



# STATE OF GEORGIA



# GEORGIA EMERGENCY MANAGEMENT AGENCY



# 911 EMERGENCY TELEPHONE NUMBER PLAN

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## **I. INTRODUCTION**

In Georgia, there are numerous police, fire, medical, rescue and other public safety emergency service providers. While many local governments have installed a 911 emergency telephone system for use in their jurisdictions, many others have not. Therefore, numerous different local seven-digit emergency telephone numbers continue to exist throughout the state, thereby presenting a perplexing situation to the citizen in immediate need of emergency services. Curiously, the very existence of some 911 systems throughout the state contributes to this perplexity, mainly to the traveling public, because a standard level of service is not uniformly available throughout all areas of the state. It is quite conceivable that additional time is lost by first dialing 911, then having to determine the correct seven-digit local telephone number applicable to the emergency situation.

It is in the public interest to lessen the time required for citizens to request and receive emergency aid. The establishment of 911 as a nationwide universal emergency telephone number will make a valuable contribution to the most efficient and effective delivery of emergency public safety services. This will result in the saving of lives, the protection of property and the quicker apprehension of criminals. The State of Georgia remains committed to facilitating the establishment of 911 emergency telephone systems throughout all areas of the state as a means to this end.

## **II. PURPOSE**

The development and implementation of a cohesive statewide 911 emergency telephone service requires minimum levels of services to be provided, public accessibility and compatibility among all local 911 systems throughout the state. Georgia's 911 law establishes the guidelines for 911 systems throughout the state, and this plan establishes the framework for implementing the law. While it is strongly encouraged, it is not mandatory in Georgia that any local government establish a 911 emergency telephone system. That decision is left to the discretion of the local governments. However, when an affirmative decision is made, certain required standards must be met in order to ensure statewide uniformity among all systems. The State of Georgia's "911 Emergency Telephone Number Plan" establishes those standards, thereby providing a framework for local governments to plan and implement local 911 systems that provide not only the highest level of service to their local jurisdictions but also complement and contribute to the establishment of uniform emergency services throughout Georgia.

## **III. AUTHORITY**

This plan is prepared under the authority and direction established by the Georgia Emergency Telephone Number "911" Service Act of 1977, as amended. This law designates the Georgia Emergency Management Agency (GEMA) as the lawful authority for the establishment of any necessary rules and regulations



governing the planning and implementation of 911 emergency telephone systems in Georgia.

#### **IV. DEFINITIONS**

The following definitions are applicable to the development and operation of 911 emergency telephone systems in Georgia:

1. 911 - A three-digit telephone number to facilitate the reporting of an emergency requiring response by a public safety agency.
2. 911 Service Area - The geographic area that has been granted authority by a state or local governmental body to provide 911 service.
3. 911 System - The set of network, database and customer premises equipment (CPE) components required to provide 911 service.
4. Abandoned Call - A call placed to 911 in which the caller disconnects before the call can be answered by the public safety answering point (PSAP) attendant.
5. Action Agency - The public safety agency having a legal or consensual obligation to respond to a call for service.
6. Alternate Routing - The capability of automatically rerouting 911 calls to a designated alternate location if all 911 trunks to the primary PSAP are busy. May also be activated, upon request, when 911 equipment fails or when the PSAP itself is disabled.
7. American Standard Code for Information Interchange (ASCII) - This standard defines the code for a character set to be used for information interchange between equipment of different manufacturers and is a standard for data communications over telephone lines. In the context of telecommunications devices for the hearing and speech impaired (TDD/TTY), this refers to both a binary code and modulation method used for 110/300 baud TDD/TTY communications.
8. Answering Position - An appropriately equipped location within a PSAP that is used to receive incoming 911 calls.
9. Audible Signal - A sound that indicates an incoming 911 call.
10. Automatic Call Distributor (ACD) - Equipment that distributes incoming calls to available PSAP call attendants in the order the calls are received or holds calls until a call attendant becomes available.
11. Automatic Location Identification (ALI) - The automatic display at the PSAP of a calling party's telephone number, the address for the telephone and supplementary information.

12. Automatic Number Identification (ANI) - The automatic display at the PSAP of the calling party's telephone number.
13. Average Busiest Hour - The one-hour period during the week statistically shown over time to be the hour in which the most emergency telephone calls are received.
14. Backup Public Safety Answering Point (PSAP) - Typically, a disaster recovery answering point which serves as a backup to the primary PSAP and is not co-located with the primary PSAP.
15. Busy Hour - The hour each day with the greatest call volume.
16. Busy Tone - An audible signal indicating a call cannot be completed because the called access line is busy. The tone is applied 60 times per minute.
17. Computer Aided Dispatch (CAD) Interface - The means of automatically introducing the ALI data into a CAD system, as opposed to manually entering the information.
18. Call Check - A voice-band audio recorder which records to and plays from a media that may not be permanent (such as tape loop, fixed disk or RAM). Recall recorders are typically associated with each operator position for the purpose of recording and playing back their most recent conversations. Also known as Instant Playback Recorder.
19. Call Detail Recording - A means of establishing chronological and operational accountability for each 911 call processed, consisting minimally of the caller's telephone number, the time the 911 telephone equipment established initial connection (trunk seizure), the time the call was answered, the time the call was transferred (if applicable), the time the call was disconnected, the trunk line used and the identity of the PSAP call attendant's position.
20. Calling Party Hold - The capability that enables a PSAP call attendant to maintain control of an incoming 911 call for tracing or confirmation of an emergency even if the caller disconnects. Also known as Called Party Hold.
21. Call Progress Signals - Audible cues to advise 911 users of the status of their calls.
22. Call Relay - Disposition of a service request by the notation of pertinent information by the initial PSAP call attendant who forwards the information to the action agency.
23. Call Referral - Disposition of a service request by advice to the calling party of appropriate numbers to call other than 911.

24. Call Transfer - The capability to redirect a call to another party.
25. Cell - The wireless telecommunications (cellular or private communications system) antenna serving a specific geographic area.
26. Cell Face - See Cell Sector.
27. Cell Sector - One face of a cell antenna (typically three-sided) that operates independently of the other sectors.
28. Cell Site - The location of a cell and related equipment.
29. Central Office (CO) - A telephone company facility that houses the switching and trunking equipment serving telephones in a defined area. Also known as End Office.
30. Channel Banks - Separate circuits running in the same cable.
31. Circuit Routes - A means of two-way communications between two terminal installations.
32. Class of Service - A service order code designation of the telephone service features to which business and residence customers subscribe.
33. Computer Aided Dispatch (CAD) - A computer-based system intended to aid PSAP operators by automating selected dispatching and record keeping activities.
34. Conference Transfer - The capability of allowing a PSAP call attendant to monitor an incoming call after it has been transferred to the action agency. Also known as Three-Way Calling.
35. Consolidated PSAP - A facility where one or more public safety agencies choose to operate as a single 911 entity.
36. Contiguous Agency - A public agency whose jurisdiction is adjacent to the area served by a 911 system.
37. Cross Tandem Transfer - The capability of transferring a call from a PSAP served by one tandem office to another PSAP served by a different tandem office.
38. Customer Comments - Supplementary information useful in dispatching, generated in conjunction with ALI displays.
39. Customer Premises Equipment (CPE) - Terminal equipment at a PSAP or secondary answering location.

40. Cutover - The activation of a new telephone call processing or switching system.
41. Database - An organized collection of information, typically stored in computer systems, comprised of fields, records (data) and indexes. In 911, such databases include master street address guides (MSAG), telephone number/emergency service number (ESN) and telephone customer records.
42. Data Management Systems (DMS) - The combination of manual procedures and computer programs used to create, store, manipulate and update data required to provide selective routing and ALI.
43. Dedicated Trunk - A telephone circuit used for one purpose only, i.e. transmission of 911 calls.
44. Default Routing - The capability to route a 911 call to a designated (default) PSAP when the incoming 911 call cannot be selectively routed due to an ANI failure, garbled digits or other cause.
45. Dial Tone First - The provision of dial tone without charge to 911 calls originated from coin telephones.
46. Direct Dispatch - The functions of 911 call answering and dispatching are both performed by personnel at the primary PSAP.
47. Emergency Service Number (ESN) - A number used to designate the public safety agencies responsible for service to the location of each telephone in a 911 service area, for the purpose of determining call routing. Also see ESZ.
48. Electronic Switching System (ESS) - A central office with programmable switching logic. Can also be used as a tandem.
49. Emergency Service Zone (ESZ) - A defined geographical territory consisting of a specific combination of law enforcement, fire and emergency medical service (EMS) coverage areas. Also see ESN.
50. End Office - See Central Office.
51. End User - The 911 caller.
52. Enhanced 911 - A telephone system which includes selective routing, ANI and ALI to facilitate appropriate public safety response.
53. Exchange - A defined area, served by one or more telephone central offices, within which a telephone company furnishes service.
54. Fixed Transfer - The capability of a PSAP attendant to transfer a 911 call to a predetermined location by activating a single button.

55. Forced Disconnect - The capability of a PSAP call attendant to disconnect a 911 call to prevent jamming or overloading of the incoming lines.
56. Foreign Exchange (FX) Service - A telephone line switched in an exchange or central office other than the exchange or central office in which the telephone is located.
57. Grade of Service - The probability (P), expressed as a decimal fraction, of a telephone call being blocked. P.01 is the grade of service reflecting the probability that one call out of one hundred during the average busy hour will be blocked. P.01 is the minimum recommended Grade of Service for 911 trunk groups.
58. Hearing Carryover - A method which utilizes both voice and text communications on the same call, allowing a person who is speech impaired to listen to the other party's conversation and respond by typing via a teletypewriter (TTY) or other means for text communications.
59. Highway Call Box - A telephone enclosed in a box and placed along a highway that allows a motorist to summon emergency and nonemergency assistance.
60. Interconnect - The connection of the serving telephone company's equipment with the equipment of another vendor. Also a generic term used to refer to a non-telephone company vendor.
61. Interlocal Service Agreement - An agreement among governmental jurisdictions and/or privately owned systems within a specified area to share 911 system costs, responsibilities of maintenance and other considerations.
62. Logging Recorder - A voice-band audio recorder which records to and plays from a permanent storage media such as tape or disk. Logging recorders are typically multichannel so as to record simultaneously from several sources.
63. Main Station - A telephone that is connected directly to a central office and has a unique telephone number. It is not an extension.
64. Master Street Address Guide (MSAG) - A database of street names containing address ranges with their associated communities that defines emergency service zones for 911 purposes.
65. Network - An arrangement of stations interconnected by means of communication channels organized to perform or serve a common function.
66. Non-Selective Routing - The capability of routing 911 calls by the use of the NXX or trunk group.

67. NHTSA - National Highway Traffic Safety Administration, United States Department of Transportation.
68. NTIA - National Telecommunications and Information Administration, United States Department of Commerce.
69. NXX - The first three digits of a local telephone number that identifies the central office switching location within its area code. Also referred to as NNX.
70. One-Button Transfer - See Fixed Transfer.
71. P.01 Grade of Service - A measure of emergency telephone service in which no more than one call in 100 attempts will receive a busy signal on the first attempt during the average busiest hour.
72. Pilot Number - A telephone customer's main account number, lead number, listed number or billing number.
73. Private Branch Exchange (PBX) - A private, internally switched telephone system of significance to 911 systems because internal stations may not be individually contained in the DMS and, as a result, will not be displayed by ANI or ALI equipment.
74. Pseudo Automatic Location Identification (pALI) - An ALI record associated with a pANI, configured to provide the location of the wireless cell or sector and information about its coverage or serving area (footprint).
75. Pseudo Automatic Number Identification (pANI) - A telephone number used to support routing of wireless 911 calls. It may identify a wireless cell, cell sector or PSAP to which the call should be routed. Also known as routing number.
76. Public Agency - A state, or any unit of local government or special purpose district located in whole or in part within a state, which provides police, fire fighting, medical or other emergency services or has authority to do so.
77. Public Safety Agency - An entity which provides fire fighting, law enforcement, emergency medical service or other emergency service.
78. Public Safety Answering Point (PSAP) - The location where a 911 call is received for action by a public safety agency. If the call is relayed or transferred, the next receiving PSAP is designated as a secondary PSAP.
79. Public Switched Telephone Network (PSTN) - The sum total of equipment, lines and controls assembled to establish communications paths between calling and called parties.

80. Ring Back - A capability that permits the PSAP call attendant to cause the telephone on a held circuit to ring. Also known as Re-ring.
81. Selective Routing - The capability of routing a 911 call from a central office to a designated PSAP based upon the telephone number and/or the location of the calling party.
82. Selective Transfer - The capability of automatically transferring a 911 call to the action agency by operation of a single button switch, based on the origin of the incoming call.
83. Serving Central Office - The Central Office (CO) from which a PSAP is served. Also see Central Office.
84. Splash Ringing - The capability to provide an audible signal simultaneously with trunk seizure on an incoming 911 call.
85. Tandem - A switching system in the public switched telephone network that establishes trunk to trunk routing.
86. Tandem Office - A central office containing 911 selective routing translations for telephone numbers in a particular 911 system which routes calls to the appropriate PSAP.
87. TDD/TTY - A telecommunications device for the hearing and speech impaired.
88. Telecommunications Device for the Deaf (TDD) - Also known as TTY. See Teletypewriter (TTY).
89. Telecommunicator - As used in 911, a person who is trained and employed in public safety telecommunications. The term applies to call takers, dispatchers, radio operators, data terminal operators or any combination of such functions in a PSAP.
90. Teletypewriter (TTY) - Also known as TDD. A device capable of information interchange between compatible units using a dial up or private line telephone network connections as the transmission medium. ASCII or Baudot codes are used by these units.
91. Thousands Number Group - The entire last four-digit group of numbers in an exchange, sometimes used to determine default routing locations.
92. Transient - A random disturbance of normal voltage with a very short time duration (<8.3ms) that occurs on the power source or data/signal/telecommunications conductors.
93. Trunk - A circuit connecting switching equipment at two sites (e.g. between a PBX and central office, between two central offices).

94. Trunk Group - One or more trunks terminated at the same two points.
95. Trunk Seizure - The point at which a call is assigned to a trunk and acknowledgment is provided by the 911 call processing equipment.
96. Uninterruptible Power System (UPS) - The capability of providing a continuous source of power without regard to the interruption or loss of commercial power. Also known as Uninterruptible Power Supply.
97. Voice Carryover (VCO) - A method which utilizes both voice and text communications on the same call, allowing a person who is hearing impaired to speak directly to the other party and receive response via a TTY or other means of text communications.
98. Wireless Phase I - Required by Federal Communications Commission (FCC) Report and Order 96-264 pursuant to Notice of Proposed Rulemaking (NPRM) 94-102. The delivery of a wireless 911 call with callback number and identification of the cell sector from which the call originated. Call routing is determined by cell sector. (Target date: April 1998)
99. Wireless Phase II - Required by FCC Report and Order 96-264 pursuant to Notice of Proposed Rulemaking (NPRM) 94-102. The delivery of a wireless 911 call with Phase I requirements plus location of the caller within 125 meters 67% of the time and Selective Routing based upon those coordinates. (Target date: October 2001)
100. Wireless Telecommunications - The family of telecommunications services under the heading of Commercial Mobile Radio Service. Includes cellular, personal communications services (PCS), mobile satellite services (MSS) and enhanced specialized mobile radio (ESMR).

## **V. TYPES OF SYSTEMS**

The following section defines and illustrates the basic and enhanced 911 system configurations and the four approved methods of communication between the PSAP and the responding emergency service providers. Local 911 system designs may be combinations of these systems if they satisfy the requirements set forth herein.

### **A. BASIC 911**

The basic 911 system allows a person dialing 911 to be connected to a PSAP via normal telephone facilities. All 911 calls from lines served by all central offices in the system will be routed to one PSAP. Calls from other political jurisdictions not served by the PSAP, but still within the same central office boundaries, cannot be blocked. Also, calls from within the PSAP's political jurisdiction, but not from within the central office



boundaries, cannot be received at the PSAP. In other words, 911 calling areas cannot be structured in accordance with political jurisdictional boundaries in a basic 911 system. If a local government decides to install a basic system, consideration must be given to public education of telephone subscribers located within the 911 planning area but served by other central offices. They should be informed that, until enhanced 911 is installed, they should use a designated seven-digit emergency number. Stickers or other means of showing the special number should be provided for those telephone subscribers.

## **B. ENHANCED 911**

An enhanced 911 system provides several distinct advantages over conventional emergency communications systems and over basic 911:

1. Selective routing, performed by a computer in the telephone central office, means that each emergency call goes directly to the correct primary answering point, no matter how many such points there are.
2. Selective call transfer or automatic call transfer allows the answering attendant to forward the call to the proper emergency agency at the push of a button.
3. Automatic Number Identification (ANI) provides a visual display of the caller's telephone number at the answering center. There are two obvious advantages. If the caller is incoherent or hangs up before giving sufficient information, the attendant can immediately call the number back and get the information. Also, this will help deter prank calls.
4. Automatic Location Identification (ALI) automatically displays the address of the calling telephone at the PSAP.
5. The 911 attendant can help coordinate emergency aid with push-button speed when more than one emergency service is needed. For example, an automobile crash may require police, ambulance service and fire fighting help. One call to 911 can get it done quickly and surely.
6. The enhanced 911 system can improve data collection regarding emergency calling patterns. This presents an opportunity for study and improvement in the delivery of emergency services.

## **C. RECOMMENDATION**

While both basic and enhanced 911 systems are allowable under the State of Georgia's 911 Emergency Telephone Number Plan, it is highly recommended that local governments contemplating the installation of new 911 systems give priority consideration to the enhanced 911 system

rather than the basic system. In the past, the lack of telephone central offices with electronic switching systems (ESS) was a major deterrent to the implementation of enhanced 911 systems. Now, the majority of central offices throughout the state have been upgraded to ESS, thereby reducing that problem significantly. In addition, the current state law allows local governments, through the local telephone company, to collect a maintenance fee from the telephone subscribers within the area served by the enhanced 911 system.

With the removal of technological and funding barriers, the alternative of planning and installing enhanced 911 systems is the most advantageous for local governments to pursue and is therefore highly recommended. It is further recommended that local governments currently operating basic 911 systems consider upgrading to enhanced systems at the earliest possible time and that local governments which have enhanced 911 upgrade their systems to include selective routing.

## **VI. OBJECTIVE AND STANDARDS FOR THE 911 EMERGENCY TELEPHONE SYSTEM**

The Emergency Telephone Number System shall provide citizens rapid access to public safety agencies in an efficient manner when emergency services are required.

To comply with this objective, the Georgia Emergency Management Agency (GEMA) has developed the following standards which a 911 emergency telephone system must meet. All new 911 telephone system plans and all modifications to existing systems must be approved by GEMA prior to implementation.

### **A. UNIVERSAL EMERGENCY NUMBER**

THE EMERGENCY NUMBER 911 WILL BE THE UNIVERSAL EMERGENCY TELEPHONE NUMBER FOR ALL EMERGENCY SERVICES.

1. The primary published emergency number shall be 911, which will be the only emergency number published on the "Emergency" page of the public telephone directory. Individual agencies may retain existing seven-digit emergency telephone numbers as a secondary telephone number, but they must also have a separate administrative number.
2. All agencies providing law enforcement, fire protection, emergency medical service (EMS) and rescue services within the boundaries of the 911 system shall be part of the 911 system, including private EMS providers.

3. The PSAP shall accept only those 911 calls requiring the dispatching of public safety personnel or the dispensing of specialized emergency advice. All other calls shall be referred to the appropriate seven-digit administrative telephone number.
4. Each 911 PSAP shall have at least one unlisted seven-digit telephone number for administrative use by public safety agency personnel, PSAP personnel and telephone company operators.

**B. ACCESSIBILITY**

THE PSAP SHALL BE READILY ACCESSIBLE UPON CALLING FOR AN EMERGENCY.

1. The 911 PSAP shall operate 24 hours a day, seven days a week.
2. A sufficient number of incoming 911 lines shall be provided between the telephone company's central office(s) and the 911 PSAP to supply at least P.01 or better grade of service (no more than one busy in 100 attempts during the average busy hour). In any case, there shall be a minimum of two incoming lines per office if direct trunking is used. 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. There shall be a minimum of two incoming lines for the serving central office of each tandem network.
3. The telephone company operators shall have dedicated lines or other means of connecting the operator or citizen with the 911 PSAP.
4. Access to a 911 system by any type of automatic dialing alarm system is prohibited.
5. Each telephone company shall provide an automated answering service, accompanied by a recorded announcement, for all 911 calls originating from an area not served, but directly adjacent to an area which is served by a 911 PSAP.
6. The PSAP shall have the necessary equipment installed in order to receive 911 calls from those persons who are deaf or hearing impaired. Procedures are to be in place that are compliant with Americans with Disabilities Act (ADA) Department of Justice performance standards relative to emergency teletype service (i.e. *How Do You Handle TDD Misroutes or Transfers to Other PSAPs?*).
7. The PSAP shall accept calls from and provide a means of communicating with non-English speaking persons. This may be

accomplished either by multilingual employees and/or by the use of a translation service. The local governing authority shall identify all non-English speaking segments of the population covered by the 911 system and make whatever arrangements are necessary to ensure the PSAP operators' capability of communicating with those persons.

8. For those 911 systems utilizing ANI and ALI, the telephone numbers and addresses of individual subscribers residing in multi-unit residential facilities such as apartments and condominiums shall be listed separately in the database so as to provide the PSAP operator with accurate address and location information. The same requirement shall apply for businesses and governmental agencies utilizing Centrex, or Centrex-like (Essx, Centranet, etc.) systems or any other type of central office-based telephone system.
9. The PSAP shall accept and handle 911 calls from cellular telephones and other commercial radiotelephone common carrier units operating within the 911 system's jurisdiction. Cellular calls should be received on 911 trunks. If a call is received from outside the system's jurisdiction, the call shall be relayed or transferred to the appropriate jurisdiction with one-button transfer. If the PSAP operator determines the call is nonemergency, the call shall be referred to the appropriate jurisdiction, and the caller must reinitiate the call.

**C. OPERATING EFFICIENCY**

THE PSAP OPERATOR(S) SHALL ANSWER A 911 CALL IN AN EFFICIENT MANNER TO REDUCE DELAYS IN RESPONDING TO THE EMERGENCY.

1. Sufficient 911 call answering positions and operators must be provided so that during the average busiest hour of the day at least 90 percent of the calls will be answered within 10 seconds (two or three rings).
2. The 911 operator shall be dedicated to answering 911 calls and performing as a complaint writer. Other simultaneous functions, such as radio dispatcher, may be performed only if the operational standard in C.1 above can be met.
3. All incoming 911 calls shall be answered on a priority basis before any other calls. Avoid ever placing a 911 call on "hold" until all information needed to dispatch has been received.
4. The PSAP operator equipment shall be configured so that the 911 operator receives both an audible and visual indication of the incoming 911 calls.

5. The caller must never be required to talk to more than two people: the 911 operator answering the call and the complaint writer or dispatcher at the public safety agency. This number includes the number of people in multiple PSAP jurisdictions. Never tell a party calling 911 for an emergency to hang up and call an adjoining jurisdiction if call transfer can be performed.
6. Each 911 call answering position shall have access to all incoming 911 lines and to all outgoing dedicated lines, tie lines and dial out lines.
7. 911 calls shall be answered by identifying the answering location as a public safety answering point (PSAP) and giving the name of the political jurisdiction.
8. The local governing authority shall be responsible for ensuring that all PSAP personnel are adequately trained for the most effective and efficient performance of their assigned duties. To include compliance of all Peace Officers Standards and Training (P.O.S.T.) Council Training Rules and Regulations, specifically Official Code of Georgia §§ 35-8-23 and 36-60-19. Periodic refresher training should be provided to maintain a continued high level of proficiency. Recommended sources of formal training are the Emergency Health Section of the Georgia Department of Human Resources; Georgia Emergency Management Agency; Georgia Public Safety Training Center; Georgia Fire Academy; Georgia Crimes Information Center; and local law enforcement, fire, emergency medical and emergency management agencies.
9. If an Automatic Call Distributor (ACD) is used in the 911 Center to terminate incoming 911 calls, a recorded announcement shall be provided to inform the caller that all operators are busy or that a major incident has already been reported.
10. All PSAPs will have a policy in place on how to deal with circuit overloads and abandon calls lost during peak times.

**D. JURISDICTIONAL VS. TELEPHONE SYSTEM BOUNDARIES**

WHENEVER THE TOLL-FREE CALLING AREA OF A TELEPHONE SYSTEM EXCEEDS THE POLITICAL JURISDICTIONAL BOUNDARIES OR INCLUDES MULTIPLE GOVERNMENT ENTITIES, THEREBY MAKING THE 911 ANSWERING CENTER ACCESSIBLE TO CALLERS FROM MORE THAN ONE POLITICAL JURISDICTION, PROVISIONS SHALL BE MADE TO ENSURE THAT A CITIZEN ORIGINATING A 911 CALL FROM WITHIN THE CALLING AREA WILL BE ANSWERED BY A 911 OPERATOR AND THE REQUEST FOR SERVICE GIVEN TO THE APPROPRIATE SERVING AGENCY WITHIN THE CITIZEN'S JURISDICTION. This shall be accomplished by the use of any or all of the following items, dependent upon the design of the 911 system.

1. Tie lines between adjacent 911 PSAPs.
2. Mutual Aid or Interlocal Agreements enacted between adjacent political entities.
3. Selective routing of 911 calls to the appropriate PSAP.
4. Direct dedicated circuits or radio communications between 911 PSAP and public safety agencies of adjacent jurisdictions.
5. Call transfer over the public switched network to an unlisted telephone number.

**E. EMERGENCY AGENCY RESPONSE**

THE PSAP OPERATOR SHALL DISPATCH THE PROPER RESPONSE UNIT OR CONNECT THE CALLER WITH THE PROPER PUBLIC SAFETY AGENCY SO AS TO RESPOND TO THE EMERGENCY IN AN EFFICIENT MANNER.

1. The 911 PSAP should be located at the public safety agency receiving the largest number of emergency calls.
2. Public safety radio dispatch centers not co-located at the 911 PSAP shall be connected to the 911 PSAP by private telephone lines.
3. When the call transfer method is employed, procedures shall be developed to advise the calling party that the call is being transferred and for the caller to remain on the line. Transferring agency will announce to receiving agency who they are and that they are transferring "call type" to them. Call type can refer to cell or line telephone and nature of call. All transferred calls will be monitored by the 911 operator to ensure the call has been properly transferred and answered, to determine if other emergency services are required and to ensure that all information previously

received is relayed. The call transfer procedure shall assure virtually 100% reliability.

4. In 911 PSAPs utilizing the call transfer method of operation, the circuits connecting the primary Answering Center to the secondary PSAPs shall be dedicated circuits, such as PBX or PABX extensions or tie lines.

#### **F. PROCEDURES AND RECORDS KEEPING**

PROPER PROCEDURES AND RECORDS SHALL BE MAINTAINED BY THE PSAP.

1. The official in charge of each PSAP shall be responsible for developing and maintaining a system of documenting the 911 calls received at the PSAP. Documentation shall include any form of record keeping wherein the following information is collected and retained for a period of at least 30 days from the date of the call:
  - a. Date and time the call was received. (911 printout data)
  - b. Nature of problem. (Computer Aided Dispatch [CAD] data)
  - c. Action taken by the 911 call answerer.

A magnetic tape recording containing the above information will satisfy this standard.

2. Written procedures for the operation of the PSAP shall be prepared. Each participating agency shall determine the type of 911 call handling method desired and provide written instructions to the PSAP so that the PSAP operator can initiate the designated call handling method. Written procedures will include approved protocol for dispatching, upgrading/downgrading, holding or cancelling any 911 call.

#### **G. RELIABILITY OF SERVICE**

THE PSAP SHALL BE INSTALLED AND MAINTAINED IN A MANNER TO PROVIDE RELIABLE SERVICE.

1. All facilities associated with 911 service shall be equipped at all exposed terminations, including central office distributing frames, with protective devices that prevent accidental workman contact and also prevent intentional disruption of operations. Each protected termination shall be marked to identify circuits. It is recommended that circuits be isolated in a separate room on a separate board for security.

2. Safeguarded circuits shall not be opened, grounded, short-circuited or manipulated in any way by telephone company workmen until the local test desk obtains prior circuit release from the 911 PSAP director or his/her designee. Any service representative arriving at a 911 PSAP should be able to provide appropriate identification upon request and sign a log of the visit and purpose for security.
3. Service measurements on the 911 lines shall be made after the first 60 to 120 days in operation. Thereafter, the telephone companies shall take service measurements annually or more often, as may be required by the local agency, on the 911 terminating line/trunk groups to determine the actual grade of service being experienced to satisfy the agency's answering requirements. The telephone companies will provide the involved public safety agencies with an appropriate report on the results of these service measurements. The cost, if any, of these measurements will be borne by the requesting agency.
4. Telephone service providers shall immediately provide the PSAP designee or director a reasonable time frame when service will be restored if 911 or any part of it goes down. It will then be the PSAP director or designee's responsibility to contact GEMA with that information.
5. An updated Disaster Recovery Plan with the telephone service shall be in place and current at all times.

#### **H. EMERGENCY BACKUP POWER**

EACH 911 ANSWERING CENTER SHALL HAVE EMERGENCY BACKUP POWER CAPABILITY WITH AUTOMATIC START AND CHANGEOVER CAPABILITY FOR SUPPLYING ELECTRICAL POWER TO ALL COMMUNICATIONS EQUIPMENT WITHIN THE CENTER AND TO ALL OTHER ELECTRICALLY OPERATED FACILITIES NECESSARY FOR THE PROPER OPERATION OF THE CENTER. An uninterruptible power supply (UPS) shall be utilized in the emergency power system to ensure that no 911 calls are lost during the transition from standard commercial power to backup emergency power.

### **VII. PLANNING**

There are many planning factors to be considered for 911 to be successful. This section discusses some of the major elements involved in 911 planning.



## **A. MULTIJURISDICTIONAL CONSIDERATIONS:**

Multijurisdictional cooperation is essential during the planning process to assure the development and implementation of an effective and successfully operated 911 system. The concept of 911 requires cooperative answering of all police, fire and medical emergency calls at a central location. Systems should be aligned with emergency services dispatch systems to minimize delays caused by call transfer, relay or referral. Centralization and coordination are encouraged and should be considered during the planning stages for 911 implementation. The telephone company's central office boundaries are the smallest manageable unit for purposes of developing a 911 plan. Political boundaries create more difficulty when planning a basic system because they rarely coincide with central office boundaries. However, this is not an issue when planning an E-911 system.

Overlapping political and central office areas present no real problem with regard to almost any other telephone service. With 911, however, these areas require adequate planning and cooperation among the participants to assure that calls reach the appropriate agency. Those central office areas which lie wholly within a political jurisdiction present no particular problem in providing 911 service to that jurisdiction, even though a number of telephone exchanges may be involved. In cases where a central office provides services to several adjacent communities, the citizens in the adjacent communities could dial 911 and be answered by a PSAP other than their community's. Interjurisdictional cooperation is paramount in this situation because procedures must be implemented to answer the calls from adjacent communities and then dispatch, transfer, relay or (for nonemergencies only) refer them to the appropriate agency.

Cooperation among police, fire and medical emergency service providers of participating jurisdictions is essential throughout the planning process to assure adherence to the State of Georgia's minimum standards. When the number of agencies involved creates a large number of transfers or when it is difficult to obtain the necessary interlocal agreements, it is technically possible to solve the problem by incorporating selective routing into the 911 system.

## **B. LOCAL PLANNING GUIDELINES**

The following planning guidelines constitute the progression of steps necessary for a local community to plan, implement and operate an Emergency 911 Telephone System. The most important step is the formation of the planning task force. Every effort should be made to ensure that the task force membership is fully representative of all emergency service providers so that the resulting 911 system will be totally responsive to their needs.

1. Phase I, Planning Decisions:
  - a. Formation of a planning task force to include the following local authorities:
    - (1) Chief of Police, City and County
    - (2) County Sheriff
    - (3) Fire Chief, City, County and Volunteer
    - (4) Representatives from emergency medical service agencies, public and private
    - (5) Emergency management representative
    - (6) Mayor
    - (7) County Commission Chairman
    - (8) Representatives of citizens' groups
    - (9) Telephone company representative
    - (10) Cellular telephone service providers
    - (11) Other commercial radio and telephone service providers
    - (12) Other emergency service providers
  - b. Review of existing information on 911:
    - (1) Written materials
    - (2) Contacts with communities already having 911
    - (3) Information provided by local telephone company
  - c. Identification of area to be served:
    - (1) Single or multijurisdictional
    - (2) Central office boundary considerations

- d. Inventory of emergency services in 911 area:
  - (1) Fire Departments
  - (2) Law Enforcement Agencies: Local, County, State
  - (3) Ambulance Services
  - (4) Hospitals
  - (5) Poison Control Centers
  - (6) Suicide Prevention Centers
  - (7) Drug Abuse Centers
  - (8) Emergency Management Agencies
  - (9) Weather Warning Stations
  - (10) Public Works Departments
  - (11) Others
- e. Identification of agencies to be included:
  - (1) Identification of primary responsibilities
  - (2) Identification of secondary responsibilities
- f. Location of answering center:
  - (1) Law Enforcement Headquarters
  - (2) Fire Stations
  - (3) Separate Communications Center
  - (4) Others
- g. Answering center operating decision:
  - (1) Centralized answering, decentralized dispatch (relay)
  - (2) Centralized answering, decentralized dispatch (transfer)
  - (3) Centralized answering, centralized dispatch
  - (4) Combinations of above

- h. Equipment specifications:
  - (1) Enhanced or Basic 911 service
  - (2) Selective routing
  - (3) Called party hold
  - (4) Ring back
  - (5) Direct trunking
  - (6) Central office identification
  - (7) Others

2. Phase II, Planning Activities:

- a. Negotiations with neighboring jurisdictions:
  - (1) Inclusion of representatives on planning team
  - (2) Arrangements for sharing responsibility for operating answering center
  - (3) Cost-sharing arrangements
- b. Assignment of responsibilities and drawing up of cooperation agreements with participating agencies.
- c. Establishment of procedures for handling 911 calls:
  - (1) Procedures for each kind of emergency
  - (2) Procedures for nonemergency calls
  - (3) Procedures for nuisance and false alarm calls
- d. Planning of publicity campaign:
  - (1) Television, radio, newspapers
  - (2) Printed materials
  - (3) Telephone stickers
  - (4) Signs or decals on public safety vehicles
  - (5) Presentations to schools and citizens' groups

- (6) Other publicity activities

3. Phase III, Implementation Activities:

- a. Telephone equipment modifications
  - (1) Central office modifications
  - (2) Installation of special equipment in answering center
- b. Training of 911 operators:
  - (1) Techniques for dealing with distressed callers
  - (2) Procedures for involving each kind of call
  - (3) Familiarity with emergency resources
  - (4) First Aid
  - (5) Practice under simulated conditions
- c. Publicity campaign

3. Phase IV, Daily Routine Operations:

- a. Acceptance of 911 calls on priority basis
- b. Discouraging nonemergency use of 911
- c. Record keeping activities
- d. Continuation of 911 publicity

**C. DEVELOPMENT OF THE LOCAL 911 PLAN**

After the local committee has reached an agreement on the type of system to be developed and the level of service and coverage area to be provided, the local 911 configuration plan can be prepared. In addition to defining and documenting all aspects of the system, the configuration plan is utilized by the local telephone company for determining the cost of the system. Implementation and recurring costs are very important considerations at this point. Implementation cannot be achieved without the local governments' agreement on costs.

1. Local Configuration Plan Format

Appendix D is the State of Georgia's required configuration plan format, designed to assist the local committee in writing a plan that

includes the Planning Standards and the essential features of an operational system. Appendix E is an example of a local plan completed in that format.

2. Mutual Aid Agreements:

When considering the public safety agencies being served by a single 911 emergency answering center, the possibility of a citizen's call being misdirected is of prime importance. In many areas of Georgia, overlapping jurisdictional and central office boundaries present a serious problem for those local governments not utilizing enhanced 911 systems. In this situation, it is vital for the 911 operator to be familiar with the area served and to exercise proper screening of incoming calls. Despite advance screening techniques and accuracy of maps or other manual location techniques, misdirected calls can and do occur. It is necessary for the effective operation of 911 in Georgia that, when a citizen dials 911, aid is not delayed or denied by a misdirected call. Mutual aid agreements between public safety agencies are necessary to ensure aid is given to the citizen even in the event of a misdirected call. A misdirected call is defined as a call resulting in the 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 an area with a basic 911 system will be required to sign a mutual aid agreement and attach a copy to the 911 plan. This also applies to boundary overlaps between counties since this agreement requests agencies in the 911 answering area, as well as those in the adjacent county, to respond to a dispatch as a result of a misdirected call that requires any agency to enter a contiguous jurisdictional area.

Although the primary concern is the assurance that a citizen is given aid even in response to a misdirected call, agencies are not precluded from exploring other areas of cooperation that could be included in a mutual aid agreement.

3. Interlocal Agreements:

Boundary mismatch problems between counties can present stumbling blocks for completing the 911 planning process. 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. There is, however, an effective way of handling these types of problems, provided, of course, that the system is a basic rather than an enhanced system. Political

entities can enter into agreements over items that would provide mutual benefit to each other. Thus the problem of telephone central office and county boundary overlap can be solved by an interlocal agreement. A sample interlocal agreement is included in Appendix C.

**D. STATE APPROVAL REQUIRED**

1. All 911 system plans must be submitted to the Georgia Emergency Management Agency for approval before the 911 system can be ordered from or installed by the local telephone company. All 911 system plans must be updated and resubmitted every four years to GEMA. New 911 system plans must be submitted when facilities move, consolidate or separate. Upgrades to 911 system plans must be submitted if centers are upgraded in any way.
2. Downgrades of 911 systems from "Enhanced to Basic" are prohibited except in cases of financial hardship and with approval by the 911 Advisory Committee, with the Director of GEMA having the final decision.

## APPENDIX A

### **GEORGIA EMERGENCY TELEPHONE NUMBER “911” SERVICE ACT OF 1977, AS AMENDED**

The following copy of the “Georgia Emergency Telephone Number ‘911’ Service Act” has been compiled from the Georgia Code (unannotated) web site maintained by the Georgia Net Authority, [www.ganet.org](http://www.ganet.org), current through the 1999 Session of the General Assembly.

Every effort has been made to ensure that all amendments to the law have been included. However, amendments to the law are made from time to time, and it is possible that additional amendments will be made during the life of this document. Therefore, whenever it becomes necessary to refer to the law for any reason, the reader is encouraged to contact the local city or county attorney’s office to obtain an up-to-date copy with all current amendments. The reader is further encouraged to contact the local attorney’s office for all necessary legal opinions concerning the provisions of the law.



APPENDIX B

**SAMPLE COUNTY OR CITY RESOLUTION**

**RESOLUTION**

**RESOLVED**, that the Board of County Commissioners/City council of \_\_\_\_\_(City, County) endorses the concept of a countywide '9-1-1' emergency telephone service and is committed to the eventual implementation of such a program on the earliest date feasible for completion of such service.

This resolution adopted by the Board of County Commissioners/City Council at their session of \_\_\_\_\_, 20\_\_\_\_\_.

## APPENDIX C

### **EXAMPLE MUTUAL AID AND INTERLOCAL AGREEMENTS**

A mutual aid agreement, endorsed by all public agencies and public safety agencies within a county and defining the responsibilities of each agency, is required.

An interlocal agreement is also required when a telephone central office boundary overlaps two or more counties. The agreement is required to define the call handling method and routing of each type of call received from county citizens located in an adjacent county and answered in other county's '9-1-1' PSAP. 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.

Sample mutual aid and interlocal agreements are included in this Appendix for reference.

A. Example Mutual Aid Agreement

**MUTUAL AID AGREEMENT**

**THIS AGREEMENT**, made and entered into this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, by and between the County of \_\_\_\_\_ located in the State of Georgia, hereinafter referred to as the COUNTY, and the City of \_\_\_\_\_, \_\_\_\_\_ County, Georgia, hereinafter referred to as municipalities.

**WITNESSETH**

Whereas, the Parties hereto are desirous of implementing Georgia State Act 636, relating to a statewide Emergency Telephone Number '9-1-1' 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 '9-1-1' Emergency 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.
4. The misdirected call can be re-routed for dispatch to the proper jurisdictional agency if it is determined by the Answering Center that redirection would not increase response time.
5. No party to this agreement will charge another for rendering service in another 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.
7. This agreement will be in effect for an indefinite period, or until such time that the operating parameters of the '9-1-1' Emergency Answering Center make it unnecessary.

8. This agreement will be in effect immediately upon the signature of all parties listed herein.

B. Example Interlocal Agreement

**INTERLOCAL AGREEMENT**  
**FOR CALL HANDLING IN BOUNDARY OVERLAP AREAS**

**THIS AGREEMENT**, made and entered into this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_, by and between the County of \_\_\_\_\_, located in the State of Georgia, hereinafter referred to as the "**FIRST PARTY**", and the County of \_\_\_\_\_, located in the State of Georgia, hereinafter referred to as the "**SECOND PARTY**".

**WITNESSETH**

Whereas, the Parties hereto are desirous of implementing Georgia State Act 636, relating to a statewide Emergency Telephone Number '9-1-1' system plan and

Whereas, the Parties hereto recognize the 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 '9-1-1' Emergency 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 to the '9-1-1' Emergency 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 '9-1-1' center in \_\_\_\_\_ County.
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 response time, all parties herein agree to respond to a call it is dispatched even though it may mean crossing jurisdictional boundaries.
4. The misdirected call can be re-routed for dispatch to the proper jurisdictional agency if it is determined by the Answering Center that redirection would not increase response time.
5. 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 Emergency Answering Center of the FIRST PARTY.

6. The SECOND PARTY additionally agrees to pay the nonrecurring and recurring costs for dedicated phone lines or toll calls to its public safety agencies and/or '9-1-1' Emergency Answering Center.
7. Reimbursements due to the FIRST PARTY by the SECOND PARTY will be paid within 30 days of billing.
8. Any liabilities incurred by the Parties hereto as a result of the operation of the Emergency 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 one of the Parties hereto and not in furtherance of the purpose herein stated, shall be borne individually by that Party.
9. Any disputes arising between the Parties hereto that cannot be settled will be referred to the Director of Department of Administrative Services, Telecommunications Division, who shall serve as an arbitrator and whose decision shall be binding on all Parties.
10. All funds, payments and disbursements on behalf of the Emergency Answering Center shall be strictly accountable by the Finance Department of the County who shall conduct an annual audit of the Emergency 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 Department of Administrative Services, Telecommunications Division, 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.
11. The terms of this agreement shall become effective immediately upon the approval by the respective Parties to the agreement.

C. Example Interlocal Agreement for County and Cities with Sheriff as Administrator

**INTERLOCAL AGREEMENT**  
**FOR**  
**COUNTY AND CITIES WITH SHERIFF AS**  
**ADMINISTRATOR**

**THIS AGREEMENT**, made and entered into this \_\_\_\_\_ day of \_\_\_\_\_, 20 \_\_\_\_\_, by and between the County of \_\_\_\_\_, located in the State of Georgia, hereinafter referred to as the COUNTY, and the Cities of \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, incorporated municipalities, located in \_\_\_\_\_ County, Georgia, hereinafter referred to as the MUNICIPALITIES.

**WITNESSETH**

Whereas, the Parties hereto are desirous of implementing Georgia State Act 636, relating to a statewide Emergency Telephone Number '9-1-1' system plan, and

Whereas, the Parties hereto, are desirous to interface utilization of a '9-1-1' as a number for procuring emergency services among the Parties hereto, and

Whereas, the Parties hereto desire to form a cooperative '911' Emergency 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 '9-1-1' Emergency 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 '9-1-1' Emergency Answering Center Board of Governors. The Board of Governors shall consist of the Police Chiefs, Fire Chiefs, Sheriff and 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 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, 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 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.
  - 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 Answering Center shall be in the name of the COUNTY and shall be used for the purpose of reducing the overall operating cost of the Answering 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, the Director of the Department of Administrative Services, Telecommunications Division 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 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.

APPENDIX D

**'9-1-1' CONFIGURATION PLAN FORMAT**

**'9-1-1' SYSTEM PLAN**

\_\_\_\_\_ **COUNTY**

**SYSTEM SUMMARY**

\_\_\_\_\_ County is a (single) (multi) county system serving approximately \_\_\_\_\_ people in \_\_\_\_\_ County. (This is a Basic system.) (This is an Enhanced system. Selective Routing, ANI, and ALI features are included in the system.) The '9-1-1' Emergency Answering Center is located in the \_\_\_\_\_ dispatch center. The system includes \_\_\_\_\_ Central Offices, Names of Central Offices, \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_. \_\_\_\_\_ Municipalities and \_\_\_\_\_ Public Safety Agencies. Each of the Central Offices will be (direct) (tandem) trunked to the emergency answering center. There are dedicated transfer lines to the Public Safety Agencies. Calls from adjacent counties that are served by the \_\_\_\_\_ County '9-1-1' system will be handled in the following manner: \_\_\_\_\_. Details of these boundary overlaps are shown in Figure 1. (If any citizens of the county are not covered by the '9-1-1' system, explain why and what provisions have been made to access the Emergency Service.)

**SYSTEM MANAGEMENT**

The \_\_\_\_\_ County '9-1-1' System is operated by the \_\_\_\_\_ under the management of \_\_\_\_\_. The responsible fiscal agent is \_\_\_\_\_.

The County '9-1-1' System was accomplished by the following committee/personnel:

**NAME**

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**SYSTEMS COSTS**

The costs associated with the implementation and operation of the \_\_\_\_\_ County '9-1-1' System are detailed in Figure 2.

The cost sharing will be as follows:

<b><u>AGENCY</u></b>	<b><u>INSTALLATION CHARGES</u></b>	<b><u>MONTHLY CHARGES</u></b>
County	\$ _____	\$ _____
City	\$ _____	\$ _____
Other (list)	\$ _____	\$ _____
TOTAL:	\$ _____	\$ _____

**MUTUAL AID AND INTERLOCAL AGREEMENTS** **MUTUAL AID AGREEMENTS**

A mutual aid agreement, endorsed by all Public Agencies and Public Safety Agencies is required. (Attach copy of all mutual aid agreements to the plan.)

## **INTERLOCAL AGREEMENTS**

An interlocal agreement is required to define the call handling method and routing of each type of call received from adjacent county/counties citizens at the \_\_\_\_\_ County '9-1-1' Emergency Answering Center (EAC) located in the city of \_\_\_\_\_. The agreement shall be kept current through periodic revisions to reflect changing conditions, i.e., new public safety agencies, changes call handling methods, etc. (Attach copy of all interlocal agreements to the plan.)

TABLE 1

**COUNTY '9-1-1' SYSTEM DEFINITION**

LOCATION	(PUBLIC SAFETY AGENCY & CITY)
Population	_____ (As of date)
Emergency Calls per 24 Hrs (Avg.)	_____
Number of Answering Positions	_____
Type of Answering Position	Answering/Complaint Writer/Dispatcher
Total Staff	_____
Additional Staff due to '9-1-1'	_____
Number of Logging Recorders	_____
Number of Instant Play back Recorders	_____
Emergency Power	_____
Call Answering Equipment	_____
Incoming '9-1-1' Trunks	_____
Dial-Out Lines	_____
Transfer Lines	_____
Tie Lines	_____
Options (Direct Trunks)	_____ Call Transfer/ Called Party Hold/Emergency Ring back/ Forced Disconnect/Switch Hook Status/etc.

TABLE 2

**COUNTY CALL HANDLING**

<b>AGENCY</b>	<b>METHOD</b>	<b>VEHICLE</b>
Public Safety Agency	Direct Dispatch	Direct Line/Radio
Ambulance Provider Pager/Telephone	Call Transfer/ Call Relay	Radio

APPENDIX E

EXAMPLE '9-1-1' CONFIGURATION PLAN

'9-1-1' SYSTEM PLAN

POPE COUNTY

**SYSTEM SUMMARY**

Pope County is a single county system serving approximately 15,000 people in Pope County. This is an Enhanced system. Selective Routing, ANI, and ALI features are included in the system. The '9-1-1' Emergency Answering Center is located in the Pope County Police Department dispatch center. The system includes four Central Offices, Pope CO, Dover CO, Lee CO, and Green CO, two Municipalities and seven Public Safety Agencies. Each of the Central Offices will be direct trunked to the emergency answering center, there are four dedicated transfer lines to the Public Safety Agencies. Calls from adjacent counties that are served by the Pope County '9-1-1' system will be handled in the following manner. Calls from Johnson County citizens will be transferred over a direct tie line to the Johnson County PSAP who will dispatch the requested emergency service. Calls from Pope County citizens answered by the PSAP's of Conway County, Madison County and Louis County PSAP's will take the appropriate information and relay that information via local government radio to the Pope County PSAP, who will dispatch the requested emergency service.

Details of these boundary overlaps are shown in Figure 1.

**SYSTEM MANAGEMENT**

The Pope County '9-1-1' system is operated by the Pope City Police Department under the management of the Police Chief guided direction by the Pope City Council, Pope County Board of Commissioners and the Green City Council. The responsible fiscal agent is the city of Pope.

The County '9-1-1' System was accomplished by the following:

<u>NAME</u>	
_____	County Administrator (representing
_____	the Pope County Board of
Commissioners)	
_____	City Manager, Pope, Georgia
_____	Mayor, Green, Georgia
_____	Sheriff, Pope County
_____	Fire Chief, Pope County
_____	Chief of Police, Pope, Georgia
_____	Chief of Police, Green, Georgia
_____	Director, Pope County EMS
_____	Director, Pope County Civil Defense

## **SYSTEMS COSTS**

The costs associated with the implementation and operation of the Pope County '9-1-1' System are detailed in Figure 2.

The cost sharing will be as follows:

<u>AGENCY</u>	<u>INSTALLATION CHARGES</u>	<u>MONTHLY CHARGES</u>
Pope County	\$ XXXX 60%	\$ XXXX 60%
Pope, Georgia	\$ XXXX 30%	\$ XXXX
30%		
Green, Georgia	\$ XXXX 10%	\$ XXXX 10%
	_____	_____
TOTAL	\$ XXXX	\$ XXXX

## **MUTUAL AID AND INTERLOCAL AGREEMENTS**

Mutual Aid Agreements, endorsed by all Public Agencies and Public Safety Agencies located within the county are attached.



## **INTERLOCAL AGREEMENTS**

<b>FIRST PARTY</b>	<b>SECOND PARTY</b>	<b>SUBJECT</b>
Pope County	Conway County	An interlocal agreement is attached that defines the call handling method and routing of each type of call received from Pope County citizens at the Conway County '9-1-1' center located in the town of Conway. The agreement shall be kept current through periodic revisions that 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 '9-1-1' costs.
Pope County	Madison County	An interlocal agreement is attached that defines the call handling method and routing of each type of call received from Pope County citizens at the Madison County '9-1-1' center located in the town of Madison. The agreement shall be kept current through periodic revisions that 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 '9-1-1' costs.
Pope County	Louis County	An interlocal agreement is attached that defines the call handling method and routing of each type of call received from Pope County citizens at the Louis County '9-1-1' center located in the town of Louis. The agreement shall be kept current through periodic revisions that 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 '9-1-1' costs.
Johnson County	Pope County	An interlocal agreement is attached that defines the call handling method and routing of each type of call received from Johnson County citizens at the Pope County '9-1-1' center located in the town of Pope. The agreement shall be kept current through periodic revisions that 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 '9-1-1' costs.

TABLE 1

**POPE COUNTY '9-1-1' SYSTEM DEFINITION**

LOCATION	POPE CITY POLICE DEPARTMENT POPE, GEORGIA
Population	15,000 (1970 Census)
Emergency Calls per 24 Hrs (Avg.)	20
Number of Answering Positions	1
Type of Answering Position	Answering, Complaint Writer & Dispatcher
Total Staff	4
Additional Staff due to '9-1-1'	0
Number of Logging Recorders	1 - 10 Channels
Number of Instant Play back Recorders	1
Emergency Power	Yes
Call Answering Equipment	8A Key
Incoming '9-1-1' Trunks	9
Dial-Out Lines	2 (1 unlisted)
Transfer Lines	4
Tie Lines	1
Options (Direct Trunks)	Call Transfer, Called Party hold, Emergency Ring back, Forced Disconnect and Switch Hook Status.

TABLE 2

**POPE COUNTY CALL HANDLING**

AGENCY	METHOD	VEHICLE
<b><u>Pope County 9-1-1 Center</u></b>		
Pope Police Department	Direct Dispatch	Radio
Green Police Department	Call Transfer	Direct Line
Pope County Fire Department	Call Transfer	Direct Line
Pope County Sheriff's Dept	Call Transfer	Direct Line
Pope County EMS	Call Transfer	Direct Line
South Volunteer Fire Dept	Call Relay	Radio Pager
North Volunteer Fire Dept	Call Relay	7-Digit Telephone
Madison County '9-1-1' Center	Call Relay	Local Government Radio or 1-XXX-XXXX unlisted number
Louis County '9-1-1' Center	Call Relay	Local Government Radio or 1-XXX-XXXX unlisted number
Johnson County '9-1-1' Center	Call Relay	Local Government Radio or 1-XXX-XXXX unlisted number
<b><u>Conway County 9-1-1 Center</u></b>		
Any Pope County Agency (via Pope City Police Department)	Call Transfer	Direct Tie Lie

