

**CAPCOG Guidelines for Adding or Closing a Public Safety Answering Point or Adding a 9-1-1 Call Taking Position**

Approved by Executive Committee on November 9, 2011

**1. PURPOSE**

The addition of a Public Safety Answering Point (PSAP) or 9-1-1 Call Taking Position impacts the CAPCOG Regional Strategic Plan for 9-1-1 Service and the performance measures reported to the Commission on State Emergency Communications (CSEC). These guidelines provide criteria and identify required information to be included in a request to add a PSAP or 9-1-1 call taking position. Items to be considered for closing or providing reduced funding for a PSAP are also included.

**2. OVERRIDING POLICIES**

- A. Two or more counties may enter into an Interlocal contract for the operation of a Primary PSAP to serve those counties; otherwise there shall be at least one Primary PSAP in each county.
- B. CAPCOG Executive Committee approval is required to submit request to CSEC.
- C. CSEC has final approval authority for all new PSAPs and 9-1-1 call taking positions.
- D. All applicable provisions of CSEC Rules and Program Policy Statements must be met.
- E. If funding is not available within the CAPCOG Strategic Plan for 9-1-1 Service for the additional PSAP or call taking position, the requesting jurisdiction must agree to provide funding to CAPCOG to acquire the equipment and for 5-years maintenance.
- F. The jurisdiction may provide funding to continue operation of a PSAP selected for closing or reduced funding.
- G. CAPCOG shall have ownership over all PSAP equipment, regardless of funding source.
- H. All requests must be submitted in writing on departmental letterhead signed by the chief elected official of jurisdiction's governing body.

**3. ADDITIONAL PSAP**

A PSAP may be added if all of the following factors are met:

- A. Population of requesting jurisdiction is:
  - (1) Greater than 20,000; or
  - (2) At least 25% of the total population of the County.
- B. For the previous six months, the jurisdiction can document a minimum average of 10 calls per day, which may include the combined total of the number of 9-1-1 and 10-digit emergency telephone number calls for the agency (or agencies, if the site will serve as a Backup PSAP) requesting the PSAP.
- C. Resolution from local governing body of existing PSAP agreeing to release the proposed area for the new PSAP; and resolution from the local

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governing body of proposed PSAP agreeing to provide the duties and responsibilities of 9-1-1 service for the area specified.

- D. Written acknowledgement from the jurisdiction of the capability to provide:
  - (1) Minimum PSAP requirements as outlined in CSEC Rule 251.1; and
  - (2) Adequate facilities and personnel to house and operate a PSAP for receiving 9-1-1 calls.

### 4. **ADDITIONAL CALL TAKING POSITION**

A call taking position may be added if all of the following factors are met:

- A. Overall 9-1-1 circuit utilization must exceed 80% for three consecutive months.
- B. Jurisdiction has a population growth rate of at least 3% over the past two years.
- C. Identification of other factors which may be relevant to the need for an additional workstation.
- D. Jurisdiction must certify the capability to provide staffing for the additional workstation.

### 5. **CLOSING A PSAP**

- A. A PSAP will be identified for closing when the average daily total call volume of 9-1-1 and 10-digit emergency calls falls below 10 calls per day over an 18 month period. PSAPs operating at an educational institution or PSAPs that are the only PSAP within a county are exempt.
- B. The following factors will be considered when budget reductions necessitate closing or providing reduced funding to PSAPs that meet the minimum daily call volume:
  - (1) Average daily total call volume of 9-1-1 and 10-digit emergency calls based on the past 18 months.
  - (2) Proximity to another PSAP.
  - (3) Number of 9-1-1 and 10-digit emergency calls transferred to other PSAPs for dispatch.
- C. Notification process:
  - (1) In March of even numbered years, a report will be provided to the CAPCOG Executive Committee identifying PSAPs that are subject to closure or reduced funding. The average call volume will be calculated for the 18 month period ending in February of that year.
  - (2) In February of odd numbered years, as part of the budget approval process, a recommendation will be presented to the Executive Committee as to which PSAPs may be closed or partially funded for the biennium beginning in September of that year.
- D. Once a PSAP has been closed or had funding reduced, the jurisdiction must meet all requirements for adding a PSAP in order to reactivate the PSAP or have CAPCOG funding restored.