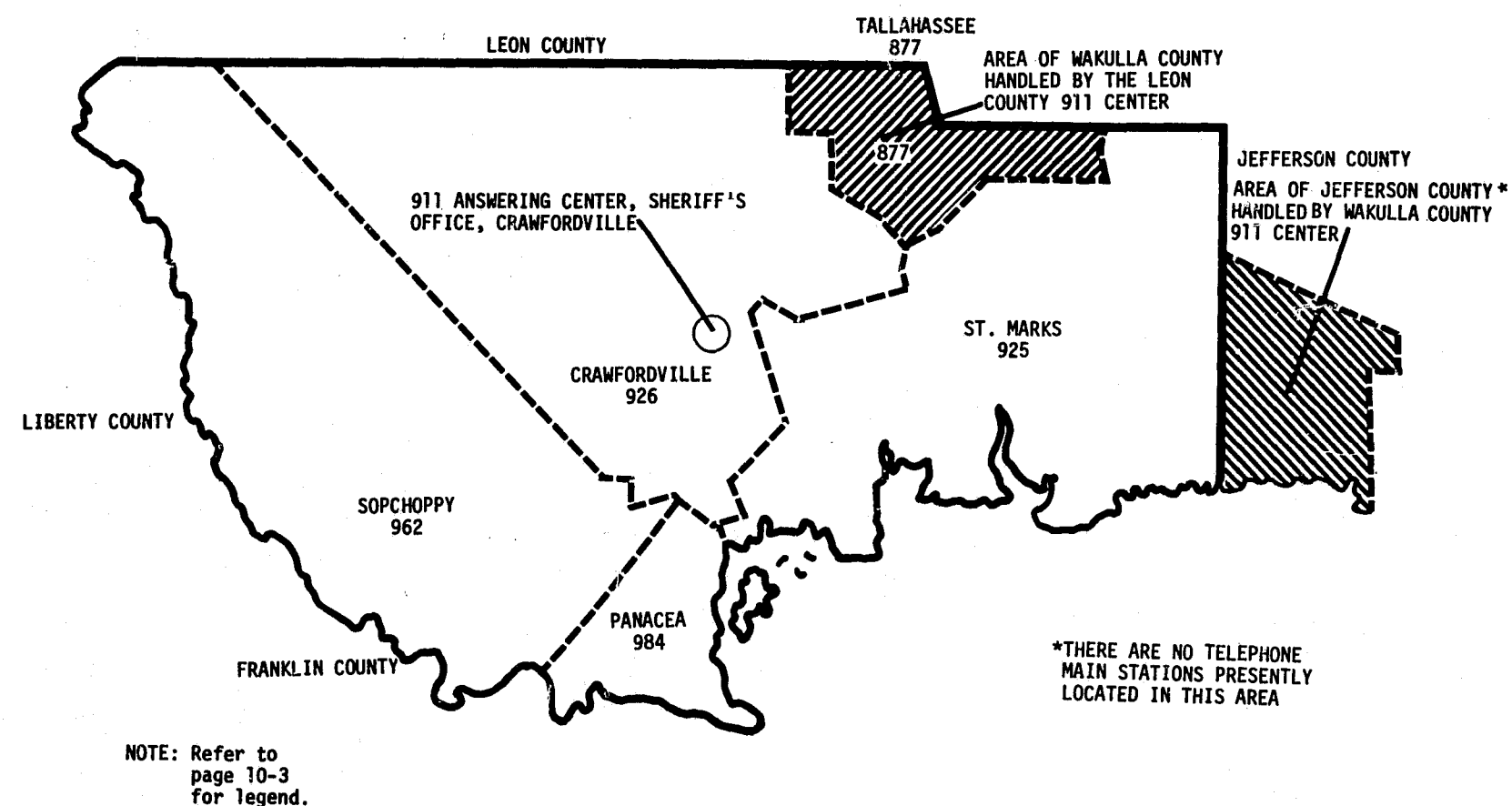


FIGURE 10.65-1 WAKULLA COUNTY 911 SYSTEM SERVING AREA

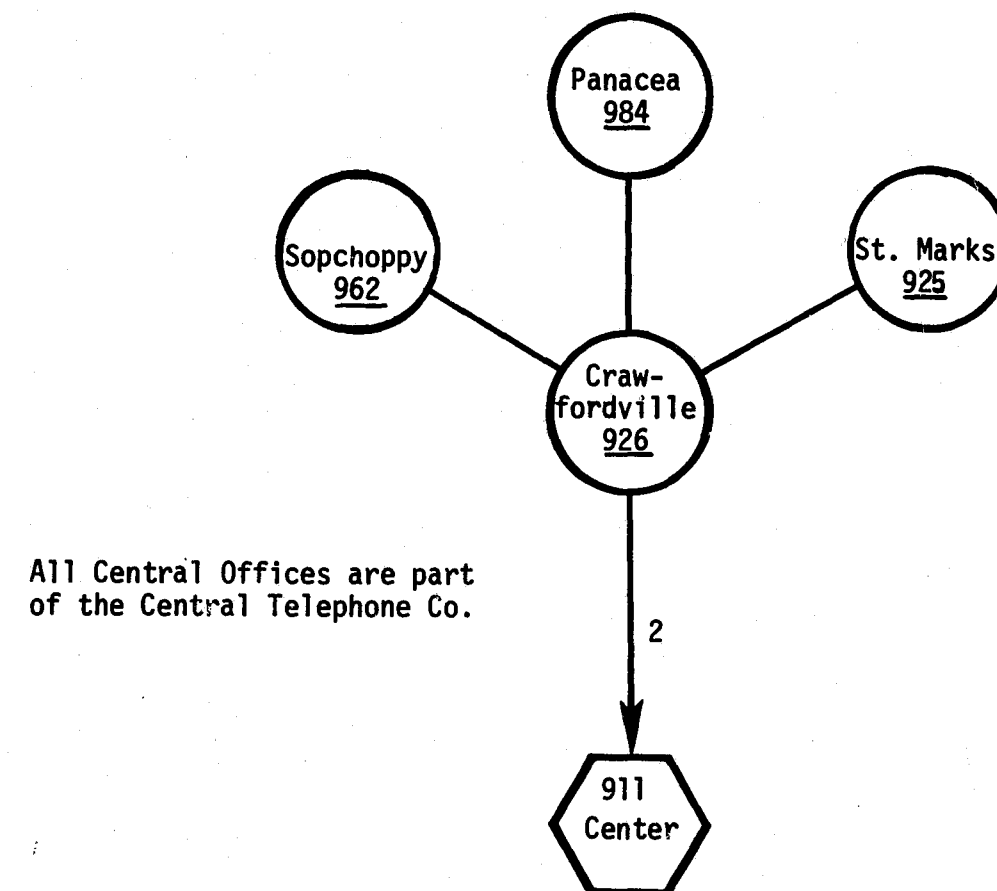


FIGURE 10.65-2 WAKULLA COUNTY CENTRAL OFFICE 911 TRUNK NETWORK

## 10.66 WALTON COUNTY

### 10.66.1 System Summary

Walton County, a low crime, low tourism area, will be a one center, single county system serving approximately 19,480 people in Walton and portions of Holmes County by system cutover in the quarter ending March, 1978. The center will be located in the Sheriff's communication center in the city of DeFuniak Springs and will direct dispatch calls for the Sheriff's Department and the DeFuniak Springs Police Department. The system will include seven central offices, three municipalities, and eleven public safety agencies. The system will include one of the 911 telephone service options listed in Section 3; Central Office Identification for one of the central offices. Trunks from two tandem networks plus one central office will serve the Walton County 911 system. (See Figure 10.66-2). There will be no dedicated transfer lines to any of the safety agencies, i.e., calls for agencies other than those dispatched by the Sheriff's Department will be relayed. The calls from part of Walton County not served by the Walton County 911 system will be handled by the Okaloosa County 911 center and directed to the appropriate agencies in Walton County. Likewise, calls from the part of Holmes County served by the Walton County 911 System will be handled by the Walton County 911 Center and directed to the appropriate agencies in Holmes County. Details of these boundary overlaps are shown in Figure 10.66-1.

### 10.66.2 System Management

The Walton County 911 System will be managed and operated by the Walton County Sheriff's Department. The responsible fiscal agent will be the Board of County Commissioners.

The Walton County 911 System planning was accomplished by the following members of the Walton County 911 Communications Committee:

Lloyd Weeks, Board of County Commissioners (Chairman)  
Milford Weimorts, Walton County Sheriff's Department  
Gary Kennedy, DeFuniak Springs Police Department  
John A. McDonald, Walton County Hospital  
Richard C. Mason, Walton County Ambulance Service  
James M. McCall, Town of Freeport  
Dr. Sherman Johnson, Town of Paxton  
Frank Boswell, Walton County Health Department  
Vernon Bishop, South Walton County Fire Department  
Bill Shultz, Walton County Civil Defense

Bill Jenson, Division of Forestry

Ed Walline, Walton County Mosquito Control

John Weaver, Central Telephone Company

Lyman Mitchell, Continental Telephone Company

John H. Vaughn, Florala Telephone Company

### 10.66.3 System Costs

The costs associated with the implementation and operation of the Walton County 911 System are listed in Section 7.

### 10.66.4 Mutual Aid and Interlocal Agreements

#### 10.66.4.1 Mutual Aid Agreement

A mutual aid agreement, endorsed by all of the public safety agencies in the Walton County 911 System, and defining the responsibilities of each agency, is required.

The areas of potential 911 system operational problems described in Section 2 shall be reviewed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

#### 10.66.4.2 Interlocal Agreements

Table 10.66-3 shows the required interlocal agreements for the Walton County 911 System. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.66-1  
WALTON COUNTY 911 SYSTEM DEFINITION

Location	Sheriff's Jail, (Defuniak Springs)
Population Served	19,480 (March, 1978)
Call Per 24 Hours	39
Number of Answering Positions	2
Type of Answering Position	Answering/Complaint Writer/Dispatcher
Total Staff	8
Additional Staff Due to 911	8
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	2
Call Answering Equipment	2, 10-Button Telephone and Key System
911 Trunks	7

TABLE 10.66-1 Cont.

Transfer Lines Out-Dial Lines	0 Use Existing
----------------------------------	-------------------

TABLE 10.66-2

## WALTON COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<u>Walton County 911 Center</u>		
Sheriff's Department	Direct Dispatch	--
DeFuniak Springs Police Department	Direct Dispatch	--
DeFuniak Springs Fire Department	Call Relay	892-2211
Florida Highway Patrol (Crestview)	Call Relay	Intercity Radio or 1-682-2762
Florida Division of Forestry (Bonifay)	Call Relay (FX)	} 892-2911 (FX)
Darlington Volunteer Fire Department	Call Relay	
Ponce De Leon Volunteer Fire Department	Call Relay	
Freeport Volunteer Fire Department	Call Relay	835-4311
Paxton Volunteer Fire Department	Call Relay	834-1341
South Walton Fire Department (Santa Rosa Beach)	Call Relay	267-2333
Walton County Ambulance Service (DeFuniak Springs)	Call Relay	892-5515
Holmes County Sheriff's Department	Call Relay	Intercity Radio or 1-547-3681
<u>Okaloosa County 911 Center</u>		
Tri-Village Fire Department (Choctaw Beach, Walton Co.)	Dial Out Call Transfer or Relay	897-2222
Remaining Walton Co. Public Safety Agencies (via Walton Co. Sheriff's Office)	Dial Out Call Transfer or Relay	Intercity Radio or 1-892-5423

TABLE 10.66-3

## WALTON COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Walton County	Okaloosa County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Walton County citizens at the Okaloosa County 911 Center located in the city of Shalimar. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Holmes County	Walton County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Holmes County citizens at the Walton County 911 Center located in the city of DeFuniak Springs. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

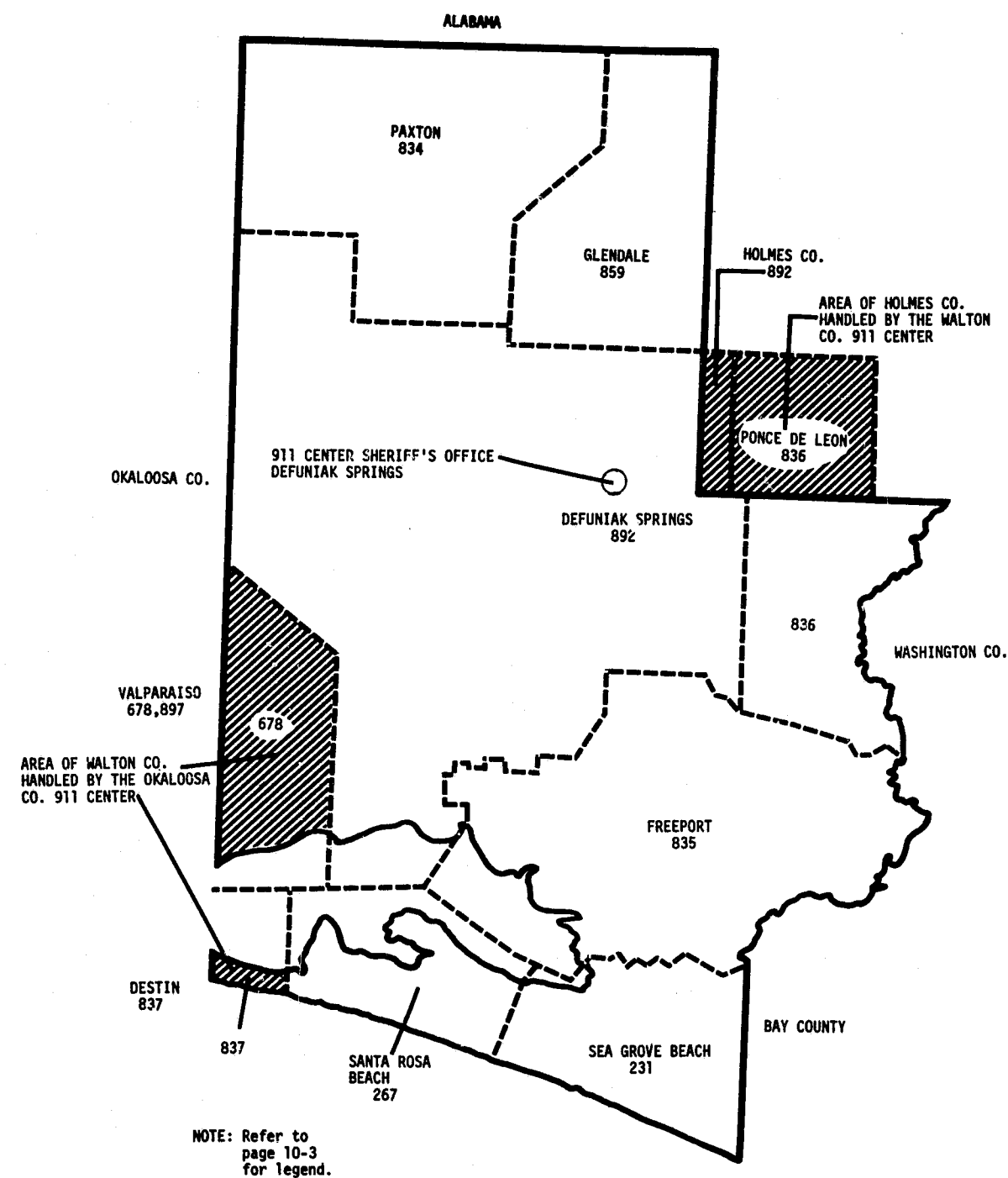


FIGURE 10.66-1 WALTON COUNTY 911 SYSTEM SERVING AREA

All Central Offices are part of the Central Telephone Company except marked \* which are part of the Florida Central Telephone Co., \*\* which are part of the Continental Telephone Company, and \*\*\* which are part of the Florala Telephone Company.

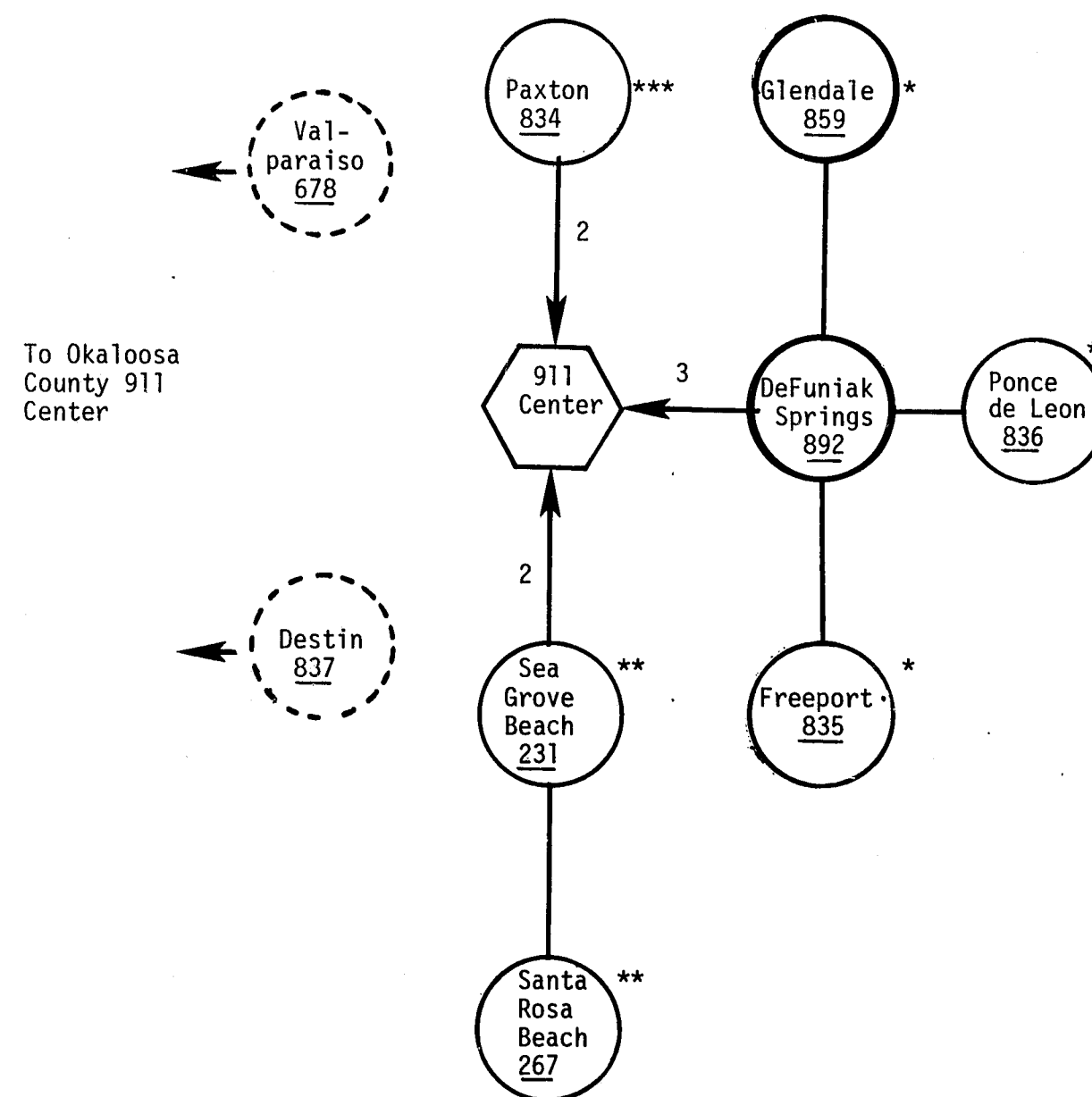


Figure 10.66-2 Walton County Central Office 911 Trunk Network



## 10.67 WASHINGTON COUNTY

### 10.67.1 System Summary

Washington County, a low crime, low tourism area will be a one center, single county system serving approximately 19,050 people in Washington County and portions of Jackson County. The system cutover date was pending at publication. The 911 center will be located in the Washington County Sheriff's Dispatch center in the city of Chipley and will direct dispatch calls for the Sheriff's Department, the Chipley Police Department, and the Washington County Ambulance Service. The system will include three telephone central offices, four municipalities and ten public safety agencies. The system will include four of the 911 telephone options listed in Section 3; Forced Disconnect, Called Party Hold, Idle Trunk Tone Application, and Central Office Identification. Each of the three central offices will be direct trunked to the answering center. (See Figure 10.67-2). There will be no dedicated transfer lines to any of the safety agencies, i.e., calls for agencies other than those dispatched by the Sheriff's Department will be relayed. Calls from the parts of Washington County that are not served by the Washington County 911 System will be handled by the Bay, Holmes, and Jackson counties 911 centers and directed to the appropriate agencies. Likewise, calls from the portion of Jackson County served by the Washington County system will be handled by the Washington County Center and directed to the appropriate agencies.

### 10.67.2 System Management

The Washington County 911 System will be managed and operated by the Washington County Sheriff's Office and will be funded by the Board of County Commissioners.

The Washington County 911 System planning was accomplished by the following members of the Washington County 911 Planning Committee:

Danny Kolmetz, Chairman, County Commissioners (Chairman)

Quenten Syfrett, Administrative Assistant to Board of County Commissioners

Henry Day, Deputy, Sheriff's Office, Washington County

Alto Taylor, Chief, Chipley Police Department

Lenzy Corbin, County Commissioner

R. C. "Buddy" Mitchell, Civil Defense

Bill Howell, Division of Forestry

### 10.67.3 System Costs

The costs associated with the implementation and operation of the Washington County 911 System are listed in Section 7.

### 10.67.4 Mutual Aid and Interlocal Agreement

### 10.67.4.1 Mutual Aid Agreement

A mutual aid agreement, endorsed by all public safety agencies in Washington County and defining the responsibilities of each agency, is required. The areas of potential 911 system operational problems described in Section 2 shall be addressed in drafting the agreement. A typical mutual aid agreement is shown in Appendix 2.1.

### 10.67.4.2 Interlocal Agreements

Table 10.67-3 shows the required interlocal agreements for the Washington County 911 system. Typical interlocal agreements are shown in Appendices 2.2 and 2.3.

TABLE 10.67-1

WASHINGTON COUNTY SYSTEM DEFINITION

Location	Sheriff's Office (Chipley)
Population Served	19,050
Calls Per 24 Hours	38
Number of Answering Positions	1
Type of Answering Positions	Answering/Complaint Writer/Dispatcher
Total Staff	5
Additional Staff Due to 911	0
Number of Logging Recorders	1, 10-Channel
Number of Instant Playback Recorders	1
Call Answering Equipment	1A Key System & 1, 10-Button Telephone
911 Lines	6
Transfer Lines	0
Tie-Lines	0
Out-Dial Lines	Use Existing
Telephone Recorder Connectors	2

TABLE 10.67-2

WASHINGTON COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
<u>Washington County 911 Center</u>		
Sheriff's Department	Direct Dispatch	--
Chipley Police Department	Direct Dispatch	--
Washington County Ambulance Service	Direct Dispatch	--
Chipley Fire Department	Call Relay	638-0123

TABLE 10.67-2 Cont.

AGENCY	METHOD	VEHICLE
Florida Division of Forestry (at Chipley Tower) Ebro Volunteer Fire Department Vernon Volunteer Fire Department Wausau Volunteer Fire Department	Call Relay Call Relay Call Relay Call Relay	638-0622 535-2400 535-2775 Day - 638-7046 Night - 638-4687
Florida Highway Patrol (at Marianna)	Call Relay	Intercity Radio or 1-482-2301
Any Jackson County Agency (via Jackson County 911 Center)	Call Relay	Intercity Radio or 1-482-3313
<u>Bay County 911 Center</u>		
Any Washington County Agency (via Washington County 911 Center)	Call Relay	Intercity Radio or 1-638-0610
<u>Holmes County 911 Center</u>		
Any Washington County Agency (via Washington County 911 Center)	Call Relay	Intercity Radio or 1-638-0610
<u>Jackson County 911 Center</u>		
Any Washington County Agency (via Washington County 911 Center)	Call Relay	Intercity Radio or 1-638-0610

TABLE 10.67-3

## WASHINGTON COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Washington County	Holmes County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Washington County citizens at the Holmes County 911 Center located in the city of Bonifay. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

TABLE 10.67-3 Cont.

FIRST PARTY	SECOND PARTY	SUBJECT
Washington County	Bay County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Washington County citizens at the Bay County 911 Center located in the city of Panama City. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Jackson County	Washington County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Jackson County citizens at the Washington County 911 Center located in the city of Chipley. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.
Washington County	Jackson County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Washington County citizens at the Jackson County 911 Center located in the city of Marianna. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changed call handling methods, etc. Intercounty funding provisions shall be included, as required, for pro rata sharing of 911 costs.

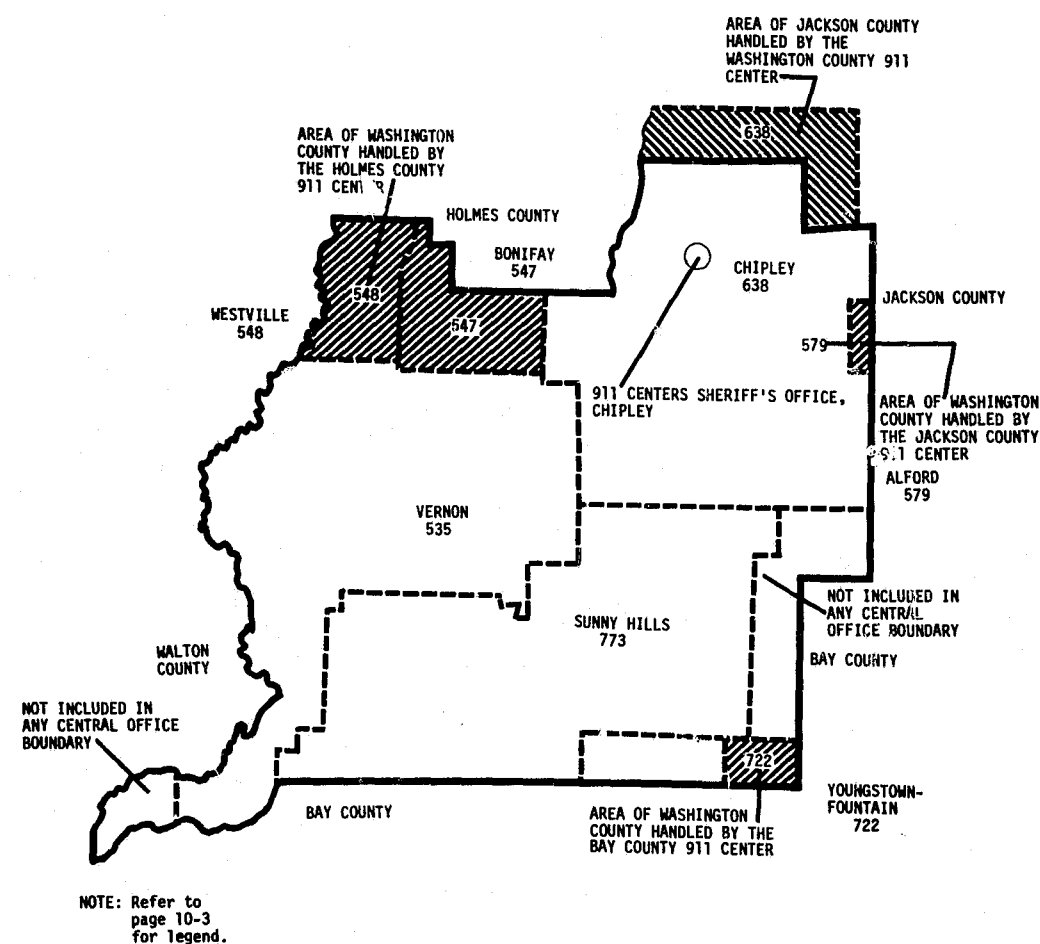
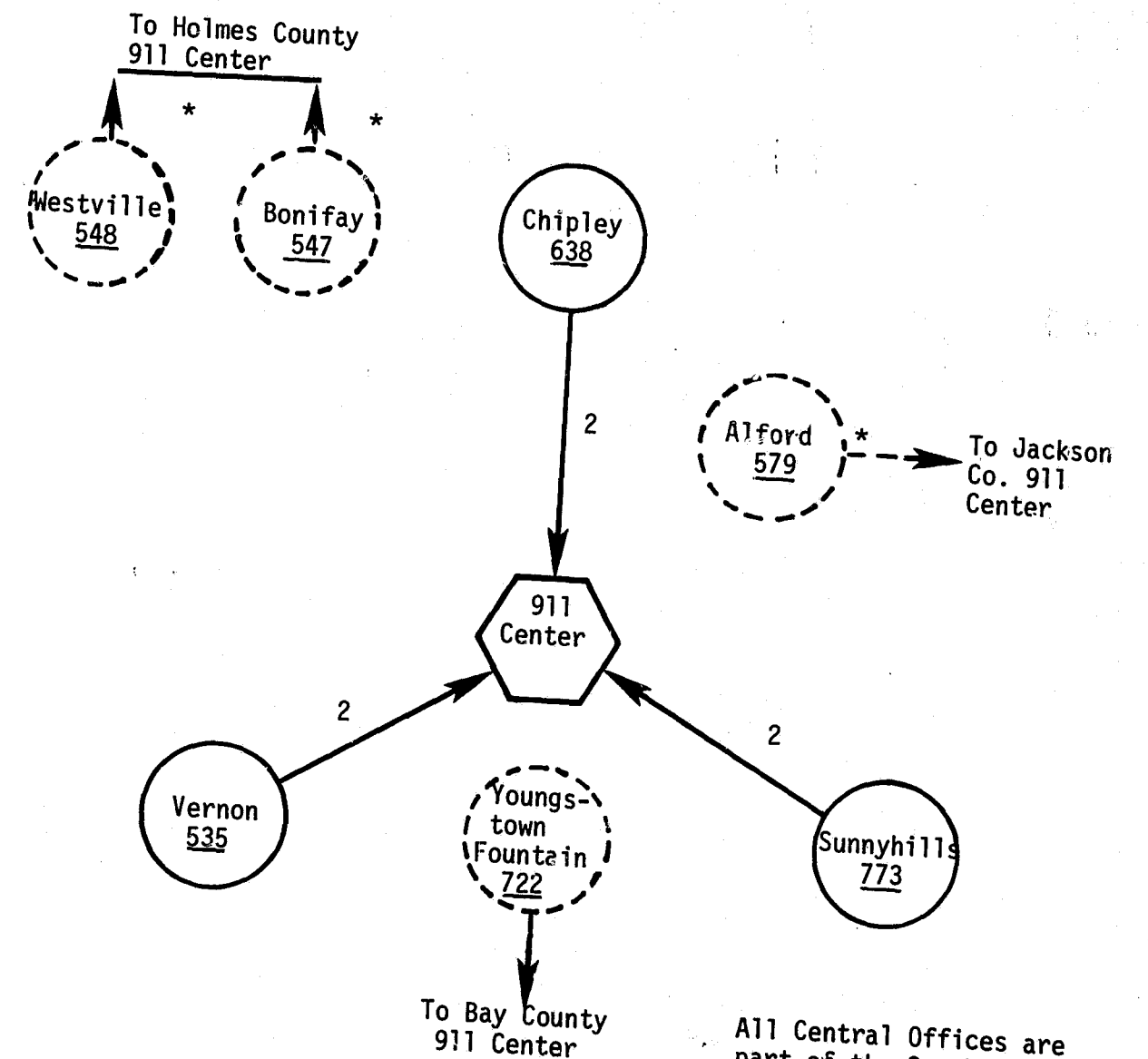


FIGURE 10.67-1 WASHINGTON COUNTY 911 SYSTEM SERVING AREA



All Central Offices are part of the Southern Bell Telephone Company, except marked \* which are part of the Continental Telephone Company.

Figure 10.67-2 Washington County Central Office 911 Trunk Network

APPENDIX 1.0  
FLORIDA EMERGENCY TELEPHONE ACT OF 1974  
AND AMENDING LEGISLATION

A1-3

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FLORIDA EMERGENCY TELEPHONE ACT OF 1974

CHAPTER 74-357

Committee Substitute for House Bill No. 3277 & 3340

AN ACT relating to the implementation of the emergency telephone number "911"; providing a title; providing an intent; providing for a state plan; providing a system director; providing for telephone industry coordination; providing for coin telephone conversion; providing for system approval; repealing section 365.17 Florida Statutes, regarding voluntary "911" implementation; providing an appropriation; providing an effective date.

*Be It Enacted by the Legislature of the State of Florida:*

Section 1. Short title.—This act shall be known and be cited as "the Florida emergency telephone act of 1974".

Section 2. Legislative intent.—The legislature hereby finds and declares that it is in the public interest to shorten the time required for a citizen to request and receive emergency aid. There currently exist thousands of different emergency phone numbers throughout the state. Provision for a single, primary three-digit emergency number through which emergency services can be quickly and efficiently obtained would provide a significant contribution to law enforcement and other public service efforts by making it easier to notify public safety personnel. Such a simplified means of procuring emergency services will result in the saving of life, a reduction in the destruction of property, and quicker apprehension of criminals. It is the intent of the legislature to establish and implement a cohesive statewide emergency telephone number "911" plan which will provide citizens with rapid direct access to public safety agencies by dialing the telephone number "911", with the objective of reducing the response time to situations requiring law enforcement, fire, medical, rescue, and other emergency services.

Section 3. Definitions.—As used in this act, unless the context clearly requires otherwise:

- (1) "Department," means the department of general services.
- (2) "Division," means the division of communications of the department of general services.
- (3) "Local government," means any city, county, or political subdivision of the state and their agencies.
- (4) "Public agency," means the state, and any city, county, city and county, municipal corporation, chartered organization, public district, or public authority located in whole or in part within this state which provides or has authority to provide fire fighting, law enforcement, ambulance, medical, or other emergency services.
- (5) "Public safety agency," means a functional division of a public agency which provides fire fighting, law enforcement, medical, or other emergency services.

Appendix A (Continued)

Section 4. State plan.—The division shall develop a statewide emergency telephone number "911" system plan. The plan shall provide for:

(1) The establishment of the public agency emergency telephone communications requirements for each entity of local government in the state;

(2) A system to meet specific local government requirements. Such system shall include law enforcement, fire fighting, and emergency medical services, and may include other emergency services such as poison control, suicide prevention, and civil defense services;

(3) Identification of the mutual aid agreements necessary to obtain an effective "911" system;

(4) A funding provision which shall identify the cost necessary to implement the "911" system; and

(5) A firm implementation schedule, which shall include the installation of the "911" system in a local community within twenty-four (24) months after the designated agency of the local government gives a firm order to the telephone utility for a "911" system. The public agency designated in the plan shall order such system within six (6) months after publication date of the plan.

The division shall be responsible for the implementation and coordination of such plan. The division shall promulgate any necessary rules, regulations, and schedules related to public agencies for implementing and coordinating such plan, pursuant to chapter 120, Florida Statutes.

Section 5. System director.—The director of the division of communications is designated as the director of the statewide emergency telephone number "911" system and, for the purpose of carrying out the provisions of this act, is authorized to coordinate the activities of the system with state, county, local, and private agencies. The director is authorized to employ not less than five (5) persons; three (3) of which will be professional level positions, one (1) secretarial level position, and one (1) fiscal position for the purpose of carrying out the provisions of this act. The director in implementing the system shall consult, cooperate and coordinate with local law enforcement agencies.

Section 6. Regional systems.—Nothing in this act shall be construed to prohibit or discourage the formation of multijurisdictional or regional systems; and any system established pursuant to this act may include the jurisdiction, or any portion thereof, of more than one public agency.

Section 7. Telephone industry coordination.—The division shall coordinate with the Florida public service commission which shall encourage the Florida telephone industry to activate facility modification plans for a timely "911" implementation.

Section 8. Coin telephones.—The Florida public service commission shall establish rules to be followed by the telephone utilities in Florida designed toward encouraging the provision of coin free dialing of "911" calls wherever economically practicable and in the public interest.

Appendix A (Concluded)

Section 9. System approval.—From the effective date of this act, no emergency telephone number "911" system shall be established and no present system shall be expanded without prior approval of the division of communications.

Section 10. Compliance.—All public agencies shall assist the division in their efforts to carry out the intent of this act, and such agencies shall comply with the developed plan.

Section 11. Existing emergency telephone service.—Any emergency telephone number established by any local government or state agency prior to the effective date of this act using a number other than "911" shall be changed to "911" on the same implementation schedule provided in sub-section (5) of section 4 of this act.

Section 12. Federal assistance.—The director of the division of communications is authorized to apply for and accept federal funding assistance in the development and implementation of a state wide emergency telephone number "911" system.

Section 13. Section 365.17, Florida Statutes, is hereby repealed.

Section 14. Appropriation.—

(1) The sum of ninety-five thousand dollars (\$95,000) is appropriated from the general revenue fund to the division of communications of the department of general services to carry out the purposes of this act.

Section 15. This act shall take effect July 1, 1974.

Approved by the Governor July 1, 1974.

Filed in Office Secretary of State July 1, 1974.

CHAPTER 76-272

House Bill No. 3451

AN ACT relating the emergency telephone number "911" system; amending s. 365.171(4), Florida Statutes, providing that compliance by a local public agency with required implementation of the emergency telephone number "911" system plan developed by the Division of Communications of the Department of General Services is subject to receipt of funds appropriated by the Legislature; providing partial reimbursement of costs under certain circumstances providing an effective date.

Be It Enacted by the Legislature of the State of Florida:

Section 1. Subsection (4) of section 365.171, Florida Statutes, is amended to read:

365.171 Emergency telephone number "911."--

(4) STATE PLAN.--The division shall develop a statewide emergency telephone number "911" system plan. The plan shall provide for:

(a) The establishment of the public agency emergency telephone communications requirements for each entity of local government in the state.

(b) A system to meet specific local government requirements. Such system shall include law enforcement, firefighting, and emergency medical services and may include other emergency services such as poison control, suicide prevention, and civil defense services.

(c) Identification of the mutual aid agreements necessary to obtain an effective "911" system.

(d) A funding provision which shall identify the cost necessary to implement the "911" system.

(e) A firm implementation schedule, which shall include the installation of the "911" system in a local community within 24 months after the designated agency of the local government gives a firm order to the telephone utility for a "911" system. The public agency designated in the plan shall order such system within 6 months after publication date of the plan if the public agency is in receipt of funds appropriated by the Legislature for the implementation and maintenance of the "911" system.

The division shall be responsible for the implementation and coordination of such plan. The division shall promulgate any necessary rules, regulations, and schedules related to public agencies for implementing and coordinating such plan, pursuant to chapter 120.

Section 2. Any jurisdiction which has utilized local funding as of July 1, 1976, to begin the implementation of the state plan as set forth in s. 365.171, Florida Statutes, shall be eligible for at least a partial reimbursement of their direct cost when and if state funds are available for such reimbursement.

Section 3. This act shall take effect upon becoming a law.

Approved by the Governor June 27, 1976.

Filed in Office Secretary of State June 28, 1976.

CODING: Words in ~~struck-through~~ type are deletions from existing law; words in underscored type are additions.



**CONTINUED**

**6 OF 7**

CHAPTER 76-352

House Bill No. 3760

AN ACT relating to Columbia, Dixie, Gilchrist, Hamilton, Lafayette, and Suwannee Counties; exempting said counties from mandatory compliance with the provisions of the Florida Emergency Telephone Act of 1974; providing and effective date.

Be It Enacted by the Legislature of the State of Florida:

Section 1. Any provisions of law to the contrary notwithstanding, the Counties of Columbia, Dixie, Gilchrist, Hamilton, Lafayette, and Suwannee are exempted from mandatory compliance with the provisions of the Florida Emergency Telephone Act of 1974, chapter 74-357, Laws of Florida.

Section 2. The Florida Emergency Telephone Act of 1974, appearing as s.365.171, Florida Statutes, reads:

365.171 Emergency telephone number "911."--

(1) SHORT TITLE.--This section shall be known and cited as the "Florida Emergency Telephone Act of 1974."

(2) LEGISLATIVE INTENT.--The legislature hereby finds and declares that it is in the public interest to shorten the time required for a citizen to request and receive emergency aid. There currently exist thousands of different emergency phone numbers throughout the state. Provision for a single, primary three-digit emergency number through which emergency services can be quickly and efficiently obtained would provide a significant contribution to law enforcement and other public service efforts by making it easier to notify public safety personnel. Such a simplified means of procuring emergency services will result in the saving of life, a reduction in the destruction of property, and quicker apprehension of criminals. It is the intent of the legislature to establish and implement a cohesive statewide emergency telephone number "911" plan which will provide citizens with rapid direct access to public safety agencies by dialing the telephone number "911" with the objective of reducing the response time to situations requiring law enforcement, fire, medical, rescue, and other emergency services.

(3) DEFINITIONS.--As used in this section, unless the context clearly requires otherwise:

(a) "Department" means the Department of General Services.

(b) "Division" means the Division of Communications of the Department of General Services.

(c) "Local government" means any city, county, or political subdivision of the state and their agencies.

(d) "Public agency" means the state and any city, county, city and county, municipal corporation, chartered organization, public district, or public authority located in whole or part within this state, which provides, or has

authority to provide, firefighting, law enforcement, ambulance, medical, or other emergency services.

(e) "Public safety agency" means a functional division of a public agency which provides firefighting, law enforcement, medical, or other emergency services.

(4) STATE PLAN.--The division shall develop a statewide emergency telephone number "911" system plan. The plan shall provide for:

(a) The establishment of the public agency emergency telephone communications requirements for each entity of local government in the state.

(b) A system to meet specific local government requirements. Such system shall include law enforcement, firefighting, and emergency medical services and may include other emergency services such as poison control, suicide prevention, and civil defense services.

(c) Identification of the mutual aid agreements necessary to obtain an effective "911" system.

(d) A funding provision which shall identify the cost necessary to implement the "911" system.

(e) A firm implementation schedule, which shall include the installation of the "911" system in a local community within 24 months after the designated agency of the local government gives a firm order to the telephone utility for a "911" system. The public agency designated in the plan shall order such system within 6 months after publication date of the plan.

The division shall be responsible for the implementation and coordination of such plan. The division shall promulgate any necessary rules, regulations, and schedules related to public agencies for implementing and coordinating such plan, pursuant to chapter 120.

(5) SYSTEM DIRECTOR.--The director of the division is designated as the director of the statewide emergency telephone number "911" system and, for the purpose of carrying out the provisions of this section, is authorized to coordinate the activities of the system with state, county, local, and private agencies. The director is authorized to employ not less than five persons, three of whom will be at the professional level, one at the secretarial level, and one to fill a fiscal position, for the purpose of carrying out the provisions of this section. The director in implementing the system shall consult, cooperate, and coordinate with local law enforcement agencies.

(6) REGIONAL SYSTEMS.--Nothing in this section shall be construed to prohibit or discourage the formation of multijurisdictional or regional systems; and any system established pursuant to this section may include the jurisdiction, or any portion thereof, of more than one public agency.

(7) TELEPHONE INDUSTRY COORDINATION.--The division shall coordinate with the Public Service Commission which shall encourage the Florida telephone industry to activate facility modification plans for a timely "911" implementation.

(8) COIN TELEPHONES.--The Public Service Commission shall establish rules to be followed by the telephone utilities in Florida designed toward encouraging the provision of coin-free dialing of "911" calls wherever economically practicable and in the public interest.

(9) SYSTEM APPROVAL.--From July 1, 1974, no emergency telephone number "911" system shall be established and no present system shall be expanded without prior approval of the Division of Communications.

(10) COMPLIANCE.--All public agencies shall assist the division in their efforts to carry out the intent of this section, and such agencies shall comply with the developed plan.

(11) EXISTING EMERGENCY TELEPHONE SERVICE.--Any emergency telephone number established by any local government or state agency prior to July 1, 1974, using a number other than "911" shall be changed to "911" on the same implementation schedule provided in subsection (4)(e).

(12) FEDERAL ASSISTANCE.--The director of the division is authorized to apply for an accept federal funding assistance in the development and implementation of a statewide emergency telephone number "911" system.

Section 3. This act shall take effect upon becoming a law.

Became a law without the Governor's approval.

Filed in Office Secretary of State June 25, 1976.

CHAPTER 76-472

House Bill No. 3779

AN ACT relating to Pinellas County; amending section 6 of chapter 74-577, Laws of Florida, as amended by chapter 75-485, Laws of Florida; extending the deadline for implementation of a county-wide emergency telephone number system from December 31, 1976 to July 1, 1977; providing an effective date.

Be It Enacted by the Legislature of the State of Florida:

Section 1. Section 6 of Chapter 74-577, Laws of Florida, as amended by chapter 75-485, Laws of Florida, is amended to read:

Section 6. Implementation.--The countywide 911 system is to be fully implemented not later than July 1, 1977 ~~December 31, 1976~~.

Section 2. This act shall take effect immediately upon becoming a law.

Became a law without the Governor's approval.

Filed in Office Secretary of State July 3, 1976.

CODING: Words in ~~struck-through~~ type are deletions from existing law; words underlined are additions.

APPENDIX 2.0  
MUTUAL AID AND INTERLOCAL AGREEMENTS

A2-1

APPENDIX 2.0 MUTUAL AID AND INTERLOCAL AGREEMENTS

APPENDIX 2.1 SAMPLE MUTUAL AID AGREEMENT

THIS AGREEMENT, made and entered into this \_\_\_\_\_ day of \_\_\_\_\_, 1976, by and between the County of \_\_\_\_\_ located in the State of Florida, hereinafter referred to as the COUNTY, and the Cities of \_\_\_\_\_, \_\_\_\_\_, incorporated municipalities, located in \_\_\_\_\_ County, Florida, hereinafter referred to as the MUNICIPALITIES, pursuant to the Florida Interlocal Cooperation Act of 1969, Section 163.01, et seq., Florida Statutes

WITNESSETH

Whereas, the Parties hereto are desirous of implementing Chapter 74-357, Laws of Florida, relating to a statewide emergency telephone number "911" system plan, and

Whereas the Parties hereto are desirous of ensuring that all of their citizens receive emergency service in time of need,

NOW, THEREFORE, BE IT AGREED among the parties hereto as follows:

1. All parties herein receive emergency phone calls relating to public safety from the "911" Answering Center and who is referred to as the Answering Center.
2. All parties herein recognize that there is a possibility that a call to a public safety agency may be inadvertently directed from the Answering Center to an agency with contiguous boundaries.
3. To ensure the citizen receives the fastest possible response time, all parties herein agree to respond to a call after it is dispatched even though it may mean crossing jurisdictional boundaries. This will be done pursuant to paragraph 6 of this document.
4. The misdirected call can be re-routed for dispatch to the proper jurisdictional agency if it is determined by the Answering Center that re-direction would not increase response time.
5. No party to this agreement will charge another for rendering service in another's jurisdictional area under provisions of this agreement.
6. There will be no reimbursement for loss or damage to equipment while engaged in activity pursuant to this agreement, nor shall there be any liability for compensation or indemnity to officers or employees by one party to another arising out of performance of this agreement.
7. This agreement will be in effect for an indefinite period, or until such time that the operating parameters of the "911" Answering Center make it unnecessary.

A2-3

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8. This agreement will be in effect immediately upon the signatures of all of the parties listed herein.

Signature Block should conform with generally accepted contract procedures for governing bodies.

## APPENDIX 2.2

### SAMPLE

#### INTERLOCAL AGREEMENT

##### FOR CALL HANDLING IN BOUNDARY OVERLAP AREAS

THIS AGREEMENT, made and entered into this \_\_\_\_\_ day of \_\_\_\_\_ 197\_, by and between the County of \_\_\_\_\_, located in the State of Florida, hereinafter referred to as the "FIRST PARTY", and the County of \_\_\_\_\_, located in the State of Florida, hereinafter referred to as the "SECOND PARTY", pursuant to the Florida Interlocal Cooperation Act of 1969, Section 163.01, et seq., Florida Statutes.

#### WITNESSETH

Whereas, the Parties hereto are desirous of implementing Chapter 74-357, Laws of Florida, relating to a statewide emergency telephone number "911" system plan, and

Whereas, the Parties hereto recognize that telephone company central office boundaries do not coincide with jurisdictional boundaries and as such a portion of the emergency calls of the SECOND PARTY will be handled by the FIRST PARTY's 911 Answering Center.

Whereas, the Parties hereto recognize that due to this central office boundary overlap, emergency calls will have to be routed back to a public safety agency or the 911 Answering Center in the originating county.

Now, due to consideration cited above, the parties hereto agree as follows:

1. The \_\_\_\_\_ central office overlaps into \_\_\_\_\_ County. The people in this area will have their calls answered at the 911 center in \_\_\_\_\_ County.
2. The SECOND PARTY agrees to pay a pro rata share of the necessary costs including trunk lines or central office modifications that are necessary to route calls in the central office overlap area to the 911 Answering Center of the FIRST PARTY.
3. The SECOND PARTY additionally agrees to pay the non-recurring and recurring costs for dedicated phone lines or toll calls to its public safety agencies.
4. Reimbursements due the FIRST PARTY by the SECOND PARTY will be paid within 30 days of billing.
5. Any liabilities incurred by the Parties hereto as a result of the operation of the Answering Center will be paid initially by the County, with each of the Parties subsequently paying their pro rata shares; except, that any individual action of an employee of one of the Parties hereto, and not in furtherance of the purposes herein stated, shall be borne

individually by that Party.

6. Any disputes arising between the Parties hereto that cannot be settled by the Director of the State Division of Communications who shall serve as arbitrator and whose decision shall be binding on all Parties.
7. All funds, payments and disbursements on behalf of the Answering Center shall be strictly accountable by the Finance Department of the County, who shall conduct an annual audit of the Answering Center. A copy of this audit shall be available to the representatives of the SECOND PARTY. Neither party will attempt to rescind or amend this agreement without notifying the office of the Director of the State Division of Communications 30 days prior to action by either party. The Director will act in the interests of those affected by the central office boundary overlap and make his decision accordingly.
8. The terms of this agreement shall become effective immediately upon the approval by the respective Parties to the agreement.

Signature block should conform with generally accepted contract procedures for governing bodies.

## APPENDIX 2.3

### SAMPLE INTERLOCAL AGREEMENT

FOR

COUNTY AND CITIES WITH SHERIFF AS ADMINISTRATOR

THIS AGREEMENT, made and entered into this \_\_\_\_\_ day of \_\_\_\_\_, 1975, by and between the County of \_\_\_\_\_, located in the State of Florida, hereinafter referred to as the County, and the Cities of \_\_\_\_\_, incorporated municipalities, located in \_\_\_\_\_ County, Florida, hereinafter referred to as the MUNICIPALITIES, pursuant to the Florida Interlocal Cooperation Act of 1969, Section 163.01, et seq., Florida Statutes.

WITNESSETH

Whereas, the Parties hereto are desirous of implementing Chapter 74-357, Laws of Florida, relating to a statewide emergency telephone number "911" system plan and

Whereas, the Parties hereto, are desirous to interface utilization of "911" as a number for procuring emergency services among the Parties hereto, and

Whereas, the Parties hereto desire to form a cooperative Answering Center, for the purpose of receiving and dispatching emergency calls.

Now, therefore, in consideration of the Mutual Promises made and hereinafter set forth, the parties hereto agree as follows:

1. To form an association known as the \_\_\_\_\_ County Cooperative "911" Answering Center, whose purpose is to provide emergency answering services for the parties herein, and who is referred to as the "Answering Center".
2. The County shall provide emergency call answering services for law enforcement, fire and emergency medical agencies 24 hours a day, 7 days a week, 365 days per year.
3. The County shall hold the title, and have care, custody and control of equipment, furnishings and the Answering Center. The County shall further be responsible for planning, acquiring and maintaining the common equipment of the Answering Center.
4. The County shall be in charge of hiring, training and disciplining of employees working on the premises of, or in conjunction with, the operation of the Answering Center, subject to the provisions of applicable civil service and merit systems.
5. The County shall be in charge of the making and promulgation of any necessary rules and regulations and their enforcement by and with the assistance of the participating Parties.

6. The Parties herein agree to form the \_\_\_\_\_ County Cooperative Answering Center Board of Governors. The Board of Governors shall consist of the Police Chiefs, Fire Chiefs, Sheriff and the Emergency Medical Agency Director(s).
7. All costs for operating and maintaining the communications center shall be paid initially by the County and purchases and contracts for the purpose of operating the Answering Center shall be in the name of the County, provided:
  - a) The Answering Center cost shall consist of the following items:  
Answering Center, recorders, phone lines, equipment, salaries and benefits, center supplies and materials, depreciation of equipment, employee training and related expenses, publicity expenses, and other expenses agreed on by a majority of the Board of Governors.
  - b) The cost shall be pro rated among the Parties based on the percentage of the population of all the Parties herein. Population will be based on the population records of the \_\_\_\_\_.
  - c) The County shall maintain financial records relating to the cost of operating and maintaining the Answering Center, and said records shall be available to the Parties herein or their representative upon request, pursuant to Section 119.01, Florida Statutes.
  - d) Answer
  - d) Answering service payments from the Municipalities to the County shall be due the first day of each month.
8. The period of the contract shall be for 60 months, or until such time as all parties mutually agree to termination.
9. All gifts or grants in furtherance of the purpose of the Center shall be in the name of the County, and shall be used for the purpose of reducing the overall operating cost of the Center.
10. All claims for Federal or State aid for the operation of the Answering Center shall be made by the County.
11. Any liabilities incurred by the Parties hereto as a result of the operation of the Answering Center will be paid initially by the County, with each of the Parties subsequently paying their pro rata shares; except, that any individual action of an employee of one of the Parties hereto, and not in furtherance of the purposes herein stated, shall be borne individually by that Party.
12. Any disputes arising between the Parties hereto shall be decided by a majority vote of the Board of Governors and in the event that the controversy cannot be settled by the Board, then the Director of the State Division of Communications shall serve as arbitrator whose decision shall be binding on all Parties.
13. All funds, payments and disbursements on behalf of the Answering Center

shall be strictly accountable by the Finance Department of the County, who shall conduct an annual audit of the Answering Center. A copy of this audit shall be available to the representatives of any Party hereto.

14. By a unanimous vote of the Board of Governors, this contract may be wholly or partially amended.
15. It is agreed by the Parties hereto that the Sheriff of the County shall serve as the Administrator of the agreement in the manner provided herein.
16. The terms of this agreement shall become effective immediately upon the approval by the respective Parties to the agreement.



APPENDIX 3.0  
CALL VOLUME CONSIDERATIONS  
IN A  
911 EMERGENCY ANSWERING CENTER

A3-1

CALL VOLUME CONSIDERATIONS IN A  
911 EMERGENCY ANSWERING CENTER

by  
William W. VanLandingham

DEPARTMENT OF GENERAL SERVICES  
DIVISION OF COMMUNICATIONS  
BUREAU OF COMMUNICATIONS SERVICES

January 1975

A3-3

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## TABLE OF CONTENTS

<u>Section</u>	<u>Page</u>
1.0 Introduction	A3-5
2.0 Sources of Data	A3-6
3.0 High Crime Areas	A3-7
4.0 Call Transfers	A3-8
5.0 Call Distribution and Volume Formulas	A3-9
6.0 Example Calculations	A3-12

## 1.0 INTRODUCTION

The purpose of this report is to outline the procedures and provide the information necessary for predicting the volume of telephone calls that will be received at a 911 Emergency Answering Center as a function of the population being served. Having once predicted the call volume, it will be used in the important task of determining the number of telephone lines (trunks) and answering personnel which will be necessary at the 911 Call Center in consideration. These two parameters (trunks and personnel) can be easily determined utilizing standard charts after the call volume is established.

The State of Florida has certain areas that have been found to have a high incidence of crime and, consequently, have a higher call volume per capita than a non-high crime area. Discussed herein is the method of determining the above volume of calls for different crime areas and what percentage of these calls are generated by the public for law enforcement, fire or emergency medical assistance (i.e., call distribution).

Also discussed are 911 call transfers; under what circumstances a call transfer will occur; how these transfers are handled by a 911 Center; and how they affect call volume.

The procedures and calculations included are based on national averages and studies of operational communications centers. Of particular contribution has been the Stanford Research Institute's report to the Florida Division of Communications entitled 911 in Florida: A System Concept.

## 2.0 SOURCES OF DATA

The calculations and assumptions herein are a result of data gathered on personal visits; studies of questionnaires; reports by consulting firms; telephone interviews with public safety officials; and review of records kept by public safety agencies.

Personnel from the Division and from the Stanford Research Institute (SRI) have traveled extensively throughout the nation in personal visits to existing operational 911 centers. From these visits, considerable data has been obtained to establish a practical and realistic criteria for call volume determination prior to the operational cutover to 911 service. Additionally, many public safety agencies in Florida have been interviewed personally and via telephone by both SRI and Division personnel to further enhance the reasonableness of this developed criteria.

## 3.0 HIGH CRIME AREAS

Many areas throughout Florida, usually areas of large population, have been found to have a high incidence of crime as compared to the crime index for the state. Consequently, these areas will have a higher volume of calls per capita, and this fact should be reflected in the calculations to determine the expected call volume. As a result of the Governor's Commission on Criminal Justice Standards and Goals records and studies, they have noted the following areas as having a high incidence of crime:

Alachua County  
Brevard County  
Ft. Lauderdale, City of  
Hollywood, City of  
Miami, City of  
Jacksonville, City of  
Escambia County  
Tampa, City of  
Orange County  
Palm Beach County  
St. Petersburg, City of  
Polk County  
Volusia County

For the purposes of this study, the above regions shall be designated as "high crime" rate areas.

#### 4.0 CALL TRANSFERS

A call transfer situation will occur when an incoming call, because of a boundary mismatch, comes into the incorrect 911 Answering Center or the center does not have the direct dispatch responsibility for the emergency service desired. The call will then have to be transferred to the responsible law enforcement, fire or emergency medical agency. The type of call transfers that will increase the call volume which the answering center needs to be designed to handle are those that result from a boundary mismatch. These type of transfers are an important consideration in determining incoming call volume and should be minimized by system design wherever possible.

In a 911 system design the objective should be to have no situation which allows two transfers of any one call. The answering center should, if not the responsible dispatch facility, transfer the call directly to the responding agency and not to another 911 center unless the alternate 911 center is the responsible agency desired by the caller.

#### 5.0 CALL DISTRIBUTION AND VOLUME FORMULAS

##### 5.1 NATIONAL EXPERIENCE

From the SRI report, national averages of existing 911 operations and studies of these operations, the following parameters were found to be valid for the prediction of expected call volume at a 911 center. Abbreviations will be used as indicated.

Law Enforcement = L.E.  
Emergency Medical = E.M.  
Fire Service = F.S.

$$\text{L.E. Daily Call Volume (non-high crime)} = 1.5 \frac{\text{Population}}{1,000}$$

$$\text{L.E. Daily Call Volume (high crime)} = 2.0 \frac{\text{Population}}{1,000}$$

$$\text{E.M. Daily Call Volume} = \frac{\text{Population}}{10,000}$$

$$\text{F.S. Daily Call Volume} = \text{Call Volume Total} - (\text{Call Volume L.E.} + \text{Call Volume E.M.})$$

Busy Hour Call Volume = 15% of total daily call volume

Growth and Flexibility: 15% should be added for this function

- 85% of all calls are for law enforcement service
- 9% of all calls are for fire service
- 5% of all calls are for emergency medical service
- 1% of all calls are for other emergency services

Therefore:

$$\text{Call Volume Total} = \frac{\text{Call Volume L.E.}}{0.85}$$

$$\bullet\bullet \text{ Total projected Daily Call Volume} = \frac{\text{Call Volume L.E.}}{0.85} (1.15)^*$$

\*Includes 15% growth and flexibility

$$\bullet\bullet \text{ Busy Hour Call Volume} = \text{Total Daily Call Volume} (0.15)$$

In Florida there are several areas which experience an extremely high rate of tourism. This large rate of tourism boosts the actual population and must be considered. For this reason, we assume an increase of 10% in the call volume for high tourism areas.

Finally, we have compared our figures with those from existing 911 Call Centers. The below listed 911 Centers are realizing the indicated call/1,000 population ratios:

Denver	2.7
Omaha	1.5
Seattle	2.3
New York	2.4
Prince Georges County, Md.	2.3

## 5.2 CONCLUSIONS

Based on the data discussed in this and the preceding paragraphs, the following formulas can be used for predicting call volume:

### 5.2.1 NON-HIGH CRIME/NON-HIGH TOURISM AREA

Total projected Daily Call Volume = 2.0  $\frac{\text{Population}}{1,000}$

### 5.2.2 NON-HIGH CRIME/HIGH TOURISM AREA

Total projected Daily Call Volume = 2.2  $\frac{\text{Population}}{1,000}$

### 5.2.3 HIGH CRIME/NON-HIGH TOURISM AREA

Total projected Daily Call Volume = 2.7  $\frac{\text{Population}}{1,000}$

### 5.2.4 HIGH CRIME/HIGH TOURISM AREA

Total projected Daily Call Volume = 3.0  $\frac{\text{Population}}{1,000}$

## 6.0 EXAMPLE CALCULATIONS

### 6.1 EXAMPLE A

Assume: Population of Area X = 463,289

High Crime/Non-High Tourism Area

No Telephone Central Office or Public Safety  
Jurisdiction Boundary Overlaps

Calculations:

$$\frac{463,289}{1,000} (2.7) = 1,251 \text{ Total Projected Calls/Day}$$

$$1,251 (0.15) = 188 \text{ Busy Hour Calls}$$

$$188 (0.85) = 160 \text{ Law Enforcement Busy Hour Calls}$$

$$188 (0.09) = 17 \text{ Fire Service Busy Hour Calls}$$

$$188 (0.05) = 9 \text{ EMS Busy Hour Calls}$$

$$188 (0.01) = 2 \text{ Other Busy Hour Calls}$$

### 6.2 EXAMPLE B

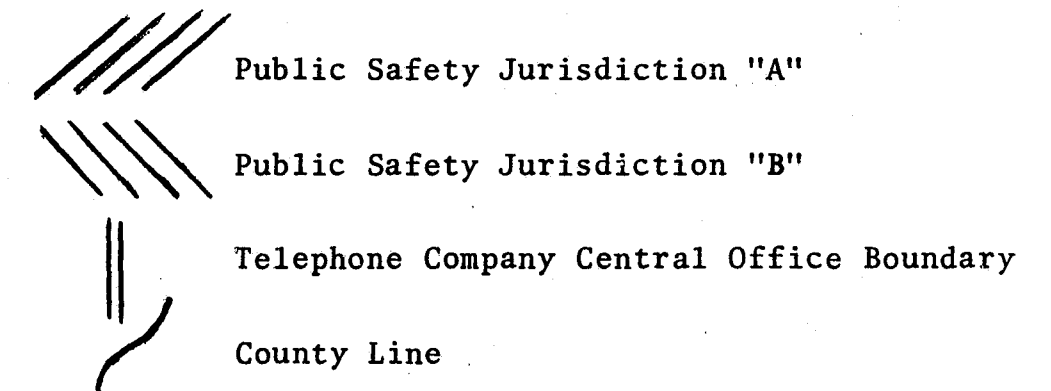
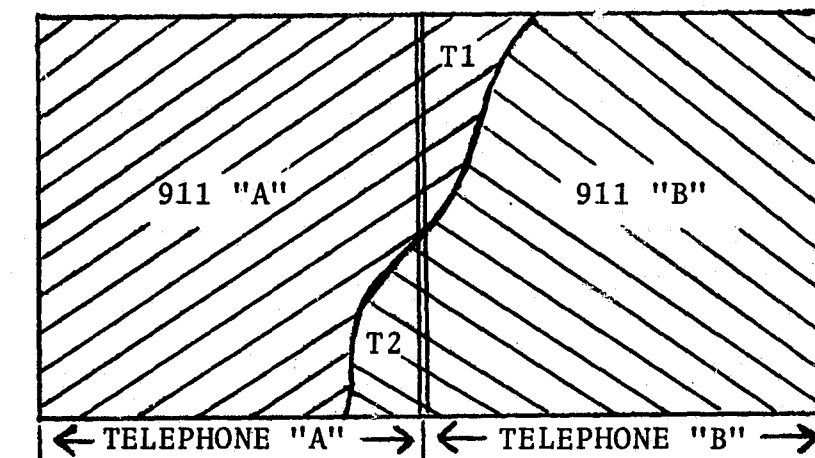
Assume: Population of County X = 1,275,437

High Crime/High Tourism Area

Two distinct Telephone Central Office Boundaries

Two designated 911 Answering Centers

Public Safety jurisdictions are not coincident  
with telephone boundaries



T1 Public Safety "A" Area generating calls which  
will initially go to 911 "B"

T2 Public Safety "B" Area generating calls which  
will initially go to 911 "A"

### Special Conditions

- Each 911 Center performs all dispatching for its respective public safety area.
- T1 and T2 calls must be transferred to the proper 911 Centers
- Telephone "A" population = 733,426
- Telephone "B" population = 542,011
- T1 population = 15,412
- T2 population = 11,319

### Calculations

#### 911 "A" Center

$$\frac{733,426 + 15,412}{1,000} (3) = 2,247 \text{ Total projected calls/day}$$

$$\frac{11,319}{733,426 + 15,412} (100\%) = 1.5\% \text{ of all calls will transfer to 911 "B"}$$

$$2,247 (0.15) = 337 \text{ Busy Hour Calls}$$

$$337 (0.015) = 5 \text{ Busy Hour Calls Transferred to 911 "B"}$$

$$332 (0.85) = 282 \text{ Law Enforcement Busy Hour Calls @ 911 "A"}$$

$$332 (0.09) = 30 \text{ Fire Service Busy Hour Calls @ 911 "A"}$$

$$332 (0.05) = 17 \text{ EMS Busy Hour Calls @ 911 "A"}$$

$$332 (0.01) = 3 \text{ Miscellaneous Busy Hour Calls @ 911 "A"}$$

#### 911 "B" Center

$$\frac{542,011 + 11,319}{1,000} (3) = 1,660 \text{ Total projected calls/day}$$

$$\frac{15,412}{542,011 + 11,319} (100\%) = 2.8\% \text{ of all calls will transfer to 911 "A"}$$

$$1,660 (0.15) = 249 \text{ Busy Hour Calls}$$

$$249 (0.028) = 7 \text{ Busy Hour Calls transferred to 911 "A"}$$

$$242 (0.85) = 206 \text{ Law Enforcement Busy Hour Calls @ 911 "B"}$$

$$242 (0.09) = 22 \text{ Fire Service Busy Hour Calls @ 911 "B"}$$

$$242 (0.05) = 12 \text{ EMS Busy Hour Calls @ 911 "B"}$$

$$242 (0.01) = 2 \text{ Miscellaneous Busy Hour Calls @ 911 "B"}$$



APPENDIX 4.0  
OPERATOR STAFFING STUDY

A4-1

OPERATOR STAFFING STUDY

The subject study was performed to develop a means of determining staffing requirements for attendant positions in a communications or "911" call receiving center. The results of this study show that the required manpower loading to staff an answering center 24 hours a day, seven days a week, 52 weeks a year can be obtained by multiplying the loading for one day by a factor of 1.611.

Shift loading was based on call volume records from the Broward County and the Florida Sheriff's Office Communications Center. These call volume records were averaged over a one-year period.

Operator compensatory time (i.e., vacation, sick leave, etc.) is based on the time allowed a new employee with the State of Florida.

In any case where the busiest shift requires five (5) or more operators, a supervisor is needed to supervise the center. This is in accordance with the recommendation contained in the Stanford Research Institute study for Florida entitled "911 in Florida: A System Concept."

These calculations do not include any time for breaks during the normal work period, training, normal personnel turnover or administrative leave.

Prepared by:

F. L. Houston  
W. W. VanLandingham

November 19, 1974  
(Revised August 13, 1975)  
State of Florida  
Department of General Services  
Division of Communications

A4-3

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# I. DATA AND CALCULATIONS

Vacations 2.6 weeks/year (13 working days,  $\frac{13}{5} = 2.6$ )  
 Sick Leave 2.6 weeks/year (13 working days,  $\frac{13}{5} = 2.6$ )  
 Holidays 1.6 weeks/year (8 working days,  $\frac{8}{5} = 1.6$ )  
 6.8 weeks/year Compensatory Time

$$52 - 6.8 = 45.2, \frac{45.2}{52} = 0.869$$

• • Operators are 86.9% efficient

## ASSUMED:

loading -- 46% 1st shift  
 36% 2nd shift  
 18% 3rd shift

Based on inputs  
 on call volume from  
 Broward Co. S. O.

To determine total shift for 1 - 24 hour period, divide personnel on busiest shift by 0.46 (46%).

## EXAMPLE 1

### # Positions

$$6 \div 0.46 = 13.043$$

5

2

$$13 \times 7 = 91 \text{ shifts/week}$$

$$91 \times 8 = 728 \text{ hours/week}$$

$$\frac{728}{40} = 18.2 \text{ 40 hr. positions}$$

$$\frac{18.2}{.869} = 20.944$$

21 positions plus supervisor

$$x(13) = 20.944$$

$$x = 1.611$$

## EXAMPLE 2

### # Positions

$$5 \div 0.46 = 10.869$$

4

2

$$11 \times 7 = 77 \text{ shifts/week}$$

$$77 \times 8 = 616 \text{ hours/week}$$

$$\frac{616}{40} = 15.4 \text{ 40 hour positions}$$

## EXAMPLE 3

### # Positions

$$4 \div 0.46 = 8.695$$

3

2

$$9 \times 7 = 63 \text{ shifts/week}$$

$$63 \times 8 = 504 \text{ hours/week}$$

$$\frac{504}{40} = 12.6 \text{ 40 hour positions}$$

## EXAMPLE 4

### # Positions

$$3 \div 0.46 = 6.521$$

3

1

$$7 \times 7 = 49$$

$$\frac{15.4}{.869} = 17.721$$

18 positions plus supervisor

$$x(11) = 17.721$$

$$x = 1.611$$

$$\frac{12.6}{.869} = 14.499$$

15 positions

$$x(9) = 14.499$$

$$x = 1.611$$

$$49 \times 8 = 392 \text{ hours/week}$$

$$\frac{392}{40} = 9.8 \text{ 40 hour positions}$$

$$\frac{9.8}{.869} = 11.277$$

$$x(7) = 11.277$$

$$x = 1.611$$

11 positions

## II. CONCLUSIONS

To obtain the total people required to staff a center, considering vacation, sick time and normal holidays (8/year):

a. Divide the 40-hour positions by .869

or

b. Multiply the positions required for one (1) 24-hour shift by 1.611

## III. SUMMARY TABLE

<u>Busiest Shift Operators</u>	<u>Total Operators Required</u>	<u>Required Supervisors</u>
10	35	2
9	32	2
8	27	2
7	24	2
6	21	2
5	18	1
4	15	0
3	11	0
2	8	0
1	5	0

## SHIFT LOADING

<u>Busiest Shift</u>	<u>2nd Shift</u>	<u>3rd Shift</u>	<u>24 Hour Shift Total</u>
10	8	4	22
9	7	4	20
8	6	3	17
7	5	3	15
6	5	2	13
5	4	2	11
4	3	2	9
3	3	1	7
2	2	1	5
1	1	1	3

APPENDIX 5.0  
NUMBER OF 911 BUSY HOUR OPERATORS

NUMBER OF 911 BUSY HOUR OPERATORS

1. The number of 911 busy hour operators required to handle an estimated busy hour call volume has been calculated using the Poisson queuing theory equation given in the Stanford Research Institute report to the Division of Communications entitled "911 in Florida: A System Concept". This equation is repeated in paragraph 3. The results are shown in Table 1 and are plotted in Figure 1. The equation does not take into account operator wasted time between answering calls. If this information is available and can be expressed in increased call length, the table and figure can be used accordingly.

The results indicate the number of operators required to handle a given busy hour call volume so that the probability of a caller having to wait longer than 10 seconds is 0.1 (10 percent). Or, in other words, during the busiest hour, 90 percent of the callers will have their calls answered in 10 seconds (two rings) or less. This is an operational requirement of the statewide 911 system concept.

2. The utilization of Table 1 or Figure 1 requires an estimate of the busy hour call volume and average call length. Where the call volume and call length exceed the requirement for n operators, the next higher operator number should be used. This will enable the selection to account for any unknown amount of wasted time; further, the selection of the smaller number would mean that the probability of the caller having to wait longer than 10 seconds would be greater than 0.1.

3. The Poisson queuing equation used is as follows:

$$P(>t) = \frac{(\lambda/\mu)^c}{c!(1-\lambda/c\mu)} \cdot \frac{1}{\sum_{n=0}^{n=c-1} \frac{(\lambda/\mu)^n}{n!} + \frac{(\lambda/\mu)^c}{c!(1-\lambda/c\mu)}} \cdot e^{-t(c\mu-\lambda)}$$

Where:

$P(>t)$  = the probability of having to wait longer than time t with all operators busy

$\mu$  = reciprocal of average call length

$c$  = number of operators

$3600\lambda$  = number of calls in busy hour

Operational Requirements:

$t = 10$  seconds (ring-down time)

$P(>t) = 0.1$

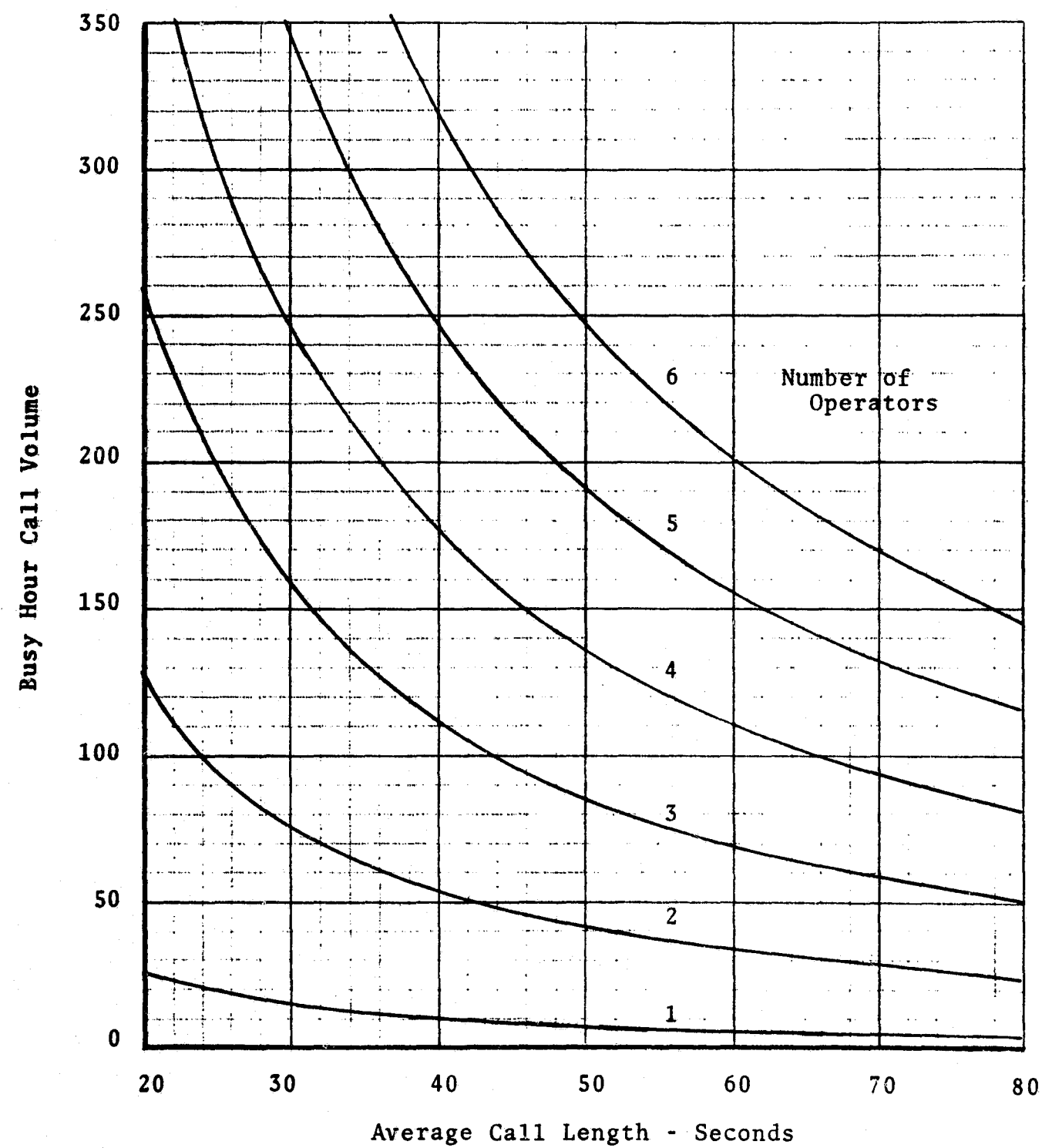
TABLE 1  
OPERATOR CAPACITY TABLE

No. of * Operators	BUSY HOUR CALL VOLUME							
	Average Call Length**							
	30s	40s	50s	60s	1½m	1½m	2m	3m
1	16	11	8	6	5	4	3	2
2	77	54	42	34	26	21	16	10
3	158	112	86	70	55	45	33	21
4	248	177	137	111	87	71	52	34
5	344	246	191	156	122	100	73	48
6	443	318	247	202	158	130	95	62
7	546	393	306	250	196	161	118	77
8	650	469	365	299	234	192	142	92
9	757	546	426	349	273	225	165	108
10	864	625	488	399	313	258	190	124

\*The number of operators required to service a given busy hour call volume of an average call length so that the probability of a caller having to wait longer than 10 seconds is 0.1 (10%), i.e., 90% of the calls will be answered within 10 seconds.

\*\*s = seconds, m = minutes  
Does not include unavoidable wasted time which effectively increases call length.

FIGURE 1  
PLOT OF OPERATOR CAPACITY TABLE



APPENDIX 6.0  
CHAPTER 163, FLORIDA STATUTES  
INTERGOVERNMENTAL PROGRAMS

CHAPTER 163, FLORIDA STATUTES

INTERGOVERNMENTAL PROGRAMS

PART I MISCELLANEOUS PROGRAMS (ss163.01 - 163.03)

163.01 Florida interlocal cooperation act of 1969. -

(1) This section shall be known and may be cited as the "Florida interlocal cooperation act of 1969."

(2) It is the purpose of this section to permit local governmental units to make the most efficient use of their powers by enabling them to cooperate with other localities on a basis of mutual advantage and thereby to provide services and facilities in a manner and pursuant to forms of governmental organization that will accord best with geographic, economic, population, and other factors influencing the needs and development of local communities.

(3) As used in this section:

(a) "Interlocal agreement" means an agreement entered into pursuant to this section.

(b) "Public agency" means a political sub-division, agency, or officer of this state or of any state of the United States, including, but not limited to, state government, county, city, school district, single and multipurpose special district, single and multipurpose public authority, metropolitan or consolidated government, an independently elected county officer, any agency of the United States government, and any similar entity of any other state of the United States.

(c) "State" means a state of the United States.

(4) A public agency of this state may exercise jointly with any other public agency of the state, of any other state, or of the United States

government any power, privilege, or authority which such agencies share in common and which each might exercise separately.

(5) A joint exercise of power pursuant to this section shall be made by contract in the form of an interlocal agreement, which may provide for:

(a) The purpose of such interlocal agreement or the power to be exercised and the method by which the purpose will be accomplished or the manner in which the power will be exercised.

(b) The duration of the interlocal agreement and the method by which it may be rescinded or terminated by any participating public agency prior to the stated date of termination.

(c) The precise organization, composition, and nature of any separate legal or administrative entity created thereby with the powers designated thereto, if such entity may be legally created.

(d) The manner in which the parties to an interlocal agreement will provide from their treasuries the financial support for the purpose set forth in the interlocal agreement, payments of public funds that may be made to defray the cost of such purpose, advances of public funds that may be made for the purposes set forth in the interlocal agreements and repayment thereof, and the personnel, equipment or property of one or more of the parties to the agreement that may be used in lieu of other contributions or advances.

(4) The manner in which funds may



be paid to and disbursed by any separate legal or administrative entity created pursuant to the interlocal agreement.

(f) A method or formula for equitably providing for and allocating and financing the capital and operating costs, including payments to reserve funds authorized by law and payments of principal and interest on obligations. The method or formula shall be established by the participating parties to the interlocal agreement on a ratio of full valuation of real property, on the basis of the amount of services rendered or to be rendered or benefits received or conferred or to be received or conferred, or on any other equitable basis, including the levying of taxes or as assessments to pay such costs on the entire area serviced by the parties to the interlocal agreement, subject to such limitations as may be contained in the constitution and statutes of this state.

(g) The manner of employing, engaging, compensating, transferring, or discharging necessary personnel, subject to the provisions of applicable civil service and merit systems.

(h) The fixing and collecting of charges, rates, rents or fees, where appropriate, and the making and promulgation of necessary rules and regulations and their enforcement by or with the assistance of the participating parties to the interlocal agreement.

(i) The manner in which purchases shall be made and contracts entered into.

(j) The acquisition, ownership, custody, operation, maintenance, lease, or sale of real or personal property.

(k) The disposition, diversion or distribution of any property acquired through the execution of such interlocal agreement.

(l) The manner in which, after the completion of the purpose of the

interlocal agreement, any surplus money shall be returned in proportion to the contributions made by the participating parties.

(m) The acceptance of gifts, grants, assistance funds or bequests.

(n) The making of claims for federal or state aid payable to the individual or several participants on account of the execution of the interlocal agreement.

(o) The manner of responding for any liabilities that might be incurred through performance of the interlocal agreement and insuring against any such liability.

(p) The adjudication of disputes or disagreements, the effects of failure of participating parties to pay their shares of the costs and expenses, and the rights of the other participants in such cases.

(q) The manner in which strict accountability of all funds shall be provided for and the manner in which reports, including an annual independent audit, of all receipts and disbursements shall be prepared and presented to each participating party to the interlocal agreement.

(r) Any other necessary and proper matters agreed upon by the participating public agencies.

(6) An interlocal agreement may provide for one or more parties to the agreement to administer or execute the agreement. One or more parties to the agreement may agree to provide all or a part of the services set forth in the agreement in the manner provided in the agreement. The parties may provide for the mutual exchange of services without payment of any contribution other than such services.

(7) (a) An interlocal agreement may provide for a separate legal or administrative entity to administer or execute the agreement which may be a commission, board, or council constituted pursuant to the agreement.

(b) A separate legal or administrative entity created by an interlocal agreement shall possess the

common power specified in the agreement and may exercise it in the manner or according to the method provided in the agreement. The entity may, in addition to its other powers, be authorized in its own name to make and enter into contracts, to employ agencies or employees, to acquire, construct, manage, maintain or operate buildings, works, or improvements, to acquire, hold, or dispose of property, and to incur debts, liabilities or obligations which do not constitute the debts, liabilities or obligations of any of the parties to the agreement.

(c) No separate legal or administrative entity created by an interlocal agreement shall possess the power or authority to levy any type of tax within the boundaries of any governmental unit participating in the interlocal agreement, to issue any type of bond in its own name, or in any way to obligate financially a governmental unit participating in the interlocal agreement.

(8) If the purpose set forth in an interlocal agreement is the acquisition, construction, or operation of a revenue-producing facility, the agreement may provide for the repayment or return to the parties of all or any part of the contributions, payments, or advances made by the parties pursuant to subsection (5) and for payment to the parties of any sum derived from the revenues of such facility. Payments, repayments, or returns shall be made at any time and in the manner specified in the agreement, and may be made at any time prior to the rescission or termination of the agreement or completion of the purposes of the agreement.

(9) (a) All of the privileges and immunities from liability, exemptions, from laws, ordinances and rules, and all pensions and relief, disability, workmen's compensation and other benefits which

apply to the activity of officers, agency, or employees of any public agents or employees of any public agency when performing their respective functions within the territorial limits for their respective agencies shall apply to the same degree and extent to the performance of such functions and duties of such officers, agents, or employees extraterritorially under the provisions of any such interlocal agreement.

(b) An interlocal agreement does not relieve a public agency of any obligation or responsibility imposed upon it by law except to the extent of actual and timely performance thereof by one or more of the parties to the agreement or any legal or administrative entity created by the agreement, in which case the performance may be offered in satisfaction of the obligation or responsibility.

(10) (a) A public agency entering into an interlocal agreement may appropriate funds and sell, give or otherwise supply any party designated to operate the joint or cooperative undertaking such personnel, services, facilities, property, franchises, or funds thereof as may be within its legal power to furnish.

(b) A public agency entering into an interlocal agreement may receive grants-in-aid or other assistance funds from the United States government or this state for use in carrying out the purposes of the interlocal agreement.

(11) Every agreement made hereunder shall, prior to and as a condition precedent to its entry into force, be submitted to the department of legal affairs which shall determine whether the agreement is in proper form and compatible with the laws of this state. The department of legal affairs shall approve any agreement submitted to it unless it shall find that it does not meet the conditions set forth herein and shall detail in writing addressed to the governing bodies of

the public agencies concerned the specific respects in which the proposed agreement fails to meet the requirements of law.

(12) Prior to its effectiveness, an interlocal agreement and subsequent amendments thereto shall be filed with the clerk of the circuit court of each county where a party to the agreement is located and with the department of community affairs. Such department shall keep an accurate record of all such agreements and shall notify any other department of state government when it is determined that an agreement hereunder relates to services or functions over which a department of state government has jurisdiction or control.

(13) Any public agency entering into an agreement pursuant to this section may appropriate funds and may sell, lease, give, or otherwise supply the administrative joint board or other legal or administrative entity created to operate the joint or cooperative undertaking by providing such personnel or services therefor as may be within its legal power to furnish.

(14) The powers and authority granted by this section shall be in addition and supplemental to those granted by any other general, local or special law. Nothing contained herein shall be deemed to interfere with the application of any other law.

(15) This section is intended to authorize the entry into contracts for the performance of service functions of public agencies, but shall not be deemed to authorize the delegation of the constitutional or statutory duties of state, county, or city officers.

#### 163.02 Councils of local public officials.-

(1) The governing bodies of any two or more counties, municipalities, special districts, or other governmental subdivisions of this state, or

any of them, herein referred to as member local governments, may, by resolution, enter into an agreement with each other for the establishment of a council of local public officials. Any council established under the authority of this section shall be a corporation not for profit.

(2) Representation on the council shall be in the manner provided in the agreement establishing the council. The representative from each member local government shall be the elected chief executive of said local government or, if such government does not have an elected chief executive, a member of its governing body chosen by such body to be its representative. Any member may withdraw from the council upon sixty days notice subsequent to formal action by its governing body.

(3) The local government council shall have the power to:

(a) Study such area governmental problems as it deems appropriate, including but not limited to matters affecting health, safety, welfare, education, economic conditions, and area development;

(b) Promote cooperative arrangements and coordinate action among its members; and

(c) Make recommendations for review and action to the members and other public agencies that perform local functions and services within the area.

(4) The council shall adopt by-laws designating the officers of the council and providing for the conduct of its business. The council may employ a staff, consult and retain experts, and purchase or lease or otherwise provide for such supplies, materials, equipment and facilities as it deems desirable and necessary.

(5) (a) The governing bodies of the member governments may appropriate funds to meet the necessary expenses of the council. Services of personnel, use of equipment and office space, and other necessary services may be accepted from members as part of their financial

support.

(b) The council may accept funds, grants, gifts, and services from the state, from any other governmental unit, whether participating in the council or not, from the government of the United States, and from private and civic sources.

(c) The council shall make an annual public report of its activities to each of the member local governments, and shall have its accounts audited annually.

#### 163.03 Department of Community Affairs; local government.-

(1) The secretary of the department of community affairs shall:

(a) Supervise and administer the activities of the department and shall advise the governor, the cabinet, and the legislature with respect to matters affecting community affairs and local government and participate in the formulation of policies which best utilize the resources of state government for the benefit of local government;

(b) Render services to local governments by assisting, upon request, in applying for and securing federal and state funds, and by assisting the department of administration in coordinating the activities of the state with federal programs for assistance in and solution of urban problems;

(c) Under the direction of the governor, administer programs to apply rapidly all available aid to disaster-stricken communities and, for this purpose, provide liaison with federal agencies and other public and private agencies;

(d) When requested, administer programs which will assist the efforts of local governments in developing mutual and cooperative solutions to their common problems;

(e) Conduct programs to encourage and promote the involvement of private

enterprise in the solution of urban problems;

(f) Consult with governmental, academic, and private organizations which conduct research on metropolitan and other local problems; and report to the governor and the legislature concerning the findings and recommendations of these organizations;

(g) Conduct continuing programs of analysis and evaluation of local governments, and recommend to the governor programs and changes in the powers and organization of local government as may seem necessary to strengthen local governments;

(h) Provide an informational service for local governments, or interested persons, by referring inquiries to the appropriate departments and agencies of the state and federal governments for advice, assistance, and available services in connection with particular problems;

(i) Assist the governor and the cabinet in coordinating and making more effective the activities and services of those departments and agencies of the state which may be of service to units of local government;

(j) Provide consultative services and technical assistance to local officials in the fields of housing, redevelopment and renewal, local public improvement programs, planning and zoning and other local programs; and collect and disseminate information pertaining thereto, including information concerning federal, state and private assistance programs and services;

(k) Conduct research and studies, and prepare model ordinances, charters, and codes relating to the areas referred to herein;

(l) Cooperate with other state agencies in the preparation of statewide plans relating to housing, redevelopment and renewal, human resources development, local planning and zoning, transportation and traffic,

and other matters relating to the purposes of this section; and

(m) Conduct a program of preservice and inservice training for local officials in technical and specialized areas of local administration, in cooperation with appropriate state agencies whose professional personnel possess specialized or technical knowledge which would be useful in conducting such training programs. Included in such programs shall be short courses in fiscal and debt management, and other areas in which the secretary determines that there is sufficient interest among local officials to warrant training programs.

(n) Perform such other functions, duties, or responsibilities as may be hereafter assigned to him by law; and

(o) Accept funds from all sources to be utilized in programs designed to combat juvenile crime, including the making of contributions to the national youth emergency corps.

(p) Be authorized to accept and disburse funds from all sources in order to carry out the following programs:

1. Advisory and informational

services to local governments;

2. Community development training under title VIII of the housing act of 1964.

3. Local planning assistance under §701 of the housing act of 1954.

4. Statewide planning assistance under §701 of the housing act of 1954;

5. Model cities technical assistance under §701 of the housing act of 1954.

2. It is the intent of this section, with respect to federal grant-in-aid programs that the department shall serve as the agency for disseminating information to local governments regarding the availability of federal grant-in-aid assistance to local governments in their efforts to secure federal grant-in-aid assistance, but only upon the request of such local governments; and assisting local governments in maintaining liaison and communications with federal agencies concerning grant-in-aid programs; provided, however that nothing contained herein shall be construed to require consent, approval, or authorization from the department as a condition to any application for or acceptance of grants-in-aid from the United States government.

APPENDIX 7.0  
RULES OF THE DIVISION OF COMMUNICATIONS  
CHAPTER 13C-5  
911 EMERGENCY TELEPHONE NUMBER SYSTEM

## RULES

## OF THE

## DIVISION OF COMMUNICATIONS

## CHAPTER 13C-5

## 911 EMERGENCY TELEPHONE NUMBER SYSTEM

## 13C-5.01 Purpose.

## 13C-5.02 Request for Certification of Compliance.

## 13C-5.03 Approval for Alteration and/or Expansion of Existing 911 System.

13C-5.01 Purpose. To prescribe the procedures necessary to be followed for an entity of local government to either; (1) establish that it is in compliance with the State of Florida's "911" Emergency Telephone Number Plan; or (2) if it is not in compliance, be excepted from the requirements of specific operational or technical specifications adopted by the Division of Communications; and (3) receive approval of any proposed alteration to an existing "911" system.

Specific Authority 365.171(4) FS. Law Implemented 365.17(4) FS. History—New 3-1-77.

13C-5.02 Request for Certification of Compliance. Certification will determine that the "911" systems operated or planned to be operated by entities of local government meet minimum technical and operational standards so that an established minimum standard of service is available to citizens within any given "911" serving area. Certification of an entity of local government's "911" system is required before State or Federal funds allocated for "911" systems can be disbursed to said entity of local government. Entities of local government are expected to coordinate closely with Division of Communications' personnel in the development of their respective "911" systems to minimize deviations from the approved "911" plan. On-site inspections by Division personnel and written correspondence between the Division and affected entities of local government shall constitute the principle means by which the Division shall obtain the information necessary to determine whether a given "911" system does or does not meet specified requirements of the state "911" Emergency Telephone Number Plan. Exceptions to said specified requirements shall be considered by the Division upon the Division's receipt of a written request to do so

submitted by an affected entity of local government. If such requested exception is denied, the entity of local government administratively responsible for operation and maintenance of the "911" systems concerned shall cause said "911" system to conform to said specified requirements prior to the Division issuing certification of the "911" system. Once a system is operational, an entity can request certification of its respective "911" system by requesting same in writing to:

Director, Division of Communications  
Room 651, Larson Building  
Tallahassee, Florida 32304.

Specific Authority 365.171(4) FS. Law Implemented 365.171(4) FS. History—New 3-1-77.

13C-5.03 Compliance with published "911" Plan. All "911" systems shall be in compliance with the published "911" Emergency Telephone Number System Plan as required by Section 365.171(10), Florida Statutes. Should an entity of local government desire to expand its system, it shall seek prior approval by submitting its request in writing to:

Director, Division of Communications  
Room 651, Larson Building  
Tallahassee, Florida 32304

If said request is approved, the Division shall thereupon deliver written notification thereof to the requesting entity. If said request is denied, the Division shall thereupon deliver written notification thereof to the requesting entity, setting forth therein the specific reasons for said denial. If the requesting entity is not satisfied with the Division's determination of said request, said entity may seek administrative review of such determination in accordance with the procedures set forth in Chapter 120, Florida Statutes, and pertinent provisions of Chapter 28, Florida Administrative Code.

Specific Authority 365.171(4) FS. Law Implemented 365.171(4)(10) FS. History—New 3-1-77, Amended 5-15-77.

# END