

## **Capital Area Emergency Communications District**

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

Approved by the Board of Managers on October 11, 2017

#### **1. PURPOSE**

The addition of a Public Safety Answering Point (PSAP) or 9-1-1 Call Taking Position impacts the operational budget of the Capital Area Emergency Communications District (CAECD). 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. GENERAL POLICIES**

- A. Two or more agencies may enter into an Interlocal contract for the operation of a Primary PSAP to serve those agencies; otherwise there shall be at least one Primary PSAP in each county.
- B. Agencies entering into an Interlocal contract for operation of a Primary PSAP may terminate that contract within five years and reactivate the original PSAP. Reactivation of a PSAP will be considered a new PSAP and the agency will be responsible for all cost associated with the reactivation.
- C. The CAECD Board of Managers has final approval authority for all new PSAPs and 9-1-1 call taking positions.
- D. If funding is not available within the CAECD budget for the additional PSAP or call taking position, the requesting jurisdiction must agree to provide funding to CAECD to acquire the equipment and for 5-years maintenance.
- E. The jurisdiction may provide funding to continue operation of a PSAP selected for closing or reduced funding.
- F. CAECD shall have ownership over all PSAP equipment, regardless of funding source.
- G. The chief elected official of the requesting jurisdiction shall sign and submit the request for a new PSAP or additional call taking position to CAECD.
- H. The NENA Master Glossary of 9-1-1 Terminology (available at <http://www.nena.org/?page=Glossary> ) shall be used to define 9-1-1 terms used in this document.

#### **3. ADDITIONAL PSAP**

- A. Primary PSAP  
All of the following factors are required for the addition of a Primary PSAP:
  - (1) Population of requesting jurisdiction is:
    - (a) Greater than 20,000; or
    - (b) At least 25% of the total population of the County.
  - (2) For the previous 18 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

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agency (or agencies, if the site will serve as a Backup PSAP) requesting the PSAP.

- (3) Resolution from local governing body of existing PSAP agreeing to release the proposed area for the new PSAP and resolution from the local governing body of proposed PSAP agreeing to provide the duties and responsibilities of 9-1-1 service for the area specified.
- (4) Written acknowledgement from the jurisdiction of the capability to provide:
  - (a) Minimum PSAP requirements as outlined in CSEC Rule 251.1; and
  - (b) Adequate facilities and personnel to house and operate a PSAP for receiving 9-1-1 calls.

### B. Secondary PSAP

All of the following factors are required for the addition of a Secondary PSAP:

- (1) For the previous 18 months, the jurisdiction/agency can document an average of 10 calls per day, which may include the combined total of the number of 9-1-1 and 10-digit emergency telephone calls transferred to the jurisdiction/agency for service.
- (2) List of the jurisdictions supported.

## 4. ADDITIONAL CALL TAKING POSITION

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

- A. An average of 25 calls per day per position over the past 18 months. The calls may include the combined total of the number of 9-1-1 and 10-digit emergency telephone number calls for the agency.
- 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 during the annual budget process:

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- (1) Each January a report will be provided to the CAECD Board of Managers identifying PSAPs that are subject to closure or reduced funding. The average call volume will be calculated for the 18 month period ending in December of the previous year.
  - (2) Each April a recommendation will be prepared for the Board of Managers as to which PSAPs may be closed or partially funded for the Fiscal Year beginning October 1 of that year.
- D. Once a PSAP is closed, the jurisdiction must meet all requirements for adding a PSAP in order to reactivate the PSAP.
  - E. A PSAP that receives more than 10 calls per day, but had funding reduced due to budget reductions, will be reviewed for full funding as part of the annual budget process.
  - F. A PSAP that was in operation on November 1, 2011, was identified for closing due to state budget reductions, and provided local funding to continue operations, may have CAECD funding restored when they meet the requirements of Paragraph 3.A. (2).